



Health & Wellbeing Resources

School of Culture & Creative Arts

College of Arts & Humanities

2023/24

There are many services and resources available to you as a student at the University of Glasgow, to support you in your time with us. This resource directory brings them together into one place, so you can quickly identify the support you need. You can click on all the links below, to land on the relevant services.

We also introduce you to some key services in the pages which follow (including Advising, Disability Services, Counselling and Psychological Services).

We do encourage you to confidentially share with your course tutor or convenor any challenges you are facing, which are having a negative impact on your experience here. They will be able to direct you to the relevant services, where necessary.

Wellbeing:

- [Financial pressures during the holidays](#)
- [Coping with family during the holidays](#)
- [Eating problems during the holidays](#)
- [Coping with Exam Pressure](#)
- [Mental Health Advice and Support](#)
- [SRC: Look After Yourself](#)
- [College of Social Sciences: UG student wellbeing resources](#)
- [Find support on bullying and harassment](#)
- [Get a gym buddy](#)
- [Get support in halls from Residence Life](#)
- [Help a student](#)
- [Protect your dignity, equality & diversity](#)
- [Register with the Disability Service](#)
- [Talk to a Counsellor about your concerns](#)

Health & fitness:

- [Access NHS Services and other external support](#)
- [Get active & join an exercise class](#)
- [Learn about vaccinations](#)
- [Mental Health First Aid](#)
- [Register with a doctor](#)
- [Register with a dentist](#)
- [Access free sanitary products](#)

- [Get the latest information on coronavirus](#)

Support services:

- [Togetherall](#)
- [Support for Care Leavers](#)
- [Counselling & Psychological Services](#)
- [Disability Service](#)
- [Equality & Diversity Unit](#)
- [External counselling & support services](#)
- [Interfaith Chaplaincy](#)
- [International Student Support](#)
- [Residence Life](#)
- [Reach Out](#)
- [Sport](#)
- [SRC Advice Centre](#)
- [Student Services Enquiry Team](#)

Personal safety:

- [Sexual violence & harassment support](#)
- [Download the SafeZone App](#)
- [Be prepared and ready for emergencies](#)
- [Get home safely - Safe Taxi Scheme](#)
- [Get top tips to stay safe at home and on campus](#)
- [Stay safe at a party](#)
- [Stay safe on the road](#)

Advising Team

The College of Arts & Humanities has a dedicated Advising Team who are the first port of call for students who need any kind of advice. The Advising Team will act as a valuable source of advice and support throughout your time at the University of Glasgow.

The Advising Team comprises a Chief Adviser, Assistant Chief Advisers and Senior Advisers who are experienced academic staff that are associated with each of the Schools within the College. They are supported by the Advising Support Manager and a dedicated team of Advising Administrators.

Advisers are there to help you with any problems you might experience which affects your ability to study, as well as issues relating to academic progress and curriculum choices.

Contact the Advising Team at

College of Arts & Humanities Advising Office
6 University Gardens

Email (undergraduate students):
arts-advising@glasgow.ac.uk

Email (postgraduate taught students):
arts-pgt-advising@glasgow.ac.uk

The advising team aim to respond to your email as soon as possible.

Telephone: 0141 330 8474, 8455, 5123, 6149

Student drop-in (no appointment necessary):

Mondays, Tuesdays 0930 - 1530
Wednesday 1330 - 1530
Thursdays and Fridays 0930 – 1530

STUDENT SUPPORT OFFICERS

Our team of Student Support Officers (SSO's) are here help students to be successful learners, by providing first line support. Signposting them to sources of information, advice and guidance in relation to their studies, their wellbeing and their future lives and careers. The team will encourage and help support students to resolve their issues and difficulties.

Contact arts-studentsupport@glasgow.ac.uk

Disability Services

Disability Services provides study support for disabled students, including those with:

- A mental health condition, such as anxiety, depression, or other mental illness
- An ongoing medical condition, such as arthritis, chronic fatigue syndrome, diabetes, epilepsy, fibromyalgia, multiple sclerosis, HIV, hepatitis, cancer (or the aftereffects of cancer/ treatment for cancer)
- A learning difference, such as dyslexia or dyspraxia, or AD(H)D
- An autism spectrum condition
- A visual impairment not corrected by glasses
- A hearing impairment
- A mobility impairment
-

This list is not exhaustive – we can support any student with an ongoing, non-trivial difficulty that affects them in their studies.

Disability Services can help with

- Access on campus
- Arranging support
- Assistive technology
- Exam arrangements
- Financial assistance
- Referrals to other services
-

The Disability Service is currently offering a hybrid service. It can offer you an appointment online or if you would prefer an in person appointment let them know when you contact them at:

disability@glasgow.ac.uk

or call them on 0141 330 5497/7237/5121/2260

COUNSELLING & PSYCHOLOGICAL SERVICES

The purpose of the University of Glasgow Counselling Service is to support students to manage their mental health and to build strategies that will help them successfully complete their course of study.

