



**Anglia Ruskin
University**

Cambridge & Chelmsford

**Mind-The-Gap 2
Online Questionnaire
Final Report**

**Mark Warnes
10 July 2007**

Section 2: Your details

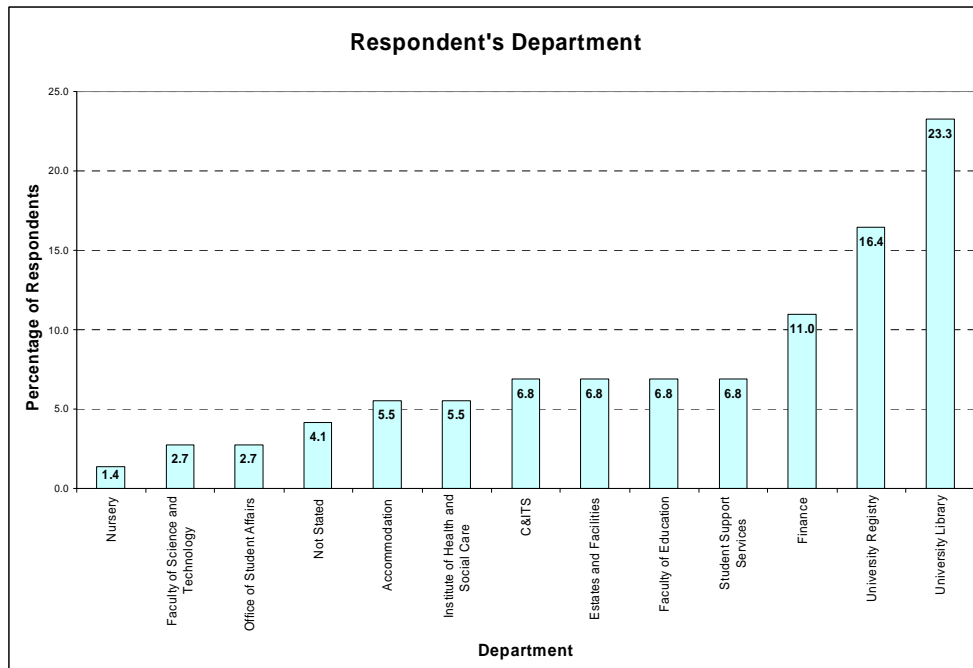
1. Details

- 78 people responded to the survey
- 2 of these did not complete the survey
- 3 of these were removed as unsuitable
- 3 of these did not provide details of name, department or e-mail address
- The remaining 70 respondents completed the survey acceptably

Respondents stated their department as follows:

Department	Number of Respondents
Accommodation	4
C&ITS	5
Estates and Facilities	5
Faculty of Education	5
Faculty of Science and Technology	2
Finance	8
Institute of Health and Social Care	4
Not Stated	3
Nursery	1
Office of Student Affairs	2
Student Support Services	5
University Library	17
University Registry	12
Total	73

The following graph shows these numbers converted into percentages.

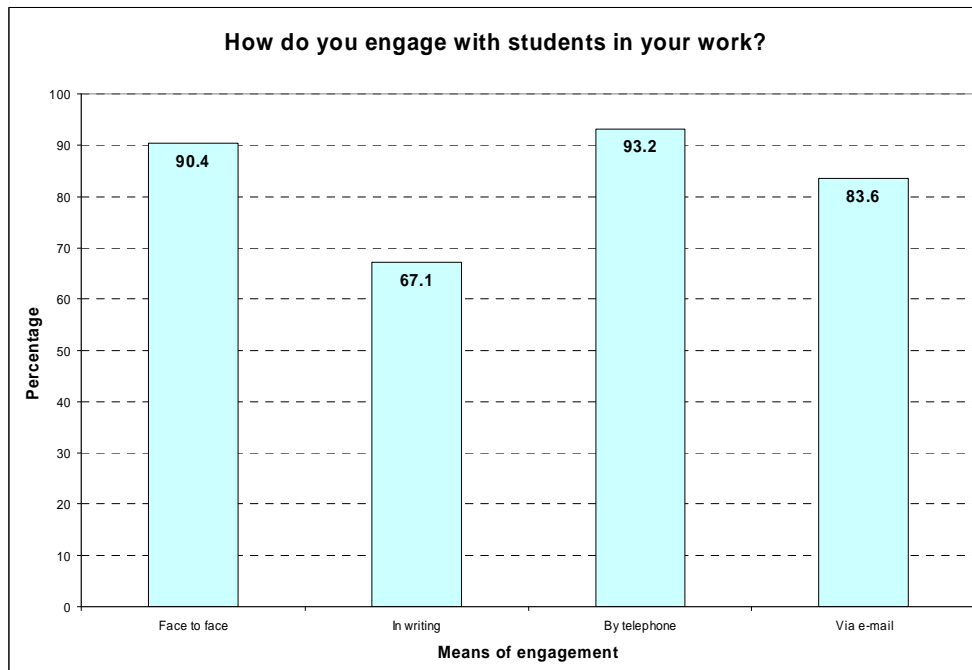


2. Please indicate how you engage with students in your work (please select all that apply):

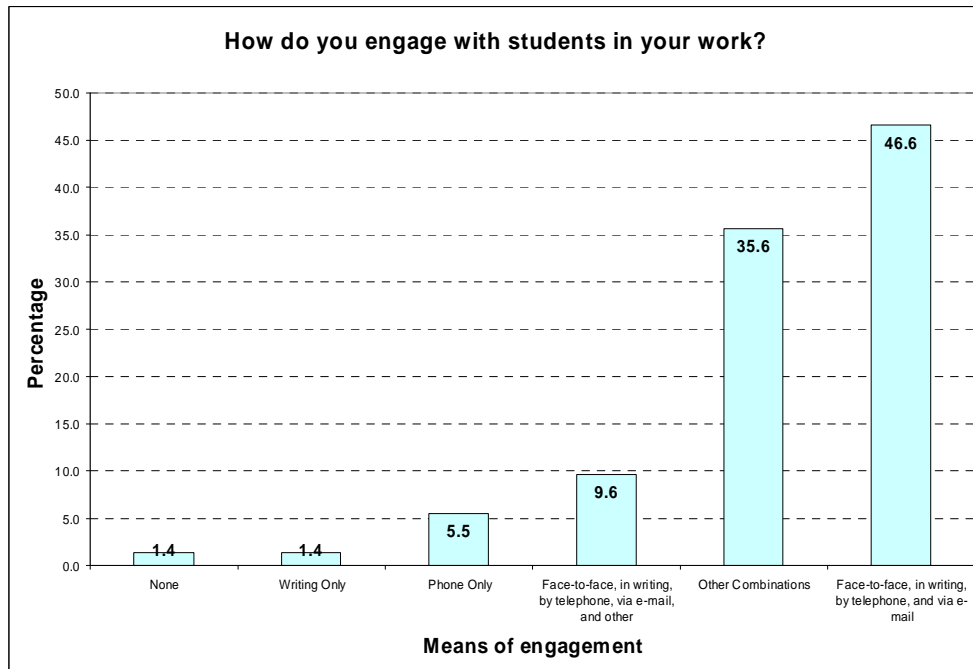
Respondents were asked to indicate which methods they used to engage with students. They were asked to tick all that apply from the list below and also asked to describe any other ways in which they interact with the student body.

