

Dear student,

We know that many of you are worried about Coronavirus (also known as COVID-19) and how it is affecting you and your university experience. We have been listening to your questions and completely understand how concerned many of you are for yourselves and your family and friends. This is a most extraordinary time and our first priority has been the protection of our student and staff community. We are doing whatever we can to provide you with the best possible educational experience during these circumstances, to keep you well-informed and to support your wellbeing. We are grateful for all the messages of support we have received from students and the wider community.

What support is available?

The majority of students are living away from the campus.

Wherever you are living, there is a great deal of online support available to all of our students.

Firstpoint, our student support team, is available to support you virtually. The best way to get in touch with them is through email: firstpoint@worc.ac.uk

The current firstpoint opening hours are 10.00am-4.00pm, Monday to Friday, but please feel free to email at any time, and the team will respond as soon as they can.

They can signpost you to a number of different services, including:

- [Mental Health resources](#) and virtual counselling appointments
- Online wellbeing activities, including '[Fancy a Cuppa](#)'
- Support for those still living on campus, including access to security
- Virtual disability and dyslexia appointments
- Online careers and employability guidance

Our Student Well-being Champions and our Students' Union are very active on social media at @wellbeingchamp and @worcsu. They are sharing lots of activities, including online games, watch parties and more to help you stay connected. The Students' Union independent Help and Advice service is able to support you through Skype and phone call appointments. You can contact them at worcsu.com/helpandadvice or alternatively email studentsunion@worc.ac.uk.

This [short video](#), recorded remotely today, also summarises the support that is available to you.

How can I look after my mental health?

- Stay connected with people, through social media or other communications channels. We are so proud of how many students and student groups are already supporting each other on social media - so please keep it up!

- Agree regular check-in times with loved ones, use group chats and video calls.
- Keep a regular routine, work through your 'to do' list, read a book, go out for a walk or do some exercise every day.
- Be careful what you read - make sure when your information is from a reputable sources, such as the Government and NHS websites.

Further information is available from the [Mental Health Foundation](#), [Student Minds](#), [Mind.org.uk](#)

How do I look after myself while studying at home?

Long periods of solitary work and screen time can be challenging. Read our tips for looking after yourself while working at home on our [remote working page](#).

What other support is available?

- [Mind](#) has useful hints and tips for anyone feeling anxious or worried about COVID-19 and self-isolation, [games and puzzles](#) to distract yourself and [breathing exercises](#) which may help anyone feeling anxious to feel more in control.
- The [British Association for Counselling and Psychotherapy](#) (BACP) also has more information on how to cope if you're feeling anxious about COVID-19.
- The Universities Minister has written to all students to share her support for students: [Letter from the Universities Minister](#)

We have been very active nationally in representing students' interests on vital matters, including university accommodation rents and other fees. We will provide you with a further update on these matters next week. We are grateful for your understanding and support as we work through the many challenges we are all presented with, and proud of the work many of you are doing to assist your communities and the NHS.

Take care of yourself and others. You are our priority. We realise the unknown is hard and we're here to support you as one Worcester community.

With all best wishes,

Ross

Ross Renton

Pro Vice Chancellor Students, University of Worcester

Harry

Harry Lonsdale

President, Worcester Students' Union

#TeamWorc