

Student Support Services at The University of Manchester

A pocket-sized guide

A customised version of the Orientation
Programme presentation

Overview of Student Support Services

Alex Drury, Advisor, Student Guidance Service & member of International Advice Team

<http://www.studentnet.manchester.ac.uk/crucial-guide/>

Don't ever be afraid to ask

- Whatever your problem is, or whatever information you need, the chances are we've been asked about it before, so we can help.
- **Whatever you do, please don't keep your worries to yourself.**
- First place to ask = YOUR SCHOOL

The range of support services

- The Student Guidance Service
- The Disability Support Office
- The Counselling Service
- The Student Services Centre
- Careers, Students Union Advice Centre, University Language Centre

STUDENT GUIDANCE SERVICE

Who we are

Where you can find us

What we do

Who they are ...

- **Front of House and Secretary**

Beth Rees

- **Advisers to Students**

Elizabeth Shearer – *academic in Life Sciences*

Alex Drury – *full time advisor*

and also...

Two additional academics every semester

What we do ...

- Provide a **confidential, independent** service of **information & advice** to any student on...
- ... **any matters** relating to **academic work**, or anything affecting **academic progress**.

**Common problems discussed with students
include:**

Study difficulties

“ I don’t seem to be doing as well as I should”

“I can’t get my work completed on time”

“I’ve been missing lectures/tutorials”

*“I can’t work on my studies because of other
problems”*

Disciplinary actions against them:

Cheating

Plagiarism

**Queries related to Interrupting or
Withdrawing**

The Student Guidance Service

First Floor, University Place, Oxford Road Site

(opposite Museum, 37 on Campus Guide)

Call in or phone to make an appointment:

0161 275 3033

Monday to Friday, 10.00am to 4.00pm

www.manchester.ac.uk/sgs

sgs@manchester.ac.uk

About the University of Manchester Counselling Service

Why and when do we seek counselling

- Increased pressure
- **Upsetting or difficult event**
- Usual sources of support don't seem to be helpful or are not available
- Unhelpful ways of coping (e.g. withdrawing from others; drinking too much too often)
- Longstanding 'bottled up' problems come to a head
- **Concerns about mental health**

Personal problems brought to counselling

- Difficult feelings; anxiety and depression
- Loss of motivation, concentration or confidence
- Isolation, or difficulties with other people
- Disappointments and feeling stuck or lost
- Life events, transitions, setbacks, crises and losses

What we do

Individual sessions

Focused - working actively together towards personal goals

Often only a few sessions are needed and sometimes just one or two are enough

Workshops and groups

Managing issues such as anxiety, confidence, procrastination, assertiveness and perfectionism

