

Dean of Students' Office

A brief summary report on student demand for DOS services between 2010/11 and 2014/15. The figures given are for substantive interactions recorded on the DOS appointments database.

A. Numbers of recorded student interactions, by DOS specialist Team

Year/DOS team	All	% yearly change	General advisory	Mental health	Counselling*	Disability	Dyslexia	Finance	INT	LET
2010-11	7711		716	432	(3961)	860	1465	1549	460	2229
2011-12	11373	47.5	606	1256	(4263)	1006	1433	1508	747	4817
2012-13	13448	18.2	1262	1369	(4135)	1231	1940	1607	1917	4122
2013-14	13835	2.9	1308	1213	(4180)	1111	1803	1541	1423	5436
2014-5	18879	36.5	1205	1225	3407	1460	1883	1379	2861	5507
2010-11	145		68	184	-14	69	25	-11	522	147

*Until 2014/15 there was a separate Counselling service, and statistics were recorded separately; they are not included in the 'All' total for the years 2011-11 to 2013-14. Staff illness reduced the availability of counselling appointments in 2014-15, and resignations the availability of Mental Health appointments in 2013-14 and 2015-15.

B. Numbers of individual students seen, by DOS specialist Team

Year/ DOS team	Any DOS service	% yrly change	Central (incl. SR)	*Mental health	Counselling*	Disability	Dyslexia	Finance	INT	LET
2010-11	2481		452	250	(636)	568	439	726	312	640
2011-12	3407	37.3	427	547	(694)	624	435	864	462	1324
2012-13	4553	33.6	1098	597	(736)	466	592	916	966	1501
2013-14	4821	5.9	1052	532	(841)	594	523	930	931	2014
2014-5	5267	9.3	924	483	968	684	508	842	1042	2187
% increase (decrease) since 2010-11	193		104	93	52	20	17	16	234	242

* Until 2014/15 counselling statistics were recorded separately and are not included in the 'All' total as some students will have used both counselling and other DOS services. In both 2013/14 and 2014/15 there were extended periods when the Mental Health and Counselling staffing resource was reduced due to staff resignations and ill-health.

C. Average number of appointments per student

Year/All DOS	All	Central (incl. SR)	Mental health	Counselling	Disability	Dyslexia	Finance	INT	LET
2010-11	3.1	1.6	1.7	6.2	1.5	3.3	2.1	1.5	3.5
2011-12	3.3	1.4	2.3	6.1	1.6	3.3	1.7	1.6	3.6
2012-13	3.0	1.1	2.3	5.6	2.6	3.7	1.8	2.0	2.7
2013-14	2.9	1.2	2.3	5.0	1.9	3.4	1.7	1.5	2.7
2014-5	3.6	1.3	2.5	3.5	2.1	3.7	1.6	2.7	2.5

The figures in the tables above show that an increasing and now very significant proportion of the UEA fulltime student population had an appointment with DOS. In the 2014/15 academic year 40% of students had at least one appointment, and the average per student was 3.6, an increase from previous years. This confirms the DOS' Office's impression that last year a greater number of students than previously were presenting with complex concerns.

In total, 22901 appointments were made, of which 2543 (11%) percent were cancelled, often with very short notice, and 1394 (6%) not attended, without notice. There was a particularly high non-attendance rate for counselling and mental health appointments, despite the reminder system we have in place. Five hundred counselling and 259 mental health appointments were not attended. This is a very significant concern given current demand.

Detailed breakdown for 2014/15

The tables below give a more detailed breakdown of the characteristics of the students who sought DOS services in the last academic year.

Number of students by attendance mode

	Full time	Part time	Total
Number of students	5154	114	5267
Percentage of students consulting DOS	98	2	
Percentage of UEA students	40	10	38

The following tables provide the statistics for full time students only. NB: biodata are missing for some students so there are small variations in totals given in these tables.

By level of study

	Undergraduate and certificate	Postgraduate taught	Postgraduate research	Total
Number of appointments	13291	4851	735	18879
Percentage	70	26	4	
Number of students	3726	1234	196	5154
% UEA students	38	66	20	40
Average N of appointments	3.6	3.9	3.8	3.7

By gender

	Male	Female	Total
Number of appointments	6660	12217	18879
Percentage	35	65	
Number of students	1908	3246	5154
% of UEA students seen in DOS	37	63	
Average N of appointments	3.5	3.8	3.7

The male:female ratio of UEA students is 21:79

By fee status

	Home	EU	International	Total
Number of appointments	12628	1056	5166	18850
Percentage	67	6	27	
Number of students	3479	289	1495	5263
% of students seen in DOS	39	44	53	
Average N of appointments	3.6	3.7	3.5	3.6

By ethnicity (UEA ethnicity breakdown not yet available)

	Arab	Asian or Asian British	Black or black British	Chinese	Mixed ethnicity	White	Other
Number of appointments	172	1503	1221	2526	654	10553	232
Percentage	1	9	7	15	4	63	1
Number of students of known ethnicity	49	413	286	771	185	2974	74
Average N of appointments	3.5	3.6	4.3	3.3	3.5	3.5	3.1

By year of course (undergraduates only)

	First	Second	Third	Fourth or later	Total
Number appointments	10288	3827	2869	1893	18877
<i>Percentage of those seen by DOS</i>	55	20	15	10	
Number students	1810	951	735	230	3726
<i>Percentage of those seen by DOS</i>	49	26	20	6	
<i>Average N of appointments</i>	5.7	4	3.9	8	5

By Faculty

	FMH	HUM	SCI	SSF	Total
Number of appointments	3562	4266	5188	5839	18879
<i>Percentage</i>	19	23	28	31	
Number of students	1022	1097	1382	1653	5154
<i>% of UEA students</i>	50	34	41	40	40
<i>Average N of appointments</i>	3.5	3.9	3.8	3.5	3.7

By School, in descending order of use

School	N Appointments	N students	% students in School	Average N Appointments
HSC	2725	805	75	3.4
DEV	978	241	58	4.1
CHE	993	234	57	4.2
SWK	235	69	54	3.4
ECO	1154	360	46	3.2
NAT	235	43	46	5.5
BIO	1250	359	44	3.5
PPL	1558	409	42	3.8
PHA	625	210	42	3.0
NBS	1687	552	41	3.1
HUM	136	52	40	2.6
ENV	1042	241	40	4.3
CMP	745	218	39	3.4
AMA	1001	285	35	3.5
LDC	1049	258	33	4.1
LAW	587	182	32	3.8
EDU	655	171	29	3.8
PSY	410	110	29	3.7
MED	725	255	27	2.8
MTH	260	90	26	2.9
HIS	407	128	25	3.2

Presenting concerns

The DOS appointments systems allows staff to code the major concern presented in each student interaction. The following table summarises the key concerns raised during the 2014/15 academic year. Students may of course raise several concerns in a single interaction, so these data give only a very general sense of students' help-seeking. Further analysis of the data is ongoing.

Main area of concern	N of appointments	N students	Most common concern
Academic	6668	2655	Numeracy
Accommodation	149	112	Accommodation problem
Behaviour	115	88	Bullying/harassment
Health and wellbeing	4957	1420	Depression and mood disturbance
Disability	2179	738	Study skills tuition
Finance	1362	797	Loan application
International	2759	1006	Tier 4 visa
Other	122	75	Senior resident management

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