Student Support Officers (SSOs)

Graham Andrews (College of Science and Engineering)
Stephane Charrier (College of Medicine, Veterinary and Life Sciences)
Sarah Ralph (College of Arts)
1: Any questions!

First point of contact for all sorts of questions. If you’re not sure what to do, or who to contact about something, we are here to help.

We have time to meet and discuss things in detail.

Nothing we discuss will be shared with academic staff without your permission.
2: Accessing specific student services.

We can point you in the right direction, and make sure you know how to access support.

In some cases, this can mean helping with processes too.

Who does that cover?
What is a Student Support Officer (SSO)?

2: Accessing specific student services.

Counselling and Psychological Service
Disability Service
Financial Aid
Other Finance teams
Learning Enhancement and Academic Development Service
Careers
Residence Life Team (University accommodation)
3: University processes.

Help with issues contacting academic staff, including Advisers of Studies.

Guidance on how to submit Good Cause.

Help to understand University policy.

Guidance on complaints process.
4: Support for specific circumstances.

Caring responsibilities.

Parental responsibilities/pregnancy.

Experiencing bullying or harassment.

Facing gender-based violence.
5: Longer term contacts.

When it is appropriate, we can keep in touch throughout the year.

Not limited to specific questions – general check-in meetings are also possible.
6: What we don't do.

Cannot offer specific academic advice about your studies – but we will direct you to the people who can.

Are not therapists or counsellors – we help you get that support.

Do not make decisions – we help you understand them.
Final key principles.

We have time to speak with you – unlike a lot of staff.

We usually do not provide specialist help – we are there to help you access it.

You can bring any questions to us.
What is a Student Support Officer (SSO)?

How to find us!

Easiest: search "University of Glasgow student support officers".

https://www.gla.ac.uk/myglasgow/students/supportofficers/

Email to ask questions/arrange appointments.
Example 1: Finance. A student's expected source of financial support has come to an end.

What can SSOs do?

Financial aid applications – including immediate support with food expenses if needed.

Help to contact other financial teams, e.g. help to arrange payment plans.

Help with how to find part-time jobs.

What do we not do?

We do not make any final decisions about offering financial support.

We do not provide money directly ourselves.
Example 2: mental health. An international student has been struggling with mental health after starting their studies in Glasgow.

What can SSOs do?

Talk about things. We have time to meet with you.

Provide overviews of mental health support available – including from the NHS.

Discuss general wellbeing strategies, such as joining societies.

If appropriate, follow up as the academic continues to check on how things are going.

What do we not do?

We do not provide counselling or therapy ourselves.