- Face-to-face
- In writing
- By telephone
- Via e-mail

As the graph below indicates, the most frequent ways in which members of support staff engage with students are by telephone and face to face.



The following graph shows the combinations of means of engagement. The majority of staff (46.6%) use a combination of traditional ways of engaging with students as listed above.



3. Please list any other way(s) in which you engage with students:

15.1% of respondents described other ways in which they engage with students. While some were variations on traditional methods, the most original means of engagement were:

- Online Community
- VLE
- WEB-CT
- Text messaging

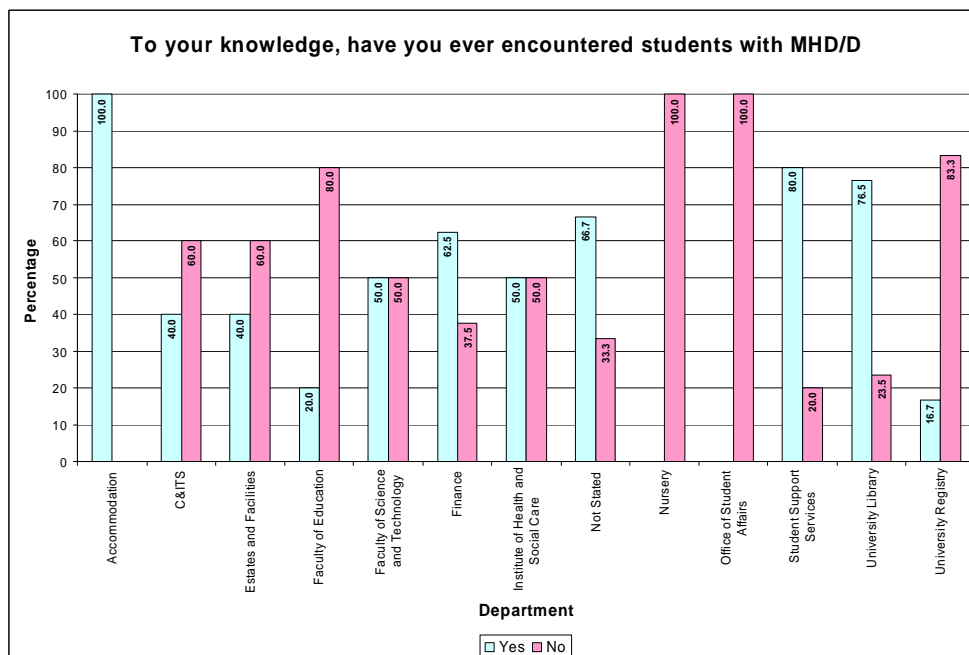
4. Please indicate whether we may contact you with any further queries

A very encouraging 75.3% of respondents gave their permission to be contacted in the event of any further queries.

Section 3: Behaviours

5. To your knowledge, have you ever encountered student(s) with mental health difficulties / distress?

Just over half of respondents (52.1%) indicated that they have encountered students with MHD/D.



6. What behaviours might suggest to you that a student has mental health difficulties / distress? (Please list)
7. Please add anything else that might suggest to you that a student is experiencing mental health difficulties / distress in the box below

Responses to questions 6 and 7 included:

Respondents offered a range of behaviours that they considered to be indicators of possible MHD/D. Of these, the most frequent indicators were anger and aggression (n=28), crying (n=25), communication problems (n=15), anxiety (n=13), and confusion (n=13). Another frequent observation was unusual behaviour (n=12), which was described variously as ‘inappropriate’, ‘repetitive’, ‘abnormal’, ‘irrational’, ‘erratic’, and ‘unreasonable’.

Other commonly observed signs include being agitated (n=9), withdrawn (isolated, lack of engagement, poor social skills, n=8), inability to understand (n=6), and emotional (n=5). Some respondents commented on students’ body language and eye contact while others noted a vacant expression.

8. Do you know what mental health difficulty / distress the student was experiencing?
9. If yes, please specify:

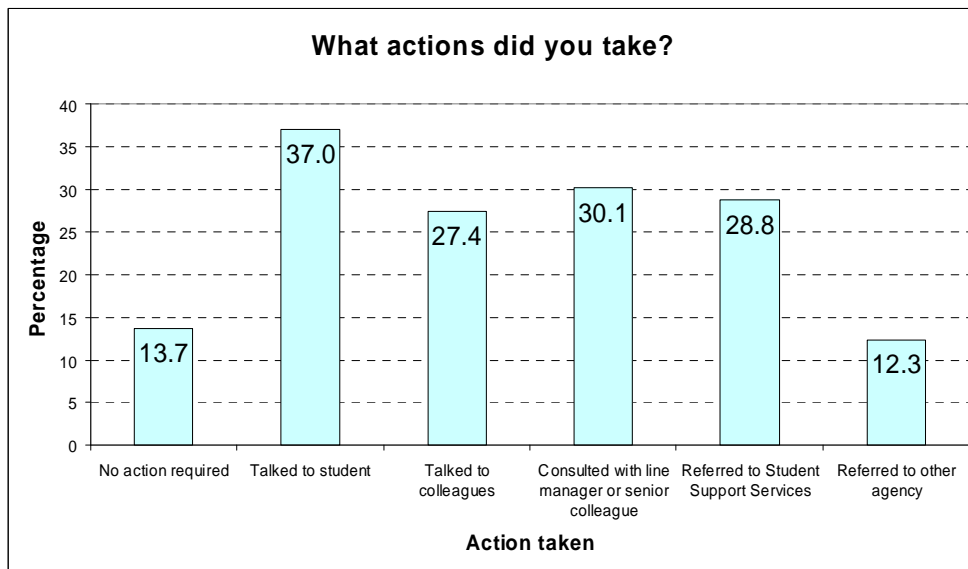
While 16.4% of respondents answered this question in the affirmative, not one actually identified a particular form of difficulty / distress.

Section 4: Actions

10. If you have encountered student(s) with mental health difficulties / distress, how did you engage with them (i.e. what actions did you take)?

[Students were asked to respond Yes / No to the following:]

- no action required
- talked to student
- talked to colleagues
- consulted with line manager or senior colleague
- referred to Student Support Services
- referred to other agency



11. Please list any other action(s) you have taken:

16.7% of respondents listed other actions they have taken. However, most respondents provided variations on the above. Distinctive suggestions were:

- Staff development & reading
- Mediation with other students (with agreement of student)
- Referred to Security
- Referred to Chaplaincy

12. Is there anything you would have done differently?

- Nine respondents said 'no'
- One said 'maybe'
- Two said yes and what they would have done

- Two said they would if they had training in what to do

13. What additional information, knowledge or advice would have been helpful to you in responding to this student's needs?

31.5% of respondents completed this question from which the main themes that emerged were:

- Out of hours support
- Details of students' backgrounds
- Training on general MHD/D issues and common symptoms
- Help to avoid making a situation worse
- When and where to make a referral

Interestingly, one respondent asked for 'anything to help distinguish between what might be called normal behaviour and what actually indicates a specific problem or illness'.

Section 5: Future Directions

14. In your opinion, what institutional processes and procedures act as obstacles for students with mental health difficulties / distress?

