Does the student need specialist support for a personal or academic issue that is beyond your area of expertise?

Personal

Does the student have or think they may have a specific learning difficulty, mental health condition, medical condition, physical or sensory impairment, or autism?

Y → Access Solent

Go to the Student Hub (RM050)
Email: access@solent.ac.uk

N ↓

Is the student experiencing mental health problems?

Y → **Therapy & Mental Health service**
Students can self-refer directly to the counselling service by completing an online form available on the portal: Support – Therapy and Mental Health.
Student Adviser
Go to the Student Hub (RM050)
Email: wellbeing@solent.ac.uk

N ↓

Does the student have a long or short term mental or physical health issue that is impacting on their studies?

Y → **Student Adviser**
Go to the Student Hub RM050
Email: student.hub@solent.ac.uk

Access Solent
Email: access@solent.ac.uk

N ↓

Does the student need to speak to somebody in confidence about a personal issue?

Y → **Student Adviser**
There is always someone available to talk to. Go to the Student Hub (RM050)

Therapy & Mental Health service
Students can self-refer directly to the counselling service by completing an online form on the portal: Support – Therapy and Mental Health.

N ↓

Is the student in international student requiring advice about Visas or immigration?

Y → **International Adviser**

Contact **The Student Hub** to make an appointment or attend a drop in, or email Internationalsuppport@solent.ac.uk

N ↓

Is the student in financal difficulty or do they have a problem with their student loan?

Y → **Student Funding Adviser**
Daily drop-in sessions in the Student Hub (RM050) 10am-4pm

Student Employability Adviser
For help finding part-time work. Daily drop-in sessions in RM001 **(Solent Futures)** from 11am-4pm

N ↓

Does the student have a problem with private housing or university accommodation?

Y → **Housing Adviser**
Go to the **Accommodation Office (**A305)
accommodation@solent.ac.uk
X4050

N ↓

Does the student want to discuss a spiritual matter to talk to a faith adviser?

Y → Faith adviser **(Spirituality and Reflection team)**
Go to the Student Hub (RM050) or email spiritual@solent.ac.uk

Academic

Is the student struggling with their academic work due to possible specific learning difficulty, mental health condition, medical condition, physical or sensory impairment, or autism?

Y → Access Solent

Go to the Student Hub (RM050)
Email: access@solent.ac.uk

N ↓

Does the student need to improve their study skills?

Y → Succeed@ Solent - Self-directed learning for to improve study skills. Available on the Portal as part of Solent Online Learning
http://learn.solent.ac.uk/course/view.php?id=90

Library – for one to one and group sessions on referencing and research skills. X3249

N ↓

Is the student and EU or International student who could benefit from additional English language support?

Y → Language Centre

Go to the Language Centre in the basement of the Sir James Matthews Building
Email: languages@solent.ac.uk
X3454

N ↓

Does that student need advice about changing course, Extenuating Circumstances, suspending or withdrawing?

Y → **Student Adviser**

Go to the Student Hub RM050
Email: student.hub@solent.ac.uk
X5200

Contact the Students' Union Advice Service
su.advice@solent.ac.uk

N ↓

Does the student want to make an academic appeal?

Y → **Students' Union Advice Service**

Go to the Information Centre on the first floor of Solent Students Union.
Email su.advice@solent.ac.uk
X6432

N ↓

Does the student have a problem with their timetable or Solent Online Learning?

Y → **Learning Technology Unit (LTU)**

Go to the helpdesk on the second floor of the Library
Email: LT.help@solent.ac.uk, X5100

N ↓

Does the student need advice about academic misconduct?

Y → **Student Employability Adviser**

Go to the ground floor of the Library, 11am-4pm Monday to Friday.
Email: employability.enterprise@solent.ac.uk.
X3883

N ↓

Does the student need assistance with Turnitin or SOL?

N ↓

Does the student need part-time work, careers advice, help preparing their CV or interview practice?