



# Healthy Campus Case Study



**HEA** | HIGHER EDUCATION AUTHORITY  
AN tÚDARÁS um ARD-OIDEACHAS

## Supporting Student Health & Wellbeing via Effective Student Engagement & Communications

### Name of institution and initiative lead

University of Galway  
Student Services

### Date and timeframe

Academic Year 2023 -2024, and ongoing.

### What was the reach?

This initiative was aimed at all students – 19,000+

### Aims and Objectives

Our aim is to ensure that our student engagement and communication initiatives are underpinned by a real-time evidence base. This ongoing evidence, combined with the lived experience, informs and clarifies how we address students need and support their health and wellbeing.

There is usually a substantial time-lag between insights from local or national and survey and related decisions or actions. The window of opportunity to address needs may have closed, or the problems escalated. Student Services introduced a process based on evidence from ambitious, integrated projects. We now have a real-time and longer term ‘finger on the pulse’ that underpins our support and developmental initiatives on student health and wellbeing. It makes the University of Galway approach unique; it drives our passion, it’s holistic, it’s inclusive and it works!

### Aligned frameworks, policies, or strategies

HEA Mental Health and Suicide Prevention Framework

HEA Healthy Campus Charter and Framework

University of Galway Strategic Plan

University of Galway Sustainability Plan

University of Galway Teaching and Learning Strategy

University of Galway Student Success Strategy (currently at draft stage)

### Project Collaborators

Counselling and Chaplaincy Services, Access Centre, Student Support Service, Career Development Centre, Students’ Union, Centre for Excellence in Teaching and Learning, University Marketing and Communications, Academic units, Registry, Exams, Fees, Student Health Unit, Library, Success Coaches, ISS.

Western Region Drug and Alcohol Task Force, HSE Resource Officers for Suicide Prevention, Claddagh Watch.

### Key Learning Points

A whole campus approach, working in partnership with external partners, can drive enormous, positive change in the health and wellbeing of students.

Good communications are core to a positive student engagement. Combined use of long-term quantitative feedback (e.g. surveys), qualitative feedback (Galway100 focus groups), alongside real-time triangulated sources of student feedback (e.g. chatbot) can be harnessed to provide timely, simple, transparent and comprehensive health and wellbeing supports and developmental opportunities.

Technology, particularly Artificial Intelligence, is both useful and supportive in student support and development

Healthy Campus Process	Whole Campus Approach	Topic	Population Group
Consult	Campus Culture & Communications	Substance Misuse	Students
Create	Personal & Professional Development	Mental Health & Wellbeing	
		Health & Sustainability	



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