

Student Support Flowchart  
v3.1 – updated 20/06/2018

**Culture Connect Mentoring Scheme**  
Tel 0114 225 4127,  
CultureConnect@shu.ac.uk  
Go to Student Support Services, Floor 5  
Owen Building or Student Support Services,  
Heart of the Campus

**International Experience**  
Tel 0114 225 4127,  
internationalexperience@shu.ac.uk  
Go to Student Support Services, Floor 5  
Owen Building or Student Support Services,  
Heart of the Campus

**Student Funding and Access Support**  
Tel 0114 225 3813, studenthelp@shu.ac.uk  
Go to Student Support Services, Floor 5  
Owen Building or Student Support Services,  
Heart of the Campus.  
  
Blackbullion online budgeting resource  
www.blackbulliononline.co.uk

**Student Health at SHU**  
Tel 0114 225 2134,  
www.studenthealthatshu.co.uk  
Go to Student Health, Room 5103, Surrey  
Building or Porter Brook Health Centre,  
9 Sunderland Street, Sheffield, S11 8HN  
Tel 0114 263 6100

**Accommodation Service**  
Tel 0114 225 4501,  
accommodation@shu.ac.uk  
  
Go to 38/40 Howard Street, City Campus

**Multifaith Chaplaincy**  
Tel 0114 225 2136, chaplaincy@shu.ac.uk  
  
Go to Multifaith Centre, City Campus, Owen  
Building, Level 2

Is your student struggling to  
settle in and establish a peer  
support network?

Is your student an international  
student with visa issues, or  
experiencing hardship or  
personal difficulties?

Is your student experiencing  
financial difficulties?

Is your student in a priority  
group (care leaver, carer,  
estranged student)?

(all other students)

Is your student experiencing  
personal/psychological  
difficulties? Is your student  
experiencing mental health  
problems?

Does your student have health  
problems?

Does your student need  
independent and confidential  
advice on debt, housing, welfare  
benefits, student funding, or a  
dispute with the University?

Does your student have a  
problem with their  
accommodation?

Is your student facing difficulties  
relating to matters of faith or  
belief, or religious observance?

Is your student in distress or  
experiencing a crisis?

Does your student have a personal or academic  
problem that is beyond your area of expertise?

Personal?

Academic?

Disabled Student Support  
Tel 0114 225 3964,  
disability-support@shu.ac.uk

Go to Disability Drop-In, Student Support  
Services, Floor 5 Owen Building or Student  
Support Services, Heart of the Campus

Students can register for support online via My  
Student Record

Student Wellbeing  
Tel 0114 225 2136,  
student.wellbeing@shu.ac.uk

Go to Level 1 Surrey Building, City Campus  
or Student Support Services, Heart of the  
Campus <https://blogs.shu.ac.uk/lss/wellbeing-about>

Students can register for support online via  
Unihub. Search 'wellbeing' on shuspace

**Students' Union Advice Centre**  
Tel 0114 225 4148,  
advicecentre@shu.ac.uk

Go to The HUBS, City Campus or Oaklands,  
Heart of the Campus

Are you intimidated or threatened by your tutee  
in your office?

**Security Emergencies 24 hour service Tel 888**  
  
Talk to your head of department

Supporting students in distress guide  
<https://blogs.shu.ac.uk/shudistress/>

Academic and Professional Advice

**Academic Skills Workshops** - check the monthly  
schedule on shuspace under Learning Essentials Tab.

**skills4studycampus** hosted on the Academic Skills  
Resources Blackboard Organisation Site  
  
Go to Adsetts or Collegiate Library Helpdesk or email  
library@shu.ac.uk

Self-help materials such as **re: Search** on the Learning  
Essentials tab on shuspace, also on the Library  
Gateway

**Subject guides** for subject specific information  
searching, also on the Library Gateway

Go to **Helpdesk in Libraries** for support or referral to  
**subject information advisers**  
0114 225 3333, library@shu.ac.uk

**University English Scheme** offers additional support  
with academic English in group and one-to-one  
sessions.

Go to Unit 1, Science Park, City Campus  
b.clifton@shu.ac.uk

**Faculty helpdesk**  
**Faculty Student Services**

**Maths Help**  
Drop in help available daily and evenings, check  
shuspace under Learning Essentials Tab

Go to Adsetts or Collegiate Learning Centres daily,  
mathshelp@shu.ac.uk

**Departmental Employment Adviser**  
Tel 0114 225 3940, careers@shu.ac.uk

Go to Careers and Employability Centre, Hallam  
Square or Student Services Centre, Heart of the  
Campus, careerscentral.shu.ac.uk

**Faculty Careers Placement Advisers**

For further information go to 'Help and Support' tab on shuspace