Support Request Form

The Student Wellbeing Service and Residence Life accept referrals from the public online Student Wellbeing Support Request Form. This can be used by both internal University staff or students, and external services or student supporters:

[Student Wellbeing Support Request Form | The University of Edinburgh (symplicity.com)](#)

This form is designed to share challenges a student is facing with the most appropriate service. Input on this form will help tailor support to suit specific wellbeing needs. It can be used to request support for the following:

- **Wellbeing and/or Academic Concern -** The student needs some help; they are able to manage their problems but their day-to-day is being affected, and the usual ways of helping themselves are no longer working. Their academic studies are being affected.
- **Heightened Wellbeing and/or Academic Concern -** The student needs more help; they are struggling to function or manage their problems, and sometimes make unhealthy choices. They are not progressing academically or might be at risk of discontinuing their programme.
- **Behaviour impacting on others -** A student is causing disruptive or exhibiting concerning behaviours that could be harmful to themselves or others. They are not adhering to the regulations of communal living.
- **Study Skills, Strategies or Admin Support -** The student has not identified as experiencing a wellbeing challenge, but is seeking administrative or academic support only (e.g., course selection, advice on assignment details, exams dates, help with application, visa, etc.).
- **Infectious / Communicable Diseases -** The student has been diagnosed with or believe that they have a communicable or infectious disease[1].

When completing this form, we ask referrers to:

- Be as specific and detailed as possible.
- Include any information that you think is important for our staff to know.

By submitting this form, referrers consent to the information being shared with relevant staff who can provide the support. Depending on what information has been shared, we may also need to share information with other support services external to the University.

Information collected

When populating the Support Request Form, the referrer is asked to provide:

1. Information about the referrer.

2. Information about the student of concern (if different from referrer), including whether they live in UoE managed accommodation or not (this determines whether the referral will be sent to SWS or ResLife).

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[1] More relevant to the Residence Life Service.

3. Information on the student's current situation and challenges they are experiencing.

As per the [Helping Distressed Students Guide](#), a student can be considered as 'not safe for now' if "you believe that the student may be at risk of harm to themselves or others". If indicated that the student is not currently safe at this point of the Support Request Form, the form provides contact information for emergency services, University Security, University Accommodation Community Support, and crisis services that can help. No further questions are asked in the interest of time.

Note that appropriate steps under the Helping Distressed Students Guide should be followed prior to submitting a support request; the Support Request Form does not replace statutory, crisis, or emergency support services.

In some situations, it is expected that the referrer might not have specific information to indicate whether a student is safe or not. **If unsure whether someone is safe for now or not, indicate 'Yes'** to allow the appropriate support service to risk assess based on information provided in the open-ended questions and take any further necessary actions.

Structure of open-ended questions

When the Report Types **Wellbeing and/or Academic Concern or Heightened Wellbeing and/or Academic Concern** are selected, the referrer is asked questions which focus on the relevant aspects of student wellbeing:

- Academic concerns.
- Motivational, emotional or social challenges (including suicidal ideation).
- Changes in daily routine, self-care or any physical health condition.
- Any form of abuse, violence, threatening behaviour.
- Issues with/or in accommodation, in relationship dynamic or in finance.

When the Report Types **Behaviour impacting on others, Study Skills/Strategies or Admin Support, or Infectious/Communicable Diseases** are selected, the referrer is asked to provide descriptions of:

- What concerning behaviour of another student would you like to report? or
- What admin support are you requesting? or
- Describe communicable/infectious diseases concerns.

At the end of the form, the referrer is asked to indicate what sort of support (if any) the student has in place currently.

After submitting the form, the referrer receives an email to confirm their request for support has been successfully submitted, along with crisis supports and emergency contacts.