Coventry University Counselling & Mental Health Service for Students

Staff Survey Autumn 2015

- 48% of staff want regular updates mainly by email
- 64% had contacted the service to find out how to refer or consult regarding students
- 77% of staff whose students had used the service considered it was a supportive factor for successful studying

Autumn term 2015 – all students have been able to book in at least once and no waiting list

- Free, confidential, convenient online registration & booking
- Service has professionally trained Counsellors, Mental Health Advisers and a Welfare Adviser. All have extensive knowledge of university and external services that may help your student.
- Students self refer by emailing counsell.ss@coventry.ac.uk, ring 02477 658029 or come to the reception 2nd Floor, The Hub Jordan Well entrance.
- To maintain all students confidentiality – staff are discouraged from generally visiting the floor or bringing students to the service in person.
- Staff members are actively encouraged to contact the service to consult or discuss students of concern or issues of risk or self harm. Email counsell.ss@coventry.ac.uk or call 02477 658020
- Students register ONLINE (convenient and secure). Access is given to the new choose and book service (Connect 2) – helpful reminders about appointments are automatically sent.
- Students may be offered one to one sessions, drop in or groups (anxiety and depression) or referred to specialised service immediately.
- NEW from Autumn 2015 - Big White Wall – nationally recognised anonymous support network offering guided 24/7 support with peer support and online programmes. The University is one of a very few who are offering this opportunity. Leaflets and referral will be given to students accessing various services.

Update From January 2016 the Clinical Lead Sue Thurlow is on a secondment. Ian Wright will be Senior Mental Health Adviser and a Senior Counsellor will be appointed from February in her absence. Helen Bogusz is the overall Service Manager. Contact any of these staff members on email and telephone listed below.

Staff enquiries; email counsell.ss@coventry.ac.uk or 02477 658029.
Opening times Monday to Thursday 9-5pm, Friday 9-4pm

Out of hours useful numbers
Protection Service - for any immediate incidents on campus or in University residences or to help with medical emergencies 7363
- 999 for any life threatening medical emergencies

Other useful University support services
- International Student Welfare Advisers (general support & visa issues) welfare.io@coventry.ac.uk
- Students Union Welfare Advice Service (independent advice, accommodation, finance, disputes with university processes, employment etc) webpage and contact details
- Spirituality & Faith Spirituality & Faith Centre – 3rd Floor The Hub, range of support and activities available 024 7765 5296 or faith.ss@coventry.ac.uk