

**STUDENT  
SPACE**

# Results Period 2021 Communications Pack

Student Space



Student Space is led by Student Minds, the UK's student mental health charity.

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# Results Period 2021: Student Space is here to support further education students

The results period marks a difficult time for further education students, with Covid-19 adding additional challenges. This year, due to the pandemic, students will receive grades awarded and determined by their teachers.

Some of the challenges students have shared they are concerned about:

- Not getting the results they wanted or needed
- Not feeling like the grading process was fair
- Worries about not being good enough for university due to their experience of online learning at school
- Concerns about the uncertainty of university life due to the pandemic

[Student Space](#) provides a platform of support for students with resources dedicated specifically to ensure further education students are supported throughout the exam results period.

The screenshot shows the Student Space website interface. At the top, there is a navigation bar with the Student Space logo, language options (ENGLISH, CYMRAEG), a search bar, and a menu with items like 'Support services', 'Advice and information', 'Student stories', 'Support at your university', and 'About Student Space'. Below the navigation is a large teal banner with the text 'Find the support you need during coronavirus' and an illustration of a laptop and a plant. A dark purple bar below the banner contains the text 'If you need support now, text STUDENT to 85258' and a link 'Other ways you can get in touch'. The main content area is titled 'Advice and information' and features three resource cards: 'Studying during coronavirus' (10 resources), 'Lockdown and self-isolation' (6 resources), and 'Mental health and wellbeing' (12 resources). Each card includes a brief description and a right-pointing arrow.

# What is Student Space?


In response to the significant impact of the pandemic on the student population, Student Minds launched [Student Space](#) in August 2020 to help students find the support that they need during coronavirus.

The platform works to support students through:

### Support services

Dedicated support for whatever challenge a student is facing. Whether it's mental health, studies, money, housing or relationships.

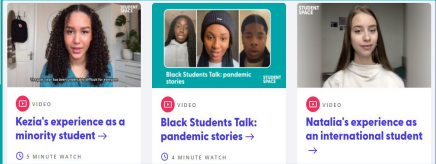
- Text support
- Phone support
- Email support
- Webchat support



### Information, tools and student stories

Expert [information and advice](#) written by students and clinicians.

[Stories](#) about how students have responded to the challenges created by coronavirus.



### University support directory

A directory for students to find the mental health support available at their university.

Search by university

# Results and Next Steps Support

# Dedicated Student Space support for further education students

We have a [dedicated area on Student Space for support around results and next steps](#):

## Resources, tips and information:

- [I didn't get the results I need](#)
- [Am I going to be good enough for the next academic level?](#)
- [Why uncertainty can be stressful](#)
- [Thinking about the uncertainty of the academic year during the pandemic](#)
- [Will being a student now affect my future](#)

## Student Space student stories

- A-Level students sharing their experiences (video)

## Other Resources

- Student Minds Blog: [You have your A-Level results... what next?](#)
- Student Minds [Know Before You Go Guide](#)

Home > Advice and information >

## Results and next steps

Results day can be challenging, especially if you didn't get the results you expected. Get tips and advice to help you make the most of your situation.

**5 resources:**

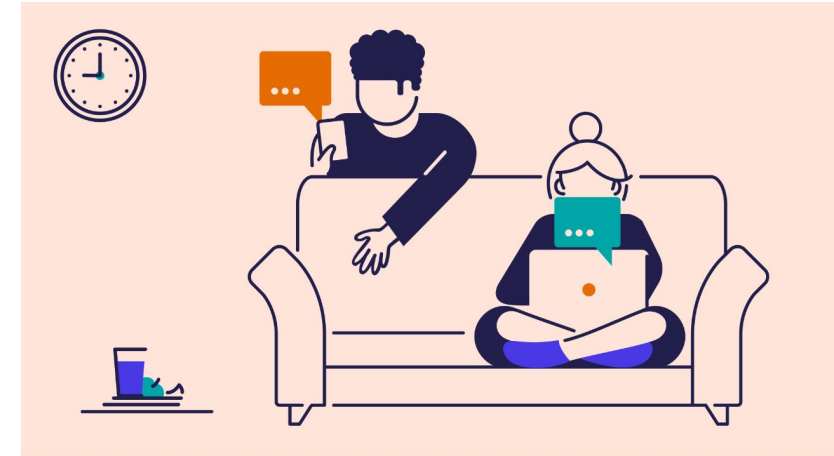
- ARTICLE**  
**I didn't get the results I needed →**  
2 MINUTE READ  
Results day can be difficult if you didn't get the results you wanted or needed. While you may be finding things difficult right now, it doesn't mean that you'll feel this way forever.
- ARTICLE**  
**Am I going to be good enough for the next academic level? →**  
2 MINUTE READ  
As a result of coronavirus, you may have experienced disruption to your education. In these circumstances, it's natural that you might feel underprepared for the next stage of study.
- ARTICLE**  
**Thinking about the uncertainty of the academic year during the pandemic →**  
2 MINUTE READ  
When confronted by high levels of uncertainty about the next academic year, it can be easy to fall into one of a number of thinking behaviours.
- ARTICLE**  
**Will being a student now affect my future? →**  
2 MINUTE READ  
We've heard a lot of students raise concerns that future employers may view their degrees as being somehow 'less good' because they were acquired during the pandemic.
- ARTICLE**  
**Why uncertainty can be stressful →**  
2 MINUTE READ  
Coronavirus has created lots of uncertainty for all of us. This is particularly true for university students, whether you are a current student or you are about to go to university for the first time this year.

