

# Worried about a Student?

1

In the first instance you should simply ask the student how they are. You can do this by email, phone or in person.

2

If the student responds and you think requires support that you or the School cannot provide you can directly signpost to a relevant **support service** or send them the "Student Support Email" that has been provided to you by your School Administration Manager.

3

If the student responds and you have significant concerns that they are at risk (suicidal or self-harm) during office hours contact the Student Advice & Support Office (SASO) by emailing [student.support@abdn.ac.uk](mailto:student.support@abdn.ac.uk). Outside office hours you should contact the emergency services on 999.

4

Once referrals are made to SASO they will reach out and offer support to the student directly, often in person or by email/phone. Such discussions will be kept confidential unless the student has provided them with consent to keep the School updated on their situation.

5

Where a student is non-responsive, SASO will follow their standard protocol for such cases. This includes, where deemed necessary following a risk assessment, contacting emergency contacts and emergency services.



## Student Support Template: Following up concerns about a student

The below template is for staff that wish to follow up an interaction with a student where specific welfare concerns are raised or more general concerns exist about their wellbeing.

If a student has disclosed information to you and you feel you need to follow up with an offer of additional support, in the first instance you should feel able to discuss this with the student directly. We have provided a sample email below which you can use to do this.

This email can be tailored to meet the source of the welfare concern. This could have come via a MyAberdeen report; be a follow up from a call or 1-2-1 interaction; concerns identified during a class etc.

**You should never feel  
worried about expressing  
concern for a student.**

The email is designed to be sent in full or you can tailor the appropriate bullet points where you are aware of more details of the student's situation.

### Draft email

*We have seen your recent MyAberdeen report and wanted to contact you to outline the various sources of support that are available at the University:*

- *Are you are experiencing a [crisis?](#)*
- *Are you looking for [financial support?](#)*
- *Feeling [anxious](#) or experiencing tension or nervousness before an [exam?](#)*
- *Feeling [stressed?](#)*
- *Struggling with your [mental health](#), get online support with [Big White Wall](#).*
- *Do you have an [addiction?](#)*
- *Do you have an [eating disorder?](#)*
- *Struggling with the [loss of a loved one](#).*
- *Looking for [LGBTQ + support?](#)*
- *Do you have concerns about something that has happened to you or someone you know? [Report & Support](#)*

*If you have any questions or unsure who to ask for help please get in touch with the [Student Advice & Support Office](#). They offer all students confidential support on personal and health matters, [financial advice](#), accommodation, University procedures, and can support and put provisions in place for disabled students, including students with specific learning differences (such as dyslexia) and students with health conditions. If you have a persistent [mental health](#) condition or are worried that you*

*are experiencing a serious deterioration in your mental health our team can offer you support and guidance, linking in with specialist support internally and externally to the University.*

*If you wish to contact them, please email [student.support@abdn.ac.uk](mailto:student.support@abdn.ac.uk).*