

Student Support

Issue 3 - April 2017



Contents: [Exam support](#), [how we support students](#), [prospective student engagement](#), [Inspire counselling](#), [Student Support Fund](#), [Mind Your Mood](#).

Mind Your Mood
Have you signed up?

Examination support for students

During exams, it is common for some students to feel stressed or anxious. You can refer any student that would like additional support to Student Support, where we can help them with strategies to reduce their anxiety and provide guidance on good revision plans.

EC1 evidence

Student Support does not normally provide evidence in support of EC1 forms. However, Inspire can provide a letter as evidence for any student who has undertaken at least one session of counselling and has scheduled a second meeting with the counsellor. If the student needs evidence to confirm a medical issue, they may be able to get this from their GP.

Drop-in service during exams

Student Support and Inspire will facilitate counselling drop-in sessions during the exam period. Students dealing with exam stress, or other issues that may impede their academic success, can access a counsellor on each campus during the following times:

Monday 15th May 3:00 pm to 4:00 pm
Wednesday 17th May 3:00 pm to 4:00 pm
Friday 19th May 2:00 pm to 3:00 pm

Monday 22nd May 3:00 pm to 4:00 pm
Wednesday 24th May 3:00 pm to 4:00 pm
Friday 26th May 2:00 pm to 3:00 pm

Disability recommendations

The deadline for adjustments to the May examination arrangements was 31st March 2017. Although the AccessAbility Service will not be able to guarantee exam adjustments for students who disclose a disability after this date, we will try to identify a compromise arrangement if possible. Please encourage your students to disclose any disability in the first few weeks of the semester, to ensure that appropriate support can be put in place in a timely fashion.



How we support students

In Student Support we believe in engaging with students at the earliest possible opportunity, providing face-to-face support to enable students to access help quickly.

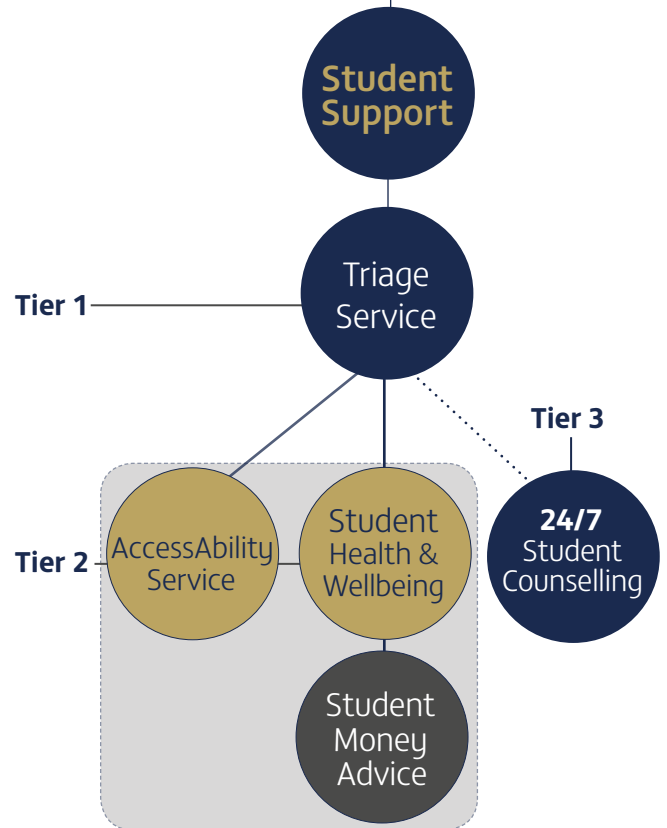
How does our model work?

We operate a three-tier care model of engagement with our students:

Tier 1 starts with our Triage service. Our Triage assistants are dedicated to assessing student issues in order to refer them to the person or service that will provide the best solution to their concern. Our Triage team are fully equipped to deal with students in emotional distress, as well as supporting those with academic or personal issues.

Tier 2 support is provided through our Health & Wellbeing and AccessAbility advisers, following direct enquiry or referral from our Triage service. Our advisers offer professional guidance to students, as well as providing a consultation service to staff. They work holistically, with specialisms to ensure that students can access the most appropriate support for their needs.

