



Welcome Desk

**UNIVERSITY OF
WESTMINSTER** 

Deepa Rathod
Information Assistant
D.Rathod1@Westminster.ac.uk

Four Campus Libraries



Harrow Campus

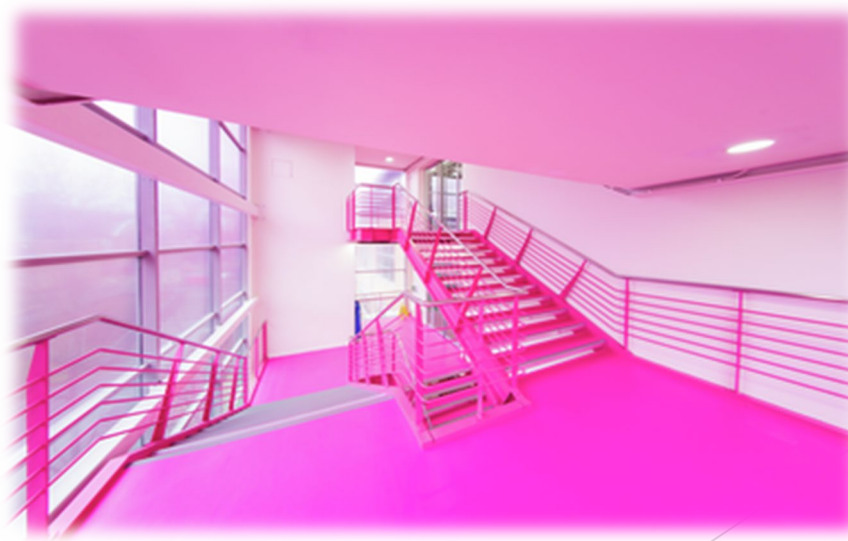


Harrow Library Refurbishment



Before & after pictures - Refurbishment





The Welcome Desk



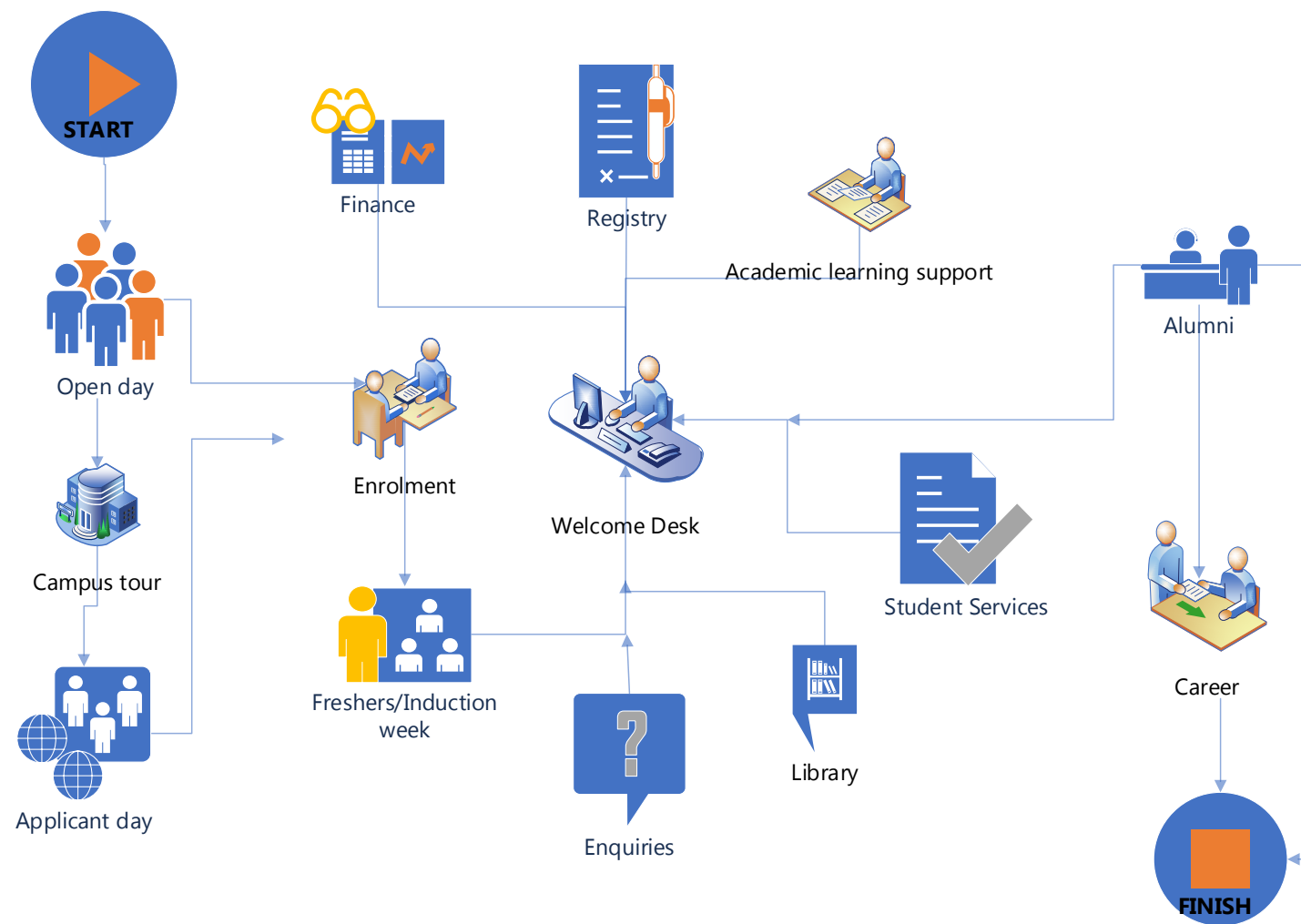


Student support

At the welcome desk, the library staff support students in the following:

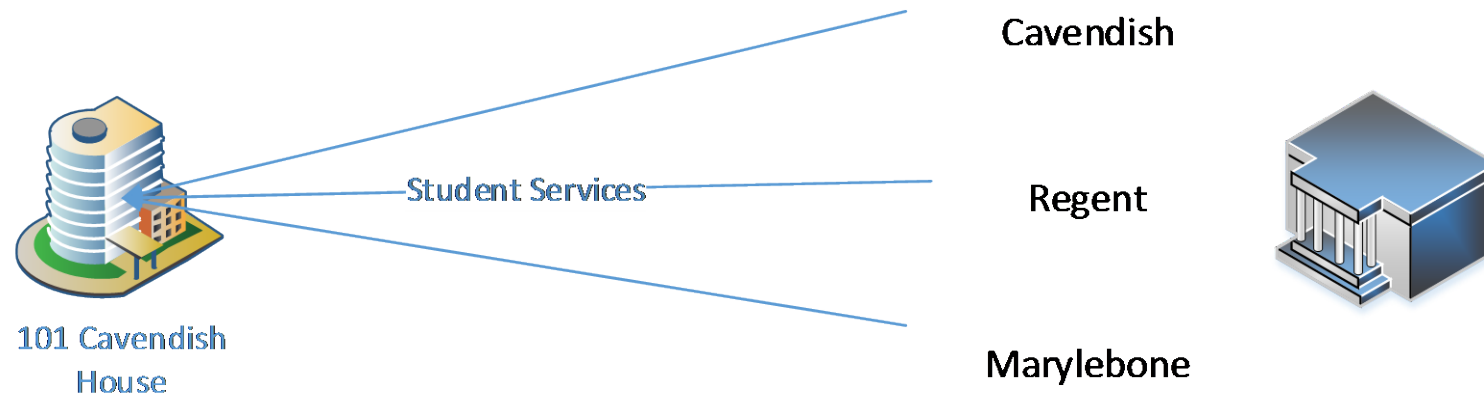
- ▶ Student Advice - Care Leavers and Estranged Student Support, International Student Support, Visa Advice and Welfare Benefits
- ▶ Funding - Financial Support and Scholarships
- ▶ Disability Learning Support - mentoring, disabilities and study skills
- ▶ Interfaith Advice - Pastoral Care and Chaplaincy Support
- ▶ Careers and Employability - Careers, jobs and placements
- ▶ Counselling
- ▶ Student Health
- ▶ Registry Services
- ▶ Finance Enquiries

