

STUDENT SUPPORT SERVICES

An overview for students and staff in 2021/22

EMERGENCIES


If someone is in danger or a crime is being committed, phone **999** to contact police, ambulance or fire services. If emergency services have been called to Brookes premises, contact Security Services on **01865 483060** and explain your location so that they can direct the emergency crew when they arrive.

If you are on or around campus and need immediate assistance, contact Brookes Security Services on **01865 483060**.

STUDENT SUPPORT SERVICES


Academic Advisor

Personalised guidance for academic and personal development. Academic advisor contact details can be found under 'My Records and Results' on Student Information.

 brookes.ac.uk/students/your-studies/student-information



Academic Liaison Librarians (Library)

Support for finding, accessing and referencing resources for assignments.

 brookes.ac.uk/library/resources-and-services/course-resource-help



Accommodation Bureau

Support and advice for students applying to, and existing residents of, university accommodation.

 brookes.ac.uk/studying-at-brookes/accommodation
 accomm@brookes.ac.uk

Brookes Union Advice

Advice and assistance with housing, money, university and general matters.

 brookesunion.org.uk/advice
 su.advice@brookes.ac.uk



Careers

Support with CVs, interviews and career decision-making. Skill development through the Volunteer Centre and part-time jobs service.

 brookes.ac.uk/students/careers
 careers@brookes.ac.uk



Centre for Academic Development

Confidential study advice service for study skills (e.g. planning and writing essays, academic English) and maths/stats help.

 brookes.ac.uk/students/academic-development
 academicdev@brookes.ac.uk



Counselling Service

Counsellors work with students on any personal or emotional difficulty. They can also refer students for more specialist help.

 brookes.ac.uk/students/wellbeing/counselling/wellbeing-recpt@brookes.ac.uk
 wellbeing-recpt@brookes.ac.uk


Disabled Students

Advice, information and support through the Inclusive Support Service.

 brookes.ac.uk/students/inclusive-support-service
 disabilitysupport@brookes.ac.uk

Dyslexic/SpLD Students

Advice, information and support through the Inclusive Support Service.

 brookes.ac.uk/students/inclusive-support-service
 disabilitysupport@brookes.ac.uk

Exams Team

Help with queries about exam timetables, exam rooms, access arrangements and changes of date.

📞 brookes.ac.uk/students/exams
✉ exams@brookes.ac.uk

Financial Aid

Financial support and information for students experiencing financial difficulty.

📞 brookes.ac.uk/studying-at-brookes/finance/financial-aid
✉ finaid@brookes.ac.uk

IT Service Desk

Support with IT issues and equipment. Students can also hire IT equipment for free and receive advice for using it at home.

📞 service.brookes.ac.uk

International Student Advice Team

Advice and activities for international students.

📞 brookes.ac.uk/students/isat
✉ isat@brookes.ac.uk

Library

Advice and support for using the Library and finding resources.

📞 brookes.ac.uk/library
✉ libraryenquiries@brookes.ac.uk

Mature Students

Mature students can access a wide range of services and support.

📞 brookes.ac.uk/students/wellbeing/mature-students
✉ maturestudents@brookes.ac.uk

Multifaith Chaplaincy

Companionship and spiritual care for all students and staff from any faith tradition, or no faith at all.

📞 brookes.ac.uk/students/wellbeing/chaplaincy
✉ chaplain@brookes.ac.uk

Report and Support

If you have experienced or witnessed sexual violence, hate crime or harassment involving students, you can report it with your contact details or anonymously.

📞 brookes.ac.uk/students/report-and-support

Research Degrees

Support for current and prospective research students from enquiry and application to degree conferment.

📞 brookes.ac.uk/students/research-degrees-team
✉ rd-enquiries@brookes.ac.uk

Student Central

Central point-of-contact for information and support for students.

📞 brookes.ac.uk/students/student-central
✉ studentcentral@brookes.ac.uk

Student Support Co-ordinators (SSCs)

Confidential faculty-based support for academic and personal issues. See website for the list of SSCs in each faculty.

📞 brookes.ac.uk/students/support-services/ssc

Student Welfare

Emotional and practical support for students in crisis or who are experiencing serious circumstances that are affecting their studies.

📞 brookes.ac.uk/students/wellbeing/student-welfare
✉ studentwelfare@brookes.ac.uk

Timetabling Team

Help with timetables, room bookings and changing teaching sets on the Oxford and Swindon campuses.

📞 brookes.ac.uk/students/your-studies/timetabling
✉ timetabling@brookes.ac.uk
✉ roombookings@brookes.ac.uk

Wellbeing

Brings together a range of services to support student welfare, some of which have been listed here. See website for a full list of services and resources.

📞 brookes.ac.uk/students/wellbeing
✉ wellbeing-recpt@brookes.ac.uk