Sue My techniques in radio presentation haven’t improved so bear with me, but we’ve got some people who have undergone training put themselves forward. Yeah, big yourselves up folks – and I think it’s time to introduce them. So, on my right we have:

George I’m George, I’m a language studies student with the Open University. I’m in my first year, studying part time and yeah, I’m here this evening to join the STUDIO team, I’m looking forward to it.

Sue Brilliant and:

Malika I’m Malika. I’m on my fourth year of study with the OU. I’m going into my Level 3 now. I’m studying Environmental Studies. I come from Norfolk, a big shout out to the people in Norfolk if they are listening and I’m looking forward to being with you all this evening to discuss the topics that we have at hand.

Sue And also we have:

Michael Hi, I’m Michael. I’m a full time Open Uni student. I also work full time and I’m very excited to be here, so thank you for having me.

Sue Brilliant, you’ve still got smiley faces and we’re a couple of seconds in and I’ve just kicked the table – see, told you. ((laughing)) So we’ve got a fun packed show tonight for you all and we’re going to get through quite a few topics that will help you on mental health and wellness, the big June meet up, struggling with – struggling and juggling your studies and everyday lives. Conventional academic journeys first as your own you journey and just general chat. So we’ll want to hear from you. But I’ve got to mention something that you may or may not have spotted on your e-mail inboxes. We’re currently doing a bit of shall we say voting and elections.

Malika Indeed, very exciting.

Sue For the Students Association President. Now, if you haven’t found your e-mail, check your junk box, your spam box, check all your other e-mails in case you’ve used a different e-mail for the Students Association to contact you and you will find all the details and the links to being able to vote for the Student Association President. I’ve already voted and it’s quite a simple process. It’s got all the information on the page. Have you voted yet?
Malika Yeah, I have, I’ve cast my vote and just to say to the folks listening out there who are worried about the process and not having code, you don’t need an actual code. You follow like she said that link and the link will automatically put that code in. So follow the link, click on it and it will allow you to cast your vote. Mine is done – and what about you?

George I’m ashamed to say I haven’t voted yet but I will be voting. So this is for the OU Students Association president, is that correct?

Sue Yes, it is indeed. So it’s got to be done.

Malika (inaudible) isn’t it?

Sue Yes, indeed it is. The elections close at midnight on Sunday, 16th July so basically what are you waiting for? We need your vote. It’s been opened up to all the Students Association students and so it’s quite a simple process as you’ve heard and get looking and sort of embracing the voting process for what is an interesting time for the Association. So check your e-mail boxes. And you can always check, once you’ve found your code you can visit www.eversvote - no, www.ersvotes.com/oustudents. That’s www.ersvotes.com/oustudents. And you can get to know the candidates before you cast your vote by watching podcasts and reading any transcripts that have also been put on there. So that’s a big shout out for the current Student Association President elections so…

Malika Excellent, Sue, yeah, thank you, that’s a very good reminder, thank you.

Sue We also want you to get in touch during the course of tonight’s programme. Previously you may have heard me mention things like hashtags and Instagram and stuff like that, but we’ve made it very, very simple for you. It’s all on Facebook Live Stream. I have no idea what that means but all you Facebook people you should be live streaming and listening to us now, so get in contact. Ask us questions, respond to any of our discussions; we look forward to hearing from you. We will be following you on laptop there won’t we?

Michael We will indeed. I will have your messages coming through, so please feel free; we will take them on board and give them a good discussion if we can.

Sue Brilliant. Right, ahead of this full on show we need to just to take it down a little bit and get into the mood ahead of our next discussion. So hopefully we’re going to listen to a bit of music and just take time for ourselves. Do you listen to music?
George I certainly do, yeah.

Sue Yeah? Do you find it helps you relax?

George I do yeah. It’s something I do for my study breaks is listen to music, it helps me relax and take a break from my studies.

Malika I do listen to music. I’m going to be very controversial indeed here. When I’m stressed, when I need a good sesh where I need to let my emotions out, I do like a bit of rock; so I’m going to listen to rock to relax, which is very controversial to say but there you go, that’s…

George Would that be heavy rock or…

Malika No, I’m kind of like, not so heavy metal as such, although I’m partial to it but I’ll be in the car perhaps and play come good old rock bands like AC/DC. I’m a huge new fan, so I put news on in the car and I blast that out and that’s the sort of thing I’m doing to calm myself down and re-centre. I know it’s going to be controversial and people are going to think, she’s mad, but there you go.

Michael I do listen to music. I love it – I find it more invigorating than relaxing. I like using it to sort of keep me going and support me, like yeah.

Sue Perhaps you could get in contact with us on this Facebook Live Stream thing and we could perhaps compose a students’ top 20 of music that…

Malika I think that would be great.

Sue … that they listen to. So just let us know the type of music and then perhaps if you haven’t heard it before, perhaps go and find a way of listening to the music…

Malika That would be fabulous.

Sue … and perhaps into the world of other musicians and styles of entertainment in the music thing.

Malika So coming up then, if we are to talk about our topics obviously, I know I’ve been a bit controversial there, talking about rock, etc. I was going to ask out there what students do to relax, apart from listening to music? So it would be quite interesting to ask them if they could get in touch with us and tell us – obviously we’ve talked about the music being one of the ways in which we relax. Some may be wanting to meditate perhaps? Others might be wanting to
go for a walk, read a book, stroke the cat – I don’t know, I’ve got a couple of cats and they are my kind of like ways also to relax. Have you folks got any pets?

George I don’t have a pet. I did meet another OU student who plays computer games as a way of relaxing. So he’ll study and then have five minutes playing computer games to…

Malika What sort of computer games is he playing then?

George I don’t know, I’m not a computer gamer myself.

Malika That’s interesting. I don’t know about games at all, do you, George, do you know anything about games? Or Michael – George you said you didn’t really know a lot but Michael, do you know a little about games? Can you talk to us about it because all I know is through the kids and they are always – my kids are always on Minecraft and Mario and I’m always bored to death with it.

Michael Not really – I am – with my full time work and studies and various other volunteering positions that I have…

George You must be very busy.

Michael Yeah, no time for games, yeah.

Sue Okeydokey; get in contact with us with your favourite bits and pieces then. So let’s just tone it down and listen to some sounds. ((music))

Malika And welcome back everyone to your STUDIO, you’re brand new STUDIO where your programme, live from Milton Keynes on the OU Campus. I am Malika and I am very delighted to say that apparently we have got some comments. Michael, would you like to tell us what students have been saying?