37% of respondents completed this question of which six respondents replied 'don't know'. The main themes which emerged from the remaining replies included:

- Bureaucracy / Red Tape
 - Application
 - Enrolment
 - Module choice
 - Registration
 - Finance
- Lack of awareness / understanding of issue

However, perhaps somewhat surprisingly, no-one mentioned inflexible deadlines for assessment hand-in deadlines, or a lack of alternative assessment formats.

In addition, one respondent suggested, 'I suspect most of the obstacles lie in our perceptions, rather than the institution'.

15. How might these obstacles be overcome and who should be responsible for this?

24.7% of respondents completed this question, four of whom replied 'don't know'. Common themes that emerged from the responses included:

- Information sharing – ensuring that all relevant staff are aware of students' diagnoses
- Mentors / advocates
- Simplified procedures
- One Stop Shops
- General training for all staff
- Better publicity of available support

Section 6: Development

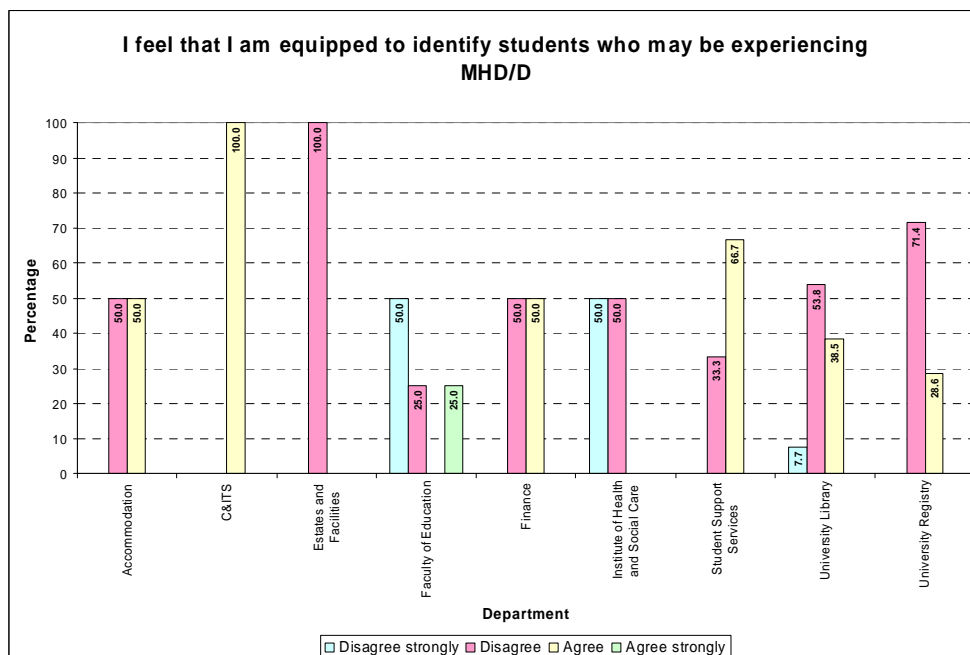
16. Please indicate how strongly you agree with the following statements:

[Students were asked to respond Disagree Strongly / Disagree / Agree / Strongly Agree to the following:]

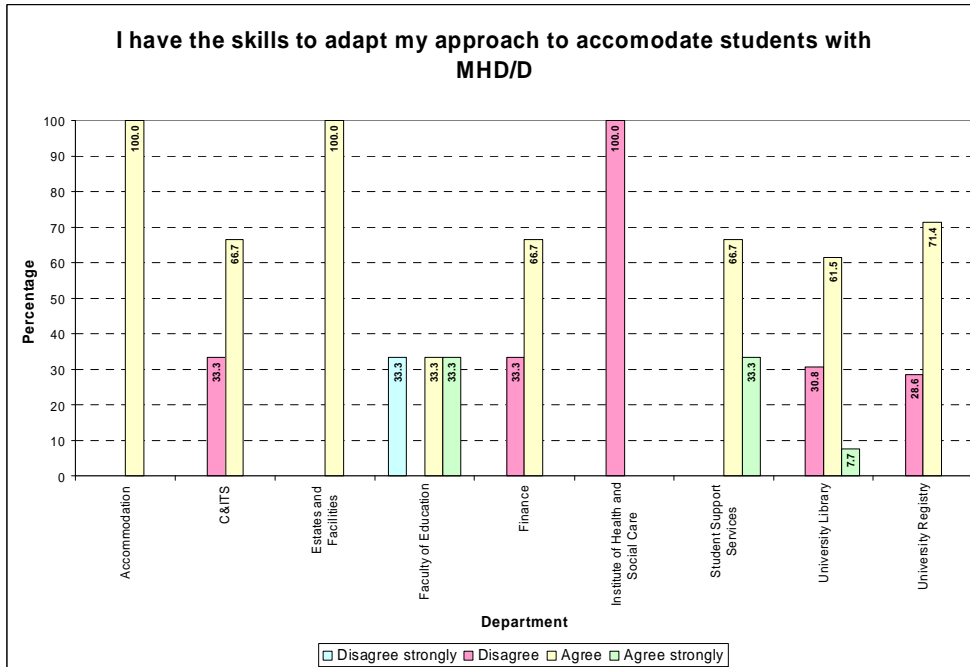
- I feel that I am equipped to identify students who may be experiencing mental health difficulties / distress
- I have the skills to adapt my approach to accommodate students with mental health difficulties / distress
- I feel that I can deal with students' emotional distress in my working environment
- I feel that I can deal with challenging behaviours exhibited by students that might arise during my working day
- I know when to refer students to appropriate sources of support within the university
- I know where to refer students to appropriate sources of support within the university

Just under half of respondents did not complete the questions in this section. Consequently, some departments' experiences are not fully reflected in this section of the report. The figures quoted here refer only to those respondents who did complete the questions.

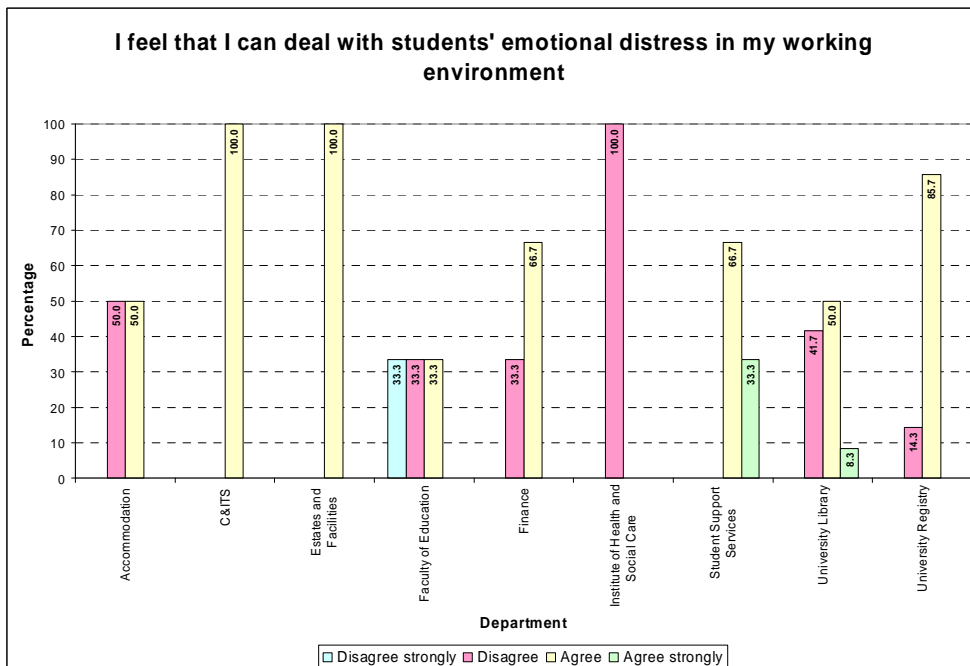
Almost two-thirds of respondents (60.0%) do not feel equipped to identify students who may be experiencing MHD/D. The graph below shows the responses across the departments.