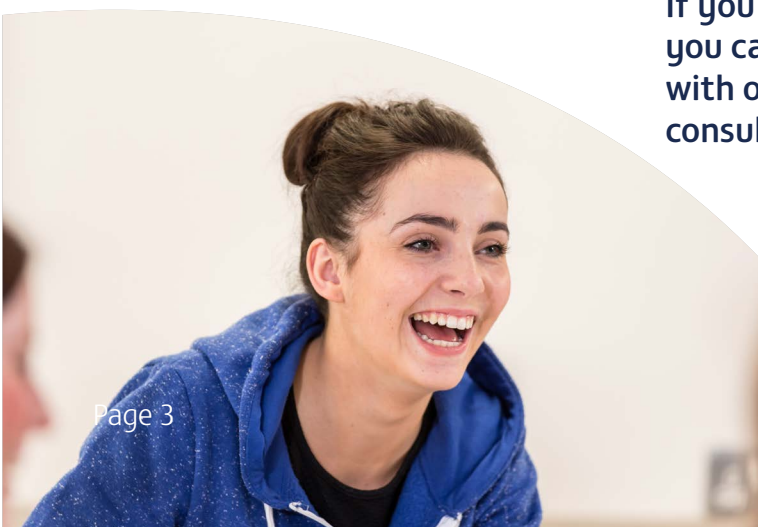
Tier 3 support is provided through our counselling provider (Inspire), where students and staff can consult with professional counsellors about a range of concerns or issues. Following counselling sessions, students will often transition back into the second tier for ongoing support with their studies or referral to other appropriate services. This transition is managed to ensure the student receives cohesive ongoing support as required.



'Very helpful and informative, never left me waiting, gave me the support I needed to carry on with my further education - I'm very grateful for this!'

1st year - Full-time BSc Undergraduate

If you are worried or concerned about a student, you can bring them to Student Support to meet with one of our team, or we can assist in arranging a consultation with Inspire.



Prospective student notification process

We will soon begin to contact prospective students who disclosed a disability on their UCAS applications for the 2017/18 academic year. We try to meet with as many prospective students as possible between May and October, so that we can try to ensure that support requirements and recommendations are in place for the commencement of their studies.

If you become aware of a UCAS or direct entry student who did not disclose on application, please encourage them to contact us and disclose directly. This also applies for students on short courses, where Student Support does not receive automatic notification of their application.

Autism Spectrum Disorder (ASD) induction events

In September 2016, the AccessAbility Service delivered three specialist induction events for students with ASD. These events were very well received by our students and their parents and the innovative work led to Student Support being accredited with the Autism Impact Award from Autism NI.

We will hold ASD inductions for students enrolling in 2017/18 between the 11th and 14th September. If you would like to refer students, get involved, or ask about autism awareness training, please contact [Dr Gary McGladdery](#), Disability Services Manager in Student Support.

AccessAbility Open Day

The AccessAbility service will host an open day for prospective students and their parents/guardians on Saturday 29th April 2017. This will provide an opportunity for prospective students with disabilities to:

- Meet our AccessAbility team
- Find out what support may be available and how to access it
- Learn how to apply for funded support such as Disabled Students' Allowance
- Find out about our Needs Assessment Centre
- Discuss any concerns they have about the transition from school to university

Attendees can book their place at: accessability-open-day.eventbrite.com.



Date:
Saturday 29th April
Time:
10:00 - 13:00
Location:
Loughview suite,
Jordanstown campus