Michael So we’ve got, Richard has come in and said that he likes classical music and he also does a bit of gardening to relax…

Malika Oh very interesting.

Michael … so I can understand that, being out in nature sounds quite fun.

Malika Yes indeed.
Michael And Dave has also said that swimming is his thing and I’m with him there, I love a bit of swimming, but only if the pool is heated. (laughter) It’s got to be.

Malika Yes, okay, well I haven’t been swimming for quite some time now so I’m so out of shape but there you go. Very great stuff everybody. So keep them coming, keep your comments coming to us and we will look at them live as we are in the studio. I would like to introduce Michael now to discuss the topic of mental health and wellness, which we are actually bang in the middle of discussing now. Michael, would you like to tell us a bit about what you do and obviously perhaps introduce your guest speaker for us.

Michael Yes, so following on from our contributions from our Facebook Live Listeners as well there’s a lot of things that we go through in life that may affect our mental health and wellbeing and there are also things that we can use and tools that we have to actually support ourselves. So I’ve got Verity here in the studio with us and she’s the Head of Student Support for the Students Association.

Verity Hello everybody, thanks for having me.

Malika Thank you for coming, Verity and hello.

Michael Lovely to have you. So I guess the first question would be, you know, with your work what does sort of mental health and wellbeing mean to you? What’s that about for you?

Verity Mental health and wellbeing is a really tricky subject actually. It carries an awful lot of stigma attached to it that is quite unfair actually in today’s society. There’s all these sort of connotations that people put with mental health and wellbeing and they only think, well I couldn’t possibly have a mental health problem because I’m not in a hospital or I don’t take any medication or anything like that. But looking after your mental health is one of the most important things you need to do. It’s just as important as looking after your body. Your mind is the biggest muscle that you have and you really should – we really need to be looking after ourselves a little bit better.

Michael So that’s great – and I guess if we start a little bit around the Students Association side and we can work wider from there – what sort of tools do the students have provided to them by the Association?

Verity Provided by the Association we have our Peer Support Service. So we have Peer Supporters on hand ready to receive e-mails or there’s a specific forum for them, that any student can get in touch with them and ask a question. And
it can be something as mundane as, you know, I really don’t feel myself today, I just need someone to talk to. Or it can be, you know, I’m really worried about the referencing on my TMA; can you give me some advice? They are there for anything that you want to ask them about. And the e-mail address, if anybody would like it, just to give a bit of a shameful plug, is peer-support@open.ac.uk and as I say there’s also the Forum as well. We also have our Through the Gate Peer Supporters; so something very similar but they are for students in particular that have just come out of secure environments. So anybody that was studying in a hospital or in prison that they need a little bit of extra support. We have some specialist Peer Supporters there to answer their questions and we also are affiliated with Night Line. So on occasion if you do talk to one of our Peer Supporters they might suggest, depending on the severity of the issue, they might say, “Do you know, I think you might need to talk to somebody over the phone, give Nightline a call.” We’ve been affiliated with them for just a couple of years now and we understand that they’re call volume doubled after we became affiliated with them, so we’re really working – we’ve got a lot of plans over the summer to improve the service that they provide specifically for OU students because they think it caters for the vast volume of their calls. The call service is called at the moment, however their e-mail service is open all year and you can get them on listening@nightline.org.uk and the – sorry the Through the Gate Peer Support e-mail address is peer-support-TTG (for Through the Gate) @open.ac.uk.

Michael  Cool, thank you very much. I hope your contacts’ list isn’t full yet – list this. That’s amazing that there’s so many support paths and methods for people to use, because I do know from my own personal experience and talking with others as well, it always seems like the best way forward for mental health and wellbeing is first and foremost openness and actually going and talking to someone, whether it’s a peer support or even a member of family or a close friend. Just being open and talking about those sorts of things rather than bottling it up inside.

Verity Yeah, I agree with you. It’s one of the things that is actually the hardest to do I think. People – and we go back to talking about the stigma that’s with it. It’s that feeling of, I must be the only person on the planet that thinks like this and it’s not right. And actually as soon as you have a conversation with somebody, they’ll be like, “Do you know, I know exactly what you mean.”

Malika Precisely.

Verity “Because I had the same feeling yesterday or last week or…” Even if you don’t have, if you don’t feel the same way every year, you just have a bit of a down day; you don’t need to feel like it all the time. But you can at least, you have
had that feeling and you can – you can talk to somebody and appreciate what they’re going through.

Michael  Very cool. And I guess in the wider sense, broadening out from the Students Association, what do you feel the big support mechanisms for people with…

Verity  There’s loads of stuff out there. I mean for students in particular, you know, you can never – I can’t say a bad word against the Student Support Teams that we have, you know for anything academic-wise. They might be your first port of call and again we’re looking to strengthen our relationship from the Association with the Student Support Teams and the SRSE teams and all those – all the guys over the other side of the campus, just because we’re all here to try and do the same job. You know, my job is the same as the job for somebody over the road. It’s all about helping the students and making sure that they get the right support and benefits that they need. But looking – looking out into the wider world, Mind.org.uk, they do some really great stuff. They’ve got some really helpful tips on their website. If you’re – you know, are LGBT plus you’ve got Stonewall and there’s all sorts of organisations. You’ve got the Citizens’ Advice Bureau. You’ve got your local GP, there’s Samaritans – there’s loads of different options out there. Because I think you know we had this – there was the whole thing a few months ago about the Prince Royals that had come out finally saying about how their mother’s death had affected them 20 years, 25 years down the line and how… I mean the stats are horrible actually if you think about it. So I think male suicide is the biggest killer of men under 45; it’s a really big problem and the chances are that we might know somebody in our lifetime or have heard of somebody associated with our family that has unfortunately taken their own life. And the help has got to get better but it’s all about breaking those barriers, breaking the stigma and actually talking about these things.

Michael  That’s super interesting and it would be great maybe in a future show to have you back and delve a bit more into those sort of root causes and…

Verity  Love to.

Michael  … So yeah, do – for all our listeners do get in touch. If there’s any mechanisms and supports that haven’t been mentioned that you find super useful please do send them in and we can get them out to everyone listening. Just before we move on to the next topic, a heads up for all the people out there attending the Volunteers’ Event tomorrow in Milton Keynes at the Open University Campus. We’ve got Sarah McDonald talking about just this very topic, wellbeing, and that is in the afternoon I believe, but that’s something to look forward to.
Malika  Indeed, very much so.