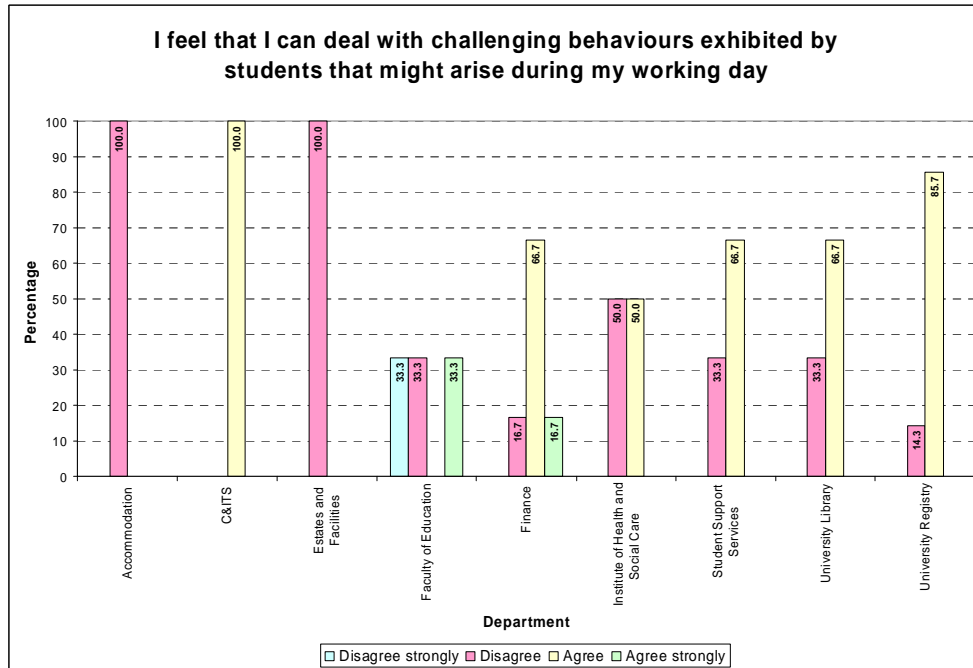
Less than one-third of respondents (28.2%) feel that they do not have the skills to adapt their approach to accommodate students with MHD/D. The graph below shows the responses across the departments.



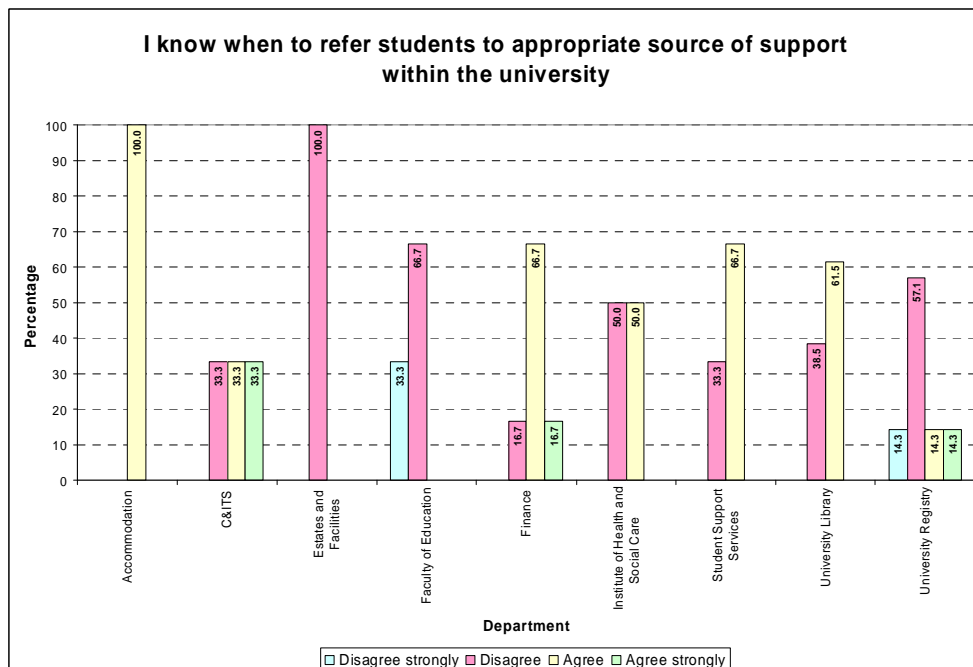
More than two-thirds of respondents (68.5%) feel that they can deal with students' emotional distress in their working environment. The graph below shows the responses across the departments.



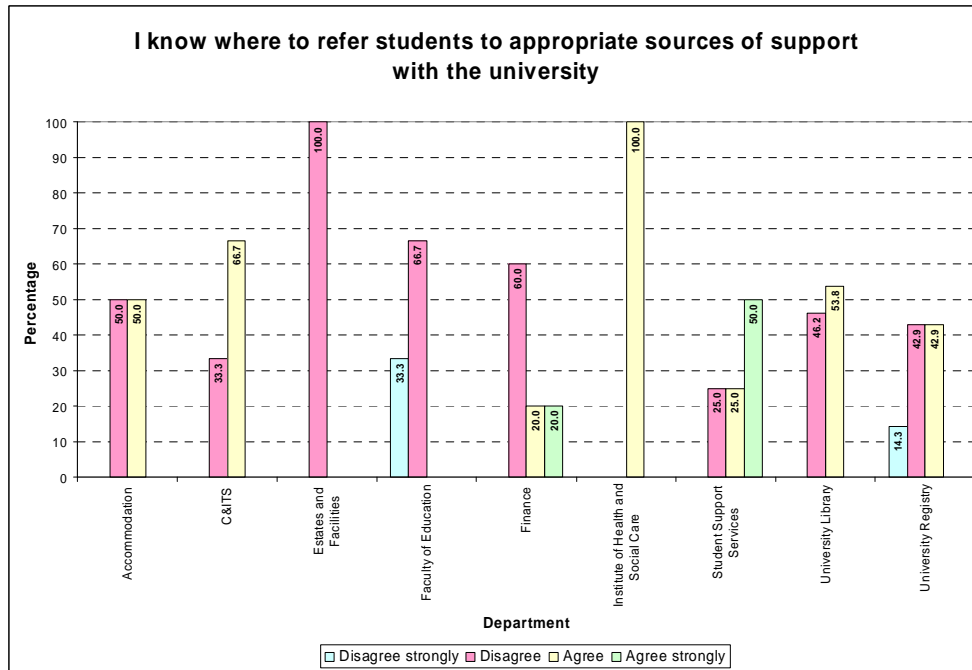
Similarly, two-thirds of respondents (66.6%) feel that they can deal with challenging behaviour. The graph below shows the responses across the departments.