The Service is primarily designed to support those with mild to moderate needs. The Service does not diagnose or prescribe and is not a crisis service, although we do offer Crisis Support. Students who require medical support should consult their GP (General medical Practitioner).

Upon fully registering with the Service, students will be offered an initial 1-2-1 consultation. Depending on need, the support we then offer includes:

- Short term, focussed blocks of therapy, subject to assessment
- Wellbeing Consultations

- Psychoeducation and group work
- Self-help resources

Examples of the types of issues suitable for therapy (this is not an exhaustive list) are:

- Anxiety and panic
- Ongoing difficulties resulting from bereavement and other types of loss
- Relationship difficulties
- Mild to moderate depression
- Significant life changes
- Self-confidence and self-esteem

Examples of presenting issues considered unsuitable for the University Counselling Service include:

- Exploratory issues which are not currently impacting on functioning
- Serious violent or aggressive tendencies
- PTSD or Complex Trauma
- Incapacitating phobias/obsessive symptoms
- Unstable or severe eating disorders
- Substance addiction
- Active psychosis or serious and unstable mental health conditions
- Current and unstable suicidal/self-harming behaviours that require emergency intervention

In these cases it would be best to consult your GP. If you do not have one, you can [register with a GP](#) at a [local medical practice](#).

If you would like to speak to someone immediately, please call the **Student Advice Line** on 0800 028 3766.

You can also connect with support online through the [Student Assistance Programme](#) App.

Before requesting a one-to-one appointment, please visit our [Masterclasses page](#). Our Masterclasses are between 45 and 60 minutes long and are designed to help you with a variety of topics, including anxiety, low mood, sleep and stress, and you can attend as many sessions as you like.

There are a number of wellbeing resources available to support you:

[Masterclass Programme](#) - practical skills to help you effectively and proactively manage your mental health and wellbeing through your time at university and beyond!

[Peer Wellbeing Support](#) - a confidential, student-led listening service for students to talk and share their problems online/in person.

[Self Help Resources](#) – resources are available to support a wide range of experiences, including addiction, anxiety, depression, autism, eating disorders, bereavement, health and wellbeing, and self-harm.

Contact Details

Email: studentcounselling@glasgow.ac.uk

Call: 44 (0) 141 330 4528 or 7144

Address:

67 Southpark Avenue

Glasgow G12 8LE th Assured 24/7 support

Student Representative Council Advice Centre

The Advice Centre is an advice, information and representation service provided by the SRC for all University of Glasgow students. The Advice Centre offers free and confidential advice on a wide range of subjects. For example:

- Benefits and Tax Credits
- Council Tax
- Employment Rights
- Financial Support for Students
- Income Tax/National Insurance
- Harassment, bullying or discrimination
- Health Issues incl. Fitness to Study procedure
- Housing Issues
- Money and Consumer Advice

They may also be able to advise and represent you with regard to:

- Academic Appeals
- Formal and informal complaints
- Fitness to Practise procedures
- Student Conduct Issues, including Plagiarism

They are also a third-party reporting centre for hate crime.

Contact

Email: advice@src.gla.ac.uk (they aim to reply within two working days although at busy times this may take a little longer).

Alternatively, to make a Zoom or Teams appointment please contact SRC on the email above.

Phone: 0141 330 5360. British Sign Language (BSL) users can contact via contactSCOTLAND-BSL

In-person appointments: a drop-in service from Monday to Friday between 11:30am and 4pm. If you would like to speak to a member of our team in person please make your way to The Welcome Point on the ground floor of The McIntyre Building and ask for The Advice Centre or email or phone us (details above).

[The Safe App Zone](#)

A free application to help keep you and those around you safe.

SEXUAL VIOLENCE & HARASSMENT SUPPORT: STUDENTS

The University of Glasgow is committed to the safety and wellbeing of every member of our community. If you or someone you know has been affected by sexual violence or harassment, the University is here to support you.

To access support, you can [report](#) an incident to the University.

A member of our First Responder team will be in touch to offer support and discuss your options.



Health Assured 24/7 support

[Download for IOS](#)

[Download for Android](#)

App code: **MHA240962**

Free 24-hour confidential helpline: **0800 028 3766**

[Find out more about Health Assured](#)

Username: **Glasgow**

Password: **GrowReadSupp**

Emergency/Crisis

Threat to life:

1. Immediately call 999
2. Notify Campus Security: 0141 330 4444

Concerned about your own or some else's mental health:

- University Crisis Team Call: +44 (0) 141 330 4444 (ext. 4444)
- The Samaritans Call: 116 123
- Breathing Space Helpline Call: 0800 83 85 87