Verity  Yeah, if I could – we also were going to – the Peer Supporters are looking to expand their service and we are going to have a little bit of a section in the next OU magazine, so look out soon for some communications that go out. They are asking for our students’ questions to our Peer Supporters.

Michael  Great well thank you very much for coming and talking to us, Verity.

Verity  Thanks for having me. It’s been a pleasure.

Malika  Thanks Verity.

Sue  Very interesting, very interesting.

Malika  So linking up from there everybody, if you have got any comments you wish to make on any of the topics we are discussing tonight, including the topic of mental health and wellbeing, I would like to ask you to please get in touch and give us any – any comments – any advice perhaps that you’d like to give and let us know, let us know how you are feeling at the moment. Are you feeling you need – that you need to talk about something. Are you in need of anything? Perhaps we can point you in the right direction live tonight from Facebook. And…

Sue  We’ll take a short break because that was a lot to digest.

Malika  Indeed, yes.

Sue  And then we’ll come back with some more interesting topics.

Malika  Stay tuned, stay in touch with us, we will be right back. ((music)) And welcome back everyone, thank you for listening to us; we are live on the OU STUDIO radio on your campus in Milton Keynes, live from our brand new studio. We are the brand new hosts as well and we are delighted to welcome with us tonight – Michael, I believe you have got some comments that came through but I would like to say that obviously the topic of mental health and wellbeing is one that we all care about around this table and at home. I know all of you listening from home are also compassionate and caring very much about this. And it’s all about being – I suppose noticing the signs on someone, isn’t it, when they’re being withdrawn, and perhaps making the first step. I know that something is wrong with me and I need to talk to someone and I need to let someone know how I feel. And that’s perhaps plucking up the courage to let someone know, isn’t it? Because we’ve all been through that. I mean I could
talk about my own experiences this year, which have been quite dramatic, but I think we’ve all been there, rock bottom haven’t we.

Michael Yeah, I think openness is the key.

Sue And even more so at the moment those who are stressing from waiting for exam results that can be triggered through sort of family life issues that are going on. Because we all know that an OU student has such a full life, whether or not they’re working, caring; they’ve got mental health issues, physical issues – there’s lots of issues that mean that we’re part-time students studying at home or whatever so…

Michael There’s always light-heartedness and humour to play a part a sell.

George Yeah, I would agree with that. I think sometimes talking about something it doesn’t sound – it doesn’t seem as bad as it does inside your own head and that can play a part sometimes.

Malika Yeah, I think that – I think that’s right. I think yeah, we do need to kind of like have that other perspective don’t we? Someone to talk to, someone that can tell us, actually let’s see the wood from the trees. So Michael, what have you got there as comments? Let us know.

Michael We’ve got some great contributions. So Graham has said that the Support Group are great from the Students Association and these include DSG, so the Disabled Students Group, and Plexus, which is a – it’s like a…

Malika It’s our LGBT plus organisation and they went on Pride, Pride London, they did on Saturday. Graham, if you’re – I know you’re listening right now, it would be great to have you on at some point to talk to us about how that went and all the good work the Plexus group does for us. What else have we got tonight?

Michael So we’ve got, Melody has told us that writing a study plan makes it less overwhelming for her. And that’s a great bit of advice, you know, organisation and planning so that you’re not struggling to keep up and that sort of sets you in good stead. We’ve also got Dave who said, “Boxed sets are a great way to relax, although maybe a bit distracting for…”

Malika I agree, who is waiting Game of Thrones Season 7?

Sue I haven’t seen one. I haven’t seen any of it.

Michael Yeah, neither have I.
Malika  You haven’t?

Sue    No.

George I haven’t see it and I’m not a Game of Thrones…

Malika Oh my goodness, I’m walking out of this studio right now. I am stepping out. No, because we were waiting for it. I live by my boxed sets at the minute. I’ve got The Walking Dead, Game of Thrones, what else? Oh by the way, that could be something you could be talking to us about everyone listening at home – what series do you watch? We want to know; tell us all.

Michael So we’ve got – actually we’ve got a bit of a conversation flowing here – so Graham has agreed that boxed sets can be used as a procrastination and…

George Yeah, there’s an addictive side of them, so it’s a dangerous game.

Michael Yeah, it is, it is.

George You need to relax but then they’re addictive aren’t they?

Malika Yes, and then you’re TMAs…

Michael You have to make sure it’s regenerating rest rather than just – just…

Malika Yes, and then you’ve got that TMA to produce and you are like stressing and burning the midnight oil – we’ve all been there.

Michael So moving on with that. I think one of the other ones that wasn’t mentioned in those support mechanisms, there’s been a series of meet ups that have been going on around the nation and beyond I hear. So I believe we’re going to have a little bit about that from Malika.

Malika Absolutely yes. First of all if you attended the big June meet up, please get in touch with us, tell us where you went, how it was and yes, tell us everything. We want to know all the details. The big meet up obviously was on the 17\textsuperscript{th} June. If you didn’t get to go, please do not worry, because I’m pretty sure the Association will probably put on something similar again because I loved it and I hope that they do. It was the start of a great get together, which was in memory of the MP Jo Cox and it was about getting the nation to unite and to be together and to share, and to really to share and to talk. The OU Students Association are really pleased to report that there’s been around 40 events across the four nations, including one online I believe. And unfortunately I
didn’t attend the online one because I was hosting my own in Norwich, but – but this is it – the amazing this to report everyone is that over 120 students came along, and I think that is absolutely amazing. I think we smashed the figures there didn’t we?

Sue   Yeah, yeah.

Malika Did you go to one then? Did you Sue? Talk to us about it.

Sue   Well I saw some information about a meet up and I sort of followed the links, I think it was in one of the newsletters and I thought, oh, where’s the nearest one to me? And at that time I was going to be near Crewe, so I put it in my diary hoping to go there – about two hours before I was going to catch a bus and go there something happened so I couldn’t go and I was absolutely gutted because it would have meant meeting new students in a new place that I hadn’t ever attended and possibly then leading on to some sort of social events once a month or whatever. So yes, I was absolutely gutted, but I have met up with other students on other social events throughout the – my student journey, and I can only say that it is such a positive time and place to meet up with like minded…

Malika Do you – did you meet in a bar or in a coffee shop? Because they do take place everywhere don’t they. I know some people have them in the library as well.