Almost half of the respondents (45.0%) do not know when to refer students to appropriate sources of support on campus. The graph below shows the responses across the departments.



In addition, just over half of the respondents (51.3%) do not know where to refer students. The graph below shows the responses across the departments.



17. Within your role, what if any staff development would be particularly useful to enable you to support students' mental wellbeing?

37% of respondents completed this question. Two respondents replied 'don't know'. The majority of those that did offer suggestions (74.1%) asked for general information regarding MHD/D and how to recognise the signs. Some respondents requested additional advice on how to deal with specific conditions. The remainder of responses focused on information about where to refer students for further help.

Section 7: Any Other Comments

18. Please use the box below to add any further comments you would like to make regarding the support for learning of students with mental health difficulties / distress.

While 17.8% of respondents added their comments, all observations were variations on themes discussed in previous questions and no new ideas or suggestions were made.

Appendix A

Univariate Tables

Respondents' Department

		Department			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Accommodation	4	5.5	5.5	5.5
	C&ITS	5	6.8	6.8	12.3
	Estates and Facilities	5	6.8	6.8	19.2
	Faculty of Education	5	6.8	6.8	26.0
	Faculty of Science and Technology	2	2.7	2.7	28.8
	Finance	8	11.0	11.0	39.7
	Institute of Health and Social Care	4	5.5	5.5	45.2
	Not Stated	3	4.1	4.1	49.3
	Nursery	1	1.4	1.4	50.7
	Office of Student Affairs	2	2.7	2.7	53.4
	Student Support Services	5	6.8	6.8	60.3
	University Library	17	23.3	23.3	83.6
	University Registry	12	16.4	16.4	100.0
	Total	73	100.0	100.0	

Section 2: Your details

- Please indicate how you engage with students in your work (please select all that apply):

Face to face

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	66	90.4	90.4	90.4
	No	7	9.6	9.6	100.0
	Total	73	100.0	100.0	

In writing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	49	67.1	67.1	67.1
	No	24	32.9	32.9	100.0
	Total	73	100.0	100.0	

By telephone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	68	93.2	93.2	93.2
	No	5	6.8	6.8	100.0
	Total	73	100.0	100.0	

Via e-mail

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	61	83.6	83.6	83.6
	No	12	16.4	16.4	100.0
	Total	73	100.0	100.0	

3. Please list any other way(s) in which you engage with students:

Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Specified	11	15.1	15.1	15.1
	Not specified	62	84.9	84.9	100.0
	Total	73	100.0	100.0	

- Online Community
- VLE
- WEB-CT
- Text messaging

4. Please indicate whether we may contact you with any further queries

Please indicate whether we may contact you with any further queries

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	55	75.3	75.3	75.3
	No	18	24.7	24.7	100.0
	Total	73	100.0	100.0	

Section 3: Behaviours

5. To your knowledge, have you ever encountered student(s) with mental health difficulties / distress?

To your knowledge, have you ever encountered student(s) with mental health difficulties / distress?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	38	52.1	52.1	52.1
No	35	47.9	47.9	100.0
Total	73	100.0	100.0	

8. Do you know what mental health difficulty / distress the student was experiencing?

Do you know what mental health difficulty / distress the student was experiencing?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	12	16.4	16.4	16.4
No	61	83.6	83.6	100.0
Total	73	100.0	100.0	

Section 4: Actions

10. If you have encountered student(s) with mental health difficulties / distress, how did you engage with them (i.e. what actions did you take)?

No action required

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	10	13.7	13.7	13.7
No	63	86.3	86.3	100.0
Total	73	100.0	100.0	

Talked to student

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	27	37.0	37.0	37.0
No	46	63.0	63.0	100.0
Total	73	100.0	100.0	

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Talked to colleagues

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	20	27.4	27.4	27.4
	No	53	72.6	72.6	100.0
	Total	73	100.0	100.0	

Consulted with line manager or senior colleague

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	22	30.1	30.1	30.1
	No	51	69.9	69.9	100.0
	Total	73	100.0	100.0	

Referred to Student Support Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	21	28.8	28.8	28.8
	No	52	71.2	71.2	100.0
	Total	73	100.0	100.0	

Referred to other agency

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9	12.3	12.3	12.3
	No	64	87.7	87.7	100.0
	Total	73	100.0	100.0	

11. Please list any other action(s) you have taken:

Any other actions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Specified	12	16.4	16.7	16.7
	Not specified	60	82.2	83.3	100.0
	Total	72	98.6	100.0	
Missing	System	1	1.4		
Total		73	100.0		

Section 6: Development

16. Please indicate how strongly you agree with the following statements:

I feel that I am equipped to identify students who may be experiencing mental health difficulties / distress

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree strongly	4	5.5	10.0	10.0
	Disagree	20	27.4	50.0	60.0
	Agree	15	20.5	37.5	97.5
	Agree strongly	1	1.4	2.5	100.0
	Total	40	54.8	100.0	
Missing	System	33	45.2		
Total		73	100.0		

I have the skills to adapt my approach to accommodate students with mental health difficulties / distress

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree strongly	1	1.4	2.6	2.6
	Disagree	10	13.7	25.6	28.2
	Agree	25	34.2	64.1	92.3
	Agree strongly	3	4.1	7.7	100.0
	Total	39	53.4	100.0	
Missing	System	34	46.6		
Total		73	100.0		

I feel that I can deal with students' emotional distress in my working environment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree strongly	1	1.4	2.6	2.6
	Disagree	11	15.1	28.9	31.6
	Agree	24	32.9	63.2	94.7
	Agree strongly	2	2.7	5.3	100.0
	Total	38	52.1	100.0	
Missing	System	35	47.9		
Total		73	100.0		

MIND-THE-GAP 2 – ONLINE QUESTIONNAIRE

feel that I can deal with challenging behaviours exhibited by students that might arise during my working day

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree strongly	1	1.4	2.6	2.6
	Disagree	12	16.4	30.8	33.3
	Agree	24	32.9	61.5	94.9
	Agree strongly	2	2.7	5.1	100.0
	Total	39	53.4	100.0	
Missing	System	34	46.6		
Total		73	100.0		

know when to refer students to appropriate sources of support within the university

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree strongly	2	2.7	5.0	5.0
	Disagree	16	21.9	40.0	45.0
	Agree	19	26.0	47.5	92.5
	Agree strongly	3	4.1	7.5	100.0
	Total	40	54.8	100.0	
Missing	System	33	45.2		
Total		73	100.0		

know where to refer students to appropriate sources of support within the university

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree strongly	2	2.7	5.1	5.1
	Disagree	18	24.7	46.2	51.3
	Agree	16	21.9	41.0	92.3
	Agree strongly	3	4.1	7.7	100.0
	Total	39	53.4	100.0	
Missing	System	34	46.6		
Total		73	100.0		

