



**Anglia Ruskin
University**

Cambridge & Chelmsford

Mind The Gap 2

Review of HEI Web Content

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24 January 2007**

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1.0 Background

A review of current provision of information regarding students with Mental Health difficulties and / or distress (MHD/D) on HEI websites was conducted in order to place the provision offered by Anglia Ruskin University in context.

2.0 Process of Selection

A list of universities was obtained from the Higher Education Statistics Agency (HESA) website via Table T7 (Participation of students in higher education who are in receipt of Disabled Students' Allowance (DSA): All undergraduates 2004/05). While this table contains details of students in receipt of DSA it is understood that the information does not refer specifically to students with MHD/D, and only includes students who have chosen to disclose, the data can only be considered indicative.

The table contains data from:

- 124 universities in England
- 12 Universities in Wales
- 19 Universities in Scotland
- 4 Universities in Northern Ireland

For the exploratory investigation, it was decided to explore provision at HEIs in England only but to disregard HEIs with a small student population (i.e. below 2000). This reduced the number of HEIs from 159 to 92.

3.0 Indicators

All the HEI's websites were visited to determine the nature and extent of the provision of information relating to students with MHD/D. The concept of information relating to students with MHD/D was operationalised to generate the following five indicators:

1. Is the term Mental Health mentioned on the website?
2. Is there a link to a Mental Health page on the home page?
3. Is there a link to a Disability page on the home page?
4. Is there a link to a Student Support Services page on the home page?

5. Was a Mental Health page located, and if so how?

3.1 Indicator 1 – Is the term Mental Health mentioned on the website?

This indicator was included to determine whether the HEI felt the area important enough to include a specific reference to it or not. The term was entered into the search engines located on the HEI websites (if available). In addition, website A-Z pages were examined.

3. Is the term Mental Health mentioned on the website?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------|-----------|---------|---------------|--------------------|
| Valid Yes | 74 | 80.4 | 80.4 | 80.4 |
| No | 18 | 19.6 | 19.6 | 100.0 |
| Total | 92 | 100.0 | 100.0 | |

The table shows that 18 institutions do not refer to Mental Health anywhere on their website.

3.3 Indicator 2 – Is there a link to a Mental Health page on the home page?

This indicator was selected to determine whether the HEI felt it was necessary to advertise its provision for students with MHD/D on its home page.

4. Is there a link to a Mental Health page on the home page?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------|-----------|---------|---------------|--------------------|
| Valid No | 92 | 100.0 | 100.0 | 100.0 |

As the table indicates, not one HEI has a direct link to a Mental Health page from its home page.

3.4 Indicator 3 – Is there a link to a Disability page on the home page?

In the absence of a direct link to a Mental Health page, it was felt that students with MHD/D may opt to look for support via the student support service's disability page.

5. Is there a link to a Disability page on the home page?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------|-----------|---------|---------------|--------------------|
| Valid Yes | 5 | 5.4 | 5.4 | 5.4 |
| No | 87 | 94.6 | 94.6 | 100.0 |
| Total | 92 | 100.0 | 100.0 | |

However, as the table shows, only four of the HEIs involved in the study offer a direct link to their disability page from the home page.

3.5 Indicator 4 – Is there a link to a Student Support Services page from the home page?

The third most likely entry path for a student looking for information about support for MHD/D is via the Student Support Services pages.

i. Is there a link to a Student Support Services page on the home page?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------|-----------|---------|---------------|--------------------|
| Valid Yes | 9 | 9.8 | 9.8 | 9.8 |
| No | 83 | 90.2 | 90.2 | 100.0 |
| Total | 92 | 100.0 | 100.0 | |

Just less than one in ten of the HEIs in the survey offer such a link.

In addition, only two of the HEIs offered links to both Disability and Student Support Services pages. Furthermore, as noted below (see Indicator 5), other links – particularly to Current Student content – were successfully followed to locate MHD/D web content.