Sue   We’ve met in bars, we’ve met in coffee shops; at one point I think even a few people went out for a walk up a mountain and along a sort of pathway, you know there were a couple of people doing that. So it was just – the meet up was sort of decided by the people who were there. I mean quite often it was in a bar but that – well, you know, they are OU students so often we were drinking tea and sort of soft drinks or water…

Malika It’s hard to believe but no… ((laughter))

Sue   … and having something to eat, because you’d either come straight from work or were going off to work and stuff like that – so it wasn’t some scary wild rave up of studentiness – no, it was just – and it was just lovely to meet other students to be able to talk that OU talk that we do – TMA, EMA…

Malika Yeah.

Sue   … how do you deal with your study skills? I’m having trouble with my referencing and why do we have to do referencing?
Malika (inaudible)

Sue We know that there are people out there (inaudible) ((laughter)) and all credit to you, please come and do the rest for us. But yes…

Malika It is absolutely true…

Sue … face-to-face with other students just helps to beat that isolation…

Malika It does doesn't it?

Michael It really does, yeah.

Malika Yes, what do you think, George?

George I haven’t been to any of the meet up events. I’m going to the big June meet up tomorrow, so that’s my first official Open University meet up event. But I have been to a lot of tutorials. I’ve been to many tutorials in my own – on my own course as I can get to and just the social side of them. I find that really helpful talking to other students and, yeah, about those OU issues that only other Open University students…

Malika Yeah, exactly.

George … understand.

Sue And talking to your tutor as well, I suppose that helped.

George And talking to the tutor is really good…

Malika I think so, yeah.

George … yeah…

Malika Yes, I think that does as well.

Sue Did it bring back any scary memories from school – lining up if you had to wait to go into your classroom or anything?

George There was a bit of that, yeah. Just the – the teacher looking at you and you not knowing the answer but it’s a very – the tutorials that I’ve been to have been a very good atmosphere, very inclusive and supportive. It’s a very different…
Sue       Did you feel embarrassed on any occasions if you thought; either you’d got a question wrong or an answer wrong or…?

George    Yeah, I did initially. It was quite scary going in but the atmosphere was always so good and I really fed off the diversity of the students. I’ve been to a few different tutorials in different places and so I’ve found that fascinating, just people’s life and study journeys.

Malika    That is it.

George    Yeah, just the age range and the diversity of the students was – was really great.

Sue       And the reasons why they are studying as well isn’t it?

George    Yeah and just – I found that absolutely fascinating, yeah.

Malika    That’s brilliant. What about you Michael, can you talk to us? Have you been to the big – any events, any meetings?

Michael   I haven’t but I must say I am a lover of people so I am very inspired now to go and find one and work it into my…

Malika    Well you could set up your own? Why don’t you? I mean it’s very easy setting up your own. I’m going to talk to that – to you about that actually because I’m very excited, I’m a newbie.

Sue       Share it with us.

Malika    I am, indeed I’m going to share that with you guys. Listen, no guys, Graham, sorry, I do apologise to you. (((laughter)) Folks, peeps, that’s it – Graham is probably cursing me listening to me right now. I’m learning. I’m learning Graham; I’m doing my best here. But yes, hosting everyone is very simple and I’m just simply going to share my experience very quickly because time is ticking. But I just went on a Facebook Forum that we have for the East of England region and I’m assuming that the nation – and I’m assuming everybody’s got their own. And I simply said, “Anyone up for meeting for coffee in Norwich let me know.” And yeah, people just went on and said, “Oh yes, I’m up for it, I’m up for it.” And I thought, oh, this could be good. I perhaps won’t be on my own somewhere. So it went on from there. I just simply picked a venue, made it wheelchair accessible because obviously it’s got to be accessible for students who are having wheelchairs or have mobility issues; and also those students who are parents who want to bring their little ones along. That would
be also something to think about. And we went from there. I contacted the Students Association through the website. There is a form that you can fill in and actually I did this because Cath helped me. Cath if you are listening thank you very much.

Sue Is that Cath from Societies?

Malika Yes, yes, she tipped me in the right direction, fill in that form Malika, which I did and sent it over and that’s how it happened really. And it went from strength to strength and obviously if you host one or attend one regularly apparently the statistics say that there is an increasing attendance, so go for it everyone. So yeah, if you’ve attended one please let us know. We haven’t got any more comments at the moment?

Michael We have. Graham has said that PLEXUS did a meet up just before – sorry, my mistake – Graham set up a meet up just before Pride and it was a great way to start talking and get the buzz going, breaking down those barriers of not knowing each other. And that the Open Uni staff who joined us were phenomenal. So it’s a great testament to what is possible when we come together and just share some time.

Sue Well it’s like you three here, you answered the call for STUDIO hosts didn’t you for chatting tonight?

Malika Yeah.

Michael And I never looked back since ((laughter))

Malika Yeah, it’s – it’s amazing.

Sue So it’s taking that step isn’t it?

Malika Yeah.

Sue Feeling empowered about doing something that you may not have done anything before. You’ve met other students now. You’ve actually been here to campus.

Malika Yeah, yeah.

Sue And we’ve had a giggle this evening…

Malika We did.
Sue ... well...

Michael We certainly have.

Malika And we – we probably will again tomorrow. And that’s the thing isn’t it? You know you get to meet someone and someone else and then someone else and then you become a team and you’re not all on your own. So yeah, meet ups are a fantastic way and getting involved with the Association. They have many, many, many ways to be involved and it doesn’t have to be isolating does it? And also, when you come to the meet ups, which is going to be introducing our next topic as well, we get to talk about how we juggle everyday lives everyone, because obviously we all have different lives and life gets in the way doesn’t it?

George That’s something, yeah, that I often talk about with other students at tutorials is – is how you – how you juggle study with your everyday lives? And it’s something we, as OU students, all struggle with.

Michael It would be great to get people’s comments in on how they do it and any challenges they have and please send them in to us. Just a reminder to any people joining us halfway through. Your hosts today are Sue, George, Malika and myself, Michael and this is the brand new STUDIO team in the brand new STUDIO...

Malika Yes, exciting.

Michael So please do – do come in with your comments about your personal experiences and we will slot them in as we’re talking. But if we go around the room, Sue, what’s – what’s your sort of everyday life? How do you fit things in?

