



Information Assurance and Governance
Office of the Principal

30 November, 2017

Dear Ms Miller,

Freedom of Information (Scotland) Act 2002
Our Ref: 324-17

I refer to your request for information received by the University on 8 November 2017 under the Freedom of Information (Scotland) Act 2002 ("the FOISA"). You have asked to be supplied with the number of students who have accessed counselling services provided by the University in each of the past three academic years.

I confirm the University holds the information requested and that this is being released to you in full.

Student Services offer a confidential and professional service which includes counselling services to provide support to students in all aspects of their life. Full details of the University's Counselling Service and the areas in which this can provide support are available on our website at: <http://www.st-andrews.ac.uk/students/advice/counselling/>.

All students seeking support and advice are provided with this. Please find below, the number of students in contact with a Counsellor via any method i.e. phone, email, letter, text message or video call during the specified reporting period:

- 2014/15 - 723
- 2015/16 - 884
- 2016/17 - 985

Students may also see an adviser in our Student Life and Wellbeing team, Disability team or the Mental Health Co-ordinator.

Your right to seek a review of how your information request was managed

If you are not satisfied with the University's response and/or our reasoning set-out above, you have the right to request a review of our decision. The time lines in which this right is available are set out in section 20(5)(a) and (b) FOISA. In broad terms the right to seek a review must be exercised within 40 working days of receiving this response.

Information Assurance and Governance
01334 462776
foi@st-andrews.ac.uk

Any request for review should be put in writing or some other permanent form e.g. an e-mail and should be sent to the University of St Andrews, through the contact details provided below.

A request for a Review should:

- a) state your name and address;
- b) describe the nature of your original request; and
- c) explain the reasons why you are dissatisfied with our response.

Freedom of Information / Environmental Information

University of St Andrews

Butts Wynd (Building)

St Andrews

Fife

KY16 9AJ

Email foi@st-andrews.ac.uk

Telephone +44(0)1334 462776

If you remain dissatisfied with how your request for information has been dealt with following Review, you also have the right to apply to the Scottish Information Commissioner (SIC) for a decision. In the event of an appeal to the SIC, the Commissioner will generally only be able to investigate the matters raised in the request for review.

Details on how to make an appeal online to the SIC can be found on their website: <http://www.itspublicknowledge.info/YourRights/Unhappywiththeresponse/AppealingtoCommissioner.aspx>

Alternatively, you can contact the SIC by post, telephone or email at:

Scottish Information Commissioner

Kinburn Castle

Doubledykes Road

St Andrews

Fife KY16 9DS

Telephone: 01334 464610

E-mail: enquiries@itspublicknowledge.info

Website: www.itspublicknowledge.info

This concludes the University's response.

Yours sincerely

JUNE WEIR

Information Assurance and Governance Officer