



Loughborough  
University

Student Support Services

## GUIDE FOR STAFF AND STUDENTS 2016-2017



The Department of Student Services consists of:

### Careers Network

Bridgeman Building

From your 1st term onwards we can help you to:

**Research Your Career** - understand your skills and strengths, explore your work experience and career options.

**Develop Your Skills and Employability** - use your University experience to develop skills and enhance your future career.

**Meet Employers** - on campus at careers fairs and employer presentations - they are keen to meet 1st year students.

**Get Work Experience** - ask about placements, internships and work shadowing.

Further information is available on the Loughborough University Careers Network.

T: 01509 222051/2

W: <http://careers.lboro.ac.uk>

E: [careers@lboro.ac.uk](mailto:careers@lboro.ac.uk)

### Centre for Faith and Spirituality (CFS)

1st Floor, Edward Herbert Building

Help with spiritual, ethical and moral concerns with places to pray, meditate or just to meet others. University Chaplains are available here to support anyone irrespective of their religious or spiritual beliefs. Further information and contact details can be found on the Chaplains website and on CFS notice boards.

T: 01509 223741

W: [www.lboro.ac.uk/services/cfs](http://www.lboro.ac.uk/services/cfs)

E: [cfschaplains@lboro.ac.uk](mailto:cfschaplains@lboro.ac.uk)

### Counselling Service

Bridgeman Building

The University Counselling Service has a well-established and experienced team of counsellors who offer students and staff an opportunity to talk and reflect with a professionally trained person who is outside their immediate situation. Students and staff can talk to us about any personal, social or emotional concern whether it is affecting their studies or not. Counselling can't take away life's difficulties but can help people to find ways forward, make decisions, gain new perspectives, discover solutions and come to terms with and manage challenging life events. We offer face to face counselling, online counselling using our specially designed secure encrypted system and workshops for students on a range of topics relevant to student life.

T: 01509 222148 W: [www.lboro.ac.uk/services/cds/counselling](http://www.lboro.ac.uk/services/cds/counselling)

E: [ucs@lboro.ac.uk](mailto:ucs@lboro.ac.uk)

### Disability Office

Bridgeman Building

Provide support and practical advice for disabled students, including students with long-term health conditions, those on the autistic spectrum, and students with Specific Learning Differences (e.g. dyslexia, dyspraxia). The staff work closely with academic staff who are teaching disabled students to ensure appropriate adjustments and support are in place. Assessments can also be carried out on the premises as part of the Disabled Students Allowance process.

T: 01509 222770

W: [www.lboro.ac.uk/services/cds/disability](http://www.lboro.ac.uk/services/cds/disability)

E: [disability@lboro.ac.uk](mailto:disability@lboro.ac.uk)

### Mental Health Support Team

Bridgeman Building

We assess student's educational support needs arising from mental health difficulties and provide practical support to try to enable students to cope with these difficulties. We provide information about mental health issues and useful services while liaising and making arrangements within the University to take into account a student's mental health difficulties. We can help manage crisis situations and liaise with external services when required.

T: 01509 228338

W: [www.lboro.ac.uk/services/cds/mental-health](http://www.lboro.ac.uk/services/cds/mental-health)

E: [mhst@lboro.ac.uk](mailto:mhst@lboro.ac.uk)

### Study Support Service

Bridgeman Building

We offer specialist 1:1 academic tutoring for students with study support recommended in their Disabled Students Allowance. This is student-centred and designed around individual needs. It involves an exploration of your own learning along with developing the strategies most appropriate to you. We also offer screening for a range of specific learning differences (like dyslexia).

T: 01509 228342

W: [www.lboro.ac.uk/services/cds/dyslexia](http://www.lboro.ac.uk/services/cds/dyslexia)

### Note Taking Service

Bridgeman Building

The Note taking Service provides support through note takers, readers and scribes in lectures, exams and other academic settings for students who have support recommended in their Disabled Students Allowance.

T: 01509 222770 E: [notetaking@lboro.ac.uk](mailto:notetaking@lboro.ac.uk)

### English Language Support Service

Bridgeman Building

The English Language Support Service provides a range of support for both UK and international students with regard to academic English and Study Skills. Look on Learn for details of the classes and workshops that we run throughout the academic year, and to find our self-access study materials.

T: 01509 228325 W: [www.lboro.ac.uk/elss](http://www.lboro.ac.uk/elss)

E: [elsu@lboro.ac.uk](mailto:elsu@lboro.ac.uk)

### Student Advice and Support Service

Bridgeman Building

The Student Advice and Support Service offers a free professional advice service for all students (current and prospective), covering student finance problems, money matters, housing (including contract checks prior to signing) and legal issues. The service also provides tailored support for international students, including advice on immigration and police registration.