3.6 Indicator 5 – Was a Mental Health page located and, if so, how?

With or without a direct link to a page containing information for students with MHD/D, the HEI websites were explored to discover if such a page existed. Three different methods of locating web pages were employed, in various combinations, by the HEIs:

- Site Search Engine
- Following Links (i.e. Disability, Student Area, Student Support Services, and so on)
- Site A-Z

Thus, if links were available, these were followed until a page concerning MHD/D was located. If such a page could not be located using this method, or if no such links existed, the Site A-Z page was explored. In the absence of links or an A-Z option, the site search

engine was employed. The terms used to explore the A-Z pages and the search engines were 'mental health' and, should this be ineffective, 'disability'.

It is possible, therefore, that appropriate sites may have been identified using some or all of the above methods but searching was terminated once the page had been located by whichever method proved successful.

7. Was a Mental Health page located and if so how?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------|-----------|---------|---------------|--------------------|
| Valid Not found | 18 | 19.6 | 19.6 | 19.6 |
| Found via Site Search | 47 | 51.1 | 51.1 | 70.7 |
| Found via Links | 21 | 22.8 | 22.8 | 93.5 |
| Found via Site A-Z | 6 | 6.5 | 6.5 | 100.0 |
| Total | 92 | 100.0 | 100.0 | |

As the above table indicates, the most effective method for tracking down information was the site search engine. Only one HEI does not include a search engine on its website. However, many HEIs omit an A-Z option that, in part, accounts for the low success rate displayed in the table.

3.7 Indicator 6 – How many clicks away from the home page was the Mental Health Page located?

Another indicator of HEI concern for access to information for students with MHD/D is the number of clicks away from the home page the appropriate web page is located. The number of clicks recorded, however, reflects the number of links followed either directly followed from the home page, or via the search engine or via the A-Z. The number therefore should only be considered indicative.

3. How many clicks away from the home page was the Mental Health page located?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|------------|-----------|---------|---------------|--------------------|
| Valid 2 | 19 | 20.7 | 25.7 | 25.7 |
| 3 | 18 | 19.6 | 24.3 | 50.0 |
| 4 | 12 | 13.0 | 16.2 | 66.2 |
| 5 | 15 | 16.3 | 20.3 | 86.5 |
| 6 | 7 | 7.6 | 9.5 | 95.9 |
| 7 | 2 | 2.2 | 2.7 | 98.6 |
| 9 | 1 | 1.1 | 1.4 | 100.0 |
| Total | 74 | 80.4 | 100.0 | |
| Missing 99 | 18 | 19.6 | | |
| Total | 92 | 100.0 | | |

The modal response is 2 clicks. Combining 2 and 3 clicks represents more than half of the websites that contain MHD/D web pages. Only eight HEIs locate their MHD/D web pages more than five clicks away from the home page.

4.0 HEI Status

The HEIs selected for the research were sorted by status to determine if any pattern emerged showing particular approaches adopted according to status (either actual or presumed).

The HEIs were sorted using the following categories:

- Oxbridge
- Redbrick
- Plate Glass (Post 1963)
- New / Modern (Post 1992)

(See Appendix A for a list of HEIs included in this study by status)

The above indicators were subsequently crosstabulated with HEI status to explore any potential patterns.

However, as the tables below show, there is no particular pattern of provision by status.

4.1 Indicator 1 – Is the term Mental Health mentioned on the website?

3. Is the term Mental Health mentioned on the website? * 2. Rating of Institution Crosstabulation

| | | | 2. Rating of Institution | | | | Total |
|--|-----|-----------------------------------|--------------------------|----------|-------------------------|--------------------------|--------|
| | | | Oxbridge | Redbrick | Plate Glass (Post 1963) | New / Modern (Post 1992) | |
| 3. Is the term Mental Health mentioned on the website? | Yes | Count | 2 | 15 | 17 | 40 | 74 |
| | | % within 2. Rating of Institution | 100.0% | 83.3% | 89.5% | 75.5% | 80.4% |
| | No | Count | 0 | 3 | 2 | 13 | 18 |
| | | % within 2. Rating of Institution | .0% | 16.7% | 10.5% | 24.5% | 19.6% |
| Total | | Count | 2 | 18 | 19 | 53 | 92 |
| | | % within 2. Rating of Institution | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

