



Student Support Guide



INVESTOR IN
STUDENTS

GOLD 2024

ACCOMMODATION



Index

Student Support Whilst Residing within the Accommodation	3
Existing Medical Condition	4
General Academic queries	4
Mental Health and Wellbeing Support	5
Supporting a friend or family member	6
Additional support	6 +7





Student Support Whilst Residing within the Accommodation

Whilst you are residing within the student accommodation there are various support services available within the University for you to utilise. This guide will give you an overview of the different services available.

If you need to contact the accommodation team to let them know there is an issue with my room, flat mate etc, you can contact them through a variety of methods:

- You can email, telephone or go the campus hub at campus you reside at:

City	Cityaccommodationhub@wlv.ac.uk	01902 321268
Walsall	walsallhub@wlv.ac.uk	01902 321544
Telford	Telfordhub@wlv.ac.uk	01902 323900

- StarRez Portal where you would have booked your accommodation, under the Areas of Concern option.
 - Through your e-Vision account via the help desk
- Out of hours Security operate 24/7 01902 321 2106 or use the **SafeZone App**





Existing Medical Condition

If you have a disability or medical condition and aware of this at the time of booking your accommodation, you will be required to complete a medical form at the start of the application process. This will ensure that you are allocated to the appropriate room and if you require any reasonable adjustments these are made in advance of your arrival.

In the event you require an additional room for on site caring provision this will need to be paid for by the student.



General Academic queries

Queries regarding academic or general support (not accommodation) first point of contact should be through the ASK team, they can be contacted ask@wlv.ac.uk and have offices at City and Walsall if you need to pop in for a face to face chat. Further information can be found on the QR code below.





Mental Health and Wellbeing Support

You may find that life at university challenges you in unexpected ways, especially if you're balancing your studies with work and home commitments. If you feel stressed or anxious, you can find support at the University of Wolverhampton.

Our Mental Health and Wellbeing (MHW) team can help you access support for various personal challenges; we have plenty of resources that can help you. We will offer you a safe space to discuss the difficulties you are facing; in addition, we will ask you a few questions about your mental health, mood and studies, so that we can assist you better.

We offer a range of support pathways from signposting, referrals, workshops and 1:1 support session.

We provide free and confidential advice covering a range of topics, including anxiety, confidence building, depression, homesickness and dealing with suicidal thoughts.

Students can also access guidance for developing positive work, life and study balance.

If you need immediate help visit the I need help now page:



To register with the MHW team, click on the QR code below or email mhwenquiries@wlv.ac.uk the in person appointments are held in the ML Building



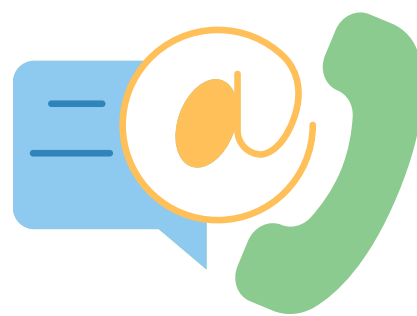


Supporting a friend or family member

If you are concerned about someone studying at the University, this may be a significant change in their behaviour, lack of motivation, a change in their level of engagement or other choices that the person is making you feel may not be in their best interest.

The first thing to note it is ok to tell the person you are concerned about them, remind them it can take time to build relationships, contacts or connections.

All new students will each have various thoughts and feeling during the early weeks, this is quite natural. Transitions and changes evoke many different reactions to people in different ways. Students can encounter personal or work-related challenges, and its not uncommon for students to have periods of feeling home sick and unsure about their choices or finding it difficult to adjust.



If you feel you need someone to reach out to for additional support you can contact one of the following:

- **Ask** – University first point of contact <http://www.wlv.ac.uk/evision> or telephone, 01902 518 518
- **Student Support & Wellbeing** for mental health or disability support and financial or funding assistance.
 - **International Students' Support** for students whose home is outside of the UK.
- **Students' Union Advice & Representation Centre** for professional, independent, free, and confidential advice and student representation.



- **The Chaplaincy** offers support to all faiths and none.
- **Community Support Services** are available across the region and include the NHS and local mental health trusts and national organisations to provide additional help and support.
- **Self-help leaflets** and **self-help apps** can be used at any time during your student life at the University.
- If you require assistance **Security** can be contacted 24/7 through the control room 01902 322106 or through the **SafeZone App**. They will provide assistance if there are any incidents, emergencies, locked out of your accommodation or first aid response.

