



University of East Anglia

Information Services Directorate

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08 December 2017

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_17-283)

We have now considered your request of 10 November 2017 as clarified on 14 November for information relating to student support services at UEA.

Our response is on pages 2-3 of this letter, together with a copy of your request.

On this occasion it is not possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold information on the number of students who withdrew from UEA for stress-related or mental health reasons. Further information is on page 2 of this letter.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Dave Palmer
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_17-283)

Could you please advise me on the process of finding out, or who I could contact for, the following information:

- *The amount of students that access Student Support Services for well-being reasons, e.g. stress, per year.*

[Clarified on 14 November to request data for the latest full academic year]

In the academic year 2016/17 1,481 unique students accessed Student Support Service (STS) services for well-being reasons, either via the Counselling Service or the Mental Health team¹. For context, this figure is out of a total of 5,609 unique students who accessed STS services of all types.

We can also advise that any submission of a written request for information to the address foi@uea.ac.uk with a valid name and enough clarity for us to understand what is being requested will receive a response within the statutory limit of 20 working days.

- *Attrition rate amongst the years (is there any way of discerning the reason, i.e. is it stress/mental health related?).*

750 students terminated their studies during the 2016/17 academic year. This represents 4.86% of the total student population during 2016/17.

Please note that we have excluded students who dropped out of their course, but continued at UEA in some form (internal transfers) from this figure. We have however, included students who transferred to a different higher education provider and as a result have dropped out from UEA, but not from HE altogether.

[Information not held - s.1(1)(a), Freedom of Information Act]

The University does not hold information on the number of students who withdrew from UEA for stress-related or mental health reasons. Whilst the University assigns a broad categorisation for the reason for withdrawal, we do not have any category that explicitly matches 'stress' or 'mental health'.

- *Cost to UEA to run Student support services.*

The direct cost to UEA itself for all aspects of Student Support Services in the academic year 2016/17 was £1,962,926.46.

- *Cost to UEA per student that accesses Student support services.*

The cost to UEA per student is £349.96. This is based on £1,962,926.46 in direct UEA funding divided by 5,609 unique students accessing all STS services during the academic year 2016/17.

It should be noted that STS are responsible for a wide range of student services in addition to student wellbeing, and these include:

- Learning enhancement
- Financial advice and support

¹ Please note that, for the purposes of this request we are considering all interactions with either team as being for well-being reasons.

- International student support
- General advice (Student Support Advice)

• *Does UEA get funding for Student support services? If so, where from?*

Yes, UEA funds Student Support Services to the extent stated above. Additional funding in the amount of £693,963.78 was sourced from a variety of bodies and sources including the following: Student fees, INTO University Partnerships, The Office for Fair Access (OFFA), Disabled Students Allowance (DSA), Higher Education Authority (HEA) Ireland, Higher Education Funding Council of England (HEFCE), and donations.