



Supporting the transition into university life



**A student
guide**

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Starting university is an exciting time, but it can come with some challenges. This guide helps you familiarise yourself with support available on campus, as well as some handy hints and tips to give you a head start and an idea of what to expect.

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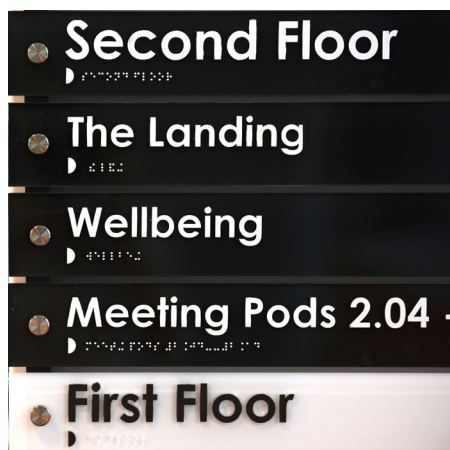
Disability and mental health support

Disability

If you feel like you might need some support with your studies, you can register with Disability Services. You are given a named adviser who talks to you about your needs and which areas you might need support with. A Student Support Plan is produced and circulated to relevant members of staff so that they know how best to support you.

Find out more:

tees.ac.uk/sections/stud/disability



Disabled students' allowances

Disabled students' allowances is UK government funding that we recommend you apply for, to cover any costs for additional study-related specialist support.

This may include funding for any one-to-one support you may require, specialist equipment and software, additional disability-related travel costs and other disability-related expenses.

If eligible you can apply via your funding body, who will provide instructions around this process.

Access to work

If you are an apprentice student, you may be eligible for support via Access to Work.

You can find more information on their [website](#).

Our advisers in Student Life can help you to access this support.

Email: studentlife@tees.ac.uk

Tip

Register early so we can get your support set up ready for when you start.

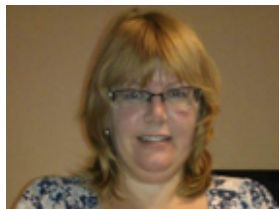
More about DSA-funded specialist mentoring

You might find one-to-one mentoring useful to support you in areas such as:

- > anxiety and stress management
- > avoidance/procrastination
- > concentration and memory
- > general approach to university
- > maintaining a healthy work/life balance
- > mood and motivation
- > perfectionism
- > presentations and group work
- > self-esteem and assertiveness
- > social interactions and communication
- > time management and organisation.



Meet one of our mentors



‘Hi, I’m Gill Gott. I’m a mentor at Teesside University and I specialise in working with autistic students.

A mentor can help you explore the effects of your condition on your studies and develop appropriate practical and academic support strategies to enable you to enjoy an independent university experience.

The support is built around your individual needs

and could range from developing good time management skills, action lists for assignment planning, to coping strategies in stressful or anxiety-related situations. With your mentor you set goals and regularly review your progress to help you keep on track with your objectives.’

Find out more about specialist mentoring.

Mental health support

We have a team of specialist advisers who are dedicated to supporting students with autism spectrum conditions and mental health conditions – they are based on the top floor of Student Life. This is a confidential service to help with:

- > setting up your disability support
- > advice and support with concerns/anxieties during your time at university
- > settling in and adjusting to the demands of university life
- > liaising with your academic School if there are any course-related issues
- > exploring services within and outside of the University to help enhance your experience of university life and to help support you with your mental health and wellbeing
- > referring you to our counselling service if you require some additional support.

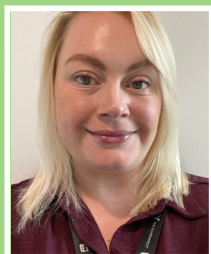
Find out more.



Meet our mental health and autism team



Sarah Bates
Head of Disability
and Mental Health



Holly Charville
Mental Health
Practitioner



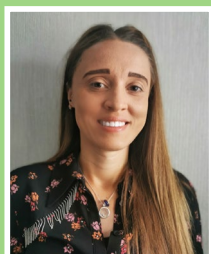
Rachael Rice
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Student Adviser:
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Contact a member of the team: studentlife@tees.ac.uk

Tips on managing anxiety on campus

With university life there are lots of new people and settings which can be overwhelming at times. There are coping strategies you can use to help support you during your time here:

- > practice relaxation techniques
- > practice breathing exercises
- > plan ahead and create a routine
- > prepare for your classes
- > plan alternative quieter routes to get you from a to b
- > familiarise yourself with the campus and carry a copy of the campus map
- > do a trial run to classrooms when you get your timetable
- > take a packed lunch or decide where you are going to buy your lunch in advance. eat and keep hydrated throughout the day
- > wear headphones so you can listen to your favourite music or wear noise cancelling headphones
- > go to a safe/quiet place where you can manage your feelings and relax
- > agree with a family member or friend that you can call them if you're feeling anxious
- > use an app on your phone.

