

THE AWARDS 2020

Outstanding Support for Students

Institution name	Arts University Bournemouth
Submission title or project name	University counselling without the waiting list
Nominee/key personnel	Heidi Cooper-Hind, Head of Academic and Student Services, Arts University Bournemouth; Andy Froggett, Senior Counselling Officer, Arts University Bournemouth
URL	
Submission	<p>The introduction of a 'One at a Time' counselling model at Arts University Bournemouth reduced waiting times for students and provided therapeutic support at the point of need, rather than at the point of availability.</p> <p>Maximum waiting times for a counselling appointment was five working days, despite the proportion of students using the service increasing from 12% in 2017-18 to 15% in 2018-19.</p> <p>Good practice was shared with HE colleagues via a dedicated conference and as a case study published by Professor Windy Dryden.</p>