



NORWICH
UNIVERSITY
OF THE ARTS



Let's talk! What's on your mind?

NUA Student Support services guide



Think of us as your very own safety bubble

Remember, talking to us is confidential*. Rest assured you will be offered a safe, private space to talk about any problems completely free of judgement.

*See our section inside about safeguarding for exceptions and more information

Find us and follow us...

We have lots of useful info on the intranet – log in and search, or find us on the Student Services pages.

Follow us on social media

 @nuastudentsupport

 Search for NUA Student Support Group

Say hello

Your support team:



Robyn



Niki



Julie



Matt



Etta



Siobhan



Vicky

What we do, and how we can help you

We are here to make sure your experience at NUA is the best it can possibly be. If you find yourself in a time of difficulty, or even just needing a second opinion on something, that is the time to talk to us.

We are happy to help with:

- your wellbeing
- accommodation
- money issues
- disability/health issues
- any problems you are having

Come to a Drop-in session or book an appointment. Drop-ins and most of our appointments will be by phone or video call - your choice

Phone us at a Drop-in session on 01603 977988 during the times below

Term-time Drop-ins:

Monday 9-12

Tuesday 5-7

Wednesday 1-4

Thursday 5-7

Friday 1-4

For appointments contact us via support@nua.ac.uk, phone 01603 977977 or book through Student Enquiries in St Georges Building

Togetherall - 24/7 online support

Togetherall is an online community to support your mental health 24/7. Students at NUA can access free support with Togetherall, anytime, any day. Whether you're struggling to cope, feeling low or just need a place to talk, Togetherall can help you to explore your feelings in a safe supportive environment.

Signing up is easy – just visit the website www.togetherall.com and use your Uni email address to join. The email address is only used to confirm you have free access and then you pick an anonymous username, which is how you're known on Togetherall.

.....

Worried about a friend?

It can help to talk the situation through with us.

We can listen, reassure and advise. Email us at support@nua.ac.uk

Let's talk
about...

Disabilities – the visible and invisible

Disability disclosures

- Please let us know if you have a physical or mental health condition or disability, or a specific learning difference such as dyslexia
- We can discuss support that may help, and help you access this
- We can liaise with other departments to ensure relevant information is shared and reasonable adjustments are put in place, if needed
disability@nua.ac.uk

DSA Applications

- DSA (Disabled Students' Allowance) is available to UK students, and those EU students who receive a maintenance loan, with mental/ physical health conditions and learning differences
- It can pay for specialist mentor support, specialist study skills support, additional travel costs, specialist IT equipment and other support costs related to your course
- Research shows that using your DSA support improves your academic outcomes. Apply as soon as possible, even before starting uni
- The application process has various stages and we can help you through it!
- EU and international students with a disability should contact us to discuss their situation.
disability@nua.ac.uk



Think you might have a specific learning difference such as dyslexia?

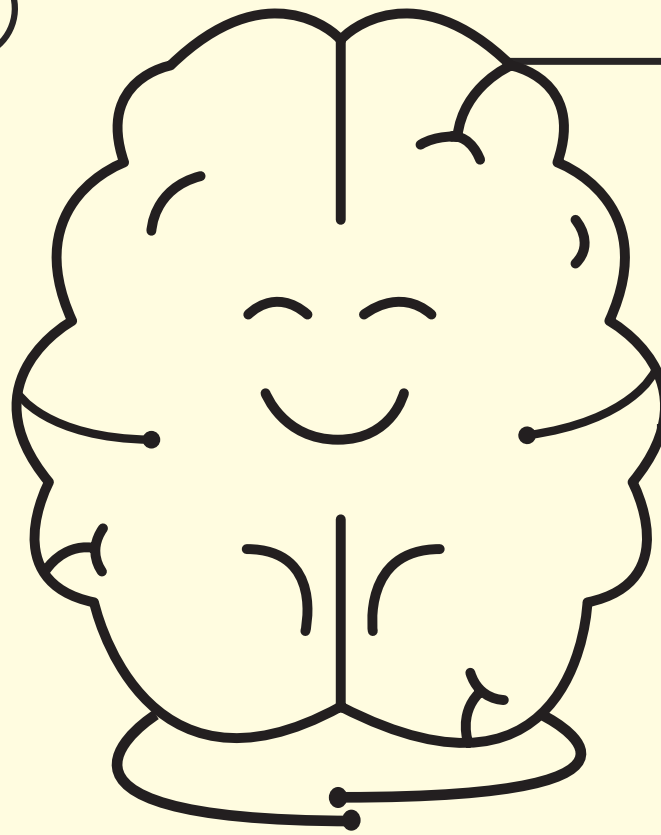
- Book a free screening by emailing spld.support@nua.ac.uk or calling us on 01603 977977
- If English isn't your first language, make an appointment with our Disability Support Advisor instead: disability@nua.ac.uk
- If dyslexia or another SpLD is indicated at your screening, we'll talk to you about next steps - getting a formal assessment and applying for funding (such as the Disabled Students' Allowance) to get specialist help with your studies

