



## **Student Experience Zone Thursday 9<sup>th</sup> November, 4pm SU Coffee Lounge**

### **Present**

#### **Chair**

Annie Severn (PWD)

#### **Students' Union Officers/staff**

George Coombs – SU President (PRES), Louise Aiken - Membership Engagement Manager (LA), Paul Murtough – Representation and Democracy Coordinator (PM), Chris Bateman – Chief Executive Officer (CB), Steph Foxtan – President of Education (SF), Matt Allton – Design and Communications Coordinator (MA)

#### **York St. John University Staff**

Marije Davidson – Equality and Diversity Officer, Nic Streatfield – Head of Student Services (NS)

### **Apologies**

None recorded

### **Welcome & Introductions**

PWD welcomed all in attendance to the meeting and presented staff with the opportunity for introduction

### **Items for Any Other Business**

No items were taken

### **Agenda Items**

1. **Learner Analytics Project**
2. **Liberation Officers, introduction and updates**
3. **Dr. Astrid Henckel – gaining access to health services**
4. **Open discussion**

## 1. Learner Analytics Project

PWD welcomed CB to inform members of the current project.

CB presented regarding the Students' Union helping the University with a project on Learning Analytics to enhance student retention and success. CB explained that Learner Analytics is about harnessing the data that is collected through systems like Moodle, SITS, and the Library to promote better ways for students to engage and succeed in their studies. The outcomes of the project will be the creation of bespoke YSJU apps for students, academic staff, and student advisors that can be used by those individuals to enhance their learning/knowledge of students' needs. More information can be found in a blog published by CB in October, found here: [http://ysjsu.com/news/article/CEO\\_LAP](http://ysjsu.com/news/article/CEO_LAP) Any students wanting to be more involved in the project were invited to contact CB directly.

## 2. Liberation Officers, introduction and updates

PWD introduced the newly elected Liberation Officers. Two officers were in attendance and provided updates on their activities/goals.

All information regarding the activities of the officers can be found at [www.ysjsu.com/blog](http://www.ysjsu.com/blog)

## 3. Dr. Astrid Henckel, GP – Gaining access to health services

PWD welcomes Dr. Astrid Henckel and members of the York CCG to provide information to students regarding access to our local services.

Dr.H discussed how a General Practitioner (GP) works and what is different about operations in York, and more specifically, at York St John.

One member asked Dr.H – Her question: What is the relationship like with GPs and specialist services – the member visits a number of these services on a regular basis, such as gender identity.

Dr.H stated that GPs act as a homing service, guiding people to the correct places. Services often keep in contact with the registered GP – this is why students are urged to sign up with the campus medical centre.

Often when multiple services are accessed, patients files will be combined into one document/folder in order to a consistent approach across the service. Specialists do not have access to what the GP has advised/provided and no access to prescriptions etc.

Further to this Dr.H was asked what the process is for correspondence when new address changes have not been acknowledge correctly.

Dr.H advised that the patient contact both the GP and hospital to ensure the information has been stored correctly. Further to this it was advised that the patient contact the switchboard for the hospital and check with them.

Students were also advised to search out a number of applications and sign up to the online service for apt. bookings etc.

#### 4. Open discussion

PWD advertised the upcoming campaigns for the end of Semester 1.

Housing Fair – 21<sup>st</sup> November

Sexual ‘Elf’ campaign – December

Mental Health booklet currently in development.

\*student feedback via Tell Us What You Think cards

\*Difficult to issue as it is hard to make generalised statements without providing an assumption to an individual’s circumstances.

PWD also proposed the idea of ‘Talk to Annie’ an additional signposting service for students with wellbeing concerns after receiving feedback from students surrounding negative opinions of the university service.

NS asked for PWD to elaborate on what students are saying.

PWD stated that students are concerned over the gap between initial sessions with wellbeing and referrals for counselling.

#### **Action: PWD to work with NS to discuss student feedback**

Students at the meeting suggested that there needs to wider advertisement of the staff within the Wellbeing team, rather than sending students to an unknown person.

NS responded stating that their members of staff are on the website but will look into this.

#### **Action: PWD to work with NS to establish wider advertisements**

It was also stated that it is difficult to promote people attending sessions because they don’t know what can be offered – work to advertise how the service can provide assistance and what the service is there for i.e. its limitations

Students also felt that beyond the initial sessions nothing more happens so it would be helpful to know what they can provide.

LA asked if members felt they needed more discussion time with the team

The members stated yes, in part, but in most instances the student felt that they needed specific help and didn't receive anything.

NS stated that the Wellbeing service is there to help students achieve academically at York St. John and isn't there to act as an addition to, or take away from the work that the NHS and external services provide. Members of staff are trained professionals but unfortunately the resource isn't there to expand the service.

**Action: PWD to work closely with NS and the wellbeing team to establish communications which advertise the full extent of the teams' capabilities.**

Further to this, anonymous feedback was presented via the SU 'Tell Us What You Think' cards.

How can the Student Study resources be better incorporated into the student's 'studying' experience?

Wellbeing should demonstrate services that are available. Before or after sessions, if further support is required and work with the individual to find the correct service.

It feels as though the team are not taking student concerns seriously. Not everyone would wish to speak to the NHS as it can be a scary experience. The wellbeing group should be a stepping stone onto other services.

Students understand that YSJ does not function similarly to the NHS but it provides a more comfortable atmosphere than seeking out medical assistance.

**Date of the next meeting:**

TBC

**Summary of actions**

Agenda item	Action:	Assigned to:
Open discussion	Action: PWD to work with NS to discuss student feedback <b>(Page 3)</b>	PWD
	Action: PWD to work with NS to establish wider advertisements <b>(Page 3)</b>	PWD
	Action: PWD to work closely with NS	PWD

and the wellbeing team to establish communications which advertise the full extent of the teams' capabilities.  
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