



## Consistent Core of Care for Students during the Pandemic

### Support available to students who are isolating or in quarantine:

1. Every institution is checking-in, very regularly, on all individual students/student households for those living in university-owned accommodation, where they have told the institution that they are self-isolating. In some cases, this service has been offered but other arrangements have been put in place, at the request of students.
2. Every institution is assisting with or providing support to ensure the provision of food supplies and other basic provisions to students who are in need of this whilst quarantining or isolating in university-owned accommodation.
3. Every institution is providing cleaning equipment and ensuring that students having to isolate or quarantine in university-owned accommodation have laundry support. In some cases, washing materials are provided, in others a supply of fresh bedding and towels is available, or a laundry service. In some cases, institutions are working as fast as possible to make this service available.

### Further support available to students living in university-owned accommodation:

4. All students living in university-owned accommodation have, or will have, internet access to ensure they can access learning and support online and connect with family, friends and their student peers.

### Support available to all students who are adjusting to a different model of study and wider student experience this semester:

5. Every institution has involved their student representatives in their preparations for the start of term, in the context of COVID-19, and will continue to do so in response to an outbreak so that students are sighted on the situation and the response in their institution.
6. Mental health is just as important as physical health. Every institution has given specific consideration to student mental health in light of the pandemic and in anticipation of the start of the academic year and has support in place, available through a range of routes. The need to self-isolate is not a barrier to receiving wellbeing and mental health support.

7. Every institution has made the wider range of student services accessible online. This includes a range of things like student finance, disability services and study skills.
8. Every institution is providing opportunities for online and, where appropriate, physically distanced social, entertainment and relaxation events and activities for students. In most cases this will have been designed and delivered with considerable input from the student association.
9. Every institution has given additional consideration to digital poverty within their student community in anticipation of the academic year and has put support in place.
10. All universities will promote their hardship funds and the support available to address digital poverty to their students.

*This statement is supported by all 19 of Scotland's higher education institutions and all members of Universities Scotland, as listed below.*

*University of Aberdeen*

*University of the Highlands and Islands*

*Abertay University*

*Queen Margaret University Edinburgh*

*University of Dundee*

*Robert Gordon University*

*University of Edinburgh*

*Royal Conservatoire of Scotland*

*Edinburgh Napier University*

*Scotland's Rural College*

*University of Glasgow*

*University of St Andrews*

*Glasgow Caledonian University*

*University of Stirling*

*Glasgow School of Art*

*University of Strathclyde Glasgow*

*Heriot-Watt University*

*University of the West of Scotland*

*The Open University in Scotland does not have a campus and their 18,000 plus students are distance learners. During the pandemic, the OU has strengthened communications, wellbeing and financial support for students.*