Sue Well I’ve sort of – having a bit of a rest from my studies because I did study and I graduated and stuff, but I’ve continued to volunteer. So I’m an OUSET Trustee; so my student life is still online, so I have to check the forums for the Trustees. And had a meeting earlier today and I’m – looking back on sort of my studies, at times it was hard to juggle. I used to be a nurse and I hurt my back and at times it was really quite painful to sort of sit – sit in a chair and study. When I was doing languages it was fine because I could walk around going, “Oh la! Bonjour!” ((laughter))

Michael Sorry Sue, just to interrupt, what OUSET, what was that?

Sue Oh here we go – ((laughter)) Open University Student Educational Trust and it’s our Association charity and it’s a way of supporting students with funding,
where they fall through the funding gaps. You can find the link on the Students Association website and there are a lot of criteria that have to be ticked and what ever and then each case is based on its own merits. And yes, the money that’s sort of raised or the profits that are raised from merchandising at degree ceremonies and other sort of bits of money coming in, goes towards supporting students who need a little bit of financial support and it’s quite a wonderful sort of behind the scenes role. And at times it’s difficult but I think sometimes you get that with volunteering but…

Malika Yeah.

Sue … sort of that’s outweighed by the – the rewards that you get from sort of getting involved. And all through my student journey I was involved at sort of local level and then eventually I sort of got the courage and got elected and then I had to be really quite strict and use my study calendar. I’m sort of better at studying in the morning. Occasionally skip reading the next chapter of the book later on in the day, so I had sort of a heads up for the following day. If the pain was bad I also sought support from my fellow students, both at social events and on the forums, because I don’t particularly do Facebook so there are the online forums. So it was just helping me that way and not feeling so isolated.

Malika I think that’s – that’s the crucial thing isn’t it there – is that need not to feel isolated. Because the feedback I had from a lot of students was that it is an isolating experience isn’t it?

George It can be, yeah. That’s why I’ve found it really good going to tutorials, it just – just to have other people sharing your experiences it makes it a lot easier. It can be really hard juggling study with – with work. There was a period round October last year where I had – I was – I’m a builder so I was doing projects, paid projects and then also trying to build – to help my Dad build his house and also study and yeah, that was a particularly intense period. But going to the tutorials really helped just to meet other people and you would meet – you know, parents and that woman who was doing night shifts at Gatwick and was working crazy hours and also managing to fit it in. And meeting other students was really inspiring actually and made me think, well there are some other people who are really pushing it who go…

Malika Yeah, that’s the thing isn’t it?

George … a lot more on than even myself. And I thought I was so alone and all my friends are just going out enjoying themselves and they have a nine to five and what am I doing? And then you meet these really strong, inspirational people
that are juggling even more than I was, and I thought – that’s really good, really positive, because…

Malika Yeah, I think you’ve hit the nail on the head there with the two… the two adjectives you used there, strong and inspirational. I would quite happily say like the OU student community can be described as such, really. This is who we are, you know, and I know out there that a lot of people will have awful experiences, a lot of stuff to juggle. I mean my own personal experience is a crazy one itself too. Mum of two, working full time in a secondary school. I used to be really good at studying at night at the beginning of my study journey, the first three years no problem, I could pull an all nighter but this year, no it’s not happening. I just can’t. And I’m like you, Sue, I just need to be either early in the morning or at the weekends but that’s not happening either because I’ve got a family, so… and I’ve not got anywhere to study as such at home, apart from the dining table, so yeah, it gets a bit…

George It can be intense can’t it?

Malika Yes, it does, indeed it does. What about you, Michael?

Michael So yeah, I juggle quite a bit. So I work full time at Waitrose and I also study four modules a year, so my plan is to finish my Maths and Stats degree in three years.

Sue Oh, sharp intake of breath… ((laughter))

Malika Okay, this doesn’t have to be all of us everyone listening.

Michael Yeah, I hope I didn’t scare anyone away with that one.

Malika There is help available…

Michael I also volunteer for a not for profit organisation called All Rise, Say No to Cyber Abuse. I volunteer for a charity as well based in Somerset and I am also going through a bit of a home development project, so my eyes lit up when you said you’re a builder, George, because ((laughter)) I’ll have to get you for a quote for my bathroom.

Malika ((laughter))

Sue So meeting other students (inaudible)
Malika Apologies to our audience, we’re going to have to have a short break so these two can swap details. (laughter) That can be done at the end of the show everyone.

Sue So when – with all that in mind, when on earth do you study?

Michael So I study on my two days off largely, from work that is. My other bits and pieces fall in and around – I take my laptop to work, so I work through my lunch break on various projects. But I find it invigorating. I find it more regenerative than watching TV. I genuinely find it quite activating. So it’s great. I mean I do get tired, I’m not going to lie to you and a big part of that as we’re talking is the support and I’d touch on those closest to us, my family – or everyone’s families and I shout out to my Mum if she’s listening. But – but without her, you know, I don’t think I would be able to do all that, just because of the level of support that’s provided.

Sue Have you ever felt guilty about – in the early days, when you were trying to decide when it was best for you to study, whether or not you were a morning person or an afternoon person or an evening person?

Malika Yeah.

Michael That’s an interesting topic, yeah, that can be so stressful at times studying that it certainly can impact on your relationships and friendships or just your interactions with other people…

Malika Yes.

Michael … when you’re loaded up with tasks and TMAs and deadlines it can be really hard to remain a nice person.

Malika I am foul to be around when I’ve got a TMA. I do apologise to my husband, he’s probably listening. Yes, I love you so much and thank you so much for everything you do for looking after the children when I want to concentrate. No, I’m absolutely – and I’m going to say that, I stress out when I’ve got a deadline and everyone – I’m guessing everyone does in their own little way. But yeah, I think I’m perhaps not very approachable when I want to type up my TMAs and I need my space and I need to think and focus, so there you go.

Michael But it’s a good challenge.

George You could put a sign saying TMA on your door.
Malika: Do not speak to Malika, yeah. ((laughing))

George: Or just warn them not to come in. ((laughter))

Malika: That's right, yes, that's right. So yes, if you have anything you want to share with us everyone, we would be very keen to hear your experiences.

Michael: We've got a comment from Graham, not an experience per se, but he said he was glad he was sat down when he heard all the things that I was doing or it might have been about the Maths course. ((laughter))

Sue: Sorry to cause any stress by listening to this show…

Malika: Yes, apologies to our audience.

