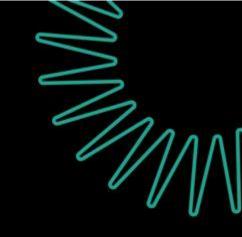
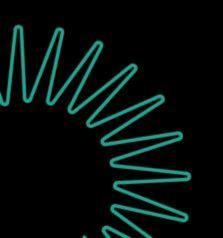
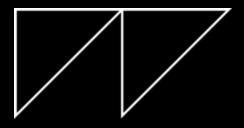
# STUDENT GENTRES SUPPORTUG



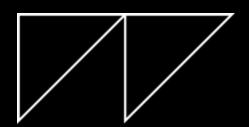




# STUDENT SUCCESS MODEL

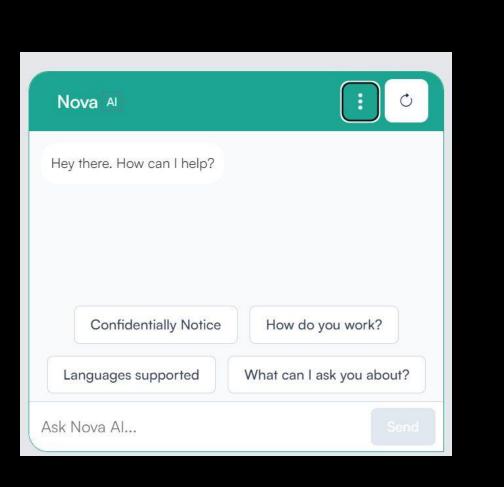


WHAT	WHERE	WHEN
Nova digital student assistant - instant answers	Online via MyGlos	24/7 - any time day or night
Drop-in support for general enquiries	Student Centre In person or online via our Student Centres at FCH & Oxstalls	Day to day - weekdays from 10am to 4pm
Focused and specialist support	In person or online by appointment	At a time to suit you

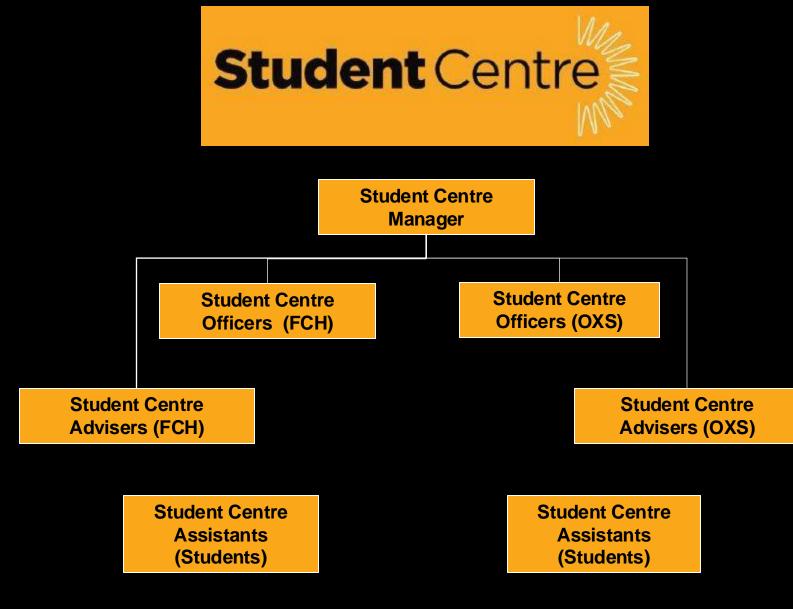


#### NOVA





#### novasupport@glos.ac.uk

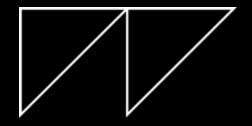




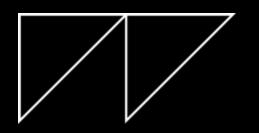


#### studentcentres@glos.ac.uk

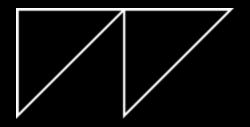
### **SPECIALIST SUPPORT**



- Study Skills studyskills@glos.ac.uk
  - Developing main hub of online study skills support
  - Study Skills Advisers available for one-to-ones and workshops
- Accommodation team accommodation@glos.ac.uk
  - Residential Support Advisers
  - Housing Support Advisers
- International Student Services immigration@glos.ac.uk
  - Application, VISA and immigration advice
  - Enrolment, induction and ongoing advice and support

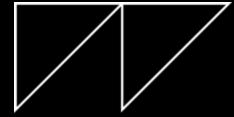


## **SPECIALIST SUPPORT**

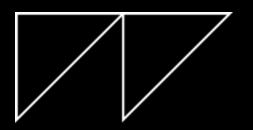


- Chaplaincy support <u>chaplaincy@glos.ac.uk</u>
  - Sanctuary spaces on all campuses and range of activities
- Disability support team <u>disability@glos.ac.uk</u>
  - Reasonable adjustments / Disabled Students' Allowances
  - All disabilities including mental health
- Money Advice team <u>moneyadvice@glos.ac.uk</u>
  - Support with accessing student loans, bursaries etc
- Links to Sport & Active Life moveyourway@glos.ac.uk

## **SPECIALIST SUPPORT**



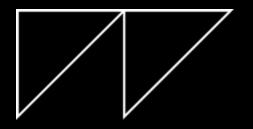
- University Counselling Service counselling@glos.ac.uk
  In person / Teams, Oxstalls and FCH
  Daily drop ins same day access, online or in person from Student Centres
- Mental Health Coordinators <u>MHW@glos.ac.uk</u> Strategies, tools and support for individual needs Liaise with NHS support
   Provide practical support for managing impact of mental ill health
- Wellbeing Coordinators wellbeing@glos.ac.uk (welfare@glos.ac.uk) Support for targeted groups (pregnant, estranged, care leavers) Victims / perpetrators of crime; Sexual misconduct; Bereavement; Harassment



# HOW CAN I GET SUPPORT?

- Specialist support services via Student Centres
- Email team directly
- <u>MyGlos</u> Health & Wellbeing tile
  - Information on support
  - Book an Appointment
  - Get Urgent Help Now
- Report an incident: Get support





#### **⊘my**glos

DASHBOARDS

💷 What's on?

Home

- Starting at UOG
- Your health and wellbeing
- 🖵 IT and Library
- 🗐 🛛 Get Study Ready
- ▲ Your Future Plan





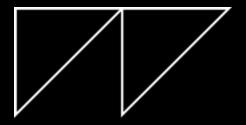
Book an appointment by finding the 'Book an Appointment' tile on MyGlos, under the 'Your Health and Wellbeing' dashboard.





### HOW TO CONTACT THESE TEAMS?

#### THANK YOU



Anna Hay – <u>ahay@glos.ac.uk</u>

Susana Franklyn – welfare@glos.ac.uk