Self Help on our website

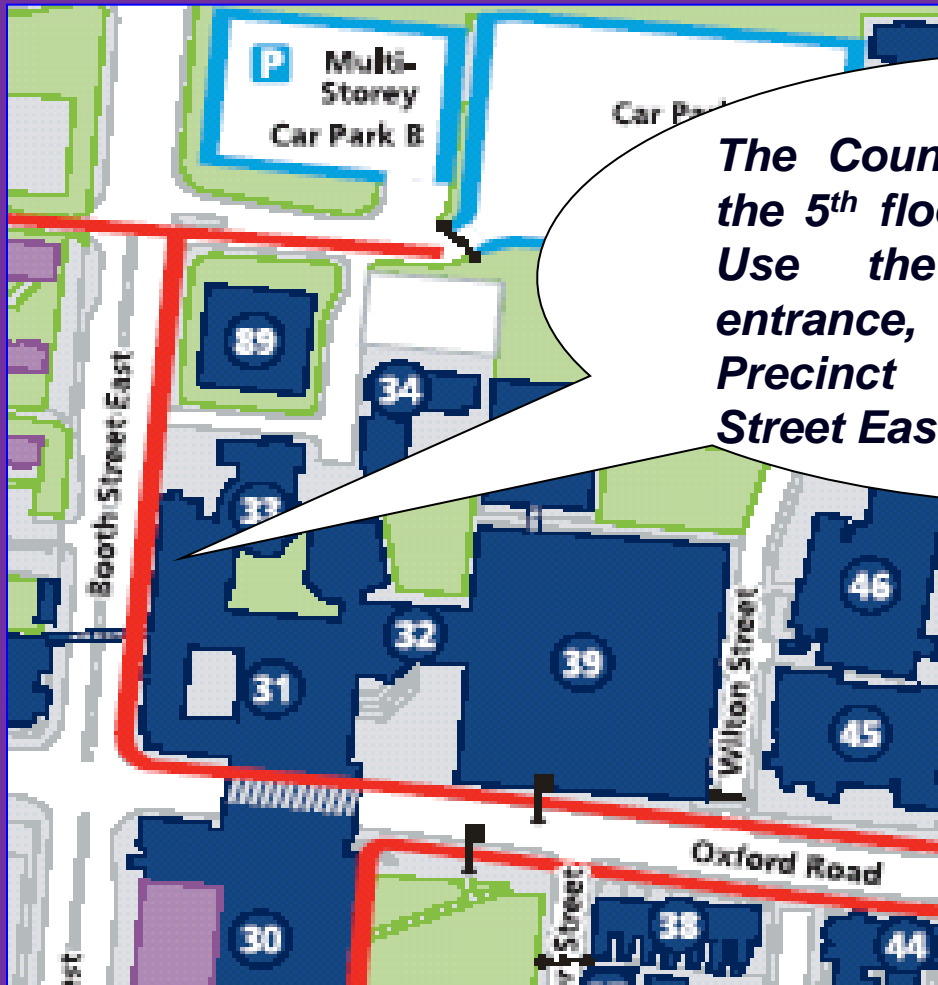
Audio files for relaxation and anxiety management

Beingwell – an online self help package for anxiety, low mood and sleep problems.

How to make an appointment to see a counsellor

- Call in or phone 0161 275 2864
- Opening Hours: 9.00am-4.00pm, Monday–Friday.
- Open later on Tuesday evenings for appointments during term time
- Counsel.service@manchester.ac.uk
- www.studentnet.manchester.ac.uk/counselling

Where are we.....



The Counselling Service is on the 5th floor of Crawford House. Use the Central & West entrance, either from the Precinct walk-way or Booth Street East.

Disability Support Office (DSO)

There are over 3,300 disabled students at the University of Manchester. The DSO provides:

- Advice to students on support available (e.g. Disabled Students Allowance funding, institutional support);
- **Support for students with suspected dyslexia**
- Liaises with Schools re. the support needs of individual students
- Puts in place alternative examinations arrangements e.g. extra time, use of PC
- Staff development

What is a Disability?

Includes:

- **Physical disabilities**
- Mental health difficulties
- Sensory impairments
- Unseen and seen medical conditions e.g. epilepsy, M.E.
- **Specific learning difficulties e.g. dyslexia, dyspraxia**
- Facial disfigurements

The majority are HIDDEN disabilities

Legal

All Universities have:

- A duty not to discriminate against disabled students
- A duty to put in place 'reasonable adjustments' so that disabled people should have the same opportunities as non-disabled people to benefit from education.

Examples of “Adjustments”

- Making changes to course content or delivery
- Relocating an appointment or class for someone with a physical disability
- **Alternative assessment arrangements e.g. extra time, use of a PC in examinations**
- Providing copies of information in alternative formats e.g. larger font, Braille

Contact Details

The DSO

Second Floor

University Place

Tel 0161 275 7512 Fax 0161 275 7018

Minicom 0161 275 2794

email: dso@manchester.ac.uk

Internet: www.manchester.ac.uk/disability

The Student Services Centre

Registration - online registration, production of swipe cards

Student Fees -confirmation of fees letters and assessment of fee status

Scholarship and Bursaries -assessment and payment of university scholarships and bursaries

The Student Services Centre

Financial advice and Access to Learning Funds

- assessment of eligibility for hardship (ALF) funds and general advice on financial planning.

Exams -schedule and timetable all examinations, past papers available on our website.

Graduation - organise graduation ceremonies and provide information on online booking.

The Student Services Centre

Documents - produce all University Official documents including those delivered electronically (e-docs)

IAT - all immigration matters and associated problems and general advice for international students

Enquires can be made by phone, email, letter, fax, or alternatively you can call into one of our two centres.

