

# Enabling Services Student Support Appointments

☎ 02380 599 599 studenthub@soton.ac.uk



## Booking your Student Support Appointment

Appointments can be booked from Monday to Friday 9am – 6pm\* throughout the year and usually take place at the Student Hub (Building 37) on Highfield campus or via Microsoft Teams. This can differ so please see your appointment confirmation email for your specific location.

Appointments can be arranged at the Winchester School of Art – please request this at the time of booking.

\*If you are not able to make an appointment between 9am-6pm, then please get in touch with our team and we will try our best to accommodate you.



## What we need

If possible, please provide written evidence, e.g. a letter from your GP or other health professional. Ideally this will be provided in advance of the meeting so that the practitioner can consider what adjustments you are eligible to receive.

If you have a specific learning difficulty such as dyslexia, in most cases we will require a pre-16 or post-16 diagnostic assessment report so that we ensure we can provide you with a full range of support.

**Please note evidence is not required for an appointment to be booked.**



## What to expect

The purpose of the Student Support Appointment is for students to speak with a specialist practitioner to receive support, advice and guidance on various topics and to arrange for information to be shared with other parts of the University on a 'need to know' basis in order to ensure that appropriate adjustments are made.

You will meet the practitioner on a one-to-one basis in a private meeting room or via MS Teams. The appointment will be booked for 30 minutes or 60 minutes.



Information shared with the Student Disability and Inclusion team will be stored and processed in line with the University's [privacy notice](#) and in compliance with data protection law and principles.



Please make every effort to arrive on time for your appointment. If you are running late, we will do our best to see you.

If you are unable to make the appointment, please let us know as far in advance as possible so that we can offer the time to another student and re-schedule your appointment.

Please note that if you are unable to attend, this may mean that we are unable to put additional exam recommendations in place for any upcoming exams.

## **Preparing for your Student Support Appointment**

During the meeting, you will have the opportunity to talk about any or all of the following. You may wish to give this some thought in advance and bring your notes to the appointment.

- Your requirements in order to access your course, e.g. timetabling issues, access to notes in advance.**
- Your mental health and wellbeing.**
- Accommodation requirements and adaptations, e.g. to stay in halls beyond your first year.**
- Specific Learning Difficulties (SpLD), e.g. what to do if you think you may have dyslexia.**
- Disabled Students' Allowances (DSA) Applications process.**
- Additional Exam Recommendations (AERs).**
- Access to the Assistive Technology Suite.**
- Mentor Support and Learning Support Assistants.**
- Support and adjustments for practical sessions, field work and placements.**

**Notes:**