

# Enabling Services Student Support Appointments

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## Booking your Student Support Appointment

Appointments can be booked from Monday to Friday 9am – 6pm throughout the year and usually take place at the Student Services Centre (Building 37) on Highfield campus. This can differ so please see your appointment confirmation email for your specific location.

Appointments can be arranged at the Winchester School of Art – please request this at the time of booking.

If you have concerns before a booked appointment, the Enabling Services drop-in is available on Monday to Friday 1pm-3pm (Mon, Wed, Fri only during vacation times)



## What we need

Please provide written evidence, e.g. a letter from your GP or other health professional. This must be provided in advance of the meeting so that the practitioner can consider what adjustments you are eligible to receive.

If you have a specific learning difficulty such as dyslexia, in most cases we will require a pre-16 or post-16 diagnostic assessment report so that we ensure we can provide you with a full range of support.



## What to expect

The purpose of the Student Support Appointment is for students to speak with a specialist practitioner to receive support, advice and guidance on various topics and to arrange for information to be shared with other parts of the University on a 'need to know' basis in order to ensure that appropriate adjustments are made.

You will meet the practitioner on a one-to-one basis in a private meeting room. The appointment will be booked for 30 minutes or 60 minutes.



Information shared with the Enabling Services team will be stored and processed in line with the University's [privacy notice](#) and in compliance with data protection law and principles.



Please make every effort to arrive on time for your appointment. If you are running late, we will do our best to see you.

If you are unable to make the appointment, please let us know as far in advance as possible so that we can offer the time to another student and re-schedule your appointment.

Please note that if you are unable to attend, this may mean that we are unable to put additional exam recommendations in place for any upcoming exams.

## **Preparing for your Student Support Appointment**

During the meeting, you will have the opportunity to talk about any or all of the following. You may wish to give this some thought in advance and bring your notes to the appointment.

- ☐ **Your requirements in order to access your course, e.g. timetabling issues, access to notes in advance.**
- ☐ **Your mental health and wellbeing.**
- ☐ **Accommodation requirements and adaptations, e.g. to stay in halls beyond your first year.**
- ☐ **Specific Learning Difficulties (SpLD), e.g. what to do if you think you may have dyslexia.**
- ☐ **Disabled Students' Allowances (DSA) Applications process.**
- ☐ **Additional Exam Recommendations (AERs).**
- ☐ **Access to the Assistive Technology Suite.**
- ☐ **Mentor Support and Learning Support Assistants.**
- ☐ **Support and adjustments for practical sessions, field work and placements.**

**Notes:**