Keeping a note of what makes you anxious is also valuable. Look back at your feelings over a day, week or month to gain insight into places or instances that are causing you particular difficulty. This helps you to create new coping strategies as well as reflect on situations you have managed well.

Mental health services at the University can also offer support for students to expand on their coping strategies and help you learn new ones.

Speak to your adviser if you would like further information or email studentlife@tees.ac.uk



Quiet spaces on campus

University can be overwhelming at times, and you may feel you would like to find a quiet space to take a break. Please find below a list of quiet spaces which you might find helpful:

Library

Students that have a student support plan, including library support, can book room L2.06 in the library. This room can be booked up to a week in advance by emailing libraryhelp@tees.ac.uk or calling on 01642 342100 (Monday - Friday 9am to 5pm).

On the ground floor there is a seating area to the right as you walk into the building.

Floor 2 of the library is designated for individual quiet study.

Floor 3 is designated for silent study.

If you need any help and assistance when using the library, please see staff at the library welcome desk located on the ground floor of the library building, or email libraryhelp@tees.ac.uk. Further information about the library spaces can be found [here](#):

Student Life Building

You can book study pods on the 1st floor by going to the Student Life Building reception. These spaces are available to book on the day.

There is a quiet seating area on the 2nd floor of the Student Life Building, this is located at the top of the main staircase. You can also find the wellbeing room on this floor, there is minimal seating outside of this room. Please be mindful of other students in this area.

The Buttery (postgraduates only)

The Buttery is exclusively for postgraduate students and researchers to study, collaborate and relax. It has a variety of quiet spaces available to suit everyone.

The Buttery opening hours are 7am - 9pm. Access is via your TUSC. Further information can be found [here](#):

The Curve

There are various seating areas throughout this building on the different floors.

Europa

On the 1st floor .

If you find that you need a moment to take a break, the following areas tend to be the quietest around campus:

- > Reflection room.
- > Waterhouse, first floor seating area.
- > Europa, ground floor seating area
- > Greig (car park entrance).

★ Quiet areas on campus

Below is a map where we have identified some spaces on campus which tend to be quieter than others

UNIVERSITY BUILDINGS

CAMPUS HEART

- | | | |
|---|-----------------|-------|
| 1 | The Curve | (T) |
| 2 | Library | (L) |
| 3 | Students' Union | |
| 4 | Student Life | (SL) |
| 5 | Digital Life | (DLB) |

BLUE ZONE

- | | | |
|---|-----------|--------|
| 6 | Greig | (G) |
| 7 | A: Europa | (OLTC) |
| | B: Europa | (IT) |
| | C: Europa | (CFE) |
| 8 | Victoria | (V) |
| 9 | Mercuria | (MC) |

PURPLE ZONE

- | | | |
|----|-------------------|-------|
| 10 | A: Olympia | (OLY) |
| | B: The Gym | (OLY) |
| 11 | A: Centuria | (H) |
| | B: Centuria South | (HS) |
| 12 | Bios | (BIO) |

GREEN ZONE

- | | | |
|----|----------------|-------|
| 13 | A: Themis | (TBS) |
| | B: Themis West | (CL) |
| 14 | Waterhouse | (W) |
| 15 | The Buttery | (BTY) |

