

**STUDENT
SPACE**

Digital Communications Pack

Sharing Student Space



Student Space is led by Student Minds, the UK's student mental health charity.



Student Space is here for students through coronavirus and is available to all higher education students across England and Wales.



Students have been faced with unique challenges to university life during the coronavirus pandemic.

Student Space is a trusted place to:

- access confidential support via text, phone, email and webchat
- explore online resources
- find help available at uni

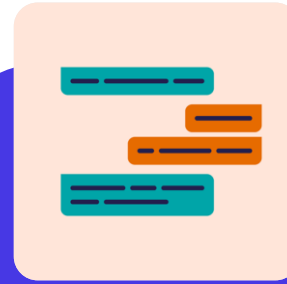
The coronavirus pandemic has exacerbated existing challenges facing student mental health in addition to creating new ones.

- Students may face disruption to their face-to-face support programme, experience isolation or loneliness or find that features of the response to coronavirus, such as an emphasis on hand-washing, aggravate symptoms of an existing mental health condition.
- Different students are affected by the pandemic in various ways, depending on a number of factors about themselves, what they study, their lifestyle, and their socio-economic circumstances. We need to respond to emerging students needs.
- Student Space has been carefully designed to make the best use of the resource available. It aims to supplement and support, not replace, existing services. We do not intend to offer types of therapeutic support already provided by universities, colleges and the NHS who are currently working hard to support students.



Phone support

- Call us FREE on 0808 189 5260
- Access a dedicated freephone number which is open from 3pm to 12am, offering listening support, information and onward signposting for students.
- studentspace.org.uk/support-services/phone-support



Webchat support

- Visit our website to access the webchat
- Access the webchat from 4pm to 11pm every day to talk to a trained supporter who will listen and help you talk through any issues you are experiencing.
- studentspace.org.uk/support-services/webchat-support



Text support

- To start a conversation, text 'STUDENT' to 85258
- Get 24/7 support from a trained volunteer. It's free, confidential and anonymous. Whether you're experiencing suicidal thoughts, depression, anxiety, loneliness or relationship issues, we're here to listen and support you.
- studentspace.org.uk/support-services/text-support



Email support

- Email us at students@themix.org.uk
- Get support from a trained supporter. Whatever is causing you concern, we're here to listen. Whether it's your mental health, your studies, worries about money or relationships, we can support you and help you move forward.
- studentspace.org.uk/support-services/email-support

Together we can ensure students are aware of Student Space and can access the services needed to help them through the pandemic.

Signposting to Student Space

Please find messages to use when describing Student Space:

Short message:

Student Space is here to make it easier for you to find the support you need during the coronavirus pandemic: studentspace.org.uk

Signposting with more information:

Student Space is here for you through coronavirus. However you're feeling help and guidance is available. Explore a range of trusted information, services and tools to help you with the challenges of student life: studentspace.org.uk

There are three ways that Student Space is here to help:

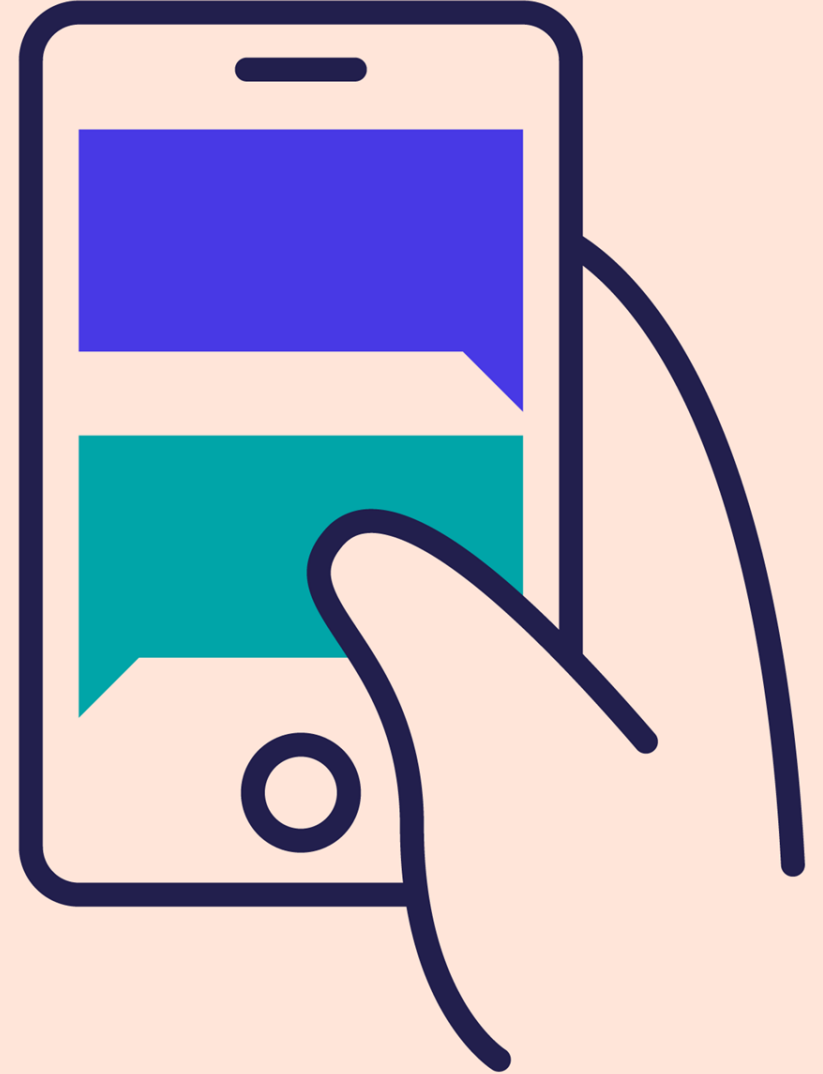
1. Access dedicated support services for students, by phone, text, email and webchat
2. Information and tools to help you through the challenges of coronavirus
3. Helping you find what support is available at your place of study

Where to signpost to Student Space

The more places we can communicate about Student Space, the better.

