



// A howden company

Endsleigh Talks Webinar Series

Student Happiness &
Wellbeing Insights



Agenda

- **Who we are**
Will Brunwin
- **2022 Student Happiness Index Insights**
Eleanor Whitford Kelly
- **The Student Assistance Programme**
Carly Griffiths
- **International students wellbeing and safety insights**
Toby Harris and Mark Magee
- **Q&A**
Moderated by Eleanor Whitford Kelly



Who we are?

- ✓ Over **55** years' experience in the student and education sectors
- ✓ Insure over **800** universities, colleges and language schools
- ✓ The leading provider of insurance for university and private halls accommodation providers across the UK
- ✓ Provide cover for over **1.2m** students
- ✓ Owned by Howden – largest privately owned broking group
- ✓ **35%** employee-owned
- ✓ UK headquarters, operating in **Europe, Asia, Africa, Latin America and the Middle East**



**Best Student Insurance
Provider Winner 2021**
Insurance Choice Awards

Students' mental health and wellness is key

Student Assistance Programme

Supporting universities, student accommodation providers, colleges and educational organisations to provide **24/7** wellbeing support including access to counsellors, advice lines and pro-active support.

470,000 students' wellbeing supported through our Student Assistance Programme

My Endsleigh

Wellbeing helpline with access to counsellors, access to insurance cover and other products, student city guides, claims centre.

Over **130,000** students signed up to My Endsleigh app



// A howden company



// A howden company

2022 Student Happiness Index Insights

Eleanor Whitford Kelly



Sensitive content



The webinar contains information about suicide and death that some attendees may find disturbing.

Before you continue watching, please take this into consideration.

The survey

- Annual survey – this took place between 23 June and 7 July 2022
- Students using NUS membership across a range of academic years
- University accommodation/private accommodation/living with parents
- Topical questions relating to happiness and wellbeing – motivation, worries and aspirations
- Rate happiness in 2021
- Rate concerns for 2022
- 1,867 responses received



