

**Sheffield
Hallam
University**



Welcome to Sheffield Hallam

Support for mature students

Top tips for mature students

We asked some current mature students for their top tips for new students. Here's what they said...

- Find out exactly what support is on offer and what student services are available.
- If you have a disability, don't feel awkward about coming and getting support as it will be really valuable.
- Engage with the social side of the course because it's a really good opportunity to get to know everybody and build support networks.
- You will be amazed at the amount of help that is on offer. You have made it to university; make sure you make the most of it whilst you are here!
- The best tip I can give parents is to be organised! Try not to overwhelm yourself, if you do a little bit every day when you have time then you will be able to manage, don't stress or worry. Plan your work and work your plan!
- The anxiety of starting a new venture does pass, the worries about the children fade and fitting in as a mature student isn't as hard as I imagined.
- I think you gain more confidence as you go along and it's really normal to be nervous at the beginning, but you can do it. You were picked to study the course because they think you can do it and you can.
- My advice would be get organised and ready, arrive early to places, sit with different people so you get to meet lots of people. Tell people how you're feeling chances are others will be feeling that too.
- As I was a mature student, I was apprehensive about how well I would connect with people on my course, especially as I live 60 miles away! This took time and effort on my part, but by the end of the first term this became a lot easier.
- Sometimes mature students don't have the free time to meet up. That's why we have set up the Sheffield Hallam Mature Students Facebook Group so we can support ourselves at Uni. Feel free to get in touch!
- Remember when it feels really challenging think about the bigger picture of why you are doing this and keep motivated!

Advice, support and opportunities

At Sheffield Hallam we're committed to supporting learners from all backgrounds to adapt to University life.

We know that not everyone will want or need extra support, but we want you to understand what you're entitled to and who to speak to if you do need help.

Advice and Support

As a mature student you can

- Get practical, financial and welfare advice from specialist student advisers based in Student Support Services
- Meet and socialise with other mature students through the 'Sheffield Hallam Mature Students' Facebook Group. Send a friend request to join the group.

Come to our **Mature Student Drop in** to speak to an adviser about the support available to you as a mature student

Search *shuspace* for times and locations

Opportunities

- Look out for workshops and social events for mature students
- Apply to join our volunteer Mature Student Buddying Scheme (pilot year 2016/17)
- Work as a mature student ambassador on a variety of projects including at Open Days and on our Welcome Programme for new mature students

Keep up to date with the latest events, news and opportunities at

go.shu.ac.uk/studentsupportblog

Extra support is also available if you are a care leaver, a student with caring responsibilities or a student who is estranged from family. To find out more search 'Additional support' on shuspace or visit Student Support Services on level 5, Owen Building at City Campus or at Heart of the Campus Collegiate.

Your questions answered

Where can I go for help?

Student Support Services on level 5, Owen Building at City Campus and at Heart of the Campus Collegiate provide information, advice and guidance on a range of issues related to student life, including • your wellbeing • financial support • support for disabled students • finding part time work • careers advice. You can also call them on **0114 225 3813** or email studenthelp@shu.ac.uk

Every course at Sheffield Hallam fits into one of four faculties – ACES, Development and Society, Health and Wellbeing, and Sheffield Business School. Make sure you know which faculty you're in and where your faculty helpdesk is.

Your **faculty helpdesk** is your first point of contact for all course-related enquiries, including • timetabling • module choice • seminar groups • absence reporting • assignment hand-ins • module results • contacting tutors. See the 'Virtual Reception' link on *shuspace* for details of your faculty helpdesk.

Your **student support officer** can also help you if you • are experiencing difficulties which are affecting your studies • need advice on extensions or extenuating circumstances • need help understanding your results, progressing and re-registering on modules • want to talk about changing course or are considering leaving.

The **Students' Union Advice Centre** at the HUBs offers free, independent and confidential advice on • legal issues • funding • benefits and debt • academic problems • housing. See hallamstudentsunion.com/advice_help for further information.

How can I get help with my academic work?

Speak to your module tutors if you have questions about your academic work. Study support tutors based at The Bridge, above Adsetts Library café and at Collegiate Library can also help you to develop your academic abilities. Search 'study skills' on *shuspace* for more information or ask in the libraries.

When will I get my student loan?

If you've made an application for financial support, we'll contact Student Finance England (or the appropriate funding body) once you enrol. You should receive the first instalment of your loan directly into your bank account within one week of enrolment. If you applied to Student Finance England after the deadline date, there may be delays in your funding.

If you have not received your funding a week after enrolling, check for messages on *shuspace* via the My Student Record link in the top right hand corner > Enrolment and Student Fees > Student Loan Information.

If there are still problems, contact your funding body directly (Student Finance England are on **0300 100 0607** and NHS Student Bursaries on **0300 330 1345**). For further queries speak to Student Support Services on level 5, Owen Building at City Campus and at Heart of the Campus Collegiate.

I'm feeling down or stressed. Who can help?