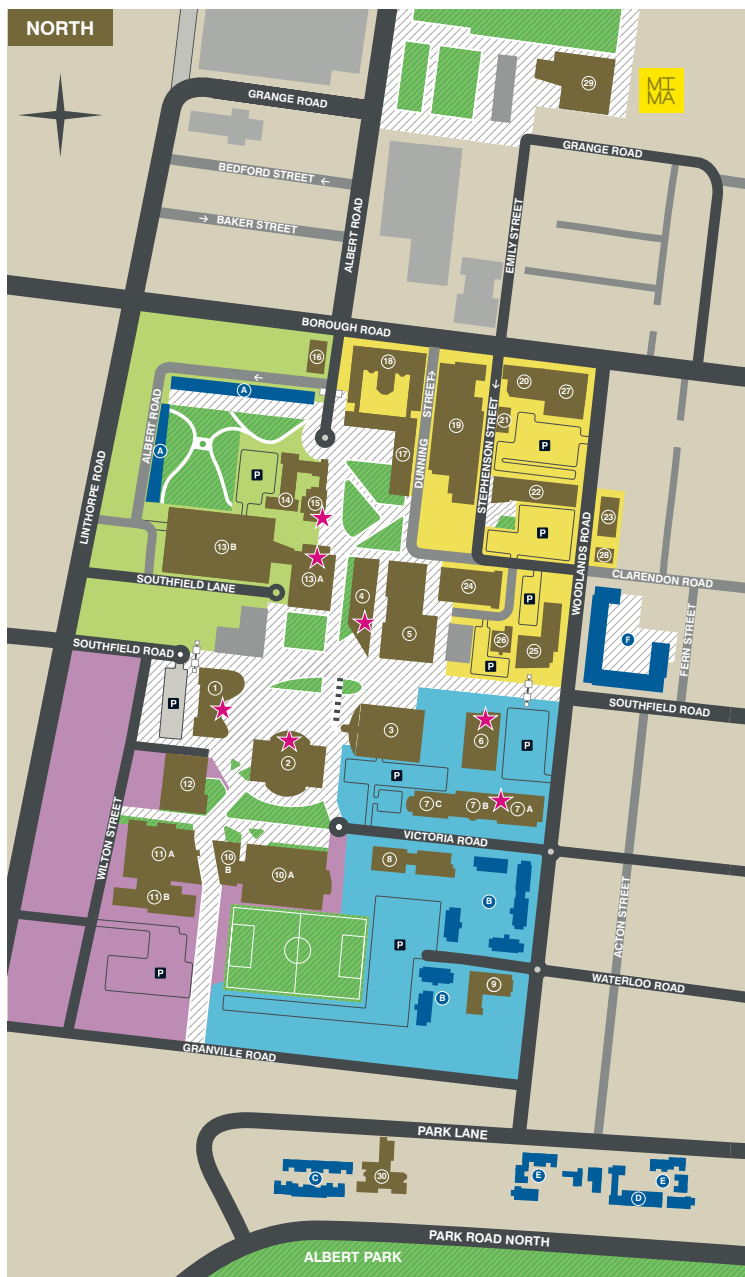
- | | | |
|----|----------------|--|
| 16 | The Gateway | |
| | Visitor Centre | |

YELLOW ZONE

- | | | |
|----|---------------------|-------|
| 17 | Middlesbrough Tower | (M) |
| 18 | Constantine | (C) |
| 19 | Stephenson | (IC) |
| 20 | Cook | (CK) |
| 21 | Foster | (F) |
| 22 | Phoenix | (P) |
| 23 | Education House | |
| | Prayer Room | |
| 24 | Orion | (CE) |
| 25 | Athena | (A) |
| 26 | University House | (UH) |
| 27 | The Printworks | (PRW) |
| 28 | Zelos | |

OUTSIDE ZONES

- | | | |
|----|---------------------------------------|--|
| 29 | mima | |
| | Middlesbrough Institute of Modern Art | |
| 30 | Parkside Studios | |



Apps to support your mental health and wellbeing

Search the app store on your smartphone or tablet:

Mindshift

Relaxation skills and strategies to manage anxiety.

Stay Alive

Suicide prevention for people with thoughts of suicide and those who have concerns about someone else.

Insight

Meditation and mindfulness.

My Possible Self

Monitoring and tracking your emotional health.

Fabulous: Self-Care

Build good habits and a healthy lifestyle.

Brain in hand

Helping people make decisions, manage anxiety, and deal with unexpected situations. This can potentially be funded through your DSA application.

Speak to your adviser or visit braininhand.co.uk.

Student Assistance Programme

All Teesside University students have access to our Student Assistance Programme, 24/7 support service, open 365 days a year. Download the Wellbeing Hub app to access self-help resources or use the chat function. The helpline can also be accessed outside of the app on 01642 342111.

You can access support for the following areas:

- > stress and anxiety
- > exam worries
- > financial wellbeing
- > relationships
- > family or childcare concerns
- > legal information
- > housing concerns
- > bereavement
- > alcohol and drugs
- > any student-related issues

For further information about support and managing mental health, visit **Mental health support**.