Happiness

● 2021 ● 2022

All students



Full time postgraduates



Undergrad 2+ year



Undergrad 1st year



Optimism, safety, expectations

● 2021 ● 2022

Optimism Score



Safety Score



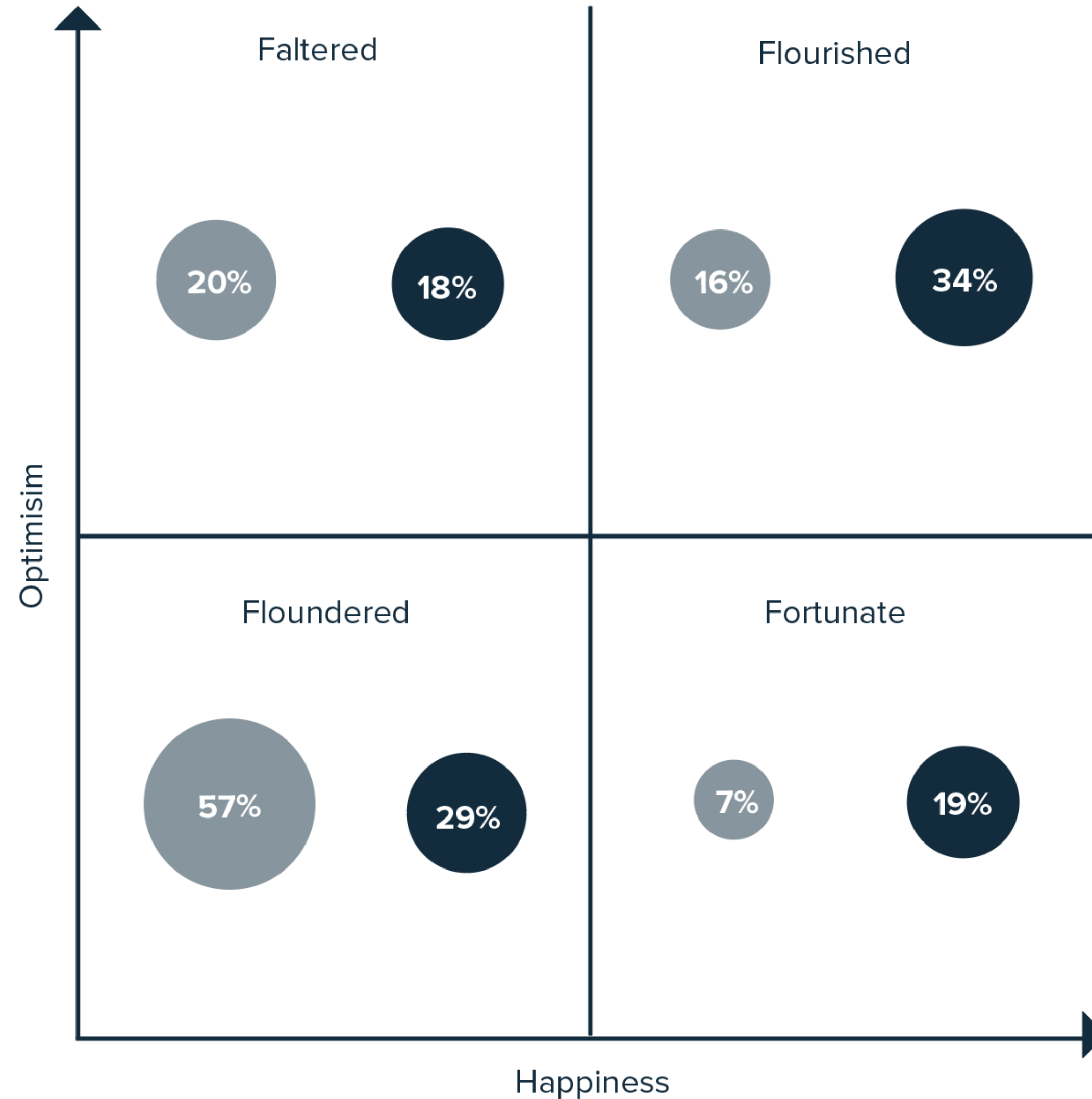
