

# 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](#))

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#### YOUR STUDENT ADVISER CAN HELP YOU:

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

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#### 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 or meet you, either online via Microsoft Teams, or on campus.
- Your Student Adviser will share a booking link with you. Appointments are generally for 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:** Student Support Office, Doorway 1, 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](mailto:StudentSupport-HiSS@ed.ac.uk)

Out-of-hours support is available for students in an emergency:  
<https://estates.ed.ac.uk/what-we-do/security/about/contact-security>.

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

- **Your main academic contacts** in the School of Health in Social Science
- Your Academic Cohort Lead is listed on your student record ([see MyEd](#))
- Depending on your programme, your Programme Director may also be your Academic Cohort Lead
- Your Programme Director and Academic Cohort Lead will welcome you to the programme and advise on academic aspects of your programme. This may include course selection and transitions.
- Your Academic Cohort Lead will organise 3 cohort events during the year. These may have an academic, careers, networking or social focus.

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#### HOW TO CONTACT YOUR PROGRAMME DIRECTOR AND ACADEMIC COHORT LEAD:

- See them at the programme induction and ACL community events
- They will let you know how to contact them at other times, via email or by regular published drop-in 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.

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#### THEY CAN HELP WITH:

- Understanding course content
- Assessments and feedback
- Required skills and learning outcomes
- Understanding course materials and assisting with issues of accessibility

The course LEARN page will include information on how to contact the Course Organiser.

#### 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 lectures, workshops, group discussions, tutorials and seminars
- Check LEARN and emails regularly (at least once a day)
- Attend academic and social events in your subject area
- Become a Programme Representative or get involved in Peer Support opportunities within your School
- 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.

### Academic Skills Team

- Guidance on study skills and workshops
- 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.
- Including Disability and Learning Support Service, Student Counselling Service, Chaplaincy and Student Wellbeing Service.

## QUESTIONS OR UNSURE WHERE TO GO?

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

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### CONTACT:

Student Advisers, part of the Student Support Team, [StudentSupport-HiSS@ed.ac.uk](mailto:StudentSupport-HiSS@ed.ac.uk)

Anna Conroy, School Student Support and Experience Manager:

[Anna.Conroy@ed.ac.uk](mailto:Anna.Conroy@ed.ac.uk)

Sarah Rhynas, School Director of Students: [HiSS.DirectorofStudents@ed.ac.uk](mailto:HiSS.DirectorofStudents@ed.ac.uk)