



Accessing student support services

UNIVERSITY of
STIRLING



As a partnership degree student, you are a student of the University of Stirling as well as Forth Valley College. Your dual enrolment allows you to access support services at the College as well as at the University.

Making Learning Work Year 1 and Year 2 students often prefer to access services delivered by the College as they have classes at the College, and it can be more convenient in terms of meeting with staff and attending on-campus appointments or drop-in services. Some services may be delivered online.

If you require learning support, you are recommended to meet with the College’s learning support team. This is because College staff are familiar with your year 1 and year 2 lecturers, curriculum, Teams, Moodle, campus classrooms and facilities and can therefore make more tailored recommendations of support suitable to you. Depending on your needs assessment, you may be offered access to services delivered by University staff – this support will be in addition to your College-based support.

We recommend that you download the University of Stirling’s app to help you to access your University account (email and VLE), communicate with University staff, and access University services: <https://www.stir.ac.uk/about/professional-services/information-services-and-library/current-students-and-staff/university-of-stirling-app/>

Student support services:

	Forth Valley College	University of Stirling	NHS/doctor/community
General guidance for student issues		<p>If you are experiencing personal issues whilst studying, please don’t struggle on your own.</p> <p>Accessing support early can often stop a small problem becoming a crisis.</p> <p>Advisers are available to offer advice and support and can also refer you to external sources of help where appropriate.</p>	

		<p>To seek support from an Adviser at the University, please drop-in to the Student HUB on the University campus or email ask@stir.ac.uk</p>	
<p>Mental Health/Stress</p>	<p>Forth Valley College Counselling and Wellbeing Support Service is available for students who need someone impartial to talk to about their mental and emotional needs.</p> <p>If you feel you would benefit from Counselling and Wellbeing support, please email counselling@forthvalley.ac.uk</p> <p>Our service is available on all campuses.</p>	<p>Please visit this webpage for information, : https://www.stir.ac.uk/student-life/support-wellbeing/student-support-services/your-mental-health-and-wellbeing/</p> <p>Including the University's One At A Time Counselling Service.</p> <p>ask@stir.ac.uk</p> <p>Please note: our counsellors advise that you cannot have counselling by your GP/NHS or private, and at the College, and at the University at the same time – you'd have to choose to engage with one service at the exclusion of the others. This is to ensure you only speak with one counsellor at once.</p>	<p>You can always speak with your GP regarding mental health. You can also access out-of-hours support even when staff are not available at the University or College.</p> <p>NHS 24 (24/7 telephone support): call 111</p> <p>Breathing Space (telephone support to talk about any issues impacting on your mental health): call 0800 83 85 87</p> <p>Samaritans: call 116 123 Or call the Falkirk and Central Scotland office: 01324 622066 (local call charges apply).</p> <p>Shout Crisis Manager: Text 'Shout' to 85258</p> <p>Apps and wellbeing services: https://www.stir.ac.uk/student-life/support-wellbeing/student-support-services/your-mental-health-and-wellbeing/wellbeing-support/</p>

Learning Support	<p>The Learning Support Team provides a friendly and confidential service to students who have specific learning difficulties such as dyslexia or dyspraxia; Autistic Spectrum Disorders; students with long term health conditions; students with physical disabilities and students with mental health conditions:</p> <p>https://www.forthvalley.ac.uk/student-info/support-advice/learning-support/</p> <p>learningsupport@forthvalley.ac.uk</p>	<p>Accessibility and Inclusion (for University of Stirling modules and for those progressing to year 3 of their degree):</p> <p>https://www.stir.ac.uk/student-life/support-wellbeing/student-support-services/accessibility-and-inclusion/</p>	
Study Skills	<p>Learning Resource team:</p> <p>https://www.forthvalley.ac.uk/student-info/learning-resources/</p> <p>Difficulties accessing resources such as e-books? Need advice about referencing, study skills and so forth? Want to book an on-campus PC? Email:</p> <p>learning@forthvalley.ac.uk</p>	<p>Student Learning Services team, including workshops and online resources:</p> <p>https://www.stir.ac.uk/student-life/support-wellbeing/student-learning-services/</p> <p>Email for 1-2-1 advice, and to sign-up to events and workshops: sls@stir.ac.uk</p> <p>Access Study Skills courses via your University Canvas account.</p>	
Funding and Money Advice	<p>funding@forthvalley.ac.uk (Childcare Fund queries only)</p>	<p>Money Advice Team:</p> <p>https://www.stir.ac.uk/student-life/support-wellbeing/student-support-services/money-support/ (SAAS and general money and/or debt advice)</p>	<p>SAAS funded students can make an enquiry to SAAS via your online account, or call 0300 555 0505 to speak with a SAAS adviser.</p>
Chaplaincy	<p>We have quiet rooms available on campus for those who require a spiritual, physical or mental space for peace. Quiet rooms are available:</p>	<p>https://www.stir.ac.uk/student-life/support-wellbeing/student-support-services/chaplaincy/</p> <p>Please email: chap1@stir.ac.uk</p>	<p>Your local place of worship may provide in-person, online, or telephone support.</p>