Expectations Score



More are fortunate, less are floundering

● 2021 ● 2022

All students

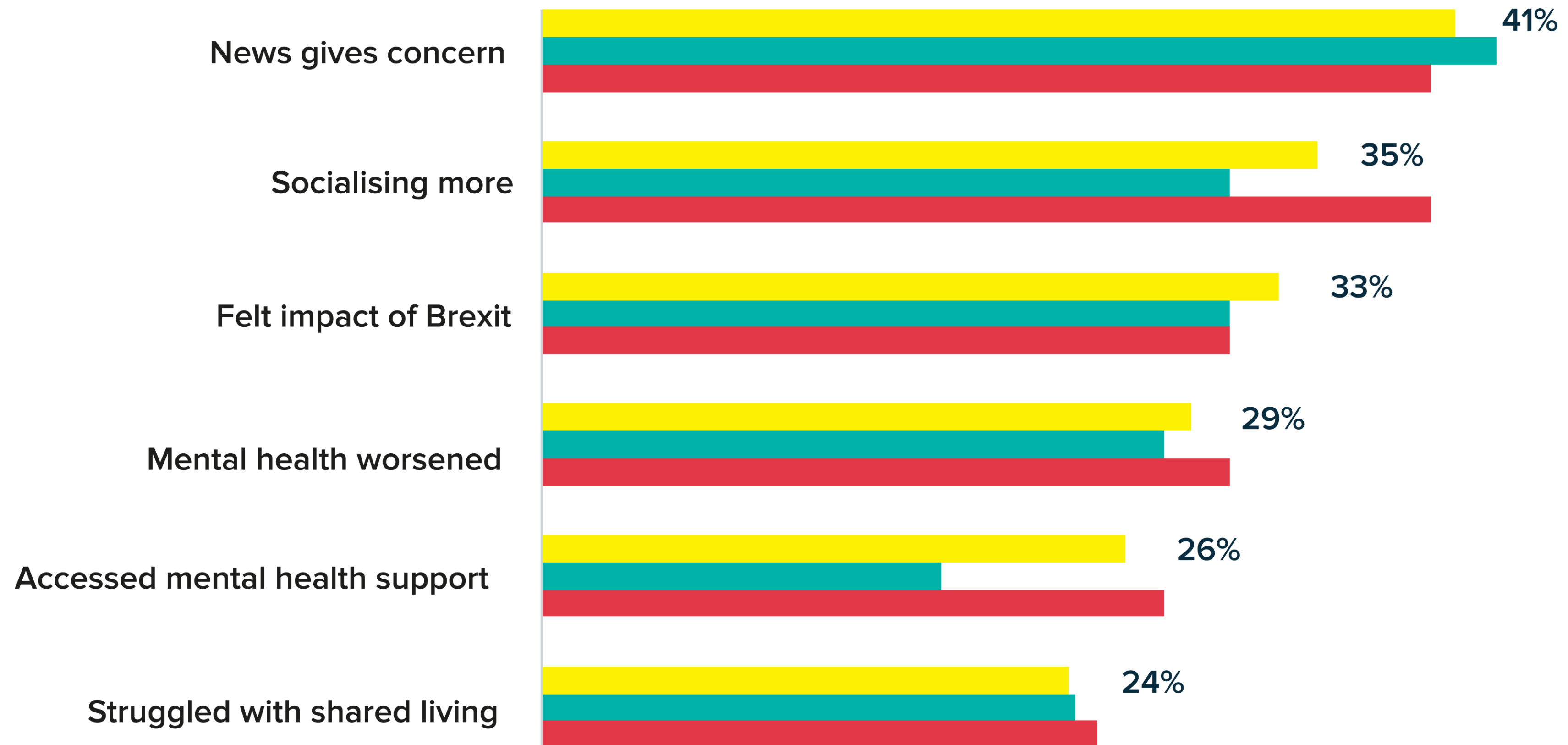




“ Being able to go out and getting back to normal social life was the best thing to happen in the past 12 months. ”

