# Student Support Team

## Who are we?

* The Student Support Team are on hand to support you. We are based in the Catalyst building and offer a mixture of virtual and in-person appointments.
* At Edge Hill we’ll be here to support you from the very start of your studies or apprenticeship program.
* We are on hand to help you if you are struggling or thinking of leaving the University.​
* We are here to discuss your options and offer help and guidance to support you.

## Location

We are located in Catalyst.

## How can we help?

* Feeling overwhelmed.
* Settling in.
* Work/life balance.
* Not sure where to go for support.
* Case Management.
* Thinking of leaving University.
* Help with options.

### Feeling overwhelmed

* Starting University.
* Transition into University life.
* Lots going on.
* Key times of the Academic Year.

### Unsure of available support

* Student Services.
* Learning Services.
* Department.
* Careers.
* Facilities Management.
* External support.

### Thinking of leaving

* Not enjoying your course.
* Change in career pathways.
* Unsure on options available.
* Worried about assessments.
* Don’t think it is the right time.

## What happens in an appointment with us?

We:

* talk to you about everything you have going on
* look at what support is available
* talk through your options
* discuss next steps and actions
* support you to access and manage any support needed
* offer follow up appointments and ongoing support if needed

## Dedicated support

The Student Support Team are also the designated support team for the following student groups:

* [Care Experienced and Estranged Students (CEES)](https://www.edgehill.ac.uk/departments/support/studentservices/student-support-team/cees/)
* Young Adult Carers
* [Trans Students](https://www.edgehill.ac.uk/departments/support/studentservices/student-support-team/support-for-transgender-students/)
* Pregnant Students

We offer bespoke 1-1 support for each student group and we are on hand for support for the duration of your studies at Edge Hill.

### Care Experienced and Estranged Student (CEES) support

Your support package:

* 365 days in university halls of residence for the duration of studies.
* Priority access to the student support fund.
* Pastoral support throughout the student journey from the Student Support Team.
* A dedicated contact in the Careers department to support employability.
* £1000 a year care leaver bursary, for up to three years\* [(subject to eligibility)](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.edgehill.ac.uk%2Fwp-content%2Fuploads%2Fdocuments%2F2023-24_Regulations-Care-Leaver-Procedures.docx&wdOrigin=BROWSELINK).

## As part of the THRIVE Programme we will:

* reach out to you at different point in the year to check in
* offer bespoke one-to-one support

Remember we will be on hand if you need us!

## How else can you access us?

* We will reach out to you at different times of the year to see if you would like to chat.
* You may be referred by your tutor, Thrive coach or another service e.g Wellbeing or Money Advice
* Email us directly: [StudentSupportTeam@edgehill.ac.uk](mailto:StudentSupportTeam@edgehill.ac.uk)
* [Book an appointment](https://www.edgehill.ac.uk/departments/support/studentservices/student-support-team/)

## Any questions?

[studentsupportteam@edgehill.ac.uk](mailto:studentsupportteam@edgehill.ac.uk)