

ID	I hereby fully and freely consent to participation in the study.	What year of study are you currently in?	What is your fee status?	Which of these UAL services do you know of?	Before receiving this questionnaire, were you aware that these services were available to students?	How did you first hear about the university's Counselling, Health Advice and Chaplaincy services? (e.g. email, tutor, friend, website, induction session, social media etc.)	How well communicated was information about the university's Counselling, Health Advice and Chaplaincy services?.	Please explain your previous answer further.	Have you ever tried to use or contact the university's Counselling, Health Advice and Chaplaincy services?
6	Yes	Year 3	International	Disability;Counselling;	No				
7	Yes	Year 2	Home	Mental Health Advice;Counselling;Disability;	Yes	Tutors and lecturers	Well	It was encouraged by tutors to seek out help if students needed it for personal reasons such as mental health help and counselling.	I have tried, and was able to access support
8	Yes	Year 3	Home	Mental Health Advice;Counselling;	Yes	I was recommended by my personal tutor	Well	When you have been guided to the appropriate place i.e. the relevant webpage, it is straightforward from the start point onwards, however it is the type of thing you only know about if someone has told you, rather than it being widely advertised	I have tried, and was able to access support
9	Yes	Year 4	International	Counselling;	Yes	Through the school's website and student service emails.	Well	It was made clear what the service was, how it was offered, how to access etc.	I have tried, and was able to access support
10	Yes	Year 2	Home	Disability;	No				
11	Yes	Year 4	Home	Disability;Counselling;Mental Health Advice;	Yes	Through members of staff during my first year at UAL.	Not very well	I believe the services could be better advertised to students.	I have not tried to access support
12	Yes	Year 3	Home	Disability;Health Advice;Mental Health Advice;	Yes	Induction sessions, accommodation information, website	Well	I've seen it advertised around some uni spaces, but I haven't had much direct information about it.	I have not tried to access support
13	Yes	Year 2	Home	Disability;	No				
14	Yes	Year 2	Home	Counselling;Mental Health Advice;Disability;	No				
15	Yes	Year 2	Home	Mental Health Advice;Counselling;Disability;	Yes	University newsletter, friends and teachers	Well	Just not aware of chaplaincy but everything else was explained thoroughly even during lessons	I have not tried to access support
16	Yes	Year 1	Home	Disability;Counselling;Mental Health Advice;	No				
17	Yes	Year 1	Home	Disability;Counselling;Chaplaincy;	Yes	Tutor	Very Well	Was provided resources after my dad's passing, haven't had a chance but thankful to know the option is there.	I have not tried to access support
18	Yes	Year 1	Home	Counselling;Health Advice;Disability;Mental Health Advice;Chaplaincy;	Yes	website	Very Well	Details were easy to find on the university website and through emails or student portals.	I have not tried to access support
19	Yes	Year 4	International	Mental Health Advice;	Yes	Heard about it from peers.	Not very well	It could be better communicated by displaying informative digital posters on campus via the screens.	I have not tried to access support
20	Yes	Year 1	International	Counselling;Disability;Health Advice;Mental Health Advice;	Yes	From my head of course	Very Well	She explained it properly and went in detail about how to access	I have not tried to access support
21	Yes	Year 3	Home	Mental Health Advice;Disability;Counselling;Health Advice;	Yes	through UAL website	Not very well	while the service is there, there isn't much advocacy for it. I know some services come up in a few reoccurring emails however they tend to get lost and forgotten about	I have tried, and was able to access support
22	Yes	Year 4	Home	Disability;Counselling;Mental Health Advice;	Yes	Tutor, website	Well	It was not hidden, you can search for support on the website	I have tried, and was able to access support
23	Yes	Year 3	International	Mental Health Advice;Chaplaincy;Counselling;	Yes	Website and Induction	Not very well	I have never tried any of these services as I do not really know whether they'd be able to answer my questions.	I have not tried to access support
24	Yes	Year 4	International	Disability;Counselling;Mental Health Advice;	Yes	Emails from the school. I also came into the school as a disabled student so I was introduced to most of these services by my disability advisor at the time.	Well	The websites are detailed and emails from the team contain helpful information. The extent of help they're able to offer isn't the most well expounded upon.	I have tried, and was able to access support
25	Yes	Year 4	International	Disability;Counselling;Health Advice;Mental Health Advice;	Yes	Tutor	Very Well	I've been made aware of these services each year of my course by my tutors	I have not tried to access support

What year of study are you currently in?	4
Year 2	5
DIPs	0
Year 3	5
Year 4	6

Fee Status

Fee Status	Prefer not to say	0
Home	13	
International	7	

Which of these UAL services do you know of?

Disability	80%	16
Counselling	80%	16
Mental Health Advice	75%	15
Health Advice	25%	5
Chaplaincy	15%	3

How did you first hear about the university's Counselling, Health Advice and Chaplaincy services?

(n=15)

Academic Staff	53%	Tutors/Lecturers/Course Leader
UAL Website	40%	
College Communications	20%	Emails/Newsletters
Induction	13%	
Friends/Peers	13%	
Accommodation	7%	

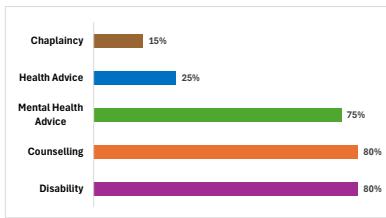
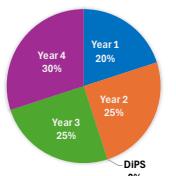
How well communicated was information about the university's Counselling, Health Advice and Chaplaincy services?

Very well	26.70%	Very well
Well	46.70%	26.70%
Not very well	26.70%	46.70%
Not well at all	0%	

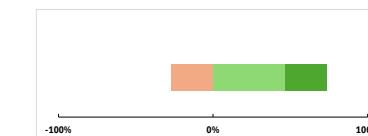
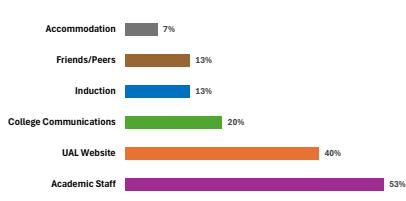
CSS & NSS Data Analysis

	CSS	NSS
Y1	Y2/3	Y4
24/25	95.50%	85.40%
23/24	91.30%	72.40%
		70.60%

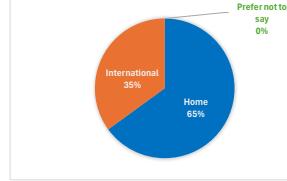
Year of Study



*Open-ended responses were thematically coded, and the chart shows how frequently each theme was mentioned. Some responses contributed to more than one theme.



Fee Status



Percentage of participants who reported familiarity with each service (multiple responses were permitted).