



The number of students seeking counselling support at university has increased by 50% in the last five years. Student Wellbeing Services are under increased pressure as demand for support from students grows.

Kooth Student - online counselling and emotional well-being support

Kooth Student, from XenZone, is an online counselling and emotional well-being service for students. Since its foundation in 2004, Kooth has helped over 100,000 young people towards better emotional well-being and mental health through its integrated approach to providing digital support.

Kooth Student is a safe, confidential and anonymous service available through mobile, tablet and desktop, free at the point of use. When commissioned by a university, students can access:

- Online counselling sessions, 365 days a year up to 10pm a night, through either drop in sessions or scheduled sessions with our therapeutic team of highly qualified practitioners
- Self-help materials co-produced by students
- Fully moderated peer-to-peer support forums
- Personal goal-based journal



91%
recommend Kooth
to a friend

67%
log in outside
of office hours

81%
prefer counselling
online compared
to face-to-face

21%
were BAME

Stats taken from
Kooth users aged 18-25,
Jan-Mar 2017

SAFEGUARDING

XenZone's team of accredited counsellors, therapists and support workers provide guided, outcome-focused help for each student. XenZone collaborate closely with each university to provide early intervention support with clear escalation and de-escalation pathways. Kooth Student is an anonymous service, however XenZone has access to student emails in an emergency situation.

MEASURING OUTCOMES

XenZone's comprehensive case management system securely records counselling notes, records and outcomes and includes Significant Incident reporting system and risk assessment methodology. Universities receive in-depth, insight-based reporting on both quantitative and qualitative data.

PRICING

Kooth Student is available in three different packages dependent on the student population size. Please get in touch for a detailed pricing list.

The Kooth Student model

Integration with existing services

Kooth Student seamlessly integrates into existing Student Wellbeing Services, working closely alongside face-to-face services. Kooth Student weaves into the fabric of the university, making digital support part of a university's culture. It helps to alleviate pressure off face-to-face services by offering an easily accessible, early intervention solution. It uses technology as an enabler of human-to-human support – digital counselling with highly trained practitioners and moderated peer support.

Reducing waiting lists and increasing accessibility

Digital helps to reduce waiting lists for face-to-face services, while simultaneously encourages hard to reach students to access support. Kooth Student is a safe, confidential and anonymous service, making it a suitable platform for students who may not feel comfortable talking to a counsellor face-to-face.

Engagement, participation & strategy

XenZone's Integration & Participation team work with student councils and ambassadors for service kick off and to encourage engagement and participation. Universities also received a dedicated strategic service lead to ensure Kooth Student achieves the university's overarching goals for student mental health and well-being.

Seamless support pre and post university

Kooth Student integrates easily between the regular Kooth service which is commissioned by local authorities for children and young people usually aged up to 18. After graduation, our online service for adult mental health, Qwell, is freely available to students over 25 if commissioned in their area.

Find out more at student.kooth.com