Exercise to support your wellbeing

As well as the clubs and societies in the **Students' Union** such as swimming and football, the University also have their own gym and fitness classes. **Find out more**.

If you would like to join the gym you can speak to a member of staff to find out when the quieter times might be. There is always a member of staff available in the gym if you ever need any support.

For more information, email studentlife@tees.ac.uk



Adapting to independent living

If you have moved away from home, this could feel quite daunting at first. We want to make sure that you get a head start and have the information you need to start to live independently and enjoy your university experience.



1 Establish a new routine

It's ok not to do everything on your to-do list, just move it to another day.

To move towards a new routine, you could think about how structured you like your time to be. You could create a daily/weekly timetable including specific times you would like to complete certain tasks, including classes, or think about having a general plan and perhaps have a to-do list to help you remember what you need to do that day or week. Think about what might work best for you:

Example one:

Day	Morning	Afternoon	Evening	Weekly to-do list:
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Example two:

Day	9.00am 10.00am	10.00am 11.00am	11.00am 12.00pm	12.00pm 1.00pm	1.00pm 2.00pm	2.00pm 3.00pm	3.00pm 4.00pm	4.00pm 5.00pm	5.00pm onward
Monday									
Tuesday									
Wednesday									
Thursday									
Friday									
Saturday									
Sunday									
Weekly to-do list:									



Tip

Get the task that you least want to do out of the way first so that it is not looming over you for the rest of the day. Prepare for the next day the night before so that you have less to do first thing in the morning.

2 Shopping guide

- > Think about what you like to eat and pre-plan some recipes at home and write a shopping list based on the recipes. You can then decide what items will be within your weekly budget.
- > Do a supermarket shop before you arrive at your accommodation, so you don't have to think about it during your first week on campus.
- > Make a big batch of food and freeze it in containers, so that you can easily heat it up another day for a quick meal if you have a busy day.

Nearby shops

Aldi	Newport Road, Middlesbrough, TS1 5JF
Lidl	Newport Road, Middlesbrough, TS1 5PR
Sainsbury's	Wilson Street, Middlesbrough, TS1 1RP
Iceland	Linthorpe Road, Middlesbrough, TS1 3QP
Students' Union shop	although you may not be able to do your full shop here, it's great for essentials and treats.

There are also other smaller convenience stores near campus on Linthorpe Road and in the town centre.

Essential shopping list:

- | | |
|---|---|
| - Baked beans | - Salt/condiments |
| - Bin bags | - Stationery |
| - Bread | - Tea/coffee/other drinks |
| - Butter | - Toiletries and bathroom essentials such as towels |
| - Cleaning essentials | - Toilet roll |
| - Instant noodles | - Washing powder |
| - Milk | - Washing up liquid |
| - Pasta | |
| - Pasta sauces | |
| - Other kitchen essentials such as cheese grater, pans, plates - check with the Accommodation Team to see what is already provided. | |

3 Hints and tips on daily living tasks

- > Practice at home first with family or friends – washing clothes, making the bed, cooking, cleaning.
- > Arrive early to your accommodation to familiarise yourself with the set up and to see how the washing machine, cooker, microwave work.
- > Contact the Accommodation team to find out about how the laundry facilities work – some of our accommodation have laundry facilities in the kitchens however some have laundry rooms where you will need to buy a card from the Accommodation team. accommodation@tees.ac.uk.
- > Familiarise yourself with routes to places you might regularly use such as the supermarket or nearest convenience shop.

Living in university accommodation and making friends

- > Think about how you will introduce yourself to your housemates in a way you feel comfortable. You could talk to them about:

- > your interests, they may have the same interests as you
- > which course they are studying and what made them choose their course
- > where they have moved from and how they are getting on with their unpacking
- > whether they know the area. if they do, you could ask them to help you find your way around. if they don't, you could suggest going for a walk around campus together, or to find the nearest shops
- > sharing tasks, such as cooking or cleaning and put a schedule together.

- > Look on the **Students' Union website** and see if there are any clubs or societies that match your interests. You can do something you enjoy and also meet people with the same interests as you. If you have a particular interest which is not a club or society yet, why not start your own.
- > View the Social Events Calendar on the Students' Union website where you can see upcoming events, especially during Welcome Week.
- > If you want to discuss support for joining or attending a club or society, please speak to your disability adviser.

