



STUDENT SUPPORT AND WELLBEING

A GUIDE FOR NEW STUDENTS





CONTENTS

A starting point: where to go to help you get started. 04

Scope things out: getting familiar with your new environment. 04

Get connected: make friends, get social. 07

Be prepared: register with a GP and other support. 07

Take care of yourself: ways to stay healthy. 08

Look out for your mates: looking after each other. 08

Be mindful, be happy: dealing with anxiety, apps to help. 11

It's OK not to be OK: we're here to help. 11

Know you are not on your own: loneliness and anxiety. 11

Student Support and Wellbeing support services 12

- Disability and specific learning difficulties
- Mental health and wellbeing
- Chaplaincy team
- Estranged students and those in or leaving Care
- Your funding and finance

Additional services 14

- Well@Wolves
- Staying healthy with our sport services





A website of useful information, links, self-help and apps

Disability of specific learning difficulty advice and guidance

Support for students living in or leaving care or who are estranged

Student Support and Wellbeing

Funding and Financial advice and support

Mental health and wellbeing support services

Our Chaplaincy team

WELCOME FROM THE STUDENT SUPPORT AND WELLBEING TEAM!

The Student Support and Wellbeing team (everyone calls us 'SSW') is here to provide support and guidance for students with a disability or specific learning difficulty, supporting your wellbeing and providing financial support and advice. We're here to work with you so that you can make the most out of your time at University.

We could all do with a bit of help and access to advice and support at different times. So take a moment to read through this booklet – and find out what we do.

A STARTING POINT...

Getting answers to your questions can make everything feel much more manageable. Our Student Support webpage: wlv.ac.uk/support will link you into all of our University student support services.

You can find details of your Faculty Student Services (a great place to start for course queries or to point you in the right direction to other University services); information on our Fitness offer; our Student Support and Wellbeing services; and much more.

Make sure you arrange to meet your Personal Tutor and talk through any questions you may have about your course.

Link into our libraries' extensive 'Skills for Learning' support options to get expert study advice: from online guides to referencing to bookable group workshops, drop-ins and 1-1 study skills sessions for Doctoral students.



SCOPE THINGS OUT...

Getting to know your new surroundings is a really useful way of reducing any anxiety you may have about being in a new place. Check out the campus. Figure out your route to lectures and where your Faculty Student Services, the library and Students' Union are based. Work out the campus buses.

Stay safe on campus by downloading our safety Apps, search: wlv.ac.uk for "Security app".

Find out how you can access support if you ever need it by visiting the Student Support webpages: wlv.ac.uk/support

If you have moved to halls or new accommodation, have a look around the local area. Where are the nearest bus stops? Where's the train station? Where are some good places to eat, and if you're staying in halls or away from home, where can you do a proper food shop? By getting to know the basics of campus life, you'll feel more confident.







◆ GET CONNECTED...

Starting University and not knowing anyone may seem daunting – but everyone is in the same position. If you are returning to your University studies, the start of the academic year is the right time to extend your connections and really get involved in University life.

As tempting as it may be, when you're new and unsure, try not to isolate yourself. Get out there and get connected. Create opportunities to meet people – whether by joining a society, saying hello to your neighbours in halls, or simply making sure you sit next to someone new in each lecture and say hello.

Get on social media and get linked into University life through Facebook or Twitter so that you know what's going on.

However you choose to do it, challenge yourself to take the leap and connect with other people... remember they will be in the same position as you and will want to be connected too.

◆ BE PREPARED...

Register with a local GP as a matter of priority. You might think you won't need them, but when you are not well and need a prescription, or if you may need any kind of urgent support, you're going to need a local GP to access services in the local area.

Think about people you'd contact if things weren't going well, whether that be with your academic work, feeling down, or missing home.

If you think you're someone who will benefit from additional support whilst you're at university, look at the University Student Support webpage for all of the services available to you. Check out your timetable and plan your time around this. If you need to get a part-time job, plan around having time to study and time for work.





TAKE CARE OF YOURSELF..

Studying will keep you busy – but make sure you also have time to do the things you enjoy. Eating well and drinking enough water are really important in staying healthy. It's also important that you get enough sleep and take regular exercise. Have a look at the gym and fitness facilities at the University and drop by and ask about classes if this is something you'd be interested in. If this isn't your thing, have a look at local parks and take a stroll.

Check out what's on offer in terms of looking after your overall wellbeing while at University. There are many external organisations who offer drop-ins at the University with a focus on everything from your mental health to your sexual health. If your body and mind are healthy, your overall wellbeing will improve too.



LOOK OUT FOR YOUR MATES...

It is often a friend who is first to notice if one of your mates or another student on your course doesn't seem OK. Maybe they're not turning up to lectures, or are becoming withdrawn or anxious.

If you're worried about a friend, someone on your course or someone in your accommodation, sometimes it may be difficult to know what to do. But it can be as simple as asking someone how they are and having a chat that lets that person know someone cares. Take time to point your friend in the right direction for support and encourage them to talk to someone about getting some help or support if they need it.

You can listen, keep in touch, catch up – but always encourage your friend to get the professional help they may need. Refer them to the University website as a starting point – search "SSW mental health".

Be realistic about the support you can provide and don't take on more than you can handle – the University, a range of organisations and professional services are available for that.

Student Minds have a useful guide about being a mate – and about taking care of yourself too at: [studentminds.org.uk/supportforafriend](https://www.studentminds.org.uk/supportforafriend)





BE MINDFUL, BE HAPPY...

