Student Wellbeing Service Remote Online Support – Student Information & Informed Consent

How our online support services work

Appointments last up to 40 or 50 minutes depending on the appointment type. Your Practitioner will confirm the appointment length with you at the start of the session.

All first appointments will take place via telephone. Please ensure that your current contact telephone details are up to date on your student record – you can check and change these by going to your SITS Online page. The Practitioner delivering your appointment will call you at the time of your appointment. Please ensure that you are in a location where your privacy can be maintained and where you are able to receive calls. Your Practitioner will ask you for details of your current location so that the telephone call can go ahead safely. ***In order to receive the service, you must provide a telephone number, your location and an emergency contact on registering.***

After your first session any future appointments can take place over the telephone or through an online video conferencing system provided by Zoom. Before sessions begin you will need to have downloaded the free version of Zoom onto your Desktop, Laptop, Tablet or Smartphone. Just search for Zoom on a desktop or laptop and follow download instructions or go to your App store and download if using a phone or tablet. Download Zoom here.

For help with operating Zoom see: Zoom Help Centre.

Before your session(s) you will be sent emails containing a unique URL for the session. Please make sure you keep this email and click on the correct URL for the appointment. At the appointed time you and the member of staff you are meeting click on this URL opening Zoom on both of your devices. This provides a secure, private chatroom.

You will need to have a working webcam, sound and a microphone on your device*. If you are using a tablet or mobile device, please ensure that it is fully charged or plugged in before your online session begins. For both privacy and clarity, the Student Wellbeing Service recommends using a microphone and headphone headset if you have one available. When the session is concluded, you simply leave the meeting and close Zoom.

Please note it is important you are in a private location where you cannot be overheard for the duration of the session. Sessions cannot take place if we believe you are in a public place.

* Please let us know if you are having any technical difficulties (i.e. webcam not working) Remote/online sessions

1. At the agreed date and time you will need to click on the URL that has been sent to you: this is the way to access the session. When you click on the URL, a private, secure, chat window will appear, and you will be able to see and hear your Practitioner when they have also clicked on the URL at their end. When you are both logged on, you can speak to each other for the duration of the session.

2. If for any reason your session goes down you can simply log in again and pick up where you left off.

3. As with our face to face services, sessions may not be recorded and are therefore not stored.

4. Any communication that takes place between you and your Practitioner outside of the sessions e.g. 'I'm going to be 5 minutes late' must be through your Sheffield Hallam University email. For reasons of security and confidentiality the Zoom messaging function is not used as a part of this service.

TECHNICAL ISSUES

We'll tell you about any potential communication difficulties as soon as we know about them.
If we're having problems with the Zoom software, we will try to tell you by email and give you an appointment for the same time the following week.

If we're unable to email you, we will telephone you on the number provided.

When we leave you a message it won't identify us as a service. It will say something like: "This is a message for [your name] from the University. You had an appointment with [staff member's forename] at 11 this morning. We have made another appointment for you (with details). You can respond to this message to confirm your attendance by emailing the service."

Contact us if you believe the security or confidentiality of your connection to us has been in any way compromised.

CONFIDENTIALITY, DATA PROTECTION, NOTES AND RECORDS

Zoom's encrypted conferencing software works via live streaming, so online conversations are not stored or recorded on any server. This is both for security and confidentiality purposes and to ensure parity with our face-to-face service. We do not permit the recording of remote /
online appointments.
You will have to download Zoom's free software in order to use the service. However, none of your personal data is shared with Zoom.

PROTECTING YOUR OWN CONFIDENTIALITY
Please ensure you are in a private location where you will not be interrupted or overheard for the duration of your appointment. You are responsible for maintaining the security and confidentiality of any materials we send you.

IF YOU'RE USING YOUR OWN COMPUTER/TABLET/SMARTPHONE
Consider whether you can be overlooked/overheard. If you leave your station, no matter how briefly, minimise the page to the bottom of the screen so it cannot be casually seen by others. Also consider whether anyone else has access to your computer or email account. We suggest you protect your computer and email account with a password which you change regularly.

IF YOU'RE USING A SHARED COMPUTER
Consider whether you can be overlooked/overheard. If you leave your station, no matter how briefly, minimise the page to the bottom of the screen so it cannot be casually seen
by others. Before you close the computer down at the end of a session, we suggest you delete the browsing history, temporary internet files and cookies so the next user doesn't see that you visited our website.

EMAILS AND EMAIL ATTACHMENTS

We don't provide an email (asynchronous) remote/online support service and only use email to arrange appointments or to provide follow-up information after a session has taken place. If there's any information you wish us to have in advance of your appointment please include it on the [Registration Form](#). Anything you want to tell us about afterwards can be discussed in a remote/online support session.

FURTHER INFORMATION

We seek to ensure our Remote Online Service meets the same professional standards of our face to face services.

The Remote Online Service is only available during its usual working hours (weekdays 9am-5pm, UK time).

We're not able to offer an online out-of-hours or crisis service.

If you find online sessions are not for you, you can cancel appointments at any time by cancelling the appointment on Unihub or by emailing the [Student Wellbeing](#) Service

Our core service offer of Counselling, Wellbeing and Mental Health support are recognised and well-established practices in the UK and in many other countries. However, we can't be aware of its status in all territories.

We would like to make our online service available to all students. However, we are aware that in some countries or specific local areas within a country, receiving online wellbeing, counselling or mental health services is either not permitted or requires locality specific further permissions or licences that as UK based Practitioners we will not have. For example, we are aware that we cannot provide online counselling services to students who are temporarily resident in the State of California. Given the large number of countries in the world and the possibility of further local rules for areas within the country, it is not possible to guarantee that our information is up to date. We ask, therefore, that you do please tell us if you are aware of any legal restrictions relating to us providing online wellbeing, counselling or mental health services to you in your current location.

'Please note that during the COVID 19 pandemic, if you attend face to face sessions the service may be obliged by law to pass on your contact details if asked to do so for 'Track and Trace'. We would endeavour to do this in a way that did not identify the specific appointment type you have accessed with our service'