

09.10.25



Chair: Etienne Lewis-Jarvis [ELJ]

Student Attendees: 39

Barriers to Accessing Services:

- Embarrassment
- Stigma
- Lack of knowledge about what services are available
- Not knowing what to say/how to ask for help
 - Admitting needing help can feel intimidating

Communication:

- Social media videos, ideally peer-led e.g. SLAs
 - Breakdown stigma and normalise accessing services/needing help
 - Examples of reaching out for help e.g. what to say.
 - Tour of spaces
 - Meeting key staff
 - Talking about common challenges to destigmatise e.g. stress
- Visibility of staff, seeing their faces, staff profiles on the website
- Promotional materials and messages feel corporate. Need more direct/personal messaging e.g. 'how are you?', 'feeling lonely?'. Example given of a student who had been absent from class receiving an email asking 'are you okay?'
- Students would prefer constant reminders and messages relating to wellbeing and the support available – it is always the right time.
- Encourage students to access support early, it doesn't need to be extreme to need support. Campaign messages should reflect this.
- Key times of year e.g. exams. Most students are stressed. How can services adapt to support this e.g. drop-in's during exams, casual opportunities to meet staff and talk about what is concerning them.

Societies & Course Reps:

- Up-skilling committee/society leads to support signposting to services and help students with reaching out.
 - Support Service teams to provide training for course reps and society leads.
 - Provide a resource to support with signposting e.g. what teams can support with, how to contact them.
 - Society leads often face increased stress: managing their course, organising society activities and occasionally providing peer support for others within their society. Having more knowledge of services could also help leaders access support.

Academic Spaces:

- Visibility in academic spaces – some students only engage with their course.
- Posters/QR codes asking ‘how are you?’ linking to services in lecture theatres/on desks.
- Targeted messaging e.g. for first year students.
- Wobble week – normalising challenges, opportunity to learn about services outside of Induction week.
- Proactive approach from Personal Tutors – provide them with training and resources to support this.
- Canvas – SAW module difficult to find as it is not on programme pages. Add a banner to canvas linking to module/support?

Accommodation:

- Include information about support services on notice boards in halls. Some students felt this might be too public.
- A physical booklet within arrival materials in rooms – this can be kept and looked at in private.
- Another option would be some merchandise with key information included e.g. a poster or magnet.

Wellbeing Forum

JM
SU

Mentimeter Responses

Have you ever accessed SAW services?

- Yes: 11
- No: 22
- Unsure: 2

Are there any barriers preventing students using SAW services?

- Embarrassment.
- Lack of knowledge where to go especially for first years
- wouldn't know exactly where to go
- Not promoted enough
- No
- Takes too long to access the student support fund
- Fear
- Not knowing about it
- Didn't know it existed
- Could be deemed embarrassing maybe
- Scared of opening up
- Fear of being judged
- Lack of awareness that the service exists
- Lack of knowledge on the diverse scale?
- Thinking that their problems are not big enough.
- Haven't heard of SAW before
- Yes, the barrier is how intimidating it is to put themselves forward for help
- Personal confidence to use these sources
- Taboo
- Probably the promotion of it- I wasn't sure where the services were located in the SLB
- Don't want to talk to a stranger
- Not feeling like their problem is worth/significant enough
- Stigma - especially around boys as mental health is still not really spoken enough about and may be embarrassed around their mates
- Judgment
- Some people may just miss it. Maybe some more promotion on social media could be of benefit.
- Feeling embarrassed
- I was broke and got some money helped me not starve
- Judgment

Do you feel the right support services are offered at the right time?

- Sure
- Not always
- Yes
- "No"
- Strong emphasis on dissertation and winter
- Without other things been on offer"
- Depends on when the right time is
- I think the services are always there but just aren't promoted enough for someone to know when they're there
- Winter in general. Around exam periods. Never enough social media posts.
- i feel like the right time is always - but especially freshers' week or exam season. and even holidays like Xmas and summer
- Academic support and mental health during exam season
- I was broke and got some money to help me eat
- To be completely honest I don't know when I've come across the support. I've not been aware any was there & made accessible
- Clear in lectures as people may only go to lectures.
- losing track of time, exam deadlines creep up

What more could SAW, LJMU & JMSU do to support your wellbeing?

- Connect with sporting & general societies to help promote the benefits is the cause
- Promotes in lectures or on assignment pages on canvas
- Definitely mental health training and even general first aid training for committee members
- Making sure emails are sent to check up on people not going to lectures

What is the biggest issue impacting student wellbeing?

- Stigma
- Stress
- money
- Money as will be near Christmas time
- Stress
- Cost of living and time
- Stress and workload at the end of terms
- Assessments or exams
- Finance
- Managing finances, money related issues
- Academic stress
- Finance / money struggles
- deadlines and assignments
- Finances, loneliness
- Workload potentially clashing with sports, social time as well as the weather being so miserable
- Time shortage
- Big changes from summer to September
- financial stress
- Social/uni balance
- Establishing friend groups whilst also having to balance university work and living on your own for the first time
- embarrassment
- Stress of balancing social life and workload
- Overwhelmed
- balancing workloads/ personal life
- Unitemps/Opportunity to work for the University and how
- Work life balance
- Finance - assignment stress
- Academic pressure of not having a multiple chances and loneliness, anxiety for the future