T: 01509 222765 W: [www.lboro.ac.uk/sass](http://www.lboro.ac.uk/sass)

E: [advice@lboro.ac.uk](mailto:advice@lboro.ac.uk)

### Campus Living

Details of the main food and drink services are available on the website, see link below.

We also run a cashless payment system through the staff /student ID card offering discounts in the outlets across campus

W: [www.lboro.ac.uk/food-drink](http://www.lboro.ac.uk/food-drink)

### Loughborough Nightline

Loughborough Students' Union

Loughborough Nightline is a confidential, non-advisory, out of hours student listening service that students can contact by phone or email, with anything that may be on your mind. It is run by the students for the students of Loughborough. Fully trained volunteers are available to talk to with no fear of being judged. Our phone line is open from 8.00pm until 8.00am on certain days of the week during University term time. Visit our website for current opening hours.

T: 01509 227650

W: [www.lsu.co.uk/getinvolved/welfare/nightline](http://www.lsu.co.uk/getinvolved/welfare/nightline)

E: [listening@loughborough.nightline.ac.uk](mailto:listening@loughborough.nightline.ac.uk)

[Loughborough.nightline.ac.uk/webim](http://Loughborough.nightline.ac.uk/webim)

Published by the Department of Student Services

An electronic, text only, Word version of this leaflet is available on the Student Services website

[www.lboro.ac.uk/studentsservices](http://www.lboro.ac.uk/studentsservices)

## Medical Centre

The GP Practice on campus provides a range of NHS services and is open from 8.00am-5.30pm Monday to Friday with emergency cover until 6.30pm. A doctor is available for emergencies outside these hours throughout the year and can be contacted by calling the main number below and listening to the message.

T: 01509 222061

W: [www.lboro.ac.uk/service/medcentre](http://www.lboro.ac.uk/service/medcentre)

## Hall Wardens

Hall Wardens, supported by sub-wardens are available in each of our halls of residence and provide pastoral and welfare support throughout the year. See website for contact details.

W: [www.lboro.ac.uk/studentsservices](http://www.lboro.ac.uk/studentsservices)

## Community Wardens

The Community Warden team are available to help all students living off campus in Loughborough. The team provide support for students living in the local community for a range of issues including welfare and practical support if necessary. The Team also work hard to foster positive relationships with the local community to give students the best possible experience while living in the wider Loughborough Community.

W: [www.lboro.ac.uk/community-wardens](http://www.lboro.ac.uk/community-wardens)

## Other important student services

### Confide

Members of Confide are available to talk to any students in confidence about issues of harassment and/or bullying and will offer support, advice and assistance in seeking a satisfactory solution. Contact details may be found on the website below:

T: 01509 223792 (Confide Co-ordinator/HR Adviser)

W: [www.lboro.ac.uk/services/hr/confide](http://www.lboro.ac.uk/services/hr/confide)

E: [confide@lboro.ac.uk](mailto:confide@lboro.ac.uk)

### Creative and Print Services

Herbert Manzoni Building

We provide staff and students with professional design, print, photography, video and web design services.

The in-house print unit is equipped with the latest print technology and offers services including high volume copying, full colour printing and large poster printing, finishing, binding and laminating, office supplies and mailing services. We are also responsible for managing all aspects of the University's corporate identity.

T: 01509 222249

W: [www.lboro.ac.uk/creativeandprint](http://www.lboro.ac.uk/creativeandprint)

E: [creativeandprint@lboro.ac.uk](mailto:creativeandprint@lboro.ac.uk)

## IT Services

PC Clinic, University Library, Main Floor

IT Services provides a wide range of IT and communication facilities to support you through your studies and work. At Loughborough you have access to free specialist software, including the latest Microsoft Office, and further discounted software to assist you in your studies. Got a problem with your device? Visit the PC Clinic for free friendly support and advice. 'Learn' is the University's virtual learning environment and is full with resources you'll need for your studies. Open-access computer labs across campus (most are open 24 hours a day). For help, information or advice please contact the PC Clinic in person, or the IT Service Desk via telephone or email.

T: 01509 222333

W: [www.lboro.ac.uk/services/it](http://www.lboro.ac.uk/services/it)

E: [it.services@lboro.ac.uk](mailto:it.services@lboro.ac.uk) [Twitter: @LboroITServices](https://twitter.com/LboroITServices)

## Mathematics Learning Support Centre

Room SCH.0.20 Schofield Building

Room WPT.0.07 West Park Teaching Hub

We provide study space, one-to-one drop-in help and resources for students of all disciplines who wish to improve their knowledge of mathematics or statistics.