	<p>Alloa Campus (Room A205) Falkirk Campus (Room F1.913) Stirling Campus (Room S1.13) The quiet rooms are open-access and there is no need to book.</p>	<p>Tel: 01786 467164</p>	
<p>Gender Based Violence – support and/or reporting:</p>	<p>Nadia Giannelou is the Rape Crisis Support Worker who is based at Forth Valley College. For support, please email: nadia.giannelou@forthvalley.ac.uk</p>	<p>For information, please visit this webpage: https://www.stir.ac.uk/student-life/support-wellbeing/student-support-services/sexual-violence/</p> <p>If you're on the University campus and you need help, call the Security Team any time, 24/7 on x2222 (on an internal phone) or 01786 467999 if using your mobile phone to request the Police.</p>	<p>Emergency services: call 999 (immediate help) or call 101 (non-immediate help)</p> <p>Rape Crisis Scotland: call 08088 01 03 02. Free support and advice, any day, between 6pm and midnight.</p> <p>Forth Valley Rape Crisis office is based in Stirling but they also have regular weekly appointments on campus – click: find out more about this support service. They provide free and confidential information, advocacy and support to anyone (over 13) in the Forth Valley area affected by sexual violence.</p> <p>A more complete list of external support agencies available to you: https://www.stir.ac.uk/student-life/support-wellbeing/student-support-services/sexual-violence/support-from-external-agencies/</p>
<p>Gym and sports</p>	<p>All Forth Valley College campuses have gyms which are accessible to students:</p>	<p>The University of Stirling is Scotland's University for Sporting Excellence. You're welcome to use the facilities, gym, and even</p>	<p>There are many private and community sports clubs and gyms in throughout the Forth Valley, Falkirk</p>

	<p>https://www.forthvalley.ac.uk/student-info/campus-life/sport-fitness/</p> <p>Student membership is £35 for the entire academic year – please visit the webpage for more info,</p> <p>FVC gym enquiries: 01324 403074 FVC Gym: Waimun.Lee@forthvalley.ac.uk</p>	<p>join sports teams (competitive or non-competitive) as a University student: https://www.stir.ac.uk/student-life/sport-at-stirling/</p> <p>Sport.membership@stir.ac.uk</p>	<p>and Stirling town centres. Please note, some business may offer student discounts, however it can be more cost-effective to use college/university facilities. The choice is completely up to you, and what suits your needs and circumstances.</p>
Student Union and Student Association	<p>To contact your Student Association about any issues, clubs or societies, events and volunteering opportunities: https://www.fvsa.co.uk/ or join the Student Association Teams group, or email student.president@forthvalley.ac.uk</p> <p>For example: study, class reps, issues, signposting, student advice, college clubs and societies, events and campaigns.</p>	<p>To contact your University Student Union about any issues, clubs, sports, societies, events and volunteering opportunities: https://www.stirlingstudentsunion.com/</p> <p>For example: accommodation, university clubs, sports and societies, university modules, events, and campaigns.</p>	<p>Your FVC and University student ID (and sometimes your student email address to prove your student status) may entitle you to claim student discounts from participating shops, cafes, pubs, and other service providers.</p>