# Sharing Support for Students

# Sharing Student Space

The more students are aware of the help and options available to them, the greater support they can receive. Together, we can ensure students can access the support they need.

- 1) Share on social media
- 2) Send an email/newsletter/text sharing support for students getting results
- 3) Signpost to [Student Space](#) results support on your website



**If you share one message in support of Student Space, please share this:**

For expert information and support through getting your results, #StudentSpace, run by @StudentMindsOrg, provides dedicated support services, information, tools and student stories to help you get ready for your next steps: <http://ow.ly/IJMG30rPsOb>



# Messages to share across internal and external comms

## Short

For expert support and wellbeing advice [Student Space](#), run by [Student Minds](#), is here to help. They provide dedicated support services, tips, tools and student stories to [help you through your results and next steps](#).

## Medium

Student Space, run by Student Minds, is here to [help you through your results and next steps](#) with expert support and wellbeing advice. Whether you're stressed about results day and not sleeping, you don't get the results you need, or if you have concerns about what university life will look like, you don't have to struggle on your own. Explore their dedicated support services, tips, tools and student stories to find the help you need.

## Long

Student Space, run by Student Minds, is here to [help you through your results and next steps](#). They provide dedicated support services, as well as tips, tools and student stories on a range of topics, including:

- [If you didn't get the results you wanted](#)
- A-level students sharing their experience
- [Why uncertainty can be stressful](#)
- [Am I going to be good enough for the next academic level](#)
- [Thinking about uncertainty of the academic year during a pandemic](#)
- [Will being a student now affect my future](#)
- You can also read student stories on the [Student Minds Blog](#).

If you are in need of support please do reach out text 'STUDENT' to 85258 to start a conversation today.

# Share on Social Media

## Results Period Resources

Whatever is causing you concern, @StudentMindsOrg is here to listen. Whether it's your results, your mental health, or thinking about your next steps, #StudentSpace can support you and help you move forward: <http://ow.ly/IJMG30rPsOb>

For expert support and wellbeing advice #StudentSpace, run by @StudentMindsOrg, is here to help. They provide dedicated support services, tips, tools and student stories to help you through your results and next steps: <http://ow.ly/IJMG30rPsOb>

Whatever your results, focus on how far you've come. If you're feeling disappointed with your grades, #StudentSpace is here for you. Explore @StudentMindsOrg tips and advice: <http://ow.ly/pjTy30rPsOT>

Are you concerned about whether now is the right time to go to uni? Read #StudentSpace article exploring whether being a uni student at the moment will affect your future: <http://ow.ly/FyGg30rPsPg>

If you're anxious about being good enough for going to university, #StudentSpace is here for you: <http://ow.ly/Xdsf30rPsPM>

Academic uncertainty can be challenging to deal with so check out #StudentSpace for support: <http://ow.ly/FU0B30rPsQ1>

## General Promotion

#StudentSpace, run by @StudentMindsOrg, is here to help students through the coronavirus pandemic: [studentspace.org.uk](http://studentspace.org.uk)

Worried about student life after college or sixth form? #StudentSpace run by @StudentMindsOrg, is here to help you through the pandemic: [studentspace.org.uk](http://studentspace.org.uk)

Never struggle alone, #StudentSpace is here to help. Text 'STUDENT' to 85258 to start a conversation <http://ow.ly/EqWe30rPsQi>

Struggling right now? Call 0808 189 5260 to speak to someone between 3pm and midnight, everyday. You are never alone <http://ow.ly/FGfE30rPsQp>  
#StudentSpace

## Student Minds Social Media

Instagram: [@StudentMindsOrg](https://www.instagram.com/studentmindsorg)

Facebook: [Student Minds](https://www.facebook.com/studentminds)

Twitter: [@StudentMindsOrg](https://twitter.com/studentmindsorg)

LinkedIn: [Student Minds](https://www.linkedin.com/company/studentminds)

Please use #StudentSpace and tag us so that we can engage with your posts!