Mindfulness is more than a 'buzzword': it's an NHS-approved approach to help to deal with anxiety. It's also proven to help you sleep better and sharpen your focus.

Mindfulness is all about clearing your thoughts and becoming very aware of yourself and your surroundings – look out for mindfulness groups and courses and also for mindfulness and guided meditation apps which can be helpful.

It's important to remember that these apps are not specifically designed to treat mental health problems, and should not be used as a substitute for seeking professional help if needed. If you do have a mental health difficulty, the apps work alongside rather than replace the real-world mental health support.

There are new apps appearing all the time, some free and some with optional subscriptions and some where you subscribe to access. The best way to start is to do an online search and find an App that works for you. Find information about suggested Apps on our website. Search: **wlv.ac.uk** for "self care".



IT'S OK NOT TO BE OK...

Being in new surroundings, meeting new people, studying and potentially living away from home for the first time, is going to be challenging at times. The important thing to remember is that it's perfectly OK to not be OK. Everyone is going to be experiencing the same things you are, in varying degrees, and that's why Student Support and Wellbeing is here to support you throughout your time at University. Never be afraid to ask for help.



KNOW YOU ARE NOT ON YOUR OWN...

If you don't feel OK, reach out – make connections, tap into your friendship group or into one of the University services. There are some excellent support services available to you.

There are lots of digital sources of help. Have a look at Mind's 'Elefriends' app, or try their 'Emoodji' app – which is specifically for you to track the ups and downs of Uni life: from feeling homesick to the joy of finishing your last exam.

Find some suggested Apps on our website. Search: **wlv.ac.uk** for "self care".

STUDENT SUPPORT AND WELLBEING SUPPORT SERVICES

ADVICE AND SUPPORT FOR STUDENTS WITH A DISABILITY OR SPECIFIC LEARNING DIFFICULTY

Every year, 1000s of students with a broad range of disabilities and specific learning difficulties achieve their potential at the University of Wolverhampton, opening up opportunities for employment and further study.

We are an inclusive institution working to meet the individual needs of our students.

If you have a disability, specific learning difficulty or mental health condition you may be eligible for Disabled Students' Allowances (DSAs). Find out more at: **gov.uk** and search "disabled student". We can advise and support you through the process.

How to get in touch

Call our disability advisory team on: **01902 321 074** or email: **ssw@wlv.ac.uk**

Complete an online contact form, search **wlv.ac.uk** for "SSW contact".

Visit: **wlv.ac.uk/ssw** for more information



OUR CHAPLAINCY TEAM

Whether you are a person of faith, someone who is searching, someone with questions and doubts, or of no faith, you are welcome in our Chaplaincy building and to receive the support of the Chaplaincy team. We are a team of multi-faith Chaplains and between us we cover all of the University sites.

Visit: **wlv.ac.uk/chaplaincy**



MENTAL HEALTH AND WELLBEING SERVICES

We're committed to ensuring our students achieve and thrive at University, and recognise that there can be times of anxiety and stress associated with University life. We are also committed to supporting students with a range of mental health and general wellbeing services.

Wellbeing support:

- Access to a wealth of online resources and links including wellbeing apps.
- Regular drop-ins, wellbeing groups, workshops and events.

Mental health support:

- Support to link you to the right external support services
- Access to counselling support
- Mental health support groups and workshops

Visit: wlv.ac.uk/ssw and go to "Mental health".



SUPPORT FOR ESTRANGED STUDENTS AND THOSE IN OR LEAVING CARE

If you have spent time in care or are 18 to 24 and have no communicative relationship with living biological parents and your wider family, we can offer support from someone who understands your needs.

Visit: wlv.ac.uk/care



FUNDING AND FINANCIAL ADVICE AND SUPPORT

We can provide financial support and advice to help smooth your path through University. Depending on your circumstances you may be eligible for additional financial support – including if you are experiencing financial hardship.

Useful information, FAQs and contact details of our extensive support services are available at: wlv.ac.uk/moneymatters

◆ ADDITIONAL SERVICES

◆ WELL@WOLVES

Well@Wolves is the Students' Union's programme of events and activities that helps you to look after your physical and mental wellbeing. Well@Wolves has three key areas: LiveWell, FeelWell and StudyWell. Everything we do around health and wellbeing will generally fit within one of these categories.

In response to student feedback, this year Well@Wolves will be running activities like therapeutic arts and craft sessions, cooking workshops, a couch to 5K running programme, 'Look After Your Mate' training and exam de-stress events.

Well@Wolves also has a number of external organisations which run weekly and monthly drop ins here at University making it easier for you to get support.

All the activities, events and drop-in information can be found at: wolvesunion.org/wellatwolves, along with a range of self-help information and advice, to help you to stay Well@Wolves.



Well@Wolves



STAYING HEALTHY WITH OUR SPORT SERVICES

We've all heard the mantra: healthy body, healthy mind – so the University's sports department is determined to provide something for everyone to fit some activity into their day.

Whether you want to just turn up and play the occasional game, get involved in the highs and lows of one of our teams, or prefer a solitary swim or gym session, we've got something for you.



Contact us
Wolverhampton Campus Sports Centre
T: **01902 322 372**
Walsall Campus Sports Centre
T: **01902 518 900**
Visit: wlv.ac.uk/sport

 [@wlv_sport](https://twitter.com/wlv_sport)  [/wlvsport](https://www.facebook.com/wlvsport)
 [@wlvgyim](https://twitter.com/wlvgyim)  [/wlvgyim](https://www.facebook.com/wlvgyim)

