

Support Services Overview

Who the teams are, what they do and how they can help when you're a student at Sheffield Hallam

<p>Student Support Triangle</p>	<p>Who?</p> <ul style="list-style-type: none"> All students have access to a personalised Student Support Triangle <p>What?</p> <ul style="list-style-type: none"> A Student Support Adviser (to support when outside problems are impacting your studies), an Employability Adviser (to advise on jobs, placements and help plan and build your career) and an Academic Adviser (there to support your academic progression and personal/professional development) <p>How?</p> <ul style="list-style-type: none"> You will be made aware of who your advisers are in your first few weeks at university <p>Real life examples</p> <ul style="list-style-type: none"> I've got a lot on my plate outside of uni, and I don't know who to turn to – your Student Support Adviser can talk this through with you and signpost you to the most appropriate support My assignments aren't making sense to me, I feel frustrated for not even knowing where to begin – this is completely normal in adjusting to uni style of work, your Academic Adviser is best placed to help you understand what you need to do with your assessments and how to approach them I think I want to change my course – you might want to involve any of the members of your support triangle in conversations around this, but start out with your Student Support Adviser and course leader (who is responsible for the overall running of your course)
<p>Student Wellbeing Services</p>	<p>Who?</p> <ul style="list-style-type: none"> All students can access the Wellbeing Services, including college-based wellbeing support <p>What?</p> <ul style="list-style-type: none"> Range of 1-1 and group appointments including focussed wellbeing appointments, mental health support sessions to help you manage mental health difficulties, or counselling sessions for if you need to talk things through <p>How?</p> <ul style="list-style-type: none"> Book a 50 minute appointment with a college-based wellbeing adviser You could also register with student wellbeing to book an appointment online <p>Real life examples</p> <ul style="list-style-type: none"> I feel overwhelmed. University is a big change with a new environment and new people. I'm finding it hard to cope – the wellbeing teams can talk things through and equip you with the skills to build your resilience and process change
<p>Disabled Student Support</p>	<p>Who?</p> <ul style="list-style-type: none"> The term 'disability' is broad, and we support anyone who thinks they may need additional support with their studies due to any disability or long-term health condition including physical, mental health conditions or sensory impairments. This includes neurodiversity and specific learning difficulties such as dyslexia. A formal diagnosis is not always required. If you're not sure if you have a disability, get in touch. <p>What?</p> <ul style="list-style-type: none"> Our Disability Advisers will work with you to identify the support and adjustments you need during your studies. You may need a Learning Contract that makes reasonable adjustments which can include things like exam arrangements, support with assessments or help to access your learning. Some elements of support require funding which we will support you to apply for. These include specialist one-to-one support, British Sign Language (BSL) interpretation, specialist equipment, software and training or other disability-related travel costs <p>How?</p> <ul style="list-style-type: none"> Share information about your disability at the point of application (e.g. on your UCAS form). None of the information about your support or adjustments at school will automatically transfer to university. Register with the service on My Student Record when asked to do so You can complete our Quick Query appointment request form at any time before or during your studies so you can speak with a Disability Adviser to discuss your needs To find out more see the Disabled Student Support webpages. <p>Real life examples</p> <ul style="list-style-type: none"> My style of learning means that sometimes I need extra support with my assignments as it takes me longer to process what is being asked of me and to formulate my ideas – DSS can work with you to build a learning contract that makes these adjustments
<p>Inclusive Support – Autistic students</p>	<p>Who?</p> <ul style="list-style-type: none"> Autistic students can access this support, whether you have a formal diagnosis or identify as autistic <p>What?</p> <ul style="list-style-type: none"> Access to social events inc. regular meet-ups on campus and trips to local cafes/museums/attractions Support from a peer mentor (another student) who can help you settle in at university, access social opportunities and give you tips and advice on university life <p>How?</p> <ul style="list-style-type: none"> Contact the team at inclusivesupport@shu.ac.uk