4.2 Indicator 2 – Is there a link to a Mental Health page on the home page?

4. Is there a link to a Mental Health page on the home page? * 2. Rating of Institution Crosstabulation

| | | | 2. Rating of Institution | | | | Total |
|--|----|-----------------------------------|--------------------------|----------|-------------------------|--------------------------|--------|
| | | | Oxbridge | Redbrick | Plate Glass (Post 1963) | New / Modern (Post 1992) | |
| 4. Is there a link to a Mental Health page on the home page? | No | Count | 2 | 18 | 19 | 53 | 92 |
| | | % within 2. Rating of Institution | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Total | | Count | 2 | 18 | 19 | 53 | 92 |
| | | % within 2. Rating of Institution | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

4.3 Indicator 3 – Is there a link to a Disability page on the home page?

5. Is there a link to a Disability page on the home page? * 2. Rating of Institution Crosstabulation

| | | | 2. Rating of Institution | | | | Total |
|---|-----|-----------------------------------|--------------------------|----------|-------------------------|--------------------------|--------|
| | | | Oxbridge | Redbrick | Plate Glass (Post 1963) | New / Modern (Post 1992) | |
| 5. Is there a link to a Disability page on the home page? | Yes | Count | 0 | 1 | 1 | 3 | 5 |
| | | % within 2. Rating of Institution | .0% | 5.6% | 5.3% | 5.7% | 5.4% |
| | No | Count | 2 | 17 | 18 | 50 | 87 |
| | | % within 2. Rating of Institution | 100.0% | 94.4% | 94.7% | 94.3% | 94.6% |
| Total | | Count | 2 | 18 | 19 | 53 | 92 |
| | | % within 2. Rating of Institution | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

4.4 Indicator 4 – Is there a link to a Student Support Services page from the home page?

6. Is there a link to a Student Support Services page on the home page? * 2. Rating of Institution Crosstabulation

| | | | 2. Rating of Institution | | | | Total |
|---|-----|--|--------------------------|--------------|-------------------------|--------------------------|--------------|
| | | | Oxbridge | Redbrick | Plate Glass (Post 1963) | New / Modern (Post 1992) | |
| 6. Is there a link to a Student Support Services page on the home page? | Yes | Count % within 2. Rating of Institution | 0 .0% | 1 5.6% | 0 .0% | 8 15.1% | 9 9.8% |
| | No | Count % within 2. Rating of Institution | 2 100.0% | 17 94.4% | 19 100.0% | 45 84.9% | 83 90.2% |
| Total | | Count % within 2. Rating of Institution | 2 100.0% | 18 100.0% | 19 100.0% | 53 100.0% | 92 100.0% |

4.5 Indicator 5 – Was a Mental Health page located and, if so, how?

7. Was a Mental Health page located and if so how? * 2. Rating of Institution Crosstabulation

| | | | 2. Rating of Institution | | | | Total |
|--|-----------------------|--|--------------------------|--------------|-------------------------|--------------------------|--------------|
| | | | Oxbridge | Redbrick | Plate Glass (Post 1963) | New / Modern (Post 1992) | |
| 7. Was a Mental Health page located and if so how? | Not found | Count % within 2. Rating of Institution | 0 .0% | 3 16.7% | 2 10.5% | 13 24.5% | 18 19.6% |
| | Found via Site Search | Count % within 2. Rating of Institution | 2 100.0% | 14 77.8% | 10 52.6% | 21 39.6% | 47 51.1% |
| | Found via Links | Count % within 2. Rating of Institution | 0 .0% | 1 5.6% | 3 15.8% | 17 32.1% | 21 22.8% |
| | Found via Site A-Z | Count % within 2. Rating of Institution | 0 .0% | 0 .0% | 4 21.1% | 2 3.8% | 6 6.5% |
| Total | | Count % within 2. Rating of Institution | 2 100.0% | 18 100.0% | 19 100.0% | 53 100.0% | 92 100.0% |

