Appendix C

Desk research of other HEI student support websites

HEI	Positive	Ideas we can use	Negative	Anything else
Uclan	Easy to navigate and **each area of support is clear and defined in the first page within the 4 categories.** 1. Study support: academic help, research help 2. Advice and guidance: Careers, finances 3. Life on campus: Safety, Transport & Parking, Library 4. Wellbeing support: Counselling, mental health and wellbeing, Disability, Estranged and Care leavers	Virtual tour of the Student support area at the campus (virtual tour of website?)	Not very **visually appealing**, no obvious campaigns or highlights on any areas of wellbeing. Looks clear but no links to further services .	- Overall appears to be quite a simplistic offer in terms of online support. Not a great deal of resources or self-help materials and not overly visually appealing. - 1-1 contact via counselling appointment booking only – no wellbeing appointments/contact advertised, only drop in offer which is currently unavailable. - Fairly simplistic website, easy to navigate although no wellbeing campaigns/tips made clear through the website
Nottingham		- Running a Nurturing U: Self-care campaign this term https://www.nottingham.ac.uk/currentstudents/healthyu/nurturing-u.aspx	- Didn't seem to be much in terms of content and resources on their mental health and wellbeing page. - Have "5 steps you can take to improve your mental health and wellbeing" – but it's not where near as in-depth as our six ways webpages	-The section on general wellbeing is called 'Healthy U'
Liverpool	- Wellbeing section of the website **categorises** things well in terms of what is available **internally and externally to the university.** - The website it easy to navigate and easy to find your way around, everything is organised into a **side bar so you can be taken directly to specific pages - less clicking around and in/out of things.**	Wellbeing advisors are available to offer initial advice to students and their contact info is one of the first things displayed on the page.	- Doesn't seem to be updated/changed with new information and resources like ours is - e.g. no highlight section. - The internal resources related to wellbeing seem to only be related to getting a COVID test and the external resources and self-help information listed isn't categorised into different themes. They have a lot of links to external	It's not particularly visual or nice to look at, the layout is quite basic. But I think this does make it very easy to navigate.

			resources but don't seem to create content themselves? or I can't find it.	
Newcastle	Specific sections for PGT and PGR's are good	**- The support website is linked from the central University website unlike ours.** - **A brochure** could be a good way of highlighting what our team do in relation to other teams.	- Structure of website is very confusing and not something we would want to adopt. Even though everything is in one place it's very difficult to navigate to support information/services and resources. - Dual student and staff wellbeing page which is strange	
Leeds	It has a simple design which makes it **easy to navigate and easy to find what you're looking for**	- They have a section on '**recommended resources and self-help' that groups resources by issue** e.g. anxiety, self-esteem, trauma, wellbeing etc. This seems to be quite a good way of arranging resources and can help students identify the support they can access for their issue. - The tell-tale signs of someone struggling could be something we add to our supporting a friend page. www.students.leeds.ac.uk/info/100003/look_after_yourself_and_others/1083/supporting_your_friends. - I think it makes sense that **all of the student support info is in one place on the main website.** Whereas ours we have info on the main website (https://www.manchester.ac.uk/study/experience/student-support/) but then our actual student support website. People looking at our main website may think that this is all the info on student support and miss the website. On our main website it links to our website with a hyperlink stating 'student support resources' – could	Bit uninspiring to look at: https://students.leeds.ac.uk/#Support-and-wellbeing	The wellbeing pages for current students sit on the main website under 'Support and Wellbeing'. It seems to be more information rather than resources. I think the fact that we have videos, worksheets, etc works in our favour as I caters to a wider audience.

		this be renamed to 'student support website' as it contains more than resources.		
Salford	- Resources: **Easy access wellbeing tip sheets on a variety of issues such as abuse, academic work, stress, depression, loneliness, bereavement, self-harm, sleep, anxiety.** - These advice sheets signpost students to groups on meetup, voluntary through do-it.org, apps such as Headspace and general wellbeing tips (no associated resources with these tips). The sheets also refer students to the website askUS | University of Salford which covers all areas of support for students such as careers, accommodation, finance etc.	*(part of Salfords MH strategy)* - Develop an on-line resource for students of practical tools and guidance anchored around a **self-assessment tool** that will allow students to reflect upon their mind-set and track change/ growth over time. This can be embedded alongside curriculum and/or used by students independently. - Use of innovative methods to facilitate access to resources e.g., **podcasts for commuter students.** - Provide apps to facilitate students in building networks for support. - Promote **opportunities and support offered by external partners** to which students can self-refer. (wellbeing events calendar?) - Develop resources and ideas to help students prepare for living away, thinking about practical, physical, mental, and emotional challenges.		Their Student Mental Health Strategy outlines what they are currently doing to support students and what their action plan is for the future.
Sheffield		Something really useful on their site is that they had a feedback option directly on the site - **https://www.sheffield.ac.uk/sss/feedback** They have a really useful FAQ page too **https://www.sheffield.ac.uk/mental-wellbeing/student_faq**	They really don't have much wellbeing content – we are really good on that!	The main thing is that the Counselling and Wellbeing Service pages are completely combined and there is no separation. Whereas our student support page includes everything from wellbeing/student services/finances etc, their student wellbeing page is just focussed on that and nothing else!