Appendix B

Bivariate Tables

Section 2: Your details

2. Please indicate how you engage with students in your work (please select all that apply):

Department * Face to face Crosstabulation

			Face to face		Total
			Yes	No	
Department	Accommodation	Count	4	0	4
		Column Percentage	6.1%	.0%	5.5%
C&ITS	C&ITS	Count	4	1	5
		Column Percentage	6.1%	14.3%	6.8%
Estates and Facilities	Estates and Facilities	Count	5	0	5
		Column Percentage	7.6%	.0%	6.8%
Faculty of Education	Faculty of Education	Count	3	2	5
		Column Percentage	4.5%	28.6%	6.8%
Faculty of Science and Technology	Faculty of Science and Technology	Count	2	0	2
		Column Percentage	3.0%	.0%	2.7%
Finance	Finance	Count	6	2	8
		Column Percentage	9.1%	28.6%	11.0%
Institute of Health and Social Care	Institute of Health and Social Care	Count	4	0	4
		Column Percentage	6.1%	.0%	5.5%
Not Stated	Not Stated	Count	3	0	3
		Column Percentage	4.5%	.0%	4.1%
Nursery	Nursery	Count	1	0	1
		Column Percentage	1.5%	.0%	1.4%
Office of Student Affairs	Office of Student Affairs	Count	2	0	2
		Column Percentage	3.0%	.0%	2.7%
Student Support Services	Student Support Services	Count	5	0	5
		Column Percentage	7.6%	.0%	6.8%
University Library	University Library	Count	17	0	17
		Column Percentage	25.8%	.0%	23.3%
University Registry	University Registry	Count	10	2	12
		Column Percentage	15.2%	28.6%	16.4%
Total	Total	Count	66	7	73
		Column Percentage	100.0%	100.0%	100.0%

MIND-THE-GAP 2 – ONLINE QUESTIONNAIRE

Department * In writing Crosstabulation

			In writing		Total
			Yes	No	
Department	Accommodation	Count	4	0	4
		Column Percentage	8.2%	.0%	5.5%
	C&ITS	Count	2	3	5
		Column Percentage	4.1%	12.5%	6.8%
	Estates and Facilities	Count	1	4	5
		Column Percentage	2.0%	16.7%	6.8%
	Faculty of Education	Count	4	1	5
		Column Percentage	8.2%	4.2%	6.8%
	Faculty of Science and Technology	Count	2	0	2
		Column Percentage	4.1%	.0%	2.7%
	Finance	Count	3	5	8
		Column Percentage	6.1%	20.8%	11.0%
	Institute of Health and Social Care	Count	4	0	4
		Column Percentage	8.2%	.0%	5.5%
	Not Stated	Count	2	1	3
		Column Percentage	4.1%	4.2%	4.1%
	Nursery	Count	1	0	1
		Column Percentage	2.0%	.0%	1.4%
	Office of Student Affairs	Count	1	1	2
		Column Percentage	2.0%	4.2%	2.7%
	Student Support Services	Count	5	0	5
		Column Percentage	10.2%	.0%	6.8%
	University Library	Count	9	8	17
		Column Percentage	18.4%	33.3%	23.3%
	University Registry	Count	11	1	12
		Column Percentage	22.4%	4.2%	16.4%
Total		Count	49	24	73
		Column Percentage	100.0%	100.0%	100.0%

Department * By telephone Crosstabulation

			By telephone		Total
			Yes	No	
Department	Accommodation	Count	4	0	4
		Column Percentage	5.9%	.0%	5.5%
	C&ITS	Count	5	0	5
		Column Percentage	7.4%	.0%	6.8%
	Estates and Facilities	Count	4	1	5
		Column Percentage	5.9%	20.0%	6.8%
	Faculty of Education	Count	5	0	5
		Column Percentage	7.4%	.0%	6.8%
	Faculty of Science and Technology	Count	2	0	2
		Column Percentage	2.9%	.0%	2.7%
	Finance	Count	7	1	8
		Column Percentage	10.3%	20.0%	11.0%
	Institute of Health and Social Care	Count	4	0	4
		Column Percentage	5.9%	.0%	5.5%
	Not Stated	Count	2	1	3
		Column Percentage	2.9%	20.0%	4.1%
	Nursery	Count	1	0	1
		Column Percentage	1.5%	.0%	1.4%
	Office of Student Affairs	Count	2	0	2
		Column Percentage	2.9%	.0%	2.7%
	Student Support Services	Count	5	0	5
		Column Percentage	7.4%	.0%	6.8%
	University Library	Count	16	1	17
		Column Percentage	23.5%	20.0%	23.3%
	University Registry	Count	11	1	12
		Column Percentage	16.2%	20.0%	16.4%
Total		Count	68	5	73
		Column Percentage	100.0%	100.0%	100.0%

MIND-THE-GAP 2 – ONLINE QUESTIONNAIRE

Department * Via e-mail Crosstabulation

			Via e-mail		Total
			Yes	No	
Department	Accommodation	Count	4	0	4
		Column Percentage	6.6%	.0%	5.5%
	C&ITS	Count	3	2	5
		Column Percentage	4.9%	16.7%	6.8%
	Estates and Facilities	Count	3	2	5
		Column Percentage	4.9%	16.7%	6.8%
	Faculty of Education	Count	5	0	5
		Column Percentage	8.2%	.0%	6.8%
	Faculty of Science and Technology	Count	2	0	2
		Column Percentage	3.3%	.0%	2.7%
	Finance	Count	5	3	8
		Column Percentage	8.2%	25.0%	11.0%
	Institute of Health and Social Care	Count	4	0	4
		Column Percentage	6.6%	.0%	5.5%
	Not Stated	Count	2	1	3
		Column Percentage	3.3%	8.3%	4.1%
	Nursery	Count	0	1	1
		Column Percentage	.0%	8.3%	1.4%
	Office of Student Affairs	Count	2	0	2
		Column Percentage	3.3%	.0%	2.7%
	Student Support Services	Count	5	0	5
		Column Percentage	8.2%	.0%	6.8%
	University Library	Count	15	2	17
		Column Percentage	24.6%	16.7%	23.3%
	University Registry	Count	11	1	12
		Column Percentage	18.0%	8.3%	16.4%
Total		Count	61	12	73
		Column Percentage	100.0%	100.0%	100.0%

Department * Other Crosstabulation

			Other		Total
			Specified	Not specified	
Department	Accommodation	Count	2	2	4
		Column Percentage	18.2%	3.2%	5.5%
	C&ITS	Count	0	5	5
		Column Percentage	.0%	8.1%	6.8%
	Estates and Facilities	Count	2	3	5
		Column Percentage	18.2%	4.8%	6.8%
	Faculty of Education	Count	2	3	5
		Column Percentage	18.2%	4.8%	6.8%
	Faculty of Science and Technology	Count	0	2	2
		Column Percentage	.0%	3.2%	2.7%
	Finance	Count	0	8	8
		Column Percentage	.0%	12.9%	11.0%
	Institute of Health and Social Care	Count	1	3	4
		Column Percentage	9.1%	4.8%	5.5%
	Not Stated	Count	1	2	3
		Column Percentage	9.1%	3.2%	4.1%
	Nursery	Count	0	1	1
		Column Percentage	.0%	1.6%	1.4%
	Office of Student Affairs	Count	0	2	2
		Column Percentage	.0%	3.2%	2.7%
	Student Support Services	Count	1	4	5
		Column Percentage	9.1%	6.5%	6.8%
	University Library	Count	2	15	17
		Column Percentage	18.2%	24.2%	23.3%
	University Registry	Count	0	12	12
		Column Percentage	.0%	19.4%	16.4%
Total		Count	11	62	73
		Column Percentage	100.0%	100.0%	100.0%