Sue: … it just occurred to me that it sounds as if we all actually, those here today have got support in and around our home and where we're studying. So I wonder if anybody is studying alone and hasn't got support, just remember what we said earlier that there are the Peer Support…

Malika: Yes.

Sue: … there are the…

Malika: Very, very important.

Sue: … the Disabled Students Group, the DSG; there's Nightline…

Malika: Yeah.

Sue: … there are the Students Association, so don’t feel isolated. Sometimes you just have to take that little step and get in contact and say, “Hello, need a little bit of support here.” But it has to come from you sometimes. It’s all about your learning journey but sometimes you’re learning journey is also about personal growth isn’t it and how you – eventually after all your studying you move on to something else.

Malika: That’s right, that’s right.

George: Very wisely said, yeah. I think there’s a learning in every moment that we can take forward…
Malika Yeah, we do. And also I would like to point out it's also to talk to your tutors in the first instance. If you have a TMA, a deadline that is due. I mean this year has been absolutely horrendous for me. I had everything that could go wrong went wrong but my tutor has been amazing and if she's listening, thank you so much because I have been able to e-mail her ahead of a deadline and ask her to grant me an extension and sometimes instead of stressing out and thinking that you're going to fail your studies, it doesn't have to be this way. Sometimes just speak to your tutor if you – if you need a deadline extension because they are very much going to give it to you, you know. My experience is they have. Have you had any tutor turn you down everyone in the studio?

Sue I've had brilliant tutors but I – I once did come across a student and they'd had an issue, a worry, that had bothered them about their study material and they couldn't get to grips with it and they left it nearly a month before they contacted their tutor because they were worried that the tutor wasn't going to sort of act favourable towards them for sort of disturbing them and it was like, you so needed to contact them. So anyway, in the end they actually contacted their tutor, the tutor came back almost immediately with a response and that really then sort of – and it was a positive response. The student sort of took that on board and any other issues they had further down their journey, they thought about and tried to engage themselves in forming a solution within about 24 hours. If they couldn't - e-mail off to the tutor, or their Student Support Team and they sort of then got that support. They said it wasn't worth leaving it any longer than that. And then the reply came back and they could move forward with whatever it was. So don't...

Malika Fantastic.

Sue … delay.

Malika Fantastic.

Michael That's – that's great. So I think we're going to go for a little break, let you take in everything that's been discussed and please do, you know, take this moment to let us know if there's any experiences you'd like to share or any methods you use to keep your daily lives in check. Coming up after the break we'll be discussing conventional academic journeys versus the Open Uni academic journey. So I believe we've got some experiences in the room to discuss but great to get your listener's input into that as well. So we'll see you back shortly. (music) Okay, welcome back everyone. Our technical staff have just told us that over 500 of you are listening this evening.

Sue Woo, hoo, hoo. Well done.
Malika  Thank you everyone.

Sue    Thank you.

George That’s fantastic, we’re very grateful for your – your support and we hope you’re enjoying the show. Just a reminder as well if you’ve dipped in and out of the show and you’d like to hear the whole thing, it will be available on YouTube, on Open University website and on Facebook as well, so yeah, it will be available soon to listen to the whole show.

Michael You can replay us as many times as you like. ((laughter))

Sue    Make us your new play list.

Malika Yes.

Michael Favourite and all sorts.

Malika And, of course, if you liked anything in particular tonight and if you like to talk about something afterwards – obviously if you listen to this show afterwards, obviously, do forward your comments obviously because we will all be interested in hearing them.

Michael We’ve got one from Dave. He says the best – best to do is to get in touch with your tutor as soon as you think there’ll be a problem, which is a great piece of advice. I know I’ve done…

Sue    Yes.

Malika Absolutely.

Michael … and – and all sorts of advice and support can be given to help prevent a small problem becoming a big problem. And that it also saves stress and worry – so again, turning to that mental health and wellbeing you want to be clear, you want to be focussed, not worrying about…

Malika That is so true.

Michael … that kind of thing.

Sue    I have spoken to tutors and they are waiting to hear from you because they want the best for your learning journey and the best out of you and the best for them as – as tutors as well, you know, so…
Malika  Yeah, I put my hand up to say I’ve asked for three extensions this module. I have had to and I would say to you out there, if you are struggling please do ask. Do send that e-mail, you know…

George  It’s worth – it’s worth saying as well that sometimes I’ve thought about contacting a tutor and wondered whether they're – how far they're able to help you but don’t be worried about that. They know exactly how much they can help you. They know exactly where the lines are and it’s worth just asking.

Sue  And if it isn’t the academic, go to your Student Support Team, you know, your Student Support Team is there for anything else sort of that you might need help with.

Michael  So moving on just to – to a little bit about what makes the Open University special?

Sue  Us.

Malika  Yeah.

Michael  ((laughter)) 500 people agree so…

Malika  They will be like some of the Facebook page, we can’t see it now but hopefully they will be…

Michael  So we’ve got the conventional academic journey versus the Open Uni academic journey and what the difference is? I myself have never attended the conventional university. I’ve visited them and they – they can sometimes be a bit cold is my…

Malika  Did they not appeal to you then?

Michael  Yeah, I mean alongside that was just the flexibility of Open University, you know, the ability to study full time and work full time is just great for me. So – and it's not something I can do at a so-called brick Uni.

Malika  That’s interesting. So you went straight into the OU rather than even considering a brick Uni?

Michael  Correct.

Malika  Wow!
Michael  It was funny because I was talking to someone and I was really, you know, not sure what to do – go to work or go to Uni because I really like work and I didn’t want to stop working but I knew I wanted a degree and I had a very good friend who just put it so simply, who said, “Do both.” So I looked for how I could do both and the Open Uni supported that and – and it’s been great for the year. Like I really can’t say enough about how amazing the tutors have been, the support network, you know, it’s really been amazing.

Sue  And the study materials as well. So if you’ve got sort of study issues, get in contact with your tutor, because we know that the delivery is sort of distant and online and stuff like that. But if you find that you’ve got either a health issue or whatever and you need your study materials in a different format, do seek help about that as well because there is help available out there.

Malika  Precisely, that’s very important, you point that out. What was your experience at – did you go to a brick uni at all?

George  I haven’t, no, I haven’t. I haven’t had a great experience of academia from school anyway. I’m dyslexic so at around – I got GCSEs but I was kind of filtered out of the system at A levels. I didn’t get good results at A level.