# Share by email

## Newsletter

Student Space is run by Student Minds, the UK's student mental health charity, to help students find the support that they need.

The platform works to support students in three ways:

1. Access to dedicated [support services](#)
2. [Information, tools](#) and [student stories](#) on navigating life during the pandemic
3. Help students find what [support is available at their university](#)

They've launched a new section where [further education students can access support to help them through their next steps](#).

## Email

*"Hello X,*

*Have you heard of [Student Space](#)? It is a programme run by Student Minds, the UK's student mental health charity.*

*They provide access to dedicated support services, including phone and text support. As well as [tailored support for further education students who are making their next steps in higher education](#), students can also explore information, tools and student stories to help them navigate the results period.*

*Best wishes,  
X"*

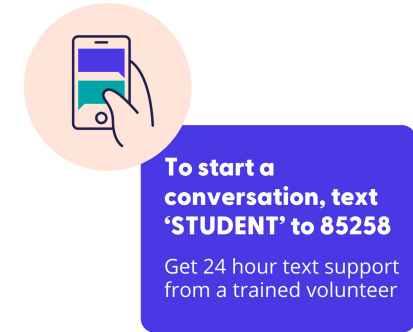
# Assets

We have a range of assets, including images translated into Welsh, for you to use such as:

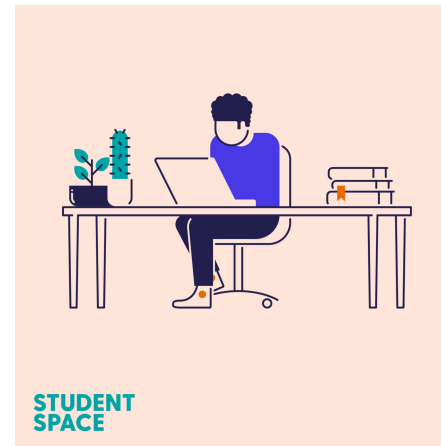
- Social media images
- Website banners
- Posters
- Videos

Our [dropbox folder](#) now includes a specific section for further education [resources](#)

If there is an asset you'd like to see included let us know.



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[DOWNLOAD ASSETS TO SPREAD THE MESSAGE](#)

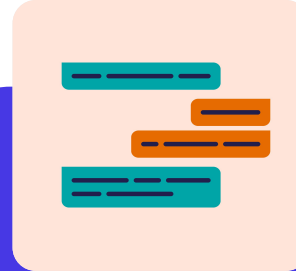
# Accessing Student Space Support Services

# Accessing Student Space Support Services



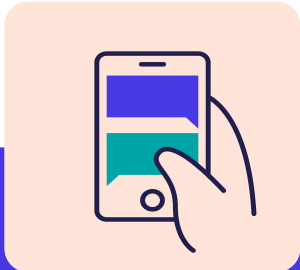
## Phone support

- Call 0808 189 5260 for dedicated freephone number which is open from 3pm to 12am, offering listening support, information and onward signposting for students.
- [studentspace.org.uk/support-services/phone-support](https://studentspace.org.uk/support-services/phone-support)



## Webchat support

- Access the webchat through our website from 4pm to 11pm every day to talk to a trained supporter.
- [studentspace.org.uk/support-services/webchat-support](https://studentspace.org.uk/support-services/webchat-support)



## Text support

- To start a conversation, text 'STUDENT' to 85258
- 24/7 support from a trained volunteer. It's free, confidential and anonymous.
- [studentspace.org.uk/support-services/text-support](https://studentspace.org.uk/support-services/text-support)



## Email support

- Email us at [students@themix.org.uk](mailto:students@themix.org.uk) to get support from a trained supporter.
- [studentspace.org.uk/support-services/email-support](https://studentspace.org.uk/support-services/email-support)

Thank you for your support!

Together we can ensure students get  
the help that they need during the  
results period.

If you have any questions or would like support with sharing your service get in touch with our Communications Manager:

Grace Anderson  
([comms@studentminds.org.uk](mailto:comms@studentminds.org.uk))



If you have general questions about the Student Space programme please contact:

[studentspace@studentminds.org.uk](mailto:studentspace@studentminds.org.uk)