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4. Please indicate whether we may contact you with any further queries

Department * Please indicate whether we may contact you with any further queries Crosstabulation

% within Department

		Please indicate whether we may contact you with any further queries		Total
		Yes	No	
Department	Accommodation	50.0%	50.0%	100.0%
	C&ITS	60.0%	40.0%	100.0%
	Estates and Facilities	80.0%	20.0%	100.0%
	Faculty of Education	60.0%	40.0%	100.0%
	Faculty of Science and Technology	50.0%	50.0%	100.0%
	Finance	87.5%	12.5%	100.0%
	Institute of Health and Social Care	75.0%	25.0%	100.0%
	Not Stated	33.3%	66.7%	100.0%
	Nursery		100.0%	100.0%
	Office of Student Affairs	100.0%		100.0%
	Student Support Services	100.0%		100.0%
	University Library	82.4%	17.6%	100.0%
	University Registry	83.3%	16.7%	100.0%
Total		75.3%	24.7%	100.0%

Section 3: Behaviours

5. To your knowledge, have you ever encountered student(s) with mental health difficulties / distress?

Department * To your knowledge, have you ever encountered student(s) with mental health difficulties / distress? Crosstabulation

% within Department

		To your knowledge, have you ever encountered student(s) with mental health difficulties / distress?		Total
		Yes	No	
Department	Accommodation	100.0%		100.0%
	C&ITS	40.0%	60.0%	100.0%
	Estates and Facilities	40.0%	60.0%	100.0%
	Faculty of Education	20.0%	80.0%	100.0%
	Faculty of Science and Technology	50.0%	50.0%	100.0%
	Finance	62.5%	37.5%	100.0%
	Institute of Health and Social Care	50.0%	50.0%	100.0%
	Not Stated	66.7%	33.3%	100.0%
	Nursery		100.0%	100.0%
	Office of Student Affairs		100.0%	100.0%
	Student Support Services	80.0%	20.0%	100.0%
	University Library	76.5%	23.5%	100.0%
	University Registry	16.7%	83.3%	100.0%
Total		52.1%	47.9%	100.0%

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8. Do you know what mental health difficulty / distress the student was experiencing?

Department * Do you know what mental health difficulty / distress the student was experiencing? Crosstabulation

% within Department

		Do you know what mental health difficulty / distress the student was experiencing?		Total
		Yes	No	
Department	Accommodation		100.0%	100.0%
	C&ITS	40.0%	60.0%	100.0%
	Estates and Facilities		100.0%	100.0%
	Faculty of Education		100.0%	100.0%
	Faculty of Science and Technology		100.0%	100.0%
	Finance	50.0%	50.0%	100.0%
	Institute of Health and Social Care	25.0%	75.0%	100.0%
	Not Stated		100.0%	100.0%
	Nursery		100.0%	100.0%
	Office of Student Affairs		100.0%	100.0%
	Student Support Services		100.0%	100.0%
	University Library	29.4%	70.6%	100.0%
	University Registry		100.0%	100.0%
Total		16.4%	83.6%	100.0%

Section 4: Actions

10. If you have encountered student(s) with mental health difficulties / distress, how did you engage with them (i.e. what actions did you take)?

Department * No action required Crosstabulation

% within Department

		No action required		Total
		Yes	No	
Department	Accommodation	25.0%	75.0%	100.0%
	C&ITS	20.0%	80.0%	100.0%
	Estates and Facilities		100.0%	100.0%
	Faculty of Education	20.0%	80.0%	100.0%
	Faculty of Science and Technology	50.0%	50.0%	100.0%
	Finance		100.0%	100.0%
	Institute of Health and Social Care		100.0%	100.0%
	Not Stated		100.0%	100.0%
	Nursery		100.0%	100.0%
	Office of Student Affairs		100.0%	100.0%
	Student Support Services		100.0%	100.0%
	University Library	35.3%	64.7%	100.0%
	University Registry		100.0%	100.0%
Total		13.7%	86.3%	100.0%

Department * Talked to student Crosstabulation

% within Department

		Talked to student		Total
		Yes	No	
Department	Accommodation	50.0%	50.0%	100.0%
	C&ITS	40.0%	60.0%	100.0%
	Estates and Facilities	20.0%	80.0%	100.0%
	Faculty of Education		100.0%	100.0%
	Faculty of Science and Technology	50.0%	50.0%	100.0%
	Finance	62.5%	37.5%	100.0%
	Institute of Health and Social Care	25.0%	75.0%	100.0%
	Not Stated		100.0%	100.0%
	Nursery		100.0%	100.0%
	Office of Student Affairs		100.0%	100.0%
	Student Support Services	60.0%	40.0%	100.0%
	University Library	58.8%	41.2%	100.0%
	University Registry	16.7%	83.3%	100.0%
Total		37.0%	63.0%	100.0%

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Department * Talked to colleagues Crosstabulation

% within Department

		Talked to colleagues		Total
		Yes	No	
Department	Accommodation	50.0%	50.0%	100.0%
	C&ITS	40.0%	60.0%	100.0%
	Estates and Facilities		100.0%	100.0%
	Faculty of Education		100.0%	100.0%
	Faculty of Science and Technology	50.0%	50.0%	100.0%
	Finance	50.0%	50.0%	100.0%
	Institute of Health and Social Care	25.0%	75.0%	100.0%
	Not Stated		100.0%	100.0%
	Nursery		100.0%	100.0%
	Office of Student Affairs		100.0%	100.0%
	Student Support Services		100.0%	100.0%
	University Library	52.9%	47.1%	100.0%
	University Registry	8.3%	91.7%	100.0%
Total		27.4%	72.6%	100.0%

Department * Consulted with line manager or senior colleague Crosstabulation

% within Department

		Consulted with line manager or senior colleague		Total
		Yes	No	
Department	Accommodation	50.0%	50.0%	100.0%
	C&ITS	40.0%	60.0%	100.0%
	Estates and Facilities	20.0%	80.0%	100.0%
	Faculty of Education		100.0%	100.0%
	Faculty of Science and Technology		100.0%	100.0%
	Finance	50.0%	50.0%	100.0%
	Institute of Health and Social Care	25.0%	75.0%	100.0%
	Not Stated		100.0%	100.0%
	Nursery		100.0%	100.0%
	Office of Student Affairs		100.0%	100.0%
	Student Support Services	20.0%	80.0%	100.0%
	University Library	58.8%	41.2%	100.0%
	University Registry	8.3%	91.7%	100.0%
Total		30.1%	69.9%	100.0%

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Department * Referred to Student Support Services Crosstabulation