Student Journey Mapping





West End Student Service



First thoughts...



Implementation

DISABILITY LEARNING SUPPORT

Information, support and guidance for disabled students, for example those with:

- Specific Learning Difficulties, such as dyslexia, dyspraxia, dyscalculia and AD(H)D
- Long term mental health conditions
- Visual impairments
- Hearing impairments
- Physical disabilities
- Long term medical conditions
- Autism Spectrum Disorder
- Advice on Disabled Students' Allowances (DSA)
- One to one specialist SpLD tutorials

westminster.ac.uk/disabilities

WHERE TO GET HELP

STUDENT SUPPORT DESK
This is the place to go for information and advice that you need about a range of services for students. We can help you with queries about:

- Academic Learning Development
- Accommodation
- Careers and Employability
- Counselling
- Disability Learning Support
- Financial Student Support
- International Student Support
- Mentoring
- Pastoral Care and Chaplaincy Support
- Scholarships
- Secular and Interfaith Advice
- Student Health
- Study Skills
- Visa Advice
- Welfare Benefits
- Wellbeing

WHAT IS THE STUDENT HEALTH SERVICE?

The student health service is part of the Student Affairs Department, offering free, confidential nurse-led service available to all students.

...ment, advice and support for all aspects of health and taking a holistic approach that engages mind, body and spirit to enable students to fulfil their full potential:

- Treatment and advice for minor illness and injuries
- Health and lifestyle guidance
- Support and advice for psychological and emotional wellbeing (feeling homesick, not settling in, anxious, depressed or just low)
- Contraceptive advice (and free condoms)
- Sexual health advice including chlamydia screening and pregnancy testing
- Advice and support for drug and alcohol misuse
- Doctor available by appointment
- Student medical and travel advice
- Information and advice about the NHS, registering with a GP and accessing other services.

I CHOOSE TO DISCLOSE

UNIVERSITY OF WESTMINSTER

WE'RE HERE TO HELP AND SUPPORT YOU

E: Dis@westminster.ac.uk
T: 020 3506 8800
westminster.ac.uk/disabilities

Disability Learning Support: Dyslexia, Dyspraxia, Dyscalculia, AD(H)D, Depression, ADD, Anxiety, Epilepsy, Cerebral palsy, ADHD, Diabetes, Crohn's disease, Arthritis, Cancer, HIV ...



Phase 1 & Phase 2

- ▶ Phase 1 of creating the Welcome Desk was introducing Student Affairs
- ▶ Phase 2 Introducing Registry and Finance to the Welcome Desk.

