

Overview of Support

Covid-19	For advice on symptom reporting, FAQs, and wellbeing please refer to: Information for Students Report symptoms, a positive test, or close contact
Name of service and contact	Summary and web links
Academic Registry AR-Academic-Records@edgehill.ac.uk	For advice on processing course changes and information on the financial implications of: transferring course/university; repeating a year; withdrawing; changing between full-time and part-time; interrupting (taking time out); assessments, exams and EMC. edgehill.ac.uk/registry
Academic Appeals ✉ student-cases-team@edgehill.ac.uk	For advice on Academic Appeals, please contact the Student Casework team. edgehill.ac.uk/registry/student-cases/
Accommodation and Hall Fees CatalystEnquiries@edgehill.ac.uk or hallfeesteam@edgehill.ac.uk	To secure a place in halls, leave or transfer a room, the Accommodation team provide advice/guidance about living both on and off campus. The Hall Fees team provide support and information on all aspects of deposit/hall fee payments for students living on campus. ehu.ac.uk/accommodationteam
Campus Life & That Thursday Thing campuslife@edgehill.ac.uk	The Campus Life team can help students to settle into life on campus and make the most of your Edge Hill experience. <i>That Thursday Thing</i> is a weekly event for people who want to meet other people, 5pm, the hub on the orange couches. Campus Life also enforce the Student Disciplinary Regulations and investigate all incidents on campus. ehu.ac.uk/campuslife
Campus Support Phone 01695 584227 (4227)	An out-of-hours support system for students on campus to ensure they feel safe during their stay in campus accommodation. edgehill.ac.uk/fm/campus-support
Careers Careers@edgehill.ac.uk Students submit queries through webpages edgehill.ac.uk/careers	Careers can offer advice, support and reassurance with course choice, career planning, part-time job-hunting, CV writing, volunteering and maximising work experience. edgehill.ac.uk/careers
Chaplaincy chaplaincy@edgehill.ac.uk	Chaplaincy offers pastoral guidance and support for students of all faiths and none, helping to create a welcoming community on campus. All students and staff can also access the Faith and Reflection Room in the Magnolia building (Forest Court). edgehill.ac.uk/chaplaincy
Counselling Accessed through the Wellbeing team studentwellbeing@edgehill.ac.uk	To access counselling, student must first see the Wellbeing team for an assessment. The service offers group workshops and a 1:1 therapeutic service to help find solutions to issues students are facing e.g. family/relationship issues, course pressures, confidence, anxiety, stress, resilience etc. ehu.ac.uk/wellbeing
Department/Tutor (Individual contacts)	A tutor (or someone else in the department) can talk to students about both personal and academic issues, signpost to support, and advise about academic options that may help (e.g. assignment extensions). Some departments also have their own study skills, or pastoral support systems and may be able to consider local arrangements/adjustments to help make things easier or more enjoyable.

	Personal Tutoring Guide blogs.edgehill.ac.uk/clt/student-guide
Disability support - Inclusion team inclusionteam@edgehill.ac.uk	If a student has a medical condition, mobility, visual or hearing impairment, mental health support needs, or autism spectrum disorder, the Inclusion team are here to provide extra support during their studies at Edge Hill. edgehill.ac.uk/inclusion
Enrolment ✉ enrolment@edgehill.ac.uk ☎ Phone 01695 657600	For any enrolment queries, please use the following: <ul style="list-style-type: none"> • email enrolment@edgehill.ac.uk • or • phone - 01695 657600 • FAQs can also be found on our enrolment webpage edgehill.ac.uk/registry/enrolment/
GP	If a student is concerned about their physical or mental health, they should always see a GP. Find out more (including how to register with a GP in Ormskirk): edgehill.ac.uk/GPreg
In-session Language Support Book an appointment here	The Language Centre offers English language support to students whose first language is not English. This support aims to help international/EU students during their course by improving both language and skills in order to maximise success in their studies. edgehill.ac.uk/efl/in-session-support
Law Clinic	The Law Clinic provides free legal advice to all staff and students at the University as well as members of the public during term time. edgehill.ac.uk/law/about/law-clinic
Learning Services – Learning Support learningsupport@edgehill.ac.uk	The Learning Support team offer specialised and tailored 1:1 study skills support and access to assistive technologies for students with disabilities (including mental health issues). edgehill.ac.uk/lis/disability-support
Learning Services – SpLD spld@edgehill.ac.uk	The SpLD team provide support for specific learning needs – dyslexia, dyspraxia, dyscalculia, and sometimes ADHD. edgehill.ac.uk/lis/disability-support
Learning Services – UniSkills Students should email catalystenquiries@edgehill.ac.uk Uniskills@edgehill.ac.uk Email address is staff facing only	UniSkills offers workshops, online resources, drop-ins and 1:1 support to help develop a range of essential study skills (e.g. time management, note-taking, finding resources, planning, writing, referencing, presentations and speaking in front of an audience, exam preparation etc). edgehill.ac.uk/lis/uni-skills
The Queer Society	This society offers a welcoming and safe space for all LGBTQ+ students to relax, make friends and celebrate the diverse community at Edge Hill. Please note that if a student is transgender they may also benefit from support from the Student Support Team. edgehillsu.org.uk/groups/the-queer-society
Peer-mentoring (Departmental contacts)	Every department has a mentoring scheme, which can be a good source of support. Mentors are usually students in second or third year so understand the University experience, which can be helpful and reassuring for anyone finding things difficult.
Money Advice CatalystEnquiries@edgehill.ac.uk	The Money Advice team offer advice on all money-related matters, including student funding, budgeting and the Student Support Fund.