% within Department

		Referred to Student Support Services		Total
		Yes	No	
Department	Accommodation	50.0%	50.0%	100.0%
	C&ITS	20.0%	80.0%	100.0%
	Estates and Facilities		100.0%	100.0%
	Faculty of Education		100.0%	100.0%
	Faculty of Science and Technology		100.0%	100.0%
	Finance	50.0%	50.0%	100.0%
	Institute of Health and Social Care	25.0%	75.0%	100.0%
	Not Stated		100.0%	100.0%
	Nursery		100.0%	100.0%
	Office of Student Affairs		100.0%	100.0%
	Student Support Services	60.0%	40.0%	100.0%
	University Library	52.9%	47.1%	100.0%
	University Registry	8.3%	91.7%	100.0%
Total		28.8%	71.2%	100.0%

Department * Referred to other agency Crosstabulation

% within Department

		Referred to other agency		Total
		Yes	No	
Department	Accommodation	50.0%	50.0%	100.0%
	C&ITS		100.0%	100.0%
	Estates and Facilities	20.0%	80.0%	100.0%
	Faculty of Education		100.0%	100.0%
	Faculty of Science and Technology		100.0%	100.0%
	Finance		100.0%	100.0%
	Institute of Health and Social Care		100.0%	100.0%
	Not Stated		100.0%	100.0%
	Nursery		100.0%	100.0%
	Office of Student Affairs		100.0%	100.0%
	Student Support Services	40.0%	60.0%	100.0%
	University Library	23.5%	76.5%	100.0%
	University Registry		100.0%	100.0%
Total		12.3%	87.7%	100.0%

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Department * Any other actions Crosstabulation

% within Department

		Any other actions		Total
		Specified	Not specified	
Department	Accommodation	25.0%	75.0%	100.0%
	C&ITS	20.0%	80.0%	100.0%
	Estates and Facilities	20.0%	80.0%	100.0%
	Faculty of Education	20.0%	80.0%	100.0%
	Faculty of Science and Technology		100.0%	100.0%
	Finance	12.5%	87.5%	100.0%
	Institute of Health and Social Care		100.0%	100.0%
	Not Stated		100.0%	100.0%
	Nursery		100.0%	100.0%
	Office of Student Affairs		100.0%	100.0%
	Student Support Services	60.0%	40.0%	100.0%
	University Library	18.8%	81.3%	100.0%
	University Registry	8.3%	91.7%	100.0%
Total		16.7%	83.3%	100.0%

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Section 6: Development

16. Please indicate how strongly you agree with the following statements:

Department * I feel that I am equipped to identify students who may be experiencing mental health difficulties / distress Crosstabulation

% within Department

		I feel that I am equipped to identify students who may be experiencing mental health difficulties / distress				Total
		Disagree strongly	Disagree	Agree	Agree strongly	
Department	Accommodation		50.0%	50.0%		100.0%
	C&ITS			100.0%		100.0%
	Estates and Facilities		100.0%			100.0%
	Faculty of Education	50.0%	25.0%		25.0%	100.0%
	Finance			50.0%		100.0%
	Institute of Health and Social Care	50.0%	50.0%			100.0%
	Student Support Services		33.3%	66.7%		100.0%
	University Library	7.7%	53.8%	38.5%		100.0%
	University Registry		71.4%	28.6%		100.0%
Total		10.0%	50.0%	37.5%	2.5%	100.0%

Department * I have the skills to adapt my approach to accommodate students with mental health difficulties / distress Crosstabulation

% within Department

		I have the skills to adapt my approach to accommodate students with mental health difficulties / distress				Total
		Disagree strongly	Disagree	Agree	Agree strongly	
Department	Accommodation			100.0%		100.0%
	C&ITS		33.3%	66.7%		100.0%
	Estates and Facilities			100.0%		100.0%
	Faculty of Education	33.3%		33.3%	33.3%	100.0%
	Finance		33.3%	66.7%		100.0%
	Institute of Health and Social Care		100.0%			100.0%
	Student Support Services			66.7%	33.3%	100.0%
	University Library		30.8%	61.5%	7.7%	100.0%
	University Registry		28.6%	71.4%		100.0%
Total		2.6%	25.6%	64.1%	7.7%	100.0%

Department * I feel that I can deal with students' emotional distress in my working environment Crosstabulation

% within Department

		I feel that I can deal with students' emotional distress in my working environment				Total
		Disagree strongly	Disagree	Agree	Agree strongly	
Department	Accommodation		50.0%	50.0%		100.0%
	C&ITS			100.0%		100.0%
	Estates and Facilities			100.0%		100.0%
	Faculty of Education	33.3%	33.3%	33.3%		100.0%
	Finance		33.3%	66.7%		100.0%
	Institute of Health and Social Care		100.0%			100.0%
	Student Support Services			66.7%	33.3%	100.0%
	University Library		41.7%	50.0%	8.3%	100.0%
	University Registry		14.3%	85.7%		100.0%
Total		2.6%	28.9%	63.2%	5.3%	100.0%

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Department * I feel that I can deal with challenging behaviours exhibited by students that might arise during my working day Crosstabulation

% within Department

		I feel that I can deal with challenging behaviours exhibited by students that might arise during my working day				Total
		Disagree strongly	Disagree	Agree	Agree strongly	
Department	Accommodation		100.0%			100.0%
	C&ITS			100.0%		100.0%
	Estates and Facilities		100.0%			100.0%
	Faculty of Education	33.3%	33.3%		33.3%	100.0%
	Finance		16.7%	66.7%	16.7%	100.0%
	Institute of Health and Social Care		50.0%	50.0%		100.0%
	Student Support Services		33.3%	66.7%		100.0%
	University Library		33.3%	66.7%		100.0%
	University Registry		14.3%	85.7%		100.0%
Total		2.6%	30.8%	61.5%	5.1%	100.0%

Department * I know when to refer students to appropriate sources of support within the university Crosstabulation

% within Department

		I know when to refer students to appropriate sources of support within the university				Total
		Disagree strongly	Disagree	Agree	Agree strongly	
Department	Accommodation			100.0%		100.0%
	C&ITS		33.3%	33.3%	33.3%	100.0%
	Estates and Facilities		100.0%			100.0%
	Faculty of Education	33.3%	66.7%			100.0%
	Finance		16.7%	66.7%	16.7%	100.0%
	Institute of Health and Social Care		50.0%	50.0%		100.0%
	Student Support Services		33.3%	66.7%		100.0%
	University Library		38.5%	61.5%		100.0%
	University Registry	14.3%	57.1%	14.3%	14.3%	100.0%
Total		5.0%	40.0%	47.5%	7.5%	100.0%

Department * I know where to refer students to appropriate sources of support within the university Crosstabulation

% within Department

		I know where to refer students to appropriate sources of support within the university				Total
		Disagree strongly	Disagree	Agree	Agree strongly	
Department	Accommodation		50.0%	50.0%		100.0%
	C&ITS		33.3%	66.7%		100.0%
	Estates and Facilities		100.0%			100.0%
	Faculty of Education	33.3%	66.7%			100.0%
	Finance		60.0%	20.0%	20.0%	100.0%
	Institute of Health and Social Care			100.0%		100.0%
	Student Support Services		25.0%	25.0%	50.0%	100.0%
	University Library		46.2%	53.8%		100.0%
	University Registry	14.3%	42.9%	42.9%		100.0%
Total		5.1%	46.2%	41.0%	7.7%	100.0%