



STUDENT SUPPORT AT UNIVERSITY

TIPS AND ADVICE

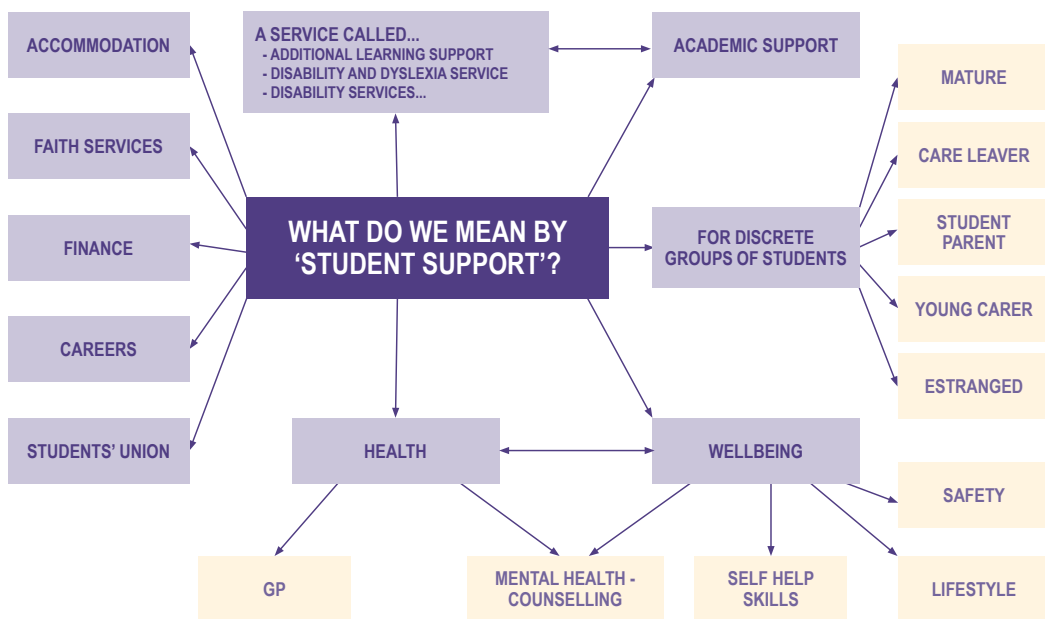


WHAT DO WE MEAN BY STUDENT SUPPORT?

The names and structures of support services can vary at each university but there are some common elements of provision. These services are there to support your academic and personal development during your time at university.

Common student support services at universities can include:

- » Academic
- » Additional needs, disability support
- » Point of contact for discrete groups of students (care leavers; student parents; mature students...)
- » Health and wellbeing services



FOR SOME ADDITIONAL INFORMATION...

HEON delivered a webinar which discussed some of the extensive student support services available at university that many school and college students may not be aware of.

Watch the webinar - heon.org.uk/resources/support-services

View all available webinars - heon.org.uk/webinars-teachers-advisors

HOW CAN I ACCESS STUDENT SUPPORT?

Support teams will not always be aware of any support you may require. Being proactive is the best way to find out more about the support that is available to you:

RESEARCH

Be aware that support structures may vary

Visit open days and ask the question

'what support is offered for...?'

Locate information on the university's website

Every institution will have a support team in place

DISCLOSE

At the point of application or after an offer is made

Disclose any long term health conditions, learning difficulties, mental health conditions or any other disability – if in doubt, tick the box UCAS and Student Finance can highlight students for bursaries and other support automatically

CONTACT

Contact universities pre-arrival

Attend open days to consider the facilities available
Contact universities to discuss facilities or specific support which is required

BE PROACTIVE

On arrival at university, get involved

Attend induction activities

Organise a meeting with key services

Familiarise yourself with the wellbeing centres and enrol with the local GP

These are some general tips on how you could access student support. You should always check with teachers and university staff to ensure you understand their policies and procedures, and get the support you need.

WHERE CAN I FIND OUT MORE?

UCAS - ucas.com/ucas/undergraduate/finance-and-support

Provides information on a range of student support topics

Disabled Students' Allowance - gov.uk/disabled-students-allowances-dsas

The government website with all the information on eligibility and how to apply

Care Leavers - Propel - propel.org.uk

The Propel directory, founded by the Who Cares? Trust, is a directory of support available for Care Leavers at universities. It gives collated information and contacts for Care Leavers at each university

Care Leavers - The National Network for the Education of Care Leavers (NNECL) - nnecl.org

Informs young people, their teachers and advisors about university outreach events and resources for students of various ages

Estranged students - Stand Alone - standalone.org.uk

This charity offers information and support to students without close family, particularly around student finance

Young Adult Carers - Matter – www.matter.org.uk

Matter is an online community, created by Carer's Trust and provides information and support to students with caring responsibilities

OUR UNIVERSITY PARTNERS

University for the Creative Arts - uca.ac.uk

General information on resources and support

uca.ac.uk/life-at-uca/facilities-resources-and-support

Information on libraries and support services for current students

community.ucreative.ac.uk/student-services

University Centre Farnborough - farn-ct.ac.uk/higher-education

General information on resources and support

farn-ct.ac.uk/student-support

University of Surrey – surrey.ac.uk

Learning at Surrey, including SPLASH (general academic support) and also Additional Learning Support for dyslexic and disabled students

surrey.ac.uk/library/learning

Royal Holloway, University of London – royalholloway.ac.uk

Links to all student services and support areas

royalholloway.ac.uk/studentlife/supportthehealthandwelfare

This guide has been designed by The Higher Education Outreach Network (HEON)

For more information visit us at www.HEON.org.uk