Timetable

Day	Library Meeting Room 1	Library Meeting Room 2	Pod 1 (large)	Pod 2 (medium)	Pod 3 (small)
Monday	Academic Learning Development (10am - 2pm & 5pm - 7pm)	Royal Literary Fellow	9 - 9.30am Registry Faculty Study Skills Support 4.30 - 5pm Registry + lunchtime slot 12 - 12.30	Student Advice - appointments all day (term time)	Faith & Spirituality
Tuesday	Disability Learning Support	Royal Literary Fellow	9 - 9.30am Registry SPLD Advisors appointments and drop in sessions 4.30 - 5pm Registry + lunchtime slot 12 - 12.30	Student Advice - appointments all day (term time)	Registry / Finance
Wednesday	SPLD Advisors appointments and drop in sessions	Academic Learning Support	9 - 9.30am Registry 1.30 - 4.30 Student Funding - appointments all day (term time) 4.30 - 5pm Registry + lunchtime slot 12 - 12.30	Counselling (Appointments only)	Student Health
Thursday	Disability Learning Support	Royal Literary Fellow	9 - 9.30am Registry SPLD Advisors appointments and drop in sessions 4.30 - 5pm Registry + lunchtime slot 12 - 12.30	Student Advice - appointments (term time)	Student Health
Friday		Royal Literary Fellow	9 - 9.30am Registry SPLD Advisors appointments and drop in sessions 4.30 - 5pm Registry + lunchtime slot 12 - 12.30	Counselling (Appointments only)	Faith & Spirituality

Thoughts - Before and After

- ▶ What didn't go too well?
- ▶ How we learnt from it?
- ▶ What went well?

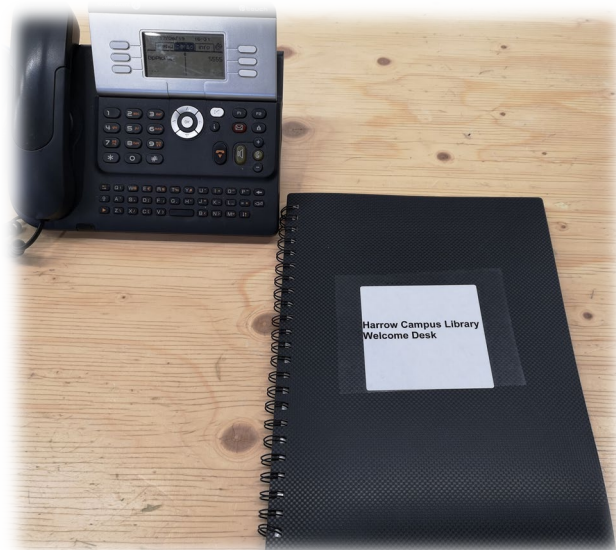
What didn't go too well?



How we learnt from it?



Next Steps...



WHERE TO GET HELP	STUDENT SUPPORT
<p>Student Advice Advice on student finance entitlement, fee status, benefits and practical problems, visa and immigration advice for international students E: studentadvice@westminster.ac.uk T: 020 7911 66080 westminster.ac.uk/advice</p> <p>Disability Learning Support Advice and support for disabled students, those with long-term medical conditions (including mental health conditions) and students with specific learning difficulties (dyslexia, dyspraxia, dyscalculia) E: DLS@westminster.ac.uk T: 020 7911 68800 westminster.ac.uk/disability</p> <p>Registry Advice on your student record, module registration, mitigating circumstances, results or coursework submissions E: HARRegistry@westminster.ac.uk T: 020 7911 5936 westminster.ac.uk/registry</p>	<p>Student Funding Student funding, Living Expenses Support Scheme, emergency loans and oyster cards E: studentfunding@westminster.ac.uk T: 020 7911 66989 westminster.ac.uk/funding</p> <p>Finance For general finance or payment enquires, fee errors and refunds E: finance@westminster.ac.uk T: 020 3506 4168 For difficulties in paying fees, Sponsor letters and Student Loan Company fee payment queries E: uow-fees@westminster.ac.uk T: 020 3506 6993 westminster.ac.uk/paying-your-fees</p> <p>Secular and Interfaith Advice Providing support for the pastoral, spiritual, ethical and religious needs for all students and staff E: safeguarding@westminster.ac.uk T: 020 7911 5000 ext 64756 westminster.ac.uk/faith-and-spirituality</p>



Crisis/Urgent Support

Crisis and Urgent Support

Sources of support outside University/outside of office hours

EMERGENCIES

In an emergency, you can always **phone 999** or make your way to any **accident and emergency (A&E) department at your local hospital**. The closest to the University of Westminster campuses are:

University College Hospital
235 Euston Road
London NW1 2BU

Northwick Park Hospital
Watford Road
Harrow

T: 0845 155 5000 or 020 3456 7890
A&E T: 020 3447 0012 or 0083

Middlesex HA1 3UJ
T: 020 8864 3232
A&E T: 020 8869 3087 or 3088

The Royal London Hospital
Whitechapel Road
London E1 1BB
T: 020 3416 5000 or 0207 377 7000

GP/DOCTOR

For urgent support with your mental or physical health, you should contact your **GP/doctor**. If you are not registered with a GP, the Student Health Service can help you with finding a doctor.

NHS 111

If you need urgent medical help, which is non-life threatening, you can phone 111 for free. You will speak to an adviser who can direct you to the most appropriate medical care for you.

SINGLE POINT OF ACCESS

The Single Point of Access (SPA) offers mental health triages for routine, urgent and emergency referrals (24 hours a day throughout the year).

Self-referral is not possible, but GPs, police and other professionals can refer. Family or friends can also seek advice about referring.

www.cnwl.nhs.uk/service/single-point-of-access-north-west-london-adult-community-mental-health-services/

THE SAMARITANS

Emotional support for those feeling in distress or despair. You can talk to them anytime, in your own way, about anything that is affecting you. Free T: 116123

E: jo@samaritan.org www.samaritans.org.uk

LONDON NIGHTLINE

A student-run service offering confidential listening, support and practical information to students in London. Available in term time between 6pm and 8am.

20 7631 0101 or text: 07717 989 900

E: listening@nightline.org.uk

Skype: [londonnightline](https://londonnightline.com)
www.niahtline.org.uk

FOR CONTRACEPTION, PREGNANCY & SEXUAL HEALTH ADVICE

contact your GP, an NHS walk-in centre or:

BROOK HELPLINE (sexual health & wellbeing for under 25 year olds)

Euston T: 0207 387 8700

www.brook.org.uk

RAPE CRISIS

If you have experienced rape, childhood sexual abuse and/or any other kind of sexual violence, you can get support from Rape Crisis.

T: 0808 802 9999 (available 12 noon - 2.30pm and 7pm - 9.30pm every day of the year)

www.rapecrisis.org.uk

VICTIM SUPPORT

If you have been affected by crime or traumatic events, you can get help from Victim Support.

T: 0808 1689 111

www.victimsupport.org.uk

NATIONAL DRUGS HELPLINE (FRANK)

A confidential telephone service offering advice and information for those who are concerned or have questions about drugs.

T: 0300 123 6600

www.talktofrank.com

NATIONAL DOMESTIC VIOLENCE HELPLINE

Support if you are experiencing domestic violence or abuse. *We also have a crisis support leaflet which has range of information, contact details for outside organisations for example: The Samaritans, The London Night life or NHS to meet student requirements, who need immediate help. As the Library is open 24 hours, this is handy for weekend staff and security staff to provide support to students out of office hours. This gives us self-confidence to handle challenging situations.

What went well?





Student Feedback

- ▶ The staff are always personable and make all the effort to find the books and resources you need - even if you're stressing about upcoming deadlines! The introduction of the Welcome Desk in the library has meant I can enquire about getting academic assistance - I've also never found a book not where it should be in the library :)
- ▶ I like that everything is all in one location. I can always go to the library to address any questions or queries I may have about my studies in addition to going there to actually study. It is a pretty cool space!
- ▶ Always helpful people at the front desk! :)
- ▶ The welcome desk is manned by friendly and eager staff. Very advanced equipment. Love the pink stairs!
- ▶ Library Welcome Desk is always helpful but it will be very helpful for Security to have admin passwords in case we have problems after 5pm. Finance hours are terrible - would be helpful if they were here everyday.

Wellbeing Collection





Conclusion



Questions?



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