

Support for student well-being at Hanken

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Hälsan först!
Health comes first!

Support for student well-being

- Aim of project:
 - An increased range of study services in order to ensure the students' ability to study
 - A special focus is placed on first-year students and students who show signs of risk of mental illness, interrupted studies or experience loneliness
- Schedule:
 - April 2020 – June 2022





Individual support

- **Individual coaching sessions**
 - Online booking, available within a week
- **Psychotherapy**
 - For Hanken degree students, in Swedish, English and Finnish
- Study psychologist
- Additional study counselling
- SupportStudents / StödHankeiter





Additional support & surveys

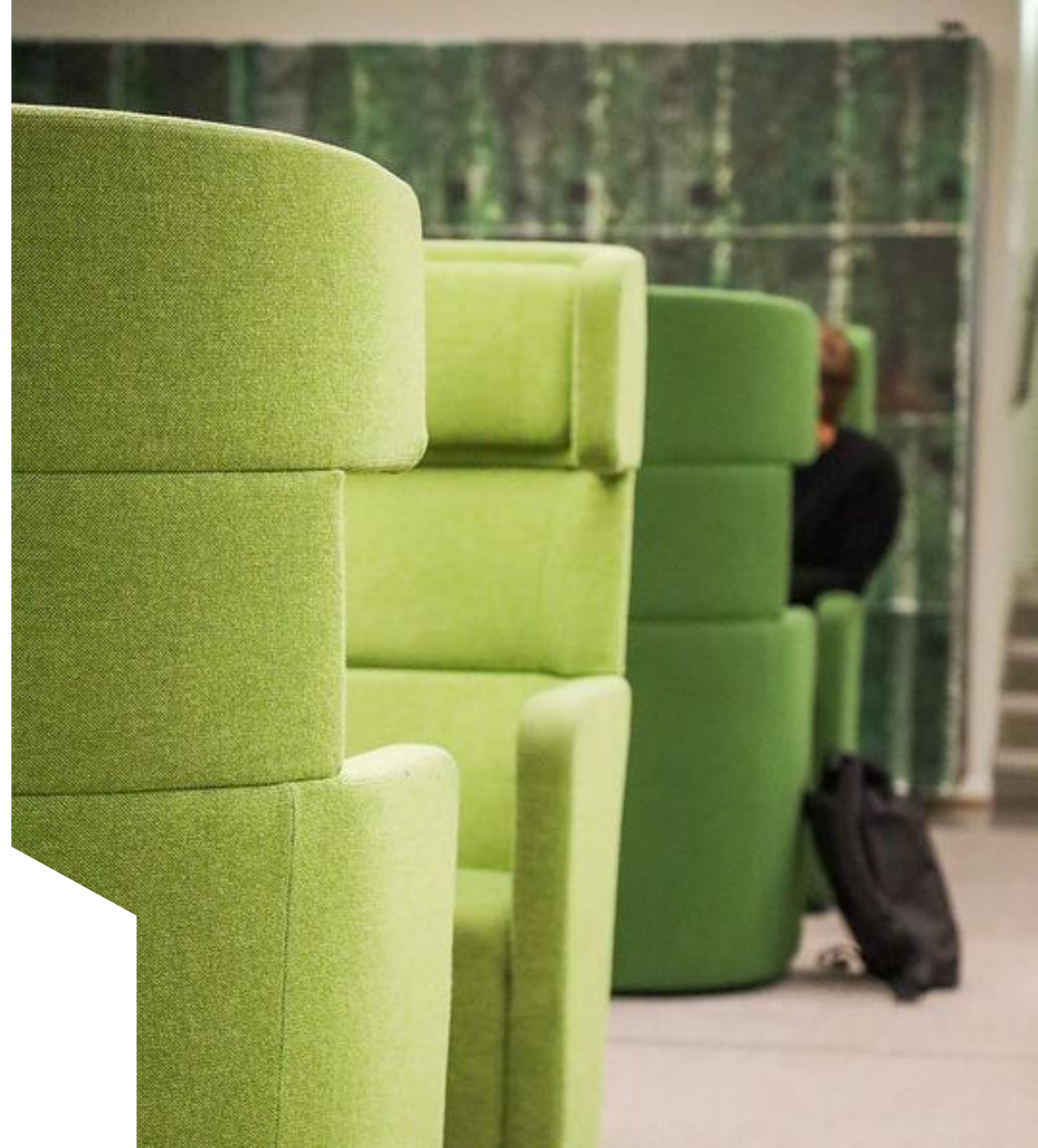
- Voluntary **study circles** in courses that are perceived as challenging
- Online **workshops and drop-in** with the study coach for students (in English and Swedish)
 - Topics: motivation, thesis writing, functional study routines, etc.
- Systematic and regular **surveys of student well-being** using the Annie app
 - 5 surveys, most recent in November 2021





Surveys of student well-being

- Survey done through SMS messages, through the Annie app
- High response rate
- 5 short questions about their studies, well-being and loneliness (scale 1-5)
- Direct link to book a session with the study coach
- Surprisingly satisfied with the remote studies, but the younger the students are, the more challenges they have
- International students are more lonely than Swedish and Finnish speaking students





Learnings

- Individual support more popular than support in groups
- Class of 2020 has the most challenges with their studies
- Lack of routines has caused challenges with the studies, but also with life in general
- All kinds of challenges and anxieties have been accentuated during remote studies and the pandemic
- Challenging to get students to work together and support each other





Tips from the study coach

- Listening is key
- Listen without judging
- Most effective when you avoid giving advice
 - Use powerful questions instead





Powerful questions

- Open, short and direct questions
 - Like children ask questions!
 - Why is it difficult?
 - What works?
 - What has worked for you before?
 - Where do you want to start?
 - If you were to give some advice to a friend in a similar situation, what advice would you give?
- Ask the question – and wait for the answer!



Thank you!