DSA 'Getting Started' session

- You've been awarded DSA and received your DSA Entitlement Letter
- You now need to book to see our Disability Support Advisor to discuss your award and how to access your support. Email disability@nua.ac.uk

Let's talk
about...

How you're **really** doing



SOS (Sorting out Stuff) group sessions

- Having difficulties with friends, housemates or course mates?
- We can help you resolve your difficulties together, as a group, with a SOS session. Contact support@nua.ac.uk to find out more

Short-term counselling

- Free, independent and confidential
- Provided by the local Norwich Centre Counselling Service
- Contact 01603 613515
admin@norwichcentre.org

Workshops



The workshop helped me get into the mindset that most things are resolvable in some way

Maybe you have a tendency to put off doing things, struggle with being less than 'perfect', find it hard to say no or assert your needs or feelings, or need strategies for picking yourself up after one of life's knocks

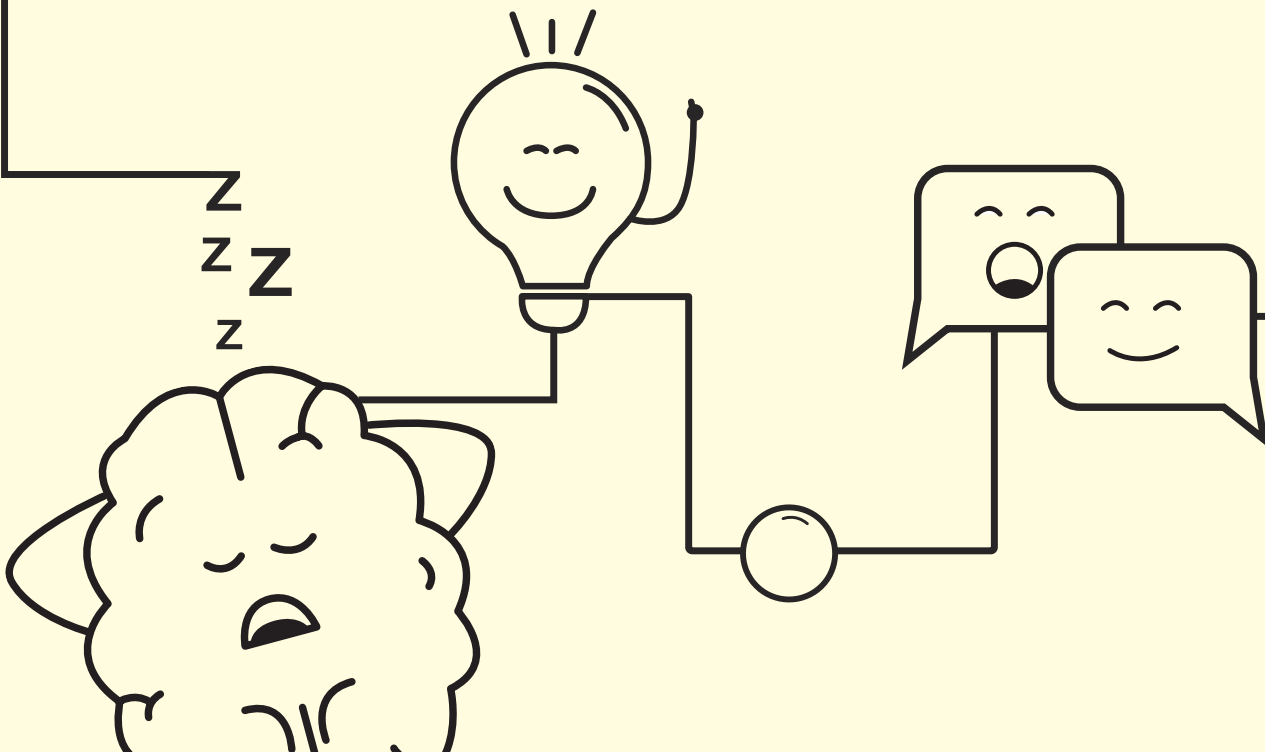
Maybe you just want to understand more about stress and worry, how they act on the body and brain, and what you can do about them. Look no further than our workshops!