Budgeting and finances

To help you manage your money, you might want to think about a budgeting planner to keep track of money coming in and your spending. Here is an example that you can adapt:

Income	£	Expenses	£
Maintenance loan		Accommodation	
Paid work		Mobile phone/wifi	
Savings		Utility bills (gas, electricity, water)	
Grant or bursary		Food/household shopping	
Help from parents		Course materials	
		Leisure activities	
		Travel	
Total income each month		Total costs each month	

Blackbullion

The University have partnered with **Blackbullion**

Register to access a wide range of resources and information and develop your confidence to manage your finances.

You can make an appointment to see one of our financial advisers. They can help you with:

- > advice on tuition fees, student loans, benefits and welfare
- > tips on managing money and budgeting
- > support with financial hardship.

To make an appointment with our finance team, email studentlife@tees.ac.uk

What to expect in a classroom

Your timetable is made up of lectures, seminars and practical sessions in labs or studios.

Lectures

You might expect to be in lecture for one to two hours while your lecturer talks about a particular subject. You might find that there is a large number of students, but there are usually a lot of seats so you can choose where to sit.

You usually have access to the presentation slides but you also might want to take some extra notes which aren't on the slides:

- > by handwriting
- > on your University iPad or your laptop

> recording the information on your University iPad, your phone, or using DSA-funded equipment if you have been awarded this. Recording lectures means you can listen back to information at a later time at your own pace.

Please see our [website](#) for more information on recording lectures. If there is something you don't understand, you can usually talk to the lecturer afterwards or email them.

Tips

You might want to think about where is best for you to sit and do a trial run. If you are feeling a little anxious, think about:

- > sitting at the back where you can see everyone
- > sitting at the end of a row near to a door so that you can leave if you need to
- > taking a short break outside the room if you need to manage any anxiety
- > getting there early so you have plenty of choice.

Seminars and practical sessions

You can expect these classes to be a little more interactive but with less students. There might be some class discussions or group work, or you might be asked to complete a task within the time you are in the class.

Tips

- > Write down any instructions so you remember what you need to do.
- > Prepare by checking blackboard first to see what tasks might be included in the class.
- > Approach your tutor for clarification if you don't understand something or ask to speak to them one-to-one if this makes you feel more comfortable.
- > Use this time to meet people and introduce yourself as everyone is new to each other at the beginning – you could start a conversation by talking about the task you have been given, or how they are finding university.

Register with Disability Services if you feel you need reasonable adjustments to support you.



Tips for managing group work

It can feel quite overwhelming to work in a group with people that you are getting to know. Here are some useful tips to give you a head start:

- > use your strengths – offer to do the tasks which show off your talents
- > suggest using apps or a group chat to communicate rather than face-to-face
- > focus on the best piece of work that you can do, rather than worrying about what others are doing
- > prepare for meetings with bullet points to help you remember what you want to say
- > find someone you feel most comfortable with in the group and try to get to know them, rather than thinking about the whole group
- > if you can, tell one of the group members that you are nervous
- > practice social skills and feeling confident – you can work with one of our mental health advisers, or with a mentor.



Timetables

Example of a timetable and how to read it

This shows the semester, the week and also the date of the commencing week.

This shows if your session is a lecture, seminar or a lab session (see blue example below).

Week No:	S1/10 (25/11/2019)
Monday	<div style="background-color: #c00000; color: white; padding: 5px; text-align: center; font-weight: bold;">Lecture</div> <div style="padding: 5px;"> PCI1041-N T1.10 Beveridge, Peter 9:00am - 10:00am </div> <div style="background-color: #003366; color: white; padding: 5px; text-align: center; font-weight: bold;">Science Lab</div> <div style="padding: 5px;"> PCI1041-N Crime Scene House 3 James, Tim 10:00am - 12:00pm </div>

This is your module code which is also available on Blackboard. This is to make sure you know which module the session will be about.

This is the building, floor and room number your session is being held in. For example:
 > T is the The Curve (please see [The Campus Map](#) for each building letter).
 > 1 is floor 1.
 > 10 is the room number.
 > So floor 1, room 10 in The Curve.

Module leader

The start and finish time.

There are blank slots in your timetable for independent study. You can refer to each module guide for information about how much time is recommended to spend on the module. You could create a study timetable which helps to incorporate independent study into your blank spaces.

It is possible that there could be a sudden change to a lecture time or location. To help you feel prepared you can plan ahead by checking emails and Blackboard regularly to check for changes in advance. If you are unsure about where the new room is, there will be staff available at the School reception to help.