A Statistics Advisory Service is available for postgraduate and final-year undergraduate project students.

T: 01509 228250

W: <http://mlsc.lboro.ac.uk>

E: [mlsc@lboro.ac.uk](mailto:mlsc@lboro.ac.uk)

Facebook: [ITServices.lboro](https://www.facebook.com/ITServices.lboro)

## Security

The Security Section is on duty 24 hours a day throughout the year. They respond and deal with all emergencies on the campus and can also assist you in relation to crime and traffic issues as well as other matters whenever other services are not available.

**Security Control Room – 24 hour cover**

T: 01509 222141

### Emergencies

Internal phone 888 or Freephone 0800 526966

W: [www.lboro.ac.uk/security](http://www.lboro.ac.uk/security)

E: [security@lboro.ac.uk](mailto:security@lboro.ac.uk)

### Parking Permits/Lost and Found Property

T: 01509 222143 or 01509 223751

E: [securityadmin@lboro.ac.uk](mailto:securityadmin@lboro.ac.uk)

## Student Accommodation Centre

University Road

Accommodation is an important part of the Loughborough experience. The Student Accommodation Centre Team are here for you – providing accommodation, advice and support for living on or off campus. Talk to us before looking elsewhere! Live, study, enjoy.

T: 01509 274488

W: [www.lboro.ac.uk/accommodation](http://www.lboro.ac.uk/accommodation)

E: [sac@lboro.ac.uk](mailto:sac@lboro.ac.uk) for on campus halls accommodation  
[findahouse@lboro.ac.uk](mailto:findahouse@lboro.ac.uk) for off campus accommodation

## Academic Skills and the Library

The Library offers training, advice and online resources designed to help you develop the academic skills you will need to make the most of your course and make best use of all the information sources available to you. Workshops are available to develop your information searching techniques and enhance your academic skills in areas such as reading, report writing and referencing. Workshops are delivered by a team of Academic Librarians who are also happy to provide individual help and support with your coursework, dissertation or project. They offer subject advice on information sources via e-mail or in person, saving your time and helping you achieve better grades.

T: 01509 222360

W: Academic skills: [www.lboro.ac.uk/services/library/](http://www.lboro.ac.uk/services/library/)

E: Contact us: [library@lboro.ac.uk](mailto:library@lboro.ac.uk)

## Student Enquiries

Rutland Building

Student Enquiries is available to help you with University administrative processes, including registration, payment of tuition and accommodation fees, tuition fee loans, your student record, programme changes, assessment and graduation. A full range of self-service information is available at the web address below and you may also request bank letters, council tax certificates and other student certification documents from the counter in the Rutland Building. The counter opening times are 9.15am-5.00pm Monday to Thursday and 9.15am-4.45pm on Fridays.

T: 01509 222491

W: [www.lboro.ac.uk/students/enquiries](http://www.lboro.ac.uk/students/enquiries)

E: [studentenquiries@lboro.ac.uk](mailto:studentenquiries@lboro.ac.uk)

## Student Voice

Students' Union Building

Student Voice exists to give free, independent and non judgemental advice for students who are in dispute with the University in areas of academic misconduct, impaired performance, academic appeals, student disciplines and advice on formal complaints.

T: 01509 635072

W: [www.lsu.co.uk/voice](http://www.lsu.co.uk/voice)

E: [voiceadvisor@lsu.co.uk](mailto:voiceadvisor@lsu.co.uk)

## Welfare and Diversity

Loughborough Students' Union

The Welfare and Diversity section of the Students' Union is about promoting positive health and wellbeing, and ensuring diverse and underrepresented students have a voice in the Students' Union and University. During your time at University, you may face a problem: whether it's to do with accommodation, homesickness or your mental health, the Welfare and Diversity Executive Officer is here to help and support you through the difficulties of student life. There are 5 different student-led associations you can join including the Mature Students' Association, LGBT+ Association, Women's Network, Ethnic Minorities Network, Disability Support Network and HeadsUp! who promote positive mental health. Throughout the year, there are different events, workshops, and campaigns you can get involved in focusing around health and wellbeing, culture, faith and liberation.

T: 01509 635008

W: [www.lsu.co.uk/welfare](http://www.lsu.co.uk/welfare)

E: [welfareeo@lsu.co.uk](mailto:welfareeo@lsu.co.uk)