Here are some ideas of places you could signpost on:

- Social Media
- On your website (support information, starting/returning to university information, coronavirus support)
- On your app
- Screens on campus/in halls/medical centers
- Newsletters
- Emails out to your networks
- Emails out to your team
- Email footers



Student Minds social media

We will be using our social media channels to get the message out about Student Space. On the next slide you will find suggested posts and assets to share across your platforms.

Please use **#StudentSpace** and tag us so that we can engage with your posts:

- Instagram: [@StudentMindsOrg](#)
- Facebook: [Student minds](#)
- Twitter: [@StudentMindsOrg](#)
- LinkedIn: [Student Minds](#)



We'd love for you to share Student Space on your social media

[Download social media images and videos to spread the message via this link](#)

Twitter:

- We are excited to share [#StudentSpace](#) run by [@StudentMindsOrg](#) to help support students through the coronavirus pandemic: [studentspace.org.uk](#)
- Worried about student life? [#StudentSpace](#) is here to help you through the coronavirus pandemic: [studentspace.org.uk](#)
- [#StudentSpace](#) is here for you. If you feel like you're struggling during the coronavirus pandemic, Student Space is here to offer trusted, accessible support: [studentspace.org.uk](#)

Facebook:

- We are very excited to share Student Space with you. Run by Student Minds, to help you through the coronavirus pandemic. Explore support services, tools and a range of information to support you with the challenges of student life today: [studentspace.org.uk](#)

Instagram:

- [#StudentSpace](#) is here to help you during the coronavirus pandemic. Run by [@StudentMindsOrg](#), the programme has trusted accessible services available to higher education students to support your wellbeing. Explore a range of topics from managing uncertainty to learning online to making friends. Check out the link in our bio (studentspace.org.uk)
- Run by [@StudentMindsOrg](#), [#StudentSpace](#) is here to support you during the pandemic. Are you worried about what student life will look like this year? Feeling apprehensive about the change? You're not alone. Explore a range of trusted information, services and tools to help you with the challenges of student life, right now. Find out more in the link in our bio (studentspace.org.uk)

We'd love for
you to share
Student Space
on your social
media

[Download social media images and videos to spread the message via this link](#)

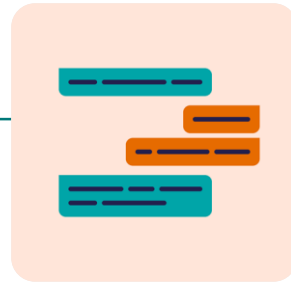
Sharing our support services on social media

We'd love for you to share Student Space's support services on your social media. Feel free to use the messages below or personalise your post.

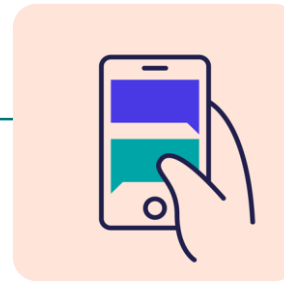
[Download social media images and videos to spread the message via this link](#)



- Struggling with student life? #StudentSpace is here to help. Call their phone line free on 0808 1895 260 between 3pm and 12am for trusted confidential support: ow.ly/ch6L30r2P09
- Struggling with the challenges of student life during coronavirus? Student Space is here for you. Call 0808 1895 260 free between 3pm and 12am for trusted, confidential advice: ow.ly/ch6L30r2P09



- If you feel like you need extra help during the pandemic, #StudentSpace is here to help you. Visit our website to access the webchat from 4pm to 11pm every day: tinyurl.com/y27uh3gt
- Finding student life a struggle during coronavirus? Visit #StudentSpace for confidential support over webchat from 4pm to 11pm every day: tinyurl.com/y27uh3gt



- Worried about university life during the pandemic? Don't be afraid to ask for help, Student Space is here. Text 'STUDENT' to 85258 to start a conversation: ow.ly/XoXq30r2P1B.
- If you feel like you need extra help during the pandemic, #StudentSpace is here to support you. Our text service is available 24/7 on 85258. Don't be afraid to ask for help, text 'STUDENT' now to start a conversation.



- Finding life hard during coronavirus? Student Space is here #StudentSpace. To start a conversation with a trained supporter email us at students@themix.org.uk
- Need someone to talk to about university life during the pandemic? Use the confidential email support from #StudentSpace: students@themix.org.uk

Key dates for sharing Student Space as a support resource

- **End of September/Start of October** Students joining/returning university
- **10th October** World Mental Health Day
- **End of November/Start of December** Gearing up for the Christmas period
- **Thursday 4th March** University Mental Health Day

Thank you for your support!

Together we can ensure students get
the help that they need during the
pandemic.

If you have any questions or would like support with sharing Student Space get in touch with our Communications Manager:

Grace Anderson
(comms@studentminds.org.uk)