Make the most of Student Support

Encourage students to drop in for advice
- On money
- On disability
- On mental health and wellbeing
- On immigration

Call us if you have concerns
- About a student's welfare
- About a student's wellbeing
- About immigration

Be aware of out of hours support services
- Residents’ Support Network
- Nightline
- Information Centre
Be aware of out of hours services

The Residents’ Support Network (RSN) provides support to students living in University accommodation from 5pm to 9am, all year round. They can help to deal with issues such as noise and flat disputes as well as offering proactive social activities for residents each term. Contact details are available on posters in each flat kitchen.

Nightline offers a crisis listening service to students from 10pm to 8am every night in term time. They also provide camp bed hire, condoms, an information service (Infoline), e-listening, tea and toast, and limited emergency accommodation for students who are unable to get home for the night.

E nl@essex.ac.uk
Keynes Tower Flat 1
www.essex.ac.uk/nightline

Call us if you have concerns

If you have a particular query and would like some advice, or are concerned for the welfare of one of your students, please get in touch. Concerns about students who are under 18 need to be reported without delay, so please contact us if you are worried about an under-age student. We offer a confidential service so, whilst we can’t necessarily share information about the outcome, we will always follow up with a student when concern has been expressed.

Please be aware that immigration advice is regulated and can only be given by someone authorised to do so – please refer all queries to Student Support.

Encourage students to drop in for advice

Student Support can advise on a range of issues including funding, financial difficulties, student immigration, support for students with disabilities, specific learning difficulties or medical conditions, wellbeing and mental health. We also advise on general welfare issues and are happy to see students who may just need some time and space to talk. We offer a drop in service so there is no need to make an appointment.

Experts on disability, wellbeing, and general support are available during opening hours. Where ongoing help is needed, further assessments and referrals to specialist services, such as mental health support, are offered.

T 01206 872365
E sso@essex.ac.uk
Room 4N.6.2
www.essex.ac.uk/stdsup

Tip: Detailed information about our services, opening times and contact details can be found here www.essex.ac.uk/stdsup

Tip: Staff guidance on particular issues is available here www.essex.ac.uk/stdsup

Tip: In an emergency contact the Information Centre on Square 3 on 01206 872222 (or 2125 if not an emergency).

Look out for more postcards in the series, e-mail Learning and Development (‘ldev’) or visit the website (‘/ldev/resources’).