**Staff/Student Support Team Toolkit**

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| --- | --- | --- | --- | --- | --- |
| Date |  | Staff member |  | Course |  |

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| Brief overview of your experience as a whole:  *An opportunity to discuss any factors or barriers to learning and engagement –to encourage open discussion* |
| **Academically prepared:**   * Do you feel ready for uni at the moment? * Do you feel well supported on course and any individual needs are met? * Are you enjoying your course and the subject? * Have attended all/most of your lectures and seminars? * Do you feel you have the skills/knowledge for your studies? * Are you happy with your grades so far? |
| **Place and environment/sense of belonging:**   * What are your impressions of Edge Hill as a uni and a place? * Do you like where I am living? * Have you made friends are as 'involved' as you want to be in university life? |
| **Personal Issues**:   * Are you okay financially? * Any problems getting into uni? * Is all well in your personal and family life? * Are you in good health both mentally and physically (- any diagnosed conditions?) * Any other issues, worries or difficulties? |

**Action Plan \*Support recommended (even if declined)**

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| **Support** | Who will action? | **Actions/Notes** |
| **Academic and course support** | | |
| Academic Registry  [Academic-regsitry@edgehill.ac.uk](mailto:Academic-regsitry@edgehill.ac.uk) |  |  |
| Departmental contact/actions  (Including peer-mentoring) |  |  |
| Inclusion Team  [inclusionteam@edgehill.ac.uk](mailto:inclusionteam@edgehill.ac.uk) |  |  |
| SpLD Team  [spld@edgehill.ac.uk](mailto:spld@edgehill.ac.uk) |  |  |
| Students’ Union Advice Centre  [suadvicecentre@edgehill.ac.uk](mailto:suadvicecentre@edgehill.ac.uk) |  |  |
| Study skills support  (UniSkills or Learning support)  [catalystenquiries@edgehill.ac.uk](mailto:catalystenquiries@edgehill.ac.uk) |  |  |
| Student Caseworks Team  (Academic appeals and complaints)  [Student-Casework@edgehill.ac.uk](mailto:Student-Casework@edgehill.ac.uk) |  |  |
| **Pastoral and social support** | | |
| Faith and Community  [faithandcommunity@edgehill.ac.uk](mailto:faithandcommunity@edgehill.ac.uk) |  |  |
| Getting Involved  (Campus Life, SU Activities and EHU Sports) |  |  |
| Student Support Team (formerly Transitions)  [studentsupportteam@edgehill.ac.uk](mailto:studentsupportteam@edgehill.ac.uk) |  |  |
| Wellbeing  studentwellbeing@edgehill.ac.uk |  |  |
| **Other support services** | | |
| Accommodation or Hall Fees  [FM-accomodation@edgehill.ac.uk](mailto:FM-accomodation@edgehill.ac.uk) |  |  |
| Careers Service  [careers@edgehill.ac.uk](mailto:careers@edgehill.ac.uk) |  |  |
| Money Advice Team [catalystenquiries@edgehill.ac.uk](mailto:catalystenquiries@edgehill.ac.uk) |  |  |
| Others (including GP) |  |  |
| Note: If you need urgent help on campus, Campus Support are available 24 hours a day by phoning 01695 58422. In an emergency always dial 999. | | |
| Next meeting/contact | Date: Email  Phone  Teams  In person | |