4.6 Indicator 6 – How many clicks away from the home page was the Mental Health Page located?

8. How many clicks away from the home page was the Mental Health page located? * 2. Rating of Institution Crosstabulation

| | | | 2. Rating of Institution | | | | Total |
|--|---|-----------------------------------|--------------------------|----------|-------------------------|--------------------------|--------|
| | | | Oxbridge | Redbrick | Plate Glass (Post 1963) | New / Modern (Post 1992) | |
| 8. How many clicks away from the home page was the Mental Health page located? | 2 | Count | 1 | 3 | 4 | 11 | 19 |
| | | % within 2. Rating of Institution | 50.0% | 20.0% | 23.5% | 28.2% | 26.0% |
| | 3 | Count | 0 | 3 | 4 | 11 | 18 |
| | | % within 2. Rating of Institution | .0% | 20.0% | 23.5% | 28.2% | 24.7% |
| | 4 | Count | 0 | 2 | 3 | 7 | 12 |
| | | % within 2. Rating of Institution | .0% | 13.3% | 17.6% | 17.9% | 16.4% |
| | 5 | Count | 1 | 3 | 4 | 7 | 15 |
| | | % within 2. Rating of Institution | 50.0% | 20.0% | 23.5% | 17.9% | 20.5% |
| | 6 | Count | 0 | 3 | 1 | 2 | 6 |
| | | % within 2. Rating of Institution | .0% | 20.0% | 5.9% | 5.1% | 8.2% |
| | 7 | Count | 0 | 0 | 1 | 1 | 2 |
| | | % within 2. Rating of Institution | .0% | .0% | 5.9% | 2.6% | 2.7% |
| | 9 | Count | 0 | 1 | 0 | 0 | 1 |
| | | % within 2. Rating of Institution | .0% | 6.7% | .0% | .0% | 1.4% |
| Total | | Count | 2 | 15 | 17 | 39 | 73 |
| | | % within 2. Rating of Institution | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

5.0 Quality of Website Content

The quality of information contained on university web pages offering information concerning students with MHD/D varies widely. The type of the information provided ranges from the inclusion of the phrase 'mental health' on a generic disability web page to lengthy documents offering definitions, policies, contacts, and advice.

Please see Appendix B for a breakdown of universities by quality of their web content.

Appendix A

List of Universities by 'Status' included in this study

1.0 Oxbridge Universities

1. Oxford
2. Cambridge

2.0 Redbrick Universities

3. Birmingham
4. Bristol
5. Durham
6. Leeds
7. Liverpool
8. Manchester
9. Sheffield
10. Reading
11. Imperial College London
12. University College London
13. Kings College London
14. Exeter
15. Newcastle
16. Hull
17. Leicester
18. Nottingham
19. Southampton

- Technically the University of London is a Redbrick and includes the following constituent components, amongst others:

20. Goldsmiths College, University of London
21. London School of Economics (LSE)
22. Queen Mary, University of London
23. Royal Holloway, University of London, Egham

3.0 Plate Glass Universities (Post 1963)

24. Aston University
25. Brunel University
26. University of Bath
27. University of Bradford
28. City University, London
29. University of East Anglia
30. University of Essex
31. Keele University
32. University of Kent
33. Lancaster University (now part of the University of Cumbria)
34. Loughborough University
35. University of Salford

- 36. University of Surrey
- 37. University of Sussex
- 38. University of Warwick
- 39. University of York

4.0 Modern / New Universities (Post 1992)

- 40. Anglia Ruskin University
- 41. University of the Arts
- 42. Bath Spa University
- 43. University of Bedfordshire
- 44. University of Brighton
- 45. University of Bolton
- 46. Bournemouth University
- 47. Canterbury Christ Church University
- 48. University of Central England
- 49. University of Central Lancashire
- 50. University of Chester
- 51. University of Chichester
- 52. Coventry University
- 53. University of Cumbria (previously St Martin's College)
- 54. De Montfort University
- 55. University of Derby
- 56. University of East London
- 57. Edge Hill University
- 58. University of Gloucestershire
- 59. University of Greenwich
- 60. University of Hertfordshire
- 61. University of Huddersfield
- 62. Kingston University
- 63. Leeds Metropolitan University
- 64. University of Lincoln
- 65. Liverpool Hope University
- 66. Liverpool John Moores University
- 67. London Metropolitan University
- 68. London South Bank University
- 69. Manchester Metropolitan University
- 70. Middlesex University
- 71. University of Northampton
- 72. Northumbria University
- 73. Nottingham Trent University
- 74. Oxford Brookes University
- 75. University of Plymouth
- 76. University of Portsmouth
- 77. Roehampton University
- 78. Sheffield Hallam University
- 79. Southampton Solent University
- 80. Staffordshire University
- 81. University of Sunderland
- 82. University of Teesside