Student Wellbeing offer a range of workshops on topics from settling in to university life to helping improve your concentration. Search *shuspace* for further information. If you prefer speaking to someone on a one-to-one basis, you can arrange to see a wellbeing adviser. Visit level 1, Surrey Building or call **0114 225 2136**.

At the Multifaith Chaplaincy, level 2, Owen Building, you can find meditation, religious advice and space for prayer or stillness. To find out more search *shuspace*, call **0114 225 4577** or email chaplaincy@shu.ac.uk

Is there anything else I should know?

Remember, you will need your SHUcard to access the library and to borrow items and print. If you lose your SHUcard, contact Main Reception in the Owen Building or Heart of the Campus reception.

For help with IT queries – big or small – talk to the helpdesk staff in the libraries, call **0114 225 3333** or email ithelp@shu.ac.uk

Useful resources

Blackbullion

www.blackbulliononline.co.uk

Blackbullion Online gives you essential financial skills and helps you form habits that will help you throughout your life. 89% of the students who use it feel more confident about their financial future.

To get started, go to blackbulliononline.co.uk/register and register with your Sheffield Hallam email address. You will then receive a login and password.

The Student Room

www.thestudentroom.co.uk

Student community website where students share academic and social knowledge and experiences. Includes finance, accommodation, careers and study help.

Skills for learning website

<http://libguides.shu.ac.uk/skills/home>

Our Skills for learning online tutorials help you to develop the skills you need for effective academic study. You can also find information here about the Academic skills workshops in the libraries.

Yes Progress

<http://extra.shu.ac.uk/yesprogress/>

Information, tools and real stories to help adults start or continue their journey to higher education.

Student Wellbeing blog

<https://blogs.shu.ac.uk/studentwellbeing>

Information for students about the Student Wellbeing Service and self-help resources covering topics such as anxiety, bereavement, depression, eating disorders, OCD, self harm, sleep, stress and many more.

blackbullion 



the bridge

YES PROGRESS!
Helping adults go further... go higher



Jade Hicks



'I vowed I would always return to my dream.'

Jade is a second year student on the BSc Midwifery course at Sheffield Hallam. She lives locally with her husband and children and commutes to University.

'Midwifery was always my dream career but then life came along! After sixth form, a gap year turned into a job I liked. Then I had children and did jobs to fit around my children.

But I vowed I would always return to my dream! It's never too late. After feeling I had my children settled and secure I returned to study. I freshened up my skills and did an Access Course to achieve the entry grades I needed, which also included 2 long years retaking maths!

I started in September 2015 and I am really enjoying it so far.

Placements are a big part of a healthcare course. Like everyone I had some worries before starting my placement. Would I fit in? Would I be exhausted? Would my children ever get out of their pjamas? What about my housework! What if everyone's an ogre!

But I'm pleased to say everyone was friendly and made me very welcome and it's great that the pieces of the jigsaw are now fitting together as I see the things we learned about in lectures being practised. Now I am actually doing it, it's great to get stuck in and be part of it!

Remember when it feels really challenging (which it will do at points) think about the bigger picture of why you are doing this and keep motivated!

Matt Morgan



'Returning as a mature student I was experienced and confident at what I wanted to achieve.'

Matt is currently studying a Masters in Applied Human Rights here at Sheffield Hallam. He spent a semester at Queensland University of Technology in Brisbane as part of an exchange programme, when he did his undergraduate course at Sheffield Hallam.

'I've always had a passion for the humanities and initially pursued this interest straight from leaving school at Lancaster University. However, it was too early for me, and I struggled to settle, so I returned home and somehow became trapped, like many, in an unfulfilling career.

Five years passed me by and I felt as though I needed to finish what I started, or else I would be selling useless consumables for the rest of my life. Faced with this terrifying prospect, I quickly picked up a Hallam prospectus and chose to study Criminology and Psychology. By this stage I was 24 years old, and apparently I was classed as a mature student.

It was like starting school all over again and the usual apprehensions of fitting in and managing the work load were there. However, within days my mind was at ease as there was an eclectic mix of young and old students, all of whom were very accommodating.

Returning as a mature student was so much better as I had more of a head on my shoulders; I was experienced and confident at what I wanted to achieve and knew what the world was like. The younger students after a time even began to look up to me and sought my advice.

Upon graduating I didn't waste any time and quickly flew back to Australia to live and work with my partner for a year. During this time I saved enough money to fund my masters which I returned home for and am currently studying.'

Contact details

Student Support Services

City Campus – level 5, Owen

Collegiate Campus – level 0, Heart of the Campus

Opening hours

Monday, Tuesday and Thursday 8.45am–5pm

Wednesday 10am–7pm* (5pm outside of term time)

Friday 8.45am–4.45pm

*From 5pm - 7pm please go to the Careers and Employability Centre, located off Hallam Square for appointments, help and support.

Contact details

Phone: 0114 225 3813

Email: studenthelp@shu.ac.uk

Twitter: @SHUhelp

Search shuspace for
'Student support services'