Inspire Students the new name for Carecall

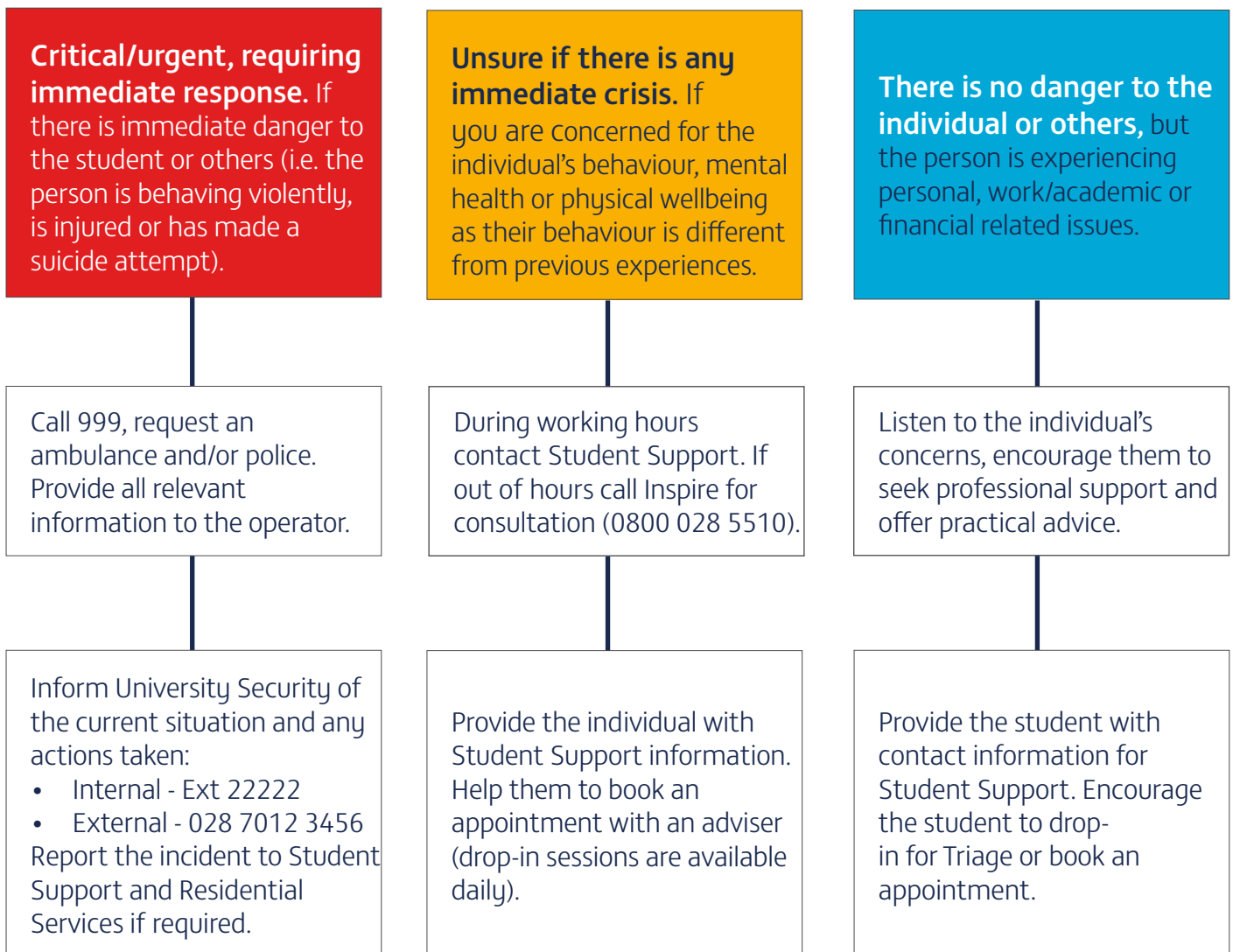
The 24/7 counselling support service for Ulster University students has changed its name to Inspire Students (previously known as Carecall).

24/7 support over the Easter break

During the Easter break, staff are reminded that 24/7 counselling support is available for students and they can call Inspire on 0800 028 5510 or email ulsterstudents@inspirewellbeing.org



How to respond to students in emotional crisis



Staff are reminded that if they have concerns about a student outside working hours, they can consult with Inspire who can provide advice and guidance (0800 028 5510).

Student Money Advice



Student Support Fund closure dates

This year's Student Support Fund will close on the 30th April 2017 for final year students and the 31st May 2017 for all other years, after which applications cannot be processed. If you become aware of any students in financial hardship, you can signpost them to our [website](#) where they can find guidance on how to apply for the Student Support Fund or hardship funds as well as information on eligibility criteria.

Summer Fund: We will open a Summer Fund from 1st June 2017 to 14th July 2017. It is dependent upon the remaining funds available, but students can apply online and awards are generally available to non-final year UK students with the following circumstances:

- Students with dependants who are unable to work because of commitments such as childcare etc.
- Students retaking or re-sitting elements of their course because of extenuating circumstances either in or out of attendance across the summer.
- Students who are ill or have a disability and are therefore unable to work and for whom other benefits are not available.
- Students who have no alternative substantial means of support in circumstances where we are satisfied that they are unable to secure alternative income.
- Care leavers.
- Students on compulsory summer placements as part of their degree programme who have a limited availability for work.

The Summer Fund cannot extend support to students who are unable to find employment, or who choose to undertake unpaid or voluntary work, unless they fall into one of the eligible categories.

Mind Your Mood

Managed by Student Support, Mind Your Mood is an initiative designed and delivered by students who have lived experiences of mental health illness, to help:

- Build resilience among students to avoid mental illness
- Provide support at the earliest point to avoid progression of mental illness
- Build resilience and awareness and provide support to help students with already diagnosed mental illness

We are excited to announce that funding is secured for a student placement in 2017/18 to continue the programme. For a list of workshops for students please [click here](#).



- Raising awareness
- Improving student mental wellbeing
- De-stigmatising the topic of mental health

Get involved!

Get moving!

Belfast City Marathon 2017, Monday 1 May 2017. Over **160 people** have already committed to taking part in this years Belfast City Marathon, **raising over £7.3k**.

Join in as part of a team or individually, as a runner, as a walker or as a wheelchair-user. For more information on how to take part, [click here](#).

Get on your bike!