- 83. Thames Valley University
- 84. University of the West of England
- 85. University of Westminster
- 86. University of Winchester
- 87. University of Wolverhampton
- 88. University of Worcester
- 89. York St John University

5.0 University Colleges

- 90. Buckinghamshire Chilterns University College
- 91. University College for the Creative Arts (previously Surrey Institute of Art and Design, University College)

6.0 The Open University

- 92. The Open University is not classified in this manner.

Appendix B

Quality of Website Content

a) Universities that have some form of mental health reference on their websites

‘Comprehensive’ university websites are those that have a dedicated mental health page that includes definitions of mental health issues and have both general and specific advice and (usually) a named contact.

‘Typical’ university websites have a mental health page that has no real depth to it.

‘Partial’ university websites either have no specific mental health page (in most cases the phrase ‘mental health’ is mentioned as a list of conditions on a disability page) or has a dedicated page that has no useful information on it.

| Comprehensive | Typical | Partial |
|------------------------------------|------------------------------------|-------------------------------|
| University of the West of England | University of Leeds | University of Portsmouth |
| Liverpool John Moores University | Manchester Metropolitan University | University of Manchester |
| University of Oxford | Nottingham University | Durham University |
| University of Exeter | Sheffield Hallam University | University of Central England |
| University of Sunderland | University of Birmingham | University of Wolverhampton |
| Keele University | University of Sheffield | Brunel University |
| Canterbury Christchurch University | University of Liverpool | University of Hull |
| University of Worcester | Northumbria University | University of Greenwich |
| | University of Southampton | University of Lincoln |
| | University of Cambridge | University of Huddersfield |
| | Kingston University | University of Brighton |
| | Loughborough University | University of Winchester |
| | University of Westminster | University of Bolton |
| | University College London | London School of Economics |
| | University of Salford | University of Derby |
| | University of Warwick | Bournemouth University |
| | Coventry University | Staffordshire University |
| | Bath Spa University | University of Leicester |
| | Goldsmiths University | Southampton Solent University |
| | University of Kent | University of East Anglia |
| | University of East London | University of Teeside |
| | University of Bath | Anglia Ruskin University |

| | | |
|--|--|--|
| | <p>University of York University of Gloucester University of Bradford London South Bank University University of Essex Thames Valley University University of Chichester</p> | <p>University of Sussex University of the Arts University of Northampton Aston University University of Surrey Royal Holloway, University of London Buckinghamshire Chilterns University College University of Cumbria The Open University University College for the Creative Arts Nottingham Trent University University of Hertfordshire University of Bristol De Montfort University Leeds Metropolitan University University of Plymouth University of Central Lancashire London Metropolitan University Middlesex University Kings College London University of Reading University of Lancaster Queen Mary University of London Imperial College London Roehampton University University of Chester City University Liverpool Hope University Edge Hill University York St John University Oxford Brookes University</p> |
|--|--|--|

b) Universities that have no reference to mental health on their websites

During the initial sweep, the following universities did not appear to have any reference to mental health on their websites. The search terms used for the initial sweep were 'mental health' and 'disability'.

De Montfort University
Leeds Metropolitan University
The University of Newcastle-upon-Tyne
The University of Plymouth
The University of Central Lancashire
London Metropolitan University
Middlesex University
King's College London
The University of Reading
The University of Lancaster
Queen Mary and Westfield College
University of Chester
City University
Liverpool Hope University
Edge Hill University
York St John University
University of Bedfordshire

Websites for these universities were searched a second time using an additional search term, 'counselling', and some information was identified on most of these universities' websites. These universities have been added to the above table in the 'Bad' column. The only exception was the University of Bedfordshire for which no reference could be found.