

# Student Support Team

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## Aim

The Student Support Team aims to empower students, helping them to fulfil their potential by providing a range of support services. These services will help to free students from their concerns and equip them to make informed choices so that they may focus on their studies and University life. Student Support liaises with academic staff, other University support services, and external agencies to ensure effective referral and to support an integrated approach to student welfare. Staff within Student Support work across the University to inform the development of policies and practices relating to student welfare and well-being.

## Housing Office

### Aim

To provide a one-stop shop for students' private sector housing needs/issues, providing them with the tools to make informed decisions and taking the worry out of house hunting.

### Objectives

By providing an up to date property search facility of properties who have registered with the University's Housing Office.

To encourage harmonious relationships between tenant and landlord and to advise on appropriate courses of action, should they break down.

Through continuous professional development, keeping abreast of housing legislation and imparting that information to students and landlords

## Money Support

### Aim

Money Support provides information, advice and guidance to potential and registered students on all matters relating to their finances. As part of Student Support Team, the Money Support Unit supports wider University aims in respect of recruitment, widening participation, retention, and progression, and is committed to facilitating confidence in students' ability to successfully manage their finances, to achieving their full potential and enhancing their student experience.

## Objectives

The Money Support Unit strives to enable students to take control of their finances before they run into problems. The Money Support Unit advisers are equipped with the knowledge, skills and resources to educate and help students and encourage preventative actions.

Ensure students are getting their maximum entitlements and assist with budgeting.

To effectively administer and allocate appropriately, the University's Hardship Fund.

Ensure that students are getting their correct University bursary (Bangor and Welsh Medium Bursary) entitlement.

Through liaison with the SLC/Student Finance and other external agencies help resolve any difficulties.

## Peer Guiding

### Aim

The Peer Guide scheme provides a range of peer support opportunities to aid the transition of students new to Bangor including: social integration; orientation; academic integration; information giving; and signposting to support services.

### Objectives

To recruit and train student volunteers to provide peer support for new students.

To support the running of the peer guide scheme as organised through academic schools, and to co-ordinate centralised activities involving peer guides.

To provide advice, guidance and support to both student volunteers and colleagues in their peer support roles.

## Interruptions to studies/withdrawals

### Aim

This one-to-one service provides all undergraduate students considering interruptions to or withdrawal from their studies, the opportunity to explore ways of staying on their courses where possible. Where continuation is not possible, the service aims to make leaving or interrupting studies as positive and burden free a process as is possible.

### Objectives

Empower students to make informed decisions by providing clear information on the financial and wider implications of leaving or interrupting studies

Reassure students of the normality of unforeseen life events and the impact it can have on a students' ability to commit to their studies

To provide a professional service to administer interruptions to, or withdrawals from, studies

Ensure students are aware of the range of possibilities and constraints on what is available to them

Through weekly statistical data collection, the team is able to identify any trends and address any issues promptly.