Campus to campus cycle, Friday 28 April 2017. The 100 mile cycle is led by Martin McGinn and Paul Quinn. The cycle will start from the Belfast campus, stopping off at Jordanstown, Coleraine and finishing at Magee in the afternoon. To date **21 people** have signed up, **raising over £1.4k**.

For more information on how to take part, [click here](#).



2017/18 open days and inductions

In 2016/17 we attended a number of open days and inductions, letting students (and staff) know about the wide range of services that are available here at Ulster.

During planning for upcoming open days and inductions, Student Support would welcome the opportunity to have a voice, ensuring all students know the many ways we can contribute to enhancing their student experience. Our general talks will cover the following, but can also be adapted to your specific audience if required:

- Our range of services and the support available
- Importance of early disclosure of disabilities
- Student campaigns and events
- How to get in contact with us

Current partnerships

Our Student Health and Wellbeing Advisory Service has formed several successful partnerships with schools across the University to explore new opportunities to better support our students. These have included peer support for students, developing mental fitness with the School of Sport and providing early intervention models for the Ulster Business School to help 1st year undergraduates. If you would like to engage with Student Support about potential collaboration please get in contact.

PASS Peer Mentoring

Providing opportunities for students to interact with their peers in collaborative study, gaining resilience skills.



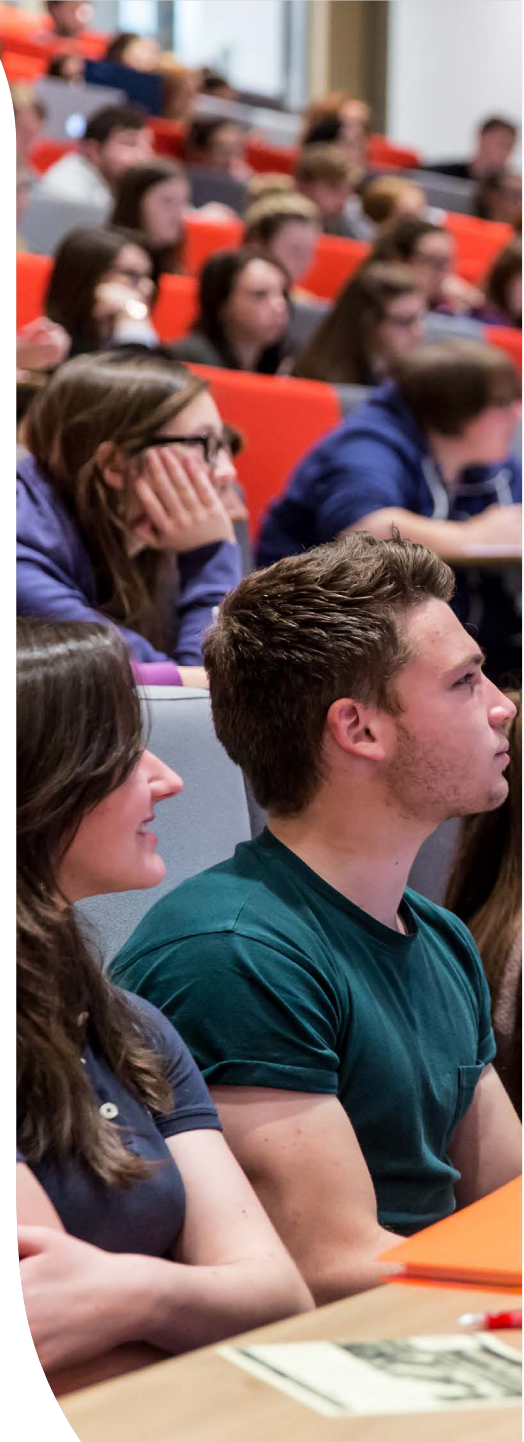
State of Mind Ireland

Promoting mental fitness, wellbeing and resilience with first year students in Ulster University.



Ulster University Business School

Supporting retention & progression through early intervention measures, to reduce drop-out rates.



Contact details

Belfast campus

Room: BA-02-034

Tel: 028 9536 7300

Email: supportinfo-b@ulster.ac.uk

Coleraine campus

Room: E023

Tel: 028 7012 4105

Email: supportinfo-c@ulster.ac.uk

Jordanstown campus

Room: 15G20

Tel: 028 9036 6336

Email: supportinfo-j@ulster.ac.uk

Magee campus

Room: MG108G

Tel: 028 7167 5218

Email: supportinfo-m@ulster.ac.uk

Opening hours

Monday to Thursday 08:45 to 17:00

Friday 08:45 to 16:00

Useful websites

ulster.ac.uk/student-support

studentfinancenl.co.uk

We are social

 [ulsteruniversitystudentsupport](https://www.facebook.com/ulsteruniversitystudentsupport)

 [@UlsterStuSupp](https://twitter.com/UlsterStuSupp)