Malika  Did they not know that – did you not know at the time that you were dyslexic, George?

George  No, I knew at the time I was dyslexic and I did get…

Malika  You did, you were screened for it.

George  I got a bit of – I was screened for it and I got a bit of support from my – from my Sixth Form college but not a lot and I remember one particular meeting with my History tutor, which was really disparaging, in which he basically said, “Look, university is not for you, and you seem like more of an outdoors person. Look there are trades, there are other options for you.” And he kind of just blocked a whole – a whole area of opportunity – just blocked it off for me and…

Malika  Oh God, that’s so – this looks, everyone listening right now, there are looks, shocked looks around the table right now, shocked looks.

George  … you know, I must say I was really upset about that but…

Malika  Too right.
George  ... so my – my – I do have a sort of chip on my shoulder about conventional academia and conventional academic journeys as it was sort of – I felt at the time that it was sort of blocked off for me. But you know, studying with the OU, and studying now actually that I’ve got a lot of work experience and life experience, I just – it’s definitely the right thing for me and – and I’m enjoying my studying a lot more I think than I would have if I’d just gone at 18 not knowing what else to do.

Michael  And I…

Malika  Can you tell us in which ways, because I’m sure we’ve got a lot of students or people who are considering joining the OU who have dyslexia or, you know, dyspraxia or other SEN, you know from their mental needs that need to be fulfilled. Could you – could you tell us in which way you find the OU has been welcome to you or more inclusive?

George  Well I suppose mostly that it’s unconventional in the best sense and I just feel that all the students I meet are like me and are juggling lots of different things and living interesting lives and at a conventional university most of the students will be the same age, often from a similar background and it’s the diversity and the unconventional nature of the Open University that I find really interesting and also really inspiring for me to help me study. And, you know, they might not have – they may not have dyslexia, but they’ve all got – everyone has their own challenges and their own issues…

Malika  That’s right.

Sue  Did you mention you had dyslexia when you first applied to the OU?

George  I did and they were very supportive and yeah, I’ve felt very supported here so it’s been good, yeah.

Malika  That is fabulous.

Sue  I am aware of students who have started their studies, realised that there’s been something wrong and sort of mentioned to me personally that they think they’ve got dyslexia and I contacted the Students Association on their behalf and the OU and got them signposted to where the support was. They eventually got assessed and they are now sort of on a better pathway than they were initially. Again it was them sort of empowering themselves, mentioning that they thought they had an issue and a student like myself and other students have sort of pointed them in the right direction as to where to
get help. So if you’ve got a study issue, such as dyslexia, or dyspraxia or anything else, but remember there is help out there, tell somebody.

Malika Yes, absolutely.

Michael I’d just like to go back to what you were saying, George. I had a similar experience, my Director of Sixth Form told me I’d never pass A levels and, you know, from going from that to my tutors in the Open Uni telling me that I’m more than capable of distinctions is a massive jump. And I would stress to everyone listening and, you know, tell everyone you know as well that when comments like that come your way, you don’t have to take them on. You have your…

Malika That is spot on Michael.

Michael … you know what your qualities are. Even if you’re not suited to the conventional academic, if you’re really passionate to be a plumber that’s great, you know, and we need plumbers you know. And it’s that sort of thing, building your confidence in what your purpose is and what skills you can bring and – and, you know, what anyone says is their business.

Malika Yes, and I’m going to absolutely agree with what you were saying and say for myself the experience back in France, I did go and study 20, I’m going to show my age now, 24 years ago now, yes, I did go study about 24/25 years ago at university, Strasbourg University of Law, very, very, very elitist environment. I mean I had no chance. I had no chance to even fulfil any potential there bearing in mind I was on my own, a young woman away from home, well working class background or poor background I shall say, you name it – I had no chance. We were hundreds in the sitting – you know, sitting for lectures. I had to work to support myself, so I was never able to attend any lectures and if you didn’t turn up and attend lectures you were on your own, there was nobody able to help you, to give you the material you needed, etc. It was either you attend or else. So I was absolutely devastated that I wasn’t able to continue there and, a bit like you, you know, you get that big slap on your face don’t you? Like you two, you know, here and Sue, to an extent I suppose yourself as well where you get that big slap in your face and someone is telling you, “You are never going to succeed.” And that – that was devastating at the time. I was absolutely devastated and I joined the OU just thinking – I didn’t even think it was for me. You know, I thought that was it, university wasn’t going to happen for me any more. But at some point I – I just happened to kind of like be encouraged by a tutor, I – I – I was under for a qualification for work and she said, “You’ve got so much potential Malika, why don’t you pursue something else after that?” And she mentioned the OU and I thought, I knew
the OU, moving into the country, I used to see the boards on the tube, etc., etc. but I’d never really considered it. And then – and then I thought, hang on, I’m going to check this out and – and so yes, the difference is amazing. You know, it’s that second chance isn’t it, the OU? Isn’t it, that second chance that you are given?

Michael It’s interesting you say that, I don’t think most people see above a metro on the underground... ((laughter)) but you know, just while we continue that conversation listeners, do get in touch, we’d love to hear what you love about the Open Uni – let’s have a flurry of comments. Let’s really celebrate what we’ve got here and...

Malika Yeah, our students – our peers have been very quiet haven’t they? We haven’t had any more comments?

Michael We’ve got one from Dave and…

Malika Oh right, what’s Dave saying to us then?

Michael Dave says one of the great things about being involved with the Open University Students Association is getting to know first hand what support is available and seeing how hard the Open Uni works to make sure their students succeed. And that’s a…

Malika Wow, that’s good.

Michael … perfect summary of what we’ve been talking about.

Malika Indeed.

Sue I think having attended degree ceremonies and both as a volunteer and my own, that day really sums up sort of the learning journey, when you get to speak to other students. Because if you’ve stayed at home or you’ve been at work and you’ve done all your studies online, it may be that at your degree ceremony it’s the first time that you realise that you’re part of something huge. And you sit there sort of waiting to cross the stage and shake a hand and have – have a bit of applause, but it’s those who also surround you, your family, your friends and the other guests, which sort of let you know that you’ve been part of something quite big and quite special and that it is life-changing…

Malika It is, absolutely.
Sue … both academically, personally, yeah – and I think having come across students who’ve been bullied at school and then they come to the OU and they do their studies and they personally develop then and sort of school is something way in the past. I went to college. I didn’t do very well at college. I used to forget that I had a lecture on a Wednesday, I had a locker right outside the Geography room and I used to look through the window and think, oh deal, I should have been in there… ((laughter)) They politely asked me to leave but, you know, studying with the Open University I had my study calendar, I had my stuff all with me all the time, so – so that helped me sort of progress with my academia.