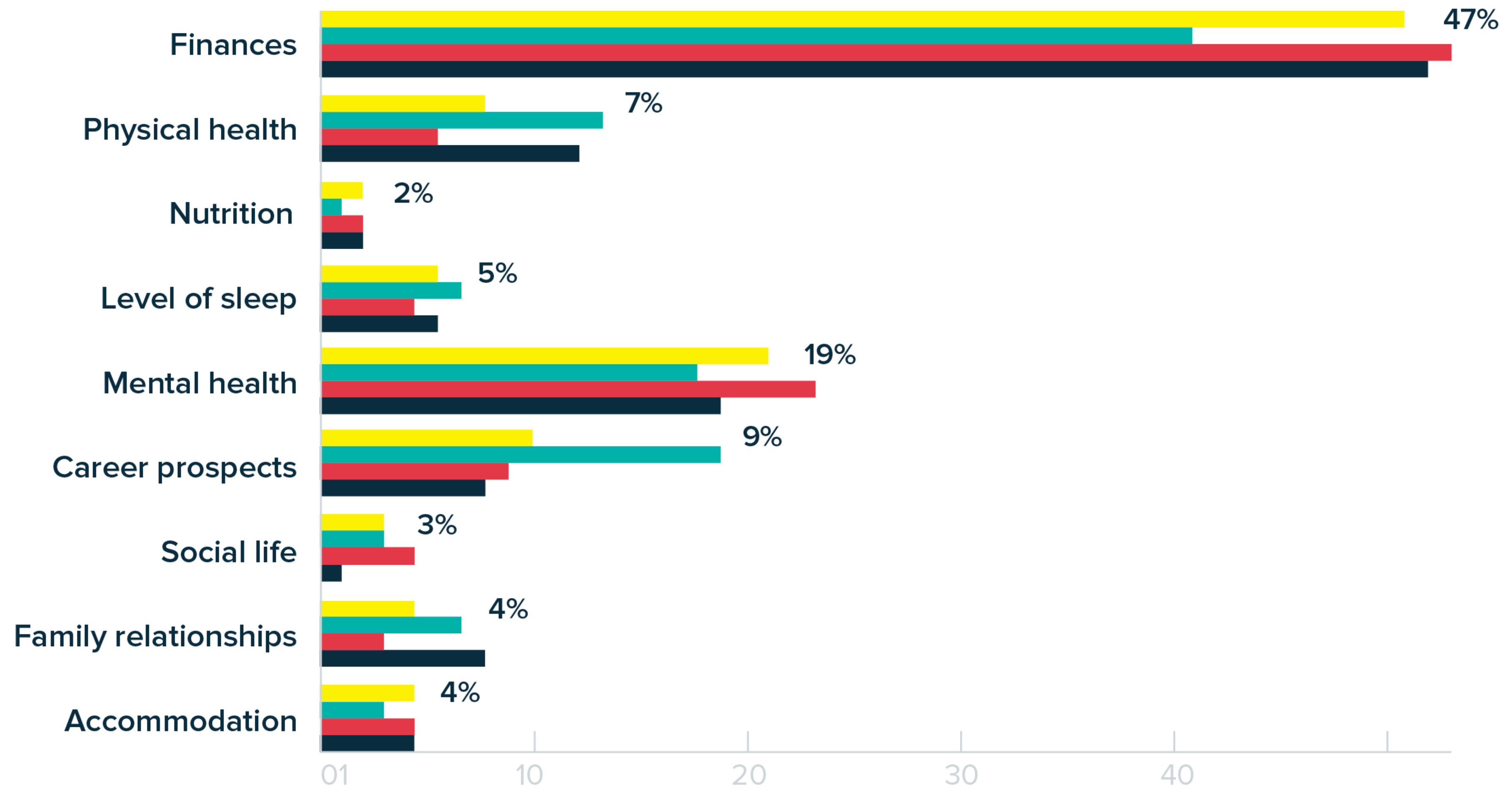
% Agree last 12 months

● All students ● Full time postgraduates ● Full time undergraduates



Ranked top as concerns

● All students ● Full time postgraduates ● Full time undergraduates ● Part-time students



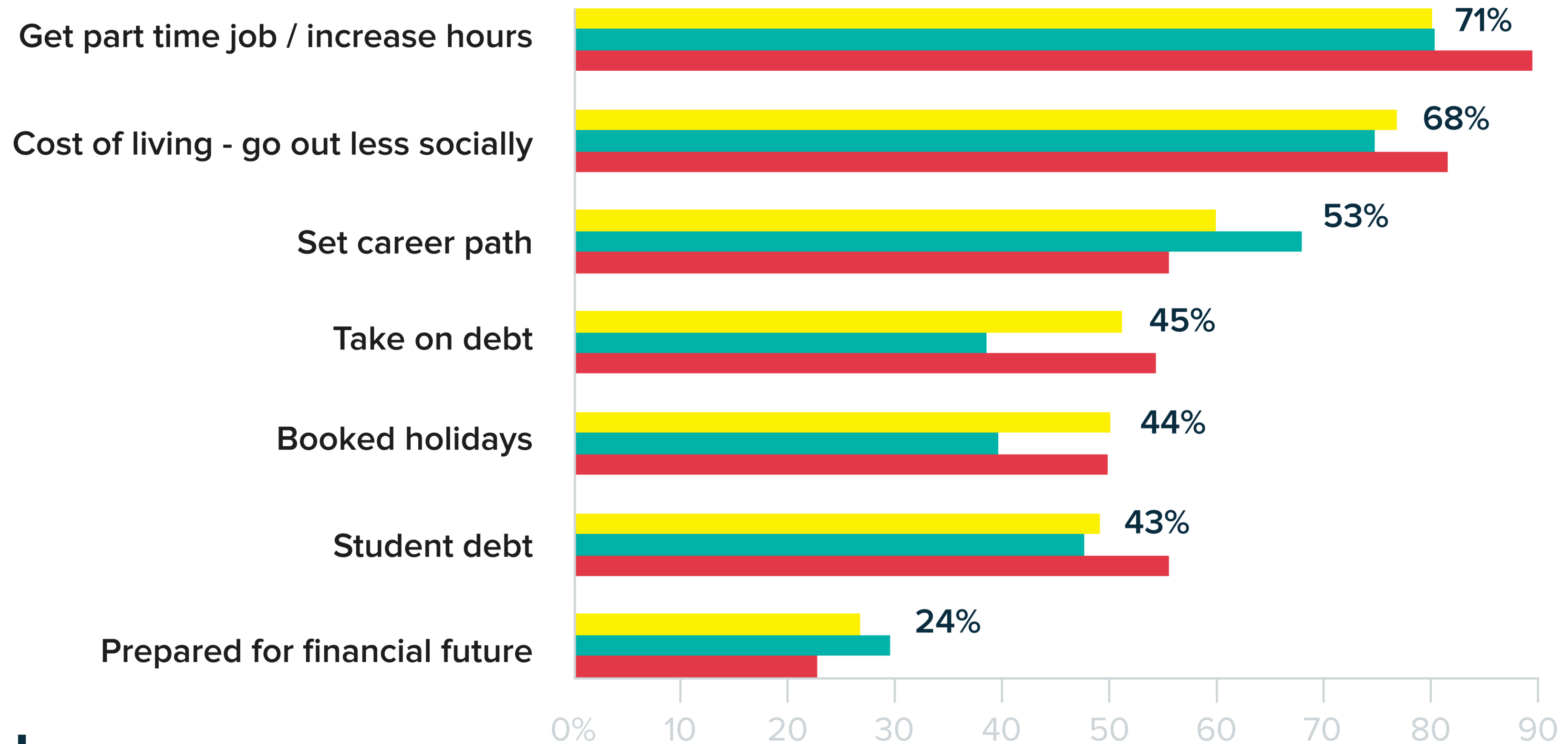
A young woman with dark, curly hair is shown from the chest up, looking down at a document she is holding. Her expression is one of worry or stress, with her hand resting against her temple. The background is a blurred indoor setting, possibly a library or study, with a globe visible on a shelf behind her.

