

A close-up, low-angle shot of a laptop keyboard, illuminated with a vibrant blue and purple glow. The keys are slightly out of focus, creating a sense of depth. The background is dark, making the illuminated keyboard stand out.

Staff Introductory Email

TalkCampus is Here!

TalkCampus has arrived at your campus and is available for your students to use. This document gives you some background on TalkCampus and its benefits for your students. TalkCampus provides 24/7 mental health support with real-time escalation.

Students can download the TalkCampus app on Google Play or the App Store. They will need to register using their university provided email address. TalkCampus is an online global mental health support network allowing students access to instant, online support at any time of the day and for as long as needed. TalkCampus utilises peer support where users are encouraged to give and get support to each other supplemented by student peer supporters who are recruited, trained and managed by us.

Our relevant, engaging and fast community instantly connects students with support for the ups and downs of life. It overcomes the stigma and barriers that prevent many people from reaching out to existing services. Our users get support for a range of experiences from exam stress, anxiety, depression through to suicidal feelings, self-harming and eating disorders.

Peer support is an effective and evidenced mechanism to support people with anxiety, depression, addiction and many other mental health issues. Participating in peer support has been linked to:

- **An increased ability to cope.**
- **A greater sense of wellbeing & resilience.**
- **Higher levels of self esteem and confidence.**

TalkCampus harnesses the value of social connection, talking openly and exploring feelings. Our team of volunteers are trained in active listening and providing support online and are on hand to offer empathetic support, supported by our professional 24/7 safety team. However, we empower all users to both ask for and offer support within the community, to share experiences and build social capital.

TalkCampus is Here! (cont.)

Members can share anonymously or via a username. We do not encourage members to use real names or full names. Equally, personal or private information is quickly removed through moderation systems. While we strictly maintain student privacy, if we detect a student is in crisis, we will promptly escalate them to your existing student support framework and information they have shared may be passed on to appropriate authorities or by law.

Our comprehensive safeguarding system involves a number of layers working collectively to ensure we have full oversight of the TalkCampus platform in real time. If a student shows signs that they may be heading towards crisis or could use additional support we can intervene within seconds and escalate to relevant parties.

Our global safety team are monitoring TalkCampus 24/7, removing inappropriate and harmful content within seconds. Through our extensive machine learning, every post is analysed from 42 different machine learning classifiers, allowing us to take immediate action if required. This combination allows us to moderate thousands of concurrent users within a 40 second average response time.

Our global safety team are professional paid staff and review every content in real time. Users who violate our guidelines will have their posts removed and if necessary will experience staged banning culminating in them being prevented from using the platform.

We are an online peer support community and not a clinical service. We cannot diagnose or treat users and we do not provide advice or professional support. If someone is in need of immediate support we intervene, escalate and offer support whatever time of day or night, wherever they are in the world.

TalkCampus is Here! (cont.)

TalkCampus community guidelines are designed to ensure that conversations around topics including self harm and suicide enable a student to get support whilst also ensuring the community is safe. For example, we do not allow posts that actively discuss suicide attempts or methodologies or that talk in graphic detail about methods, techniques, calories etc.

Protecting our users is something we take extremely seriously. With every update, we continue to release features that strengthen the security of our community and ensure that users who need help have access to the most appropriate service.

Our volunteer moderators are a group of highly engaged users who have permission to remove unhelpful posts from the feed and keep an eye out for explicit content. We put the moderators through platform security checking, video interviews, training and assessment and they are managed by team leaders and senior staff with ongoing training and development.

Every member of the TalkCampus community has the ability to flag content and users. We also employ automated machine learning systems which prevent users from posting explicit language and graphic terms. In addition we provide users with a number of features to enable them to customise their experience of TalkCampus and to protect themselves.

Further information can be found in our full safeguarding and escalation policies which are available on request.