Malika Yeah, I think – I think you nailed it there. I think the idea that you can study independently and juggle everyday life really at your own pace and if something – something gets in the way then you deal with it, you prioritise don’t you. And yes, and also that what you said is really important about knowing that we are part of something huge and – and we – you know sometimes we don’t always realise when we’re at home and we’re struggling with, you know, trying to understand the latest concept and work out this and work out that and going to tutorials perhaps is not something that everyone can do. You know, mine have been in Cambridge so that it’s an hour’s drive but I do appreciate that not everyone can get to their tutorials and not everyone can afford to do so. So – but what…

Sue It’s seeking alternatives isn’t it?

Malika It is, it is precisely, and knowing where – where you need to look to find…

Sue If you can’t get to a tutorial, why aren’t you e-mailing your tutor if you’ve got an issue or you don’t understand something?

Malika Exactly, and you can do that, and you can do that – that’s the thing we can do with the OU isn’t it? Is that we always have a way.

George And there are the online tutorials as well. Me and Sue were discussing earlier on, that they can be a little bit nerve-wracking, a bit like going on the radio, a little bit like this. ((laughter)) Because they’re over Skype and – and you’re talking to a room of people you can’t see.

Malika Well that’s it, yeah.

Sue And facial expressions sometimes are really helpful, if you think you’re talking…
George: A load of rubbish… ((laughter))

Sue: … a load of rubbish, but then people are smiling back at you or your tutor is smiling back at you or you’re getting the impression that you are actually on the right track.

George: But I would like to say, they are good though. They’re – I’m glad I’ve participated in the online tutorials that I have. I had a lot of anxiety about going on them, I’m not sure why, but – but whenever I’ve finished one I’ve thought, yeah, that was worthwhile in the end, even if I embarrassed myself and made mistakes.

Sue: It’s like, there’s an engineering residential school and we got chatting to a student there and some of their formulas or whatever they do in engineering (inaudible) I don’t know all these sort of things where they go out in a hi-vis thing and a hard hat, and this student was absolutely thrilled in one sense to not only learn that they were doing their formulas wrong, but so were the rest of the class, and then it was all explained and then they were all on the right track so it’s – it’s the fun moments that you can look back on and reflect really.

Malika: Absolutely. Talking about fun, I hope you’ve had fun listening to us everyone. Hope you’ve enjoyed our very first show live from Milton Keynes, from the OU campus, from your brand new studio, brand new studio team. I would like first of all to thank you all for listening to us, whether you have listened to us on and off or listened right the way through, or whether you are listening – playing this back somehow, thank you ever so much. Over 700 of you have listened this evening to us.

Sue: Wow!

Malika: Thank you ever so much – a big round of applause.

Sue: We haven’t just been chatting amongst ourselves.

Malika: Yes, thank you ever so much, that’s a big crowd. Again it’s to show you we are huge aren’t we? 700 people – over 700 people. Just to remind you everyone, if you could just make sure that you check your e-mails because, as a last reminder the deadline is coming for the by-election to vote for our new President. Look at the candidates obviously – look at the candidates on the website for the association, otherwise in your inbox there should be all the steps that you need to follow. If not – if any doubt, do go on Facebook, on Twitter, it is everywhere. The deadline is on Sunday midnight I believe, so
make sure you have a good old look and cast your vote if you could, that would be amazing for our association’s democracy. That’s it.

Sue That’s a big word isn’t it?

Malika It is. I was nearly going to say it in French then everyone, sorry, the language…

Sue What is it en français?

Malika La démocratie… voilà

Sue Oh, mais oui.

Malika No, sorry, I’m not – no sorry, I’m not going to start doing that show in French – back to English everyone, back to English. So yeah, thank you ever so much. You can listen back to us on Facebook, on the website and this will be also on YouTube and also we understand that a transcript will be available in a few days. So if you haven’t been able to access this obviously, fear not, this will be accessible for you on a transcript. And I think we are going to look to finish the show now because our deadline is fast approaching for tonight, guys – not guys, sorry… folks.

George It has been a great first – first show.

Sue Have you enjoyed it?

George Yeah.

Sue Having put yourself forward and taking that step to get involved…

George It’s been amazing. I think the prep work was amazing, the forums that the teams were involved – that the team was involved in and, you know, I liked the communication and it brings – it brings that bigger picture into it as always. But yeah, I’ve…

Sue So would you be up for it again?

George Oh every time, every time.

Sue Yeah, what about you Malika.
Malika Oh I would do that every day if I could. Have me every day on – I’ve absolutely loved it. It’s been a blast. I’ve really enjoyed being with you everyone. It’s been fantastic this evening. And also a big shout out to the team out there because it’s not only us we can do this…

George Our technical team…

Sue Our technical team…

Malika Yes, we couldn’t do this without them. They’ve sorted us out ultimately, they’ve put this on for us.

Sue I can’t even do (inaudible)

Malika No, we just turn up and talk, that’s all we do. I’m being told that the next show will be around Freshers. We haven’t got a date yet set but obviously everyone listening right now or later on should be keeping an eye out because we will be letting you know. And we’ll tell you perhaps what topics we will be discussing – I’m not sure whether we will be allowed to discuss that in advance, I’m not sure but we’ll have a think. We’ll have a think as a team.

George Let’s keep them in suspense.

Malika Oh yes, suspense…

Sue You need to get back to your studies.

Malika Yeah, we do, we do. Oh, results soon.

Sue Michael, how was it for you?

Michael It was good, yeah, really good. Yeah. I’d just like to thank all the listeners and the people who wrote in as well that – that made it…

George Great to have you as a part of the show.

Malika Absolutely.

George It is the best thing to have other people as a…

Michael Well I think we should wrap that up. So thank you to all the hosts, Sue, George, Malika, myself Michael and to our special guest, Verity. And that is our Studio team signing off. Bonne nuit, as the French would say.
Malika  Bonne nuit, bien sûr, bonne nuit. Thank you for listening. Yes, adios, we’ve got you with your Spanish skills.

Michael  Indeed.

Malika  Indeed.

Malika  There you go. Thank you, thank you everyone for listening to us. ((music))