

ADVICE AND SUPPORT
TO HELP YOU SUCCEED



SUPPORTING YOU ALL THE WAY THROUGH

There are lots of ways to get help. Whether you have a problem with your course, finances, personal life or mental health, Student Services are here to help. We will endeavour to answer your query and if we can't, we will find the appropriate person or specialist team to do so.

HELP AT ALL TIMES

The Student Hub is the first point of contact for any queries relating to your course or any personal matters which may be affecting your studies at the University, and can help with the following:

- Questions about your course
- Wellbeing
- Student funding questions
- To whom it may concern letters
- Council tax exemption certificates
- Bank letters
- Replacement campus cards
- References
- Advice on regulations, processes and policy.

Drop us a line or pay us a visit. We are centrally located at the end of the main concourse in RM050 – when you come in the main entrance of the Michael Andrews building, walk straight ahead past reception and the Student Hub is directly in front of you.

E: student.hub@solent.ac.uk

T: 023 8201 5200

 @studenthubSSU



FINANCIAL ADVICE AND SUPPORT

If you're worried about money, the Student Funding team is here to help. We can provide information and guidance on most aspects of student finance and funding in an accessible, confidential and friendly environment. We offer help on a range of issues including:

- tuition fee and maintenance loans/grants and bursaries
- financial hardship
- Solent support grants
- claiming 'compelling personal reasons' for suspending or failing a year of study
- proving estrangement
- entitlement to state benefits and tax credits
- budgeting and money management advice.

If you need advice about taking control of your money, come and see us. We are based within the Student Hub (RM050). Alternatively, email us at student.funding@solent.ac.uk



CAREERS SUPPORT FROM SOLENT FUTURES

No matter what your career aspirations are, the Solent Futures team is here to support you from your first day at the University to get you into a great graduate career.

While you're studying we can help you find part-time jobs, work experience or placements, link you with a mentor, check your CV or offer one-to-one guidance. Register now on www.graduatejobs.solent.ac.uk to find hundreds of opportunities from jobs on campus to some amazing graduate roles.

We've also helped loads of students and graduates start their own business. So if you've got a big idea you want to get off the ground or want to go freelancing, we'd love to help you too.

To find out more, look for Solent Futures on the portal, or come and see a Solent Futures adviser between 11am and 4pm, Monday to Friday. We are located in RM001, near the shop and the Student Hub.

E: solent.futures@solent.ac.uk

T: 023 8201 3807

 Solent Futures

 @SolentFutures

INTERNATIONAL ADVICE

At Solent, we are a vibrant international community and home to students from over 70 countries. Our International Advice team offers you a high level of support to ensure that your time with us is as rewarding and problem-free as possible.

If you're an international student, we have lots of useful information and advice for you on all aspects of student life, including life in the UK, visa issues, working in the UK, registering with the police, travelling outside the UK and adjusting to life in a new country.

For more information, please visit the portal page. You can also email us at internationalssupport@solent.ac.uk or attend a drop-in by going to RM011 between 10am and 12pm on Monday, Tuesday, Thursday or Friday.

RELIGION AND BELIEF

Our students come from a variety of religious and non-religious backgrounds and the Spirituality and Reflection team is here to support students of any faith, or none. Whether you have a personal issue or something relating to your academic studies, we can offer you confidential advice and support.

The Spirituality and Reflection team also maintain a prayer room and a quiet room on the East Park Terrace campus, both situated in the Reginald Mitchell building in RM030 and RM031.

To speak to the Spirituality and Reflection Service team, please contact spiritual@solent.ac.uk.





HEALTH AND WELLBEING SUPPORT

Your time at university should be successful and enjoyable. The Wellbeing team is here to help when you may need extra support when things do not go according to plan.

Working with the Student Hub, we provide information, advice and guidance on all matters relating to your general wellbeing. Our wellbeing advisers are on hand to talk to you in confidence about any issue that you may have: homesickness; relationship or family matters; personal or health matters.

We also work closely with Access Solent and Counselling and can refer you to other parts of the University and external services to get you the support you need.

Please contact us at wellbeing@solent.ac.uk for advice. If you feel you would benefit from some support but aren't sure what you need, please visit the Student Hub (RM050).

COUNSELLING AND HYPNOTHERAPY

If you're experiencing any issue that is troubling you, the Counselling team is here to help. The sessions are free and offer you a confidential, safe, quiet space to meet with a counsellor face-to-face. The service usually offers 50-minute sessions, once a week, for six weeks. The counsellor can help you reflect on, explore and find a way forward with whatever is causing you distress.

We also offer free hypnotherapy to all students in need, to help them with issues that are having a negative effect on them. The hypnotherapist will guide you into a relaxed and pleasant state of consciousness, to help you overcome obstacles in your life, usually over one or two sessions.

If you would like to find out more about the Counselling service, please come to the Student Hub (RM050) or contact counselling@solent.ac.uk for advice.

LEARNING SUPPORT

If you require specific support, or you have a medical condition or disability, the Access Solent team can provide you with confidential advice, guidance and support. We aim to support your academic progress and make your student journey at Solent as enjoyable as possible.

To explore support, we encourage you to declare any specific learning difficulty (for example, dyslexia, dyspraxia, ADHD), chronic or long-term medical condition (epilepsy, ME, HIV, cancer or others), physical or sensory impairment (such as cerebral palsy, partially sighted), mental health condition (for instance, anxiety, depression, eating disorder) or autistic spectrum condition.

Our expert team can provide advice and support relating to your studies, to help you reach your academic potential, including:

- individual academic support (for example, exam arrangements, specialist study skills tutorials, specialist mentoring, note taking and library support)
- assistive technology, available in room ML015
- guidance in the use of assistive software and short-term loan of equipment
- assistance with making applications for the Disabled Students' Allowance
- screening and advice on obtaining diagnostic assessments.

To find out more and to explore support that may be available, you can email us at access@solent.ac.uk or call us on **023 8201 3427**.



NOT SURE WHO TO TALK TO?

Contact the Student Hub in the first instance who will happily advise you or refer you to our specialist advisers.

STUDENT HUB:

E: student.hub@solent.ac.uk

T: 023 8201 5200

Opening hours

Monday – Thursday: 8.30am – 5.00pm

Friday: 8.30am – 4.30pm

Alternatively, contact our specialist teams to get the support you need:

FUNDING TEAM:

E: student.funding@solent.ac.uk

T: 023 8201 5200

WELLBEING TEAM:

E: wellbeing@solent.ac.uk

T: 023 8201 3427

COUNSELLING TEAM:

E: counselling@solent.ac.uk

T: 023 8201 3730

ACCESS SOLENT TEAM:

E: access@solent.ac.uk

T: 023 8201 3427

INTERNATIONAL ADVICE TEAM:

E: internationalsupport@solent.ac.uk

T: 023 8201 3427

SPIRITUALITY AND REFLECTION TEAM:

E: spiritual@solent.ac.uk

T: 023 8201 3427

SOLENT FUTURES TEAM:

E: solent.futures@solent.ac.uk

T: 023 8201 3883

www.solent.ac.uk/student-support