Sign up on the intranet where you will find full details of this year's sessions

Available workshops

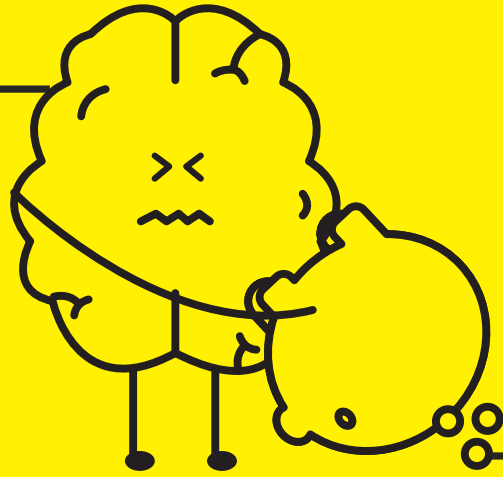
Other workshops will be advertised throughout the year

- **Understanding and Managing Stress and Worries**
- **Building Resilience**
- **Getting Stuff Done**
- **Dealing with Perfectionism**
- **How to be Assertive**



Let's talk
about...

How to stretch that last £20



Not enough money...

- Do you have a cash flow problem? Are you in unexpected financial hardship?
- We can make Emergency Loans and have a Financial Support Fund that all students are able to access
- We can let you know about other sources of income

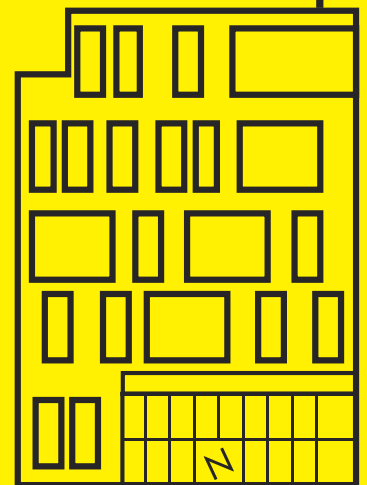
Got problems with your accommodation?

- We can advise on your tenancy agreement, repairs, landlord/housemate issues, finding somewhere to live and more...
- Drop us an email at accommodation@nua.ac.uk

Help with Student Finance

- Are you getting all you're entitled to?
- Having difficulties with the application process?
- Worried about budgeting for the year ahead?

For all your money worries, email us at student.finance@nua.ac.uk



A little (but very important) note...

Safeguarding at NUA

Student Support provides a confidential service, and any personal and sensitive information you share with us is stored securely. We always act in your best interests. The Student Privacy Notice on the intranet tells you how we look after your information.

On rare occasions, we receive information that leads us to believe that someone is at imminent risk of serious harm. We will not be able to keep this information confidential, because part of our job is to keep people safe where possible. We are happy to discuss this issue further with you and answer any questions you may have, just email us at support@nua.ac.uk