If you do find that you are in a situation where you are finding it difficult to cope, you can come to Student Life and tell the reception team that you need some support.

Using the Library

There are a variety of study spaces available.

There is a self-service station on the ground floor for you to borrow books and a café if you need a break.

Floor 3 is a silent floor if you need a quiet space to study



There is a team available on the ground floor if you have any questions about how to use the Library or how to find resources.

The **Learning Hub** provides resources to support you with developing skills, online learning, tutorials, workshops and peer support (PASS). There are resources for areas such as: essay writing, researching, referencing, note taking, time management and presentation skills.



Who to contact guide

Module leader

Contact your module leader if you have any questions about your course or academic work, including requesting an extension. You can find the name of your module leader in the module guides on Blackboard.

Personal tutor

Your personal tutor offers you support if you are experiencing any difficulties on your course. They can help with your transition into and progression through university. They can also support you with any welfare or wellbeing queries and ensure that you are referred to the most appropriate service if needed.

Welfare

The welfare team provide advice and support covering a variety of student concerns including bullying, pastoral, domestic violence, faith and belief, forced/arranged marriage, harassment, hate crime, honour-based violence, identity support and support for victims of crimes. To get in touch please email studentlife@tees.ac.uk.

Disability coordinator

There is a disability coordinator linked to every School. They offer you advice and support if you are completing a work-based or practice placement. They also liaise with placements to make them aware of your needs with your consent. If you have a Student Support Plan, the disability coordinator supports you with making sure that your academic teaching staff are aware of how best to support you. Contact information:

- > School of Arts & Creative Industries:
saci-support@tees.ac.uk
- > School of Computing, Engineering & Digital Technologies:
scedtdisability@tees.ac.uk
- > School of Health & Life Sciences:
shls-disability@tees.ac.uk
- > School of Social Sciences, Humanities & Law:
ssshlstudentdisability@tees.ac.uk
- > Teesside University International Business School:
tubsstudentdisability@tees.ac.uk

Disability adviser

Your disability adviser works with you to create and review your Student Support Plan and put reasonable adjustments in place based on your needs. You have a disability adviser for the duration of your course. They also facilitate referrals into internal and external services if needed and other departments within the university, such as your academic teaching staff. Email: studentlife@tees.ac.uk

Study needs assessor

Within this booklet there is information about Disabled Students' Allowances (DSA) and how you can apply for this. Once you have applied and are eligible, you will be asked to attend a study needs assessment by your funding body. Your study needs assessor can make recommendations for DSA-funded support based on your individual needs. The study needs assessor is external to the University and therefore you would need to contact them using the specific contact details you will be provided with. If you wish to make any changes to your study needs assessment or have any queries regarding any DSA-funded support you would need to contact your study needs assessor directly.

Finance adviser

Finance advisers can give you advice on a number of queries including: applications for student funding, funds related to childcare, financial hardship, student loans, suspensions and withdrawals, benefit information or any ongoing advice you might require around student funding.

Accommodation team

The Accommodation Team support you with deciding on suitable University accommodation and are available throughout your time here to help with any queries or concerns. Email: accommodation@tees.ac.uk

Wardens

You have a team of wardens living in your university accommodation who can offer support outside office hours. The wardens are students too and they are on duty from 7.00pm to 6.00am. There's someone on duty all weekend too, even during the day. They help with any query you may have and can provide assistance during fire alarms and deal with accommodation concerns such as noise complaints. If you feel you need to talk to someone the wardens can be there to listen and can help signpost you to the most appropriate service to help. You can contact the accommodation team to find out who your warden is and how to contact them.

Faith and reflection

The Faith and Reflection service is for everyone. It offers confidential, non-judgemental pastoral care and support to all students within the University. You don't have to practise any particular faith to use the service and it can be about any issue. To get in touch please email studentlife@tees.ac.uk

Security and feeling safe on campus

We have on campus security 24/7 who are based on the ground floor of the Library. They can offer support if you need to speak to someone about your safety on campus, and work closely with the accommodation and warden teams to ensure you feel comfortable and safe. You can visit them at any time if you need to. They can also be contacted on **01642 342086**.

For more information and advice on keeping yourself safe, please visit the [website](#).

Safezone App

Teesside University also have a SafeZone app which you can download to help you feel safe and secure. This gives you direct access to the security team 24/7 in an emergency. You can alert the security team to assist you from the app: tees.ac.uk/sections/about/public_information/safezone.cfm

