

[REDACTED]

13 June 2019

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_19-143)

We have now considered your request of 20 May 2019 and clarification emails of 20 May 2019 and 23 May 2019 for information relating to student accommodation and mental health services available to students.

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 relevant to question 1) and one element of question 5) of your request. Further information is on pages 2 and 3 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 40 working days of the date of this letter. In line with section 5.3 of the UK Government's Freedom of Information Act Code of Practice, we are not obliged to accept internal reviews after this date.

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.

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

Yours sincerely

Kirsty McDonald
Information Compliance Assistant
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_19-143)

Please can you answer the following questions regarding academic year 2017-2018:

1) Do you have a lifestyle questionnaire for students applying for halls such as : are you quiet and not wanting to socialise or very sociable etc.

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

No. There is not a lifestyle questionnaire used for students applying for accommodation.

2) What drop out rate do you have of students living in halls in the first year

Clarified on 03 June 2019:

'I am more interested in students who leave a foundation year and stage 1 (Undergraduate only)'

0.05% of students living in accommodation withdrew either during their foundation year or stage 1.

3) Reasons given for drop out-

a) homesick.

b) Course not suitable

c) Unhappy in halls as limited/ no friends.

d) Mental health issue

Clarified on 21 May 2019 to include only the following classifications:

'That's fine to give those reasons: Health reasons, which can include both physical and mental health conditions and other personal reasons and dropped out.'

Our response is in the table below:

<i>Reason for withdrawing</i>	<i>No. of students</i>
Health reasons	35
Other personal reasons and dropped out	71

4). If a student is not happy in their accommodation -

- do they get help to move to different halls - what help will this be?

Clarified on 21 May 2019:

'Would they be told they can't swap unless they find someone to swap with (given no assistance) or is there something in place to help them move to alternative halls- like a closed Facebook group that they are given access to and access to support from accommodation team to assist them.'

Students unhappy with their accommodation are offered two options. If there is room availability, both a room change and a room swap service is offered to the student by the University's accommodation team. Should there be very limited or no room availability then only the room swap service is offered. The accommodation team will assist a student and support them in changing or swapping their room where possible.

5). Do you have easily accessed mental health support to students

Clarified on 21 May 2019:

'I just want to know if there is mental health support available through the university and students know how to encouraged to access it.'

Yes, mental health support is available to all students. Information on the University's wellbeing services can be found here: <https://portal.uea.ac.uk/student-support-service/wellbeing>

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

Students are made aware of services available to them and how to access and request such services, however the University has no recorded information that would indicate whether any individual student does or does not know how to access services.