

STUDENT SUPPORT GUIDE

SCHOOL OF HEALTH IN SOCIAL SCIENCE

At the School of Health in Social Science we want you to make the most of your time here. We will support you to:

- Make informed decisions about your studies
- Achieve your academic and personal goals
- Access additional support when needed
- Get back on track if things don't go to plan

YOUR KEY SUPPORT CONTACTS

STUDENT ADVISER

- **Your first point of contact** in the School of Health in Social Science
- Listed on your student record ([see MyEd](#))

YOUR STUDENT ADVISER CAN HELP YOU:

- Navigate health, wellbeing, or practical challenges
- Access support (e.g. wellbeing or counselling)
- Manage your studies
- Understand programme regulations and policies

HOW TO CONTACT THEM:

- Your Student Adviser will email you at the start of each semester and at least once more in semester 1 and 2.
- You can also email your Student Adviser or phone the office during working hours.
- If your Student Adviser is not available, another member of the team will respond.
- Most queries can be answered by email, but if you prefer to speak with a member of the team, we can phone you or meet, either online via Microsoft Teams, or on campus. They will share a booking link with you. Appointments are generally 20 minutes.
- You are welcome to visit the office during office hours. If a member of the team is not available to speak with you then, they will arrange a time with you.
- If your query is urgent, or you are distressed, please phone during office hours, 9am to 5pm, Monday to Friday. A colleague will take a note of your details and how you would like to be contacted. A member of the Student Support Team will prioritise getting back to you.

Office hours: Monday to Friday, 9am to 5pm

Location: Room 1.7, Doorway 6, Old Medical School, Elsie Inglis Quadrangle, Teviot Place, Edinburgh EH8 9AT

Phone: +44 (0)131 651 3970 or School reception: +44(0)131 651 3969

Email: StudentSupport-HiSS@ed.ac.uk

PROGRAMME DIRECTOR (PD) AND ACADEMIC COHORT LEAD (ACL)

- **Your main academic contacts** in the School of Health in Social Science
- They will welcome you to the programme and advise on aspects of the programme
- Your Programme Director may also be your Academic Cohort Lead, depending on your programme
- Your Academic Cohort Lead is listed on your student record ([see MyEd](#))

YOUR PROGRAMME DIRECTOR

- Has oversight of the programme of study
- Will organise a programme induction and welcome event
- Can advise on academic aspects of your programme
- Can provide information to support course selection and transitions

YOUR ACADEMIC COHORT LEAD

- Will contribute to a welcome event and organise 3 cohort events during the year. These may have an academic, careers, networking or social focus.
- Can advise on academic aspects of your programme
- Can provide information to support course selection and transitions

HOW TO CONTACT YOUR PROGRAMME DIRECTOR AND ACADEMIC COHORT LEAD:

- See them at the programme induction and welcome events and ACL community sessions
- They will let you know how to contact them at other times
- Your first point of contact for advice on course content will be Course Organisers
- Your first point of contact for general advice will be your Student Adviser

COURSE ORGANISERS

Course Organisers can advise you on all matters relating to their courses.

THEY CAN HELP WITH:

- Course content and delivery
- Required skills and learning outcomes
- Assessments and feedback

Find contact details and drop-in hours on LEARN.

OTHER ACADEMIC STAFF

You will have contact with other academic staff throughout your university journey.

Some staff will be directly involved in teaching and learning:

- Tutors (who lead your tutorials)
- Dissertation supervisor
- Exchange coordinator (for study abroad)
- Placement contacts (see programme handbook for details)

Others may support you in different ways (e.g. if you need to repeat a year). They will explain their role and how they can help:

- **Jennifer Tocher, School Director of Learning and Teaching:** a member of the School Management Committee, has strategic oversight of learning and teaching in the School.
- **Sarah Rhynas, School Director of Students:** a member of the School Management Committee, oversees the support offered to students by Academic Cohort Leads and the Student Support Team.

YOU AND YOUR FELLOW STUDENTS

Your university journey is collaborative. The more you engage, the more rewarding it will be. To help you feel **connected to and supported in your learning**, we recommend you:

- Attend and prepare for classes
- Check LEARN and emails regularly (at least once a day)
- Attend academic and social events in your subject area
- Become a Programme Rep or PALS Leader
- Join your subject society
- Provide feedback on your courses
- Reflect on your progress

UNIVERSITY WIDE SUPPORT

Student Experience Services across the University are also here to support and guide you.

Institute for Academic Development

- Guidance on study skills
- Study Hub

Careers Service

- Careers, employability, personal and professional development advice for every stage of your student journey from the moment you arrive.

Wellbeing Services

- A range of specialist support teams who are there for you to support your health and wellbeing throughout your time with us.
- Disability and Learning Support, Student Counselling, Chaplaincy and Wellbeing Service.

QUESTIONS OR UNSURE WHERE TO GO?

Use this guide to identify the right contact for your needs. Still unsure? Just ask!

CONTACT:

Student Advisers, part of the Student Support Team, StudentSupport-HiSS@ed.ac.uk

Anna Conroy, School Student Support and Experience Manager: Anna.Conroy@ed.ac.uk

Sarah Rhynas, School Director of Students: HiSS.DirectorofStudents@ed.ac.uk