	edgehill.ac.uk/moneyadvice
Safeguarding	If you have concerns about the welfare or safety of anyone , tell your safeguarding lead. Contact details can be found via the link below. edgehill.ac.uk/safeguarding/contacts
Social/sports groups & events: Students' Union events and activities suactivities@edgehill.ac.uk Edge Hill Sport edgehillsport@edgehill.ac.uk	Joining a group and going along to events are great ways to make friends, de-stress and develop a sense of belonging at uni. As well as events put on by Campus Life (see above), the Students' Union run events, activities and groups, plus Edge Hill Sport offers opportunities to get active and involved for everyone from beginners to competitive players. SU Groups: edgehillsu.org.uk/groups Give it a Go events: edgehillsu.org.uk/giag Edge Hill Sport: edgehill.ac.uk/edgehillsport/activities
Students' Union + Advice Centre suadvice@edgehill.ac.uk	The Students' Union provides representation for various student groups and promotes and hosts activities and events. They give independent advice and support on academic issues as well as housing, money and welfare. edgehillsu.org.uk/advice
Support for care leavers (or care experienced) & estranged students StudentSupportTeam@edgehill.ac.uk	If a student is a care leaver (or has experience of care) or are estranged from their parents, the Student Support Team can give guidance and support to address any concerns or difficulties they may have during their time at university and offer advice for the annual Care Leaver bursary that students may be entitled to. The Student Support Team are currently offering a mixture of virtual and face to face appointments (available on request), Mon-Fri. edgehill.ac.uk/studentsservices/care-leavers
Support for carers StudentSupportTeam@edgehill.ac.uk	If a student has caring responsibilities, they may benefit from additional support. For specific issues they can see the relevant teams, but for a wider conversation about their situation they can speak to The Student Support Team. The Student Support Team are currently offering a mixture of virtual and face to face appointments (available on request), Mon-Fri. edgehill.ac.uk/studentsservices/transitions
Support for transgender students StudentSupportTeam@edgehill.ac.uk	No matter what stage of the Transitions journey the Student Support team can offer general support and reassurance to transgender students, plus guidance to help understand and navigate any processes a student may need. The Student Support Team are currently offering a mixture of virtual and face to face appointments (available on request), Mon-Fri. edgehill.ac.uk/studentsservices/transitions
Support for students that are struggling or thinking of leaving StudentSupportTeam@edgehill.ac.uk	The Student Support Team give advice/support if you are having difficulties or thinking of leaving. They can give an overview of support and options and help make sure that, stay or go, you are confident it's the right decision. The Student Support Team are currently offering a mixture of virtual and face to face appointments (available on request), Mon-Fri. edgehill.ac.uk/studentsservices/transitions
Wellbeing and Counselling studentwellbeing@edgehill.ac.uk Togetherall	If you are concerned about a student's mental health or wellbeing, contact the Wellbeing team. They give practical advice, support and signposting for any issue impacting on wellbeing, e.g. anxiety, stress or feeling overwhelmed. The team also offer assessment-based access to counselling and GP services. ehu.ac.uk/wellbeing Students can now access free online support with Togetherall (formerly Big White Wall) where they will find help from an

	<p>online 24/7 community and professional support from trained counsellors. It's <i>totally anonymous</i>, providing a safe space online for students to explore their feelings, and learn how to self-manage their mental health and wellbeing.</p> <p>To join Togetherall, simply follow the link below and sign up under 'organisation' with your Edge Hill University email address: Togetherall</p>
Useful External Links	<p>The Samaritans</p> <p><i>Need to just talk? The Samaritans are available around the clock, 24 hours a day, 365 days a year and can be contacted for free on:</i></p> <p>Tel: 116 123 Email: jo@samaritans.org.uk Website: https://www.samaritans.org</p> <p>SHOUT is a free, confidential, anonymous 24/7 text messaging support service for anyone who is struggling to cope.</p> <p>Text 85258</p> <p>HOPELineUK</p> <p><i>Feeling really low? HOPELineUK is a confidential support and advice service for young people under the age of 35 who may be having thoughts of suicide. Opening hours are 10am-10pm weekdays, 2pm-10pm weekends, and 2pm-5pm Bank Holidays.</i></p> <p>Tel: 0800 068 41 41 Text: 07786 209697 Email: pat@papyrus-uk.org</p>