

Summary of impact data: Student Space

This document is designed to supplement the [independent evaluation of Student Space](#) published by the Centre for Mental Health in February 2022.

Website

Users: 252,000 (between August 2020 and December 2021)¹+

Service use

Universal services

Our universal services, launched at the beginning of Student Space, provide support to any student who needs it via text, phone, webchat and email.

Total service users: **2229**

- Text service users: **1970**
- Phone users: **223**
- Webchat users: **468**
- Email users: **368**

Our text service is delivered in partnership with [Mental Health Innovations](#). Our phone, webchat and email services are delivered in partnership with [The Mix](#).

Tailored services users

Our tailored services, launched in April 2021, provide support for groups of students who have been disproportionately impacted by the coronavirus pandemic. This includes support for racialised and minoritised students, as well as students with specific mental health difficulties.

Contacts with students through our tailored services: **2536**⁺

Our tailored services are delivered in partnership with expert providers, including:

- Support for Black students: Black People Talk
- Support for Muslim students: Muslim Youth Helpline

¹ As calculated by Google Analytics

⁺ Because of the way data was collected by our partners, this figure refers to the total number of contacts between services and students, rather than a unique number of students.

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- Support for Punjabi students: Taraki
- Support for trans students: Mermaids
- Support for working class students: RECLAIM
- Support for students who hear voices: Voice Collective
- Support for students with eating disorders: First Steps ED