The Student Services Centre

Student Services Centre, Joule library

Burlington Street,

Manchester.

M13 9RL.

Opening Hours:

Mon-Fri, 10am-4pm

Sackville Street Building,

Manchester.

M16 1QD.

Opening Hours:

Mon-Friday, 10am-4pm

Tel: +44 (0)161 275 5000 Fax: +44 (0)161 275 7860

Email ssc@manchester.ac.uk

International Advice Team: Who they are ...

- **International Student Advisers**

Mrs Gerry Bell

Ms Ros Harrison

Miss Laura Hardman

Miss Erika Buzink

They are the only members of staff at the University who are authorised to give immigration advice to students.

What we do ...

- Provide a **confidential advice** service to any current international student, prospective student, recent graduate or the dependent family member of any of these on...
- ... **any matters** relating to **immigration**, or anything affecting **the welfare of international students**.

The International Advice Team

Immigration – extending your visa, advice on working during and after studies, advice on bringing your family to the UK, advice on travelling to Europe, lost passports, inviting a visitor, refusals

Batch Scheme – we can check and send your visa application to the UK Border Agency on your behalf. Your documents will be returned to us. See our website for more information.

The International Advice Team

Student Services Centre, Burlington Street

Call in or phone to make an appointment:

0161 275 5000 (Option 1)

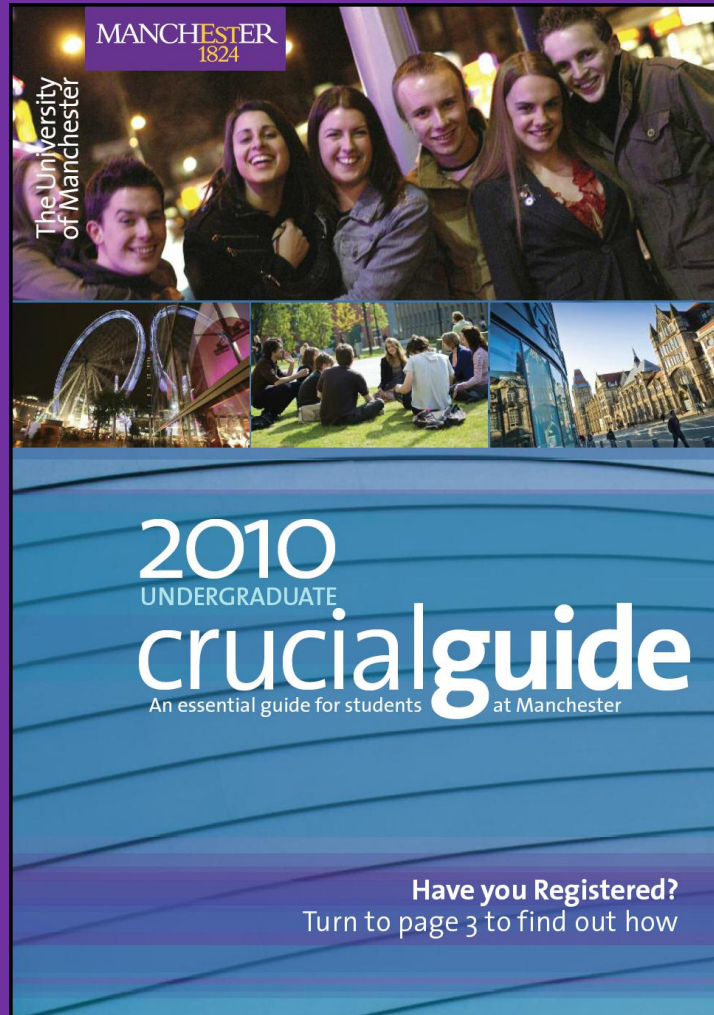
Monday to Friday, 10.00am to 4.00pm

<http://www.studentnet.manchester.ac.uk/>

[crucial-guide/academic-life/immigration/](#)

iat@manchester.ac.uk

If you only remember one thing, remember this . . .





So enjoy your time in Manchester and for more information on a range of subjects, check out the **Crucial Guide**