Inclusive support – practical support sessions	<p>Who?</p> <ul style="list-style-type: none"> Students who identify as having a mental health difficulty, ADHD, or being on the autism spectrum <p>What?</p> <ul style="list-style-type: none"> Practical support to help you settle in at university, including campus orientation, help to access support services, meeting key staff who can support you and help to navigate university systems <p>How?</p> <ul style="list-style-type: none"> Speak to your student support adviser, disability adviser or wellbeing practitioner and ask to be referred to Inclusive Support
Student Funding	<p>Who?</p> <ul style="list-style-type: none"> All students can access Student Funding services. In some circumstances it may be more appropriate for students to be supported by other services (for example international students may need to be supported by the International Experience Team) <p>What?</p> <ul style="list-style-type: none"> Provide resources and guidance to develop money skills, advise on complex funding issues and financial difficulties, and provide information on scholarships and bursaries <p>How?</p> <ul style="list-style-type: none"> See the Student Funding webpages, or contact Hallam Help if you'd like an appointment with an advisor <p>Real life examples</p> <ul style="list-style-type: none"> I'm worried about making my loan stretch as there's so much to factor in and it needs to last between each instalment, and I have no one to fall back on should things get out of hand - the student funding team can signpost you to online resources, provide a money skills appointment and/or advise on the funding available to you
Priority Groups - Carers, Care Leavers, and Estranged students	<p>Who?</p> <ul style="list-style-type: none"> Students who are Carers, Care Leavers, and Estranged from their families <p>What?</p> <ul style="list-style-type: none"> A named contact to support with settling in and adapting to university life, including advice on financial support and referrals to specialist university/local services. Carers will receive a Carers Support Plan to provide flexibility in managing studies alongside caring responsibilities <p>How?</p> <ul style="list-style-type: none"> Email prioritygroups@shu.ac.uk contact Hallam Help, or book an appointment once enrolled <p>Real life examples</p> <ul style="list-style-type: none"> Everyone is going home for the holidays and I'm going to be in Halls alone, who can help me? – the Priority Groups team can signpost you to events and services available when the university is closed My caring responsibilities mean I am struggling to balance my course and home commitments – the team can set up a Carers Support Plan and help you access support within and outside the university
Library's Skills Centre	<p>Who?</p> <ul style="list-style-type: none"> All students can access the Library's Skills Centre <p>What?</p> <ul style="list-style-type: none"> Opportunities to develop academic skills in a range of formats, including online sessions, appointments and online guides. Popular topics include assignment planning, critical writing and presentation skills <p>How?</p> <ul style="list-style-type: none"> Head to the 'What's On' page to book a session <p>Real life examples</p> <ul style="list-style-type: none"> University learning feels quite different from learning at school or college - We can provide strategies to help you to organise your time and get started on researching new topics. We also offer sessions and 1-1 appointments on a range of different academic writing skills
International Experience Team	<p>Who?</p> <ul style="list-style-type: none"> Specialist support for students who are refugees or seeking asylum <p>What?</p> <ul style="list-style-type: none"> Advisors can offer advice on eligibility for financial support if you are in financial difficulties; how and where to find legal advice if you are having challenges with your immigration status; signposting to other support services locally and nationally and advice if your studies are being affected because of challenges you are facing as a result of your asylum/refugee status <p>How?</p> <ul style="list-style-type: none"> You can get in touch with the team via Hallam Help
Students Union Advice Centre	<p>Who?</p> <ul style="list-style-type: none"> All students can access support from the Student Union Advice Centre <p>What?</p> <ul style="list-style-type: none"> The Advice Centre is independent to the university and provides free, confidential advice – this might be academic issues, money worries, housing concerns, and more <p>How?</p> <ul style="list-style-type: none"> You can email them, phone, book an appointment, or attend a drop-in session. Find out more on the Contacting the Student Advice Service webpage

If you still needed support and weren't sure who to go, [Hallam Help](#) is a great first point of contact and they can help you navigate to the appropriate team and even help book an appointment with them 😊