“

The cost of living is crushing me. As a student, I am already in debt, and not just student loan debt either. As a working-class student with a chronic illness, I don't know how I will afford to live now or in the future.

”

% Agree with statements related to next 12 months



Key findings

- ✓ Ending of Covid-19, return to face-to-face teaching had a dramatic impact
- ✓ Students far happier than a year ago and generally confident about the future

- ✓ Increase in 'flourishing', drop in 'floundering'
- ✓ However, cost of living crisis has raised concerns and could lead to serious problems





// A howden company

The Student Assistance Programme

Carly Griffiths



Mental health concerns

29%

Agreed their mental health had deteriorated in the past year



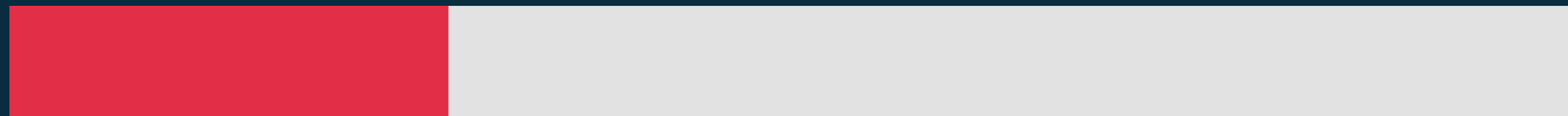
28%

For full-time postgrads



31%

Full time undergraduates agreed their mental health had worsened



25%

For part-time students



One in four students had accessed mental health support in the past 12 months

Our SAP 20/21 academic year

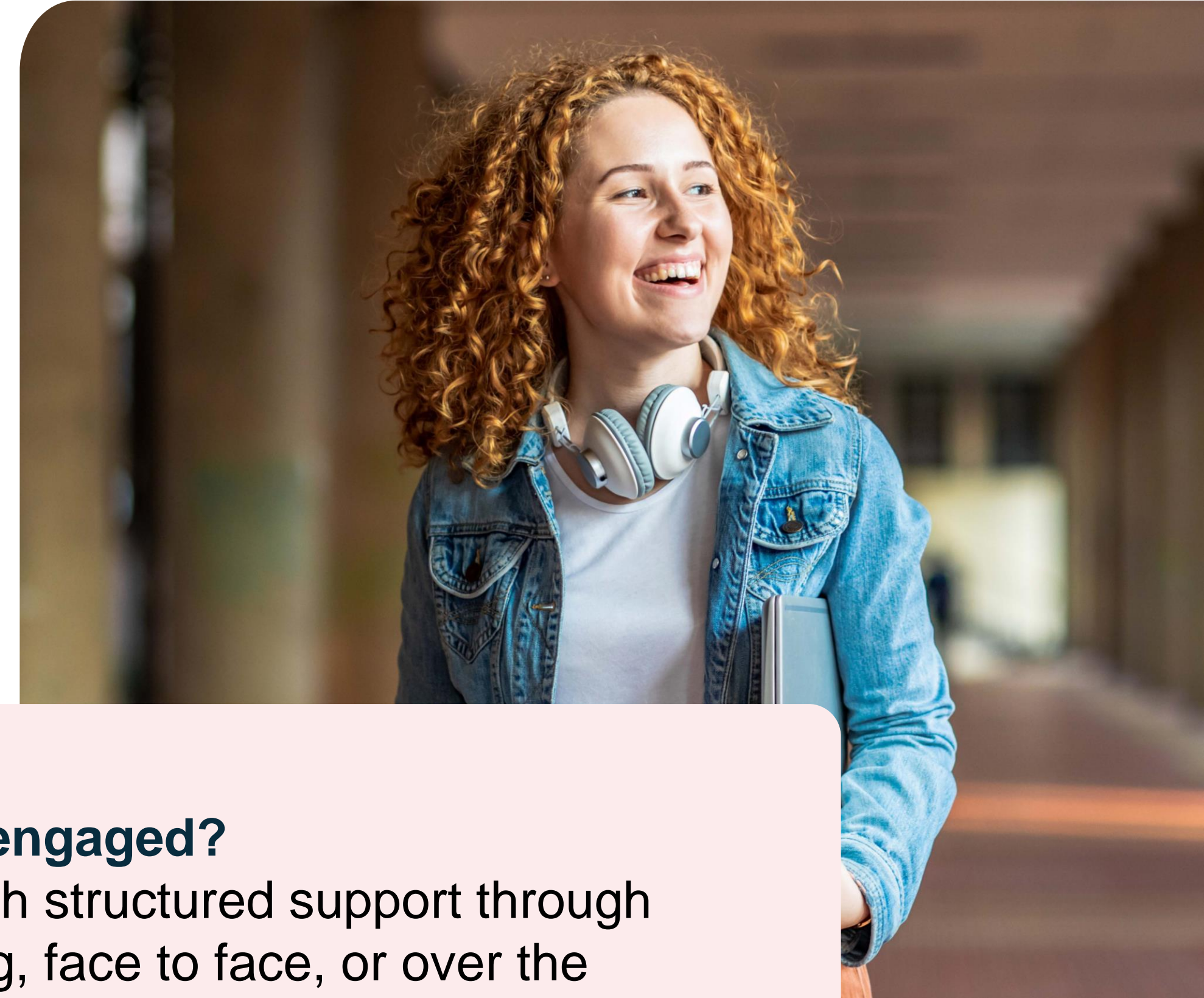
Introduction to SAP

Types of call

- Counselling calls accounted for 95.2%
- Most common reasons anxiety and low mood
- 65% related to mental health

How were people engaged?

- 30% engaged with structured support through online counselling, face to face, or over the telephone
- 44% female
- 22.3% male
- **40% calls out of hours**



What does this mean for students?

- ✓ Access to wellbeing resources **24/7**
- ✓ By identifying common challenges that students may face and providing targeted support, students can focus on their studies and achieve their goals in their chosen academic pathway
- ✓ The data provided via our SAP gives key insights into the messaging HE/FE providers can provide to students.





// A howden company

**International Students
Toby Harris and Mark Magee**



International students

- International students happier than home peers – net score **49%**
- More likely to be flourishing – **44% v 29%** UK students
- One key concern = career prospects **15% v 7%**
- More likely to have set career path **58% v 47%**
- Less likely to be worried about finances/planning to take on extra debt but figures still high but...
- **70%** taking on more hours at work
- **40%** had finance as top concern
- **67%** said they would go out less socially



International students' mental health

- 2nd largest concern
- **One fifth** of all international students said their mental health had worsened
- Those in student accommodation **more likely** to be struggling with shared living
- Cultural differences lead to a misalignment between how they want to spend their time and what is '**normal**'



International students' mental health

- **Fewer** international students report mental health issues
- Higher levels of concern about wellbeing, and **need for greater support**
- How do we **communicate** what we mean by 'mental health & wellbeing'?
- This may not be the same in other cultures
- **Worried** about **confidentiality**
- **Create barriers** to access



Mental health top concerns



**Mental health
& wellbeing**



Employability



Finances



Social life

What impact might this have for you?

- Consistent communication and signposting about the services available
- Timing of communications
- Have a clear first point of access for international students who aren't sure where to go for help
- Make sure international students are aware of what's covered should the worst happen



Thank you for your time

If you would like to know more about anything you
have heard today, please contact:

eleanor.whitford-kelly@endsleigh.co.uk