

# Student support /

*Coming to university can be stressful; we want you to join us at UCL to learn, relax and enjoy achieving your potential. Even if you never need any of our various student support services, you'll benefit from just knowing they're there.*



UCL's Day Nursery, located on the Bloomsbury campus, provides high-quality childcare and nursery education

## Getting off to a good start

UCL's Transition Programme is designed to help you adapt to university life, providing mentoring, peer-assisted learning and academic workshops, as well as information and social sessions. When you arrive you will be assigned a mentor from your teaching programme who will provide help and advice, and facilitate informal first-year discussion groups focusing on topics and assignments.

 [www.ucl.ac.uk/transition](http://www.ucl.ac.uk/transition)

## Our tutors are first and foremost your tutors

Your Personal Tutor will be able to give you academic guidance and steer you towards the help and support available to you on study, practical and personal matters. In addition, your Departmental Tutor and Faculty Tutor are available for advice. UCL's Dean of Students (Welfare) co-ordinates all aspects of student welfare. We also have an Adviser to Women Students.

## Support for current students

After you've arrived to take up your studies, our walk-in Student Centre can provide you with any help and guidance you might need, whether you're from overseas (see pages 24–25) or from the UK. It also organises the International Students' Orientation Programme (ISOP).

## Help for those with disabilities

If you're disabled, have dyslexia or a long-term medical condition, UCL Student Disability Services are here to support you. We provide information and advice for all disabled UCL students, and organise support services in areas such as note-taking, communication, mentoring and study skills tuition. Our facilities include a dedicated IT suite equipped with a range of specialist equipment and software.

If you'd like to find out more about the physical environment at UCL and discuss support arrangements with us in person, we'd be delighted to arrange your visit. If you're a wheelchair user or mobility impaired a visit can be particularly useful, as the design of some of our older buildings means that access may be difficult.

We can offer you funding for travel from your home (in the UK) to UCL, plus the cost of an overnight stay in a hotel for you and someone to accompany you if you wish.

 [www.ucl.ac.uk/disability](http://www.ucl.ac.uk/disability)

 [disability@ucl.ac.uk](mailto:disability@ucl.ac.uk)

 +44 (0)20 7679 0100

Christine Sas, who teaches Dutch language and Sociolinguistics, is a Personal Tutor in the School of European Languages, Culture and Society



Your Personal Tutor is on hand to help you deal with any personal or academic problems you may have

3,102

3,102 students attended ISOP in September 2012



### Student support

#### Emily Fisher, Third Year, Human Sciences BSc

My Personal Tutor helps guide me through big decisions such as choosing courses and my dissertation topic as well as checking that I'm keeping up to date with assignments. Personal Tutors also offer pastoral support and check that you are enjoying life at UCL as much as you can. It is great to have someone who you know will support you and who will help you out with any academic or personal issues.

As a first-year student you also have the support of a Transition Mentor, who is an older student from the same degree programme. They can offer advice and support about academic, personal and social issues. It is great to have someone closer to your age who can help you out and help you to settle in. I enjoyed being part of the Transition programme so much that I went on to become a Mentor, and then the Senior Mentor for my programme. Now I meet Human Sciences students from all year groups, and make sure that they are settling in and enjoying their UCL life!

### Student Psychological Services

If you are experiencing any emotional or psychological difficulties, you can book a confidential appointment to talk with one of our trained and experienced staff. After this initial discussion you may be offered short-term individual counselling, cognitive behavioural therapy, a personal development workshop or psychiatric consultation. We can also give you advice on how to access specialised psychological services outside UCL.

 [www.ucl.ac.uk/student-psychological-services](http://www.ucl.ac.uk/student-psychological-services)

### Support for care leavers

If you're applying to higher education from a care background, we know that you can face particular difficulties. Our best practice in provision of support to students who have been in care has been recognised by the award of the Buttle UK Quality Mark for Care Leavers in Higher Education.

 [www.ucl.ac.uk/care-leavers](http://www.ucl.ac.uk/care-leavers)

### Helping you stay healthy

Our Health Centre houses an NHS General Practice providing services for treating illness and maintaining health, plus a dental practice.

### Support for parents

UCL's Day Nursery can accommodate children from three months to five years old.

### Rights and Advice Centre

Based in the Students' Union, our team of highly trained advisers are on hand to help you with a range of issues from legal matters and immigration to housing and academic problems.

 [www.uclu.org/get-advice](http://www.uclu.org/get-advice)

### You're never more than a couple of clicks from help

Our student support website is a portal to a wide range of information and advice about student life.

 [www.ucl.ac.uk/current-students/support](http://www.ucl.ac.uk/current-students/support)

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UCL's Transition Programme is there for you so you don't feel too overloaded when you arrive

