

Support to Study – Guidelines for Students

What is the Support to Study Process?

University life can be challenging, and sometimes you might need a bit of extra help to make the most of your time at here at Aberystwyth. That's where the Support to Study process comes in.

This process is here to help you if you're facing difficulties that may be affecting your studies or wellbeing. It's all about working together to understand the challenges that you might be facing and making sure that you get the right support. Our goal is to give you the tools you need to succeed academically and to make the most out of your time at university.

A support to study referral will usually be made by a member of staff if they have ongoing concerns that you may be struggling and in need of additional support and advice.

What do the different stages mean?

The process has three stages, based on level of concern:

Stage 1 – Low level of concerns

An informal chat if there are some early signs that you may need support. It'll usually be with your Personal Tutor, who will talk through any concerns and help to put a support plan in place.

Stage 2 – Moderate level of concern

This is also informal, but this stage will usually involve someone from Student Services and your academic department. Together, you'll talk about your needs and agree on a support plan.

Stage 3 – Significant level of concern

This stage happens when there are more serious or ongoing concerns, especially around your wellbeing, behaviour, or ability to engage with university life. A formal meeting is led by a Chair from Student Services and will include a few key staff members from Student Services and your academic department, and other university teams as needed, to make sure that you get the help you need.

What are the possible outcomes of the meeting?

The outcome will always focus on what's best for your wellbeing and success. Possible outcomes include:

- **Case closed** – things are going well, and no further action is needed (though we can reopen it later if needed).
- **Case remains open** – a number of supportive actions will be agreed on, and we will arrange a review meeting to check on your progress.
- **Escalation** – In Stages 1 or 2, the case might move to the next stage if more support is needed.
- **Taking some time out** – at Stage 3, it may be decided that the best outcome would be for you to take a temporary break from your studies to focus on your health and wellbeing.

Following the meeting you will receive an email to confirm the outcome and any agreed actions – these will be discussed with you first in the meeting. . If you have any questions or are unsure about any of the actions, then please don't hesitate to get in contact with us.

You also have the right to appeal any decisions that are made.

Do I need to do anything for the meeting?

- **Accept the calendar invite** to confirm that you will be attending.
- **Can't make it?** Let us know as soon as possible so that the meeting can be reorganised – otherwise, the meeting will go ahead, and a decision will be made in your absence.
- **Supporting information** – you do not need to prepare, but if you do have any supporting information, such as a medical diagnosis, that might explain your situation then please feel free to share them in the meeting.
- **Engage with the process** – the more openly you participate, the better we can support you.

Can I bring someone with me for support?

Absolutely. We understand that these conversations can feel a bit overwhelming. You're welcome to bring someone for support. This could be:

- A parent or guardian
- A friend
- A Student's Union representative
- A member of university staff

Just check that they are happy to come and contact us to let us know that they will be attending.

Questions or concerns?

We're here to help. If you have any questions about the process or just want to talk it through, please reach out:

Email: s2s@aber.ac.uk

Telephone: 01970 621761