Pro-forma for Case Studies

Project Summary

Please complete the sections below as appropriate:

Title Resource pack for staff

<table>
<thead>
<tr>
<th>Teaching &amp; Learning Topic</th>
<th>Provide resources/information for tutors/staff to help them support students they encounter who may be in distress.</th>
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</thead>
<tbody>
<tr>
<td>Discipline (if applicable)</td>
<td>Student Support Services</td>
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<tr>
<td>Level</td>
<td>The collaborative approach will benefit all students</td>
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<tr>
<td>Contact Staff</td>
<td>Dr Alicia Peña Bizama\nCarrington building, room 106\<a href="mailto:nm.a.penabizama@reading.ac.uk">nm.a.penabizama@reading.ac.uk</a>\nPhone 0118 3784216</td>
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Project Aims *(bullet point format)*

- The purpose is to provide support for tutors/staff to be better prepared to respond to students effectively. The hope is that an additional benefit will be a reduction in stress levels caused by significant concern for the student’s health/safety, as well as feel better prepared to manage the demand for additional 1:1 contact during a busy timetable. The information will clarify the referral process and raise awareness of the support available for staff when dealing with complex situations.
- The objective is to establish a collaborative approach with staff to support our common goal of enhancing students’ experience. By supporting their wellbeing staff can contribute to students’ capacity to maximise their potential and develop resilience to cope with life in general.
- The aim is to engage staff in the Counselling and Wellbeing Service’s new ways of working which include being proactive by developing preventative strategies to promote students’ wellbeing.

Main Conclusions *(bullet point format)*

- It was a very positive experience to work with colleagues from various departments/areas within the university. It was a useful exercise in that it gave us a better understanding of staff concerns...
regarding students’ wellbeing and it helped us to identify what would be useful to them to manage these more effectively.

- The resource pack has been well received by the staff we have had the opportunity to give it to. We have explained the purpose and their response has been very positive.
- This project allowed us to work collaboratively with others and in the process it helped to disseminate information on how the Service works making it more visible and accessible. Although a very busy Service, and like others equally dealing with limited resources, it allowed us to communicate our new ways of working to respond effectively with the resources available.

Case Study

Abstract
Context: in a climate of increased concern for students’ wellbeing due to increasing numbers of vulnerable students, and the pressure on universities to manage with reduced resources, staff are dealing with more complex situations which cause them concern.

The aims of the project were to design material to provide support for tutors/staff to be better prepared to respond to students effectively. The intended outcome is for staff to feel supported when dealing with the demand during a busy timetable by providing them with resources to provide effective support. An additional benefit, hoped for, would be a reduction in stress levels caused by significant concern for the student’s health/safety.

The information will clarify the referral process and raise awareness of the support available for staff when dealing with complex situations.

Methods
1. A few informal meetings were arranged with colleagues across departments to discuss concerns, as well as focus on identifying what information would be included. Discussions also covered how to present the printed material so that it would be relevant and useful to busy staff.
2. Members of the Counselling and Wellbeing team worked on developing the handouts.
3. Members of the Counselling and Wellbeing team worked on the design of the handouts and folders to present the material so that it would be userfriendly.

Results
1000 folders were printed. The delivery to Schools/departments/Senior Tutors will take place in the Autumn and Spring term 2011-2012.
Discussion/Conclusions
The material produce is being distributed to Schools/departments and explained in brief presentations by members of the team. The material is also being used for other staff who support students such as the helpdesk team, Disability team, Wardens and Security team. The aim is to disseminate the information and clarify procedures on how to support students in distress.

Additional Comments
For example, this section could include brief reflective comments, such as what possible improvements/enhancements would you make if you were to do the project again etc.

Project Evaluation
The project will be evaluated by collecting feedback from staff who have received the pack. The details of the format will be discussed with CDoTL.

Project Dissemination
Findings will be disseminated in a future Senior tutor meeting.