

Catalyst Support Toolkit

Welcome

Welcome to Edge Hill University and thank you for joining us in your alternative document version of your Catalyst Support Toolkit.

As an Edge Hill student **you are part of an incredibly diverse learning community** and we are committed to ensuring an **equitable and inclusive experience for all**. The toolkit has been designed with accessibility in mind throughout and provides alternative formats (like this document) to ensure everyone can access support.

The toolkit and this document are **your digital guide to the all the support, services and resources available at Edge Hill**, helping you make the most of your time at university, whatever your level or location of study. Whether it's your first week, your second semester or your final year, you can find and access what you need, when you need it.

You can **revisit the toolkit, and your alternative documents, whenever you need** and there's no expectation for you to read all the information in one go as you'll always be able to access it from ehu.ac.uk/Catalyst.

Designed by YOU!

The toolkit has been **created in partnership with students**, and one of the key takeaways from your feedback was how you wanted to access information in a more meaningful order.

The main **content has been organised into themes**, so you can learn about support specific to your immediate needs without needing to know which team delivers that support. Whilst we recognise that everyone's experience at university is unique, the main sections of this toolkit have been themed around that of a typical student journey:

- **Your Essentials** - support to help you have a successful start at Edge Hill
- **Your Community** - support to find friends, make meaningful connections and have fun
- **Your Development** - support to develop your skills and confidence
- **Your Future** - support to engage in personal growth and consider your future

However, if you'd prefer a more linear list of all your Catalyst specialist support teams you can access a quick recap on who everyone is at the end of this document.

Further help and support

If you require any further help and support to access the information in this toolkit you can get in touch by emailing CatalystEnquiries@edgehill.ac.uk

What is Catalyst specialist support?

Catalyst specialist support

Catalyst specialist support is the collective name for the collaborative support provided by teams across Student Journey Directorate ([Library and Learning Services](#) and [Student Services](#)) and [Careers](#). We are known as Catalyst due to our physical location in the [Catalyst building](#) on the Ormskirk campus.

Support is **available for all students**, on any programme, level or location of study with both in-person and virtual options available at **Ormskirk** and **Manchester St James**'.

Catalyst (noun): something or someone that sparks or accelerates an important change or positive outcome in others.

Catalyst mission statement

Catalyst specialist support teams are **dedicated to empowering every student to thrive** by providing exceptional academic support, inclusive services and transformative learning opportunities.

At the heart of Edge Hill University, we foster a **welcoming and supportive environment** where you can **develop, accomplish** and **achieve** your fullest potential. Through innovative digital resources, expert guidance and a strong sense of community, we help **overcome barriers**, ignite potential and shape futures.

Offering holistic support, fostering personal growth and ensuring every student has the tools, resources and encouragement they need to **succeed at University and beyond**.

Catalyst values

- **Support:** Ensuring you have access to the help you need, when you need it.
- **Inclusivity:** Fostering an environment where everyone feels welcomed, safe, included and valued.
- **Growth:** Encouraging both your academic and personal growth.
- **Empowerment:** Helping you take charge of your future and make informed decisions.
- **Community:** Enabling you to build life-long connections and communities, preventing social isolation.
- **Excellence:** Providing you with high-quality services and support to enhance your student success.
- **Innovation:** Adapting to your changing needs and offering modern solutions.

Our mission is to be a catalyst for your success.

So, now you know a little more about *who* we are it's time to explore *how* we can support you! Select **continue** to begin exploring the specialist support available to you throughout your student journey at Edge Hill University.

Your Essentials

How are you feeling about your university journey?

Starting university is a big deal and it's completely valid to feel excited at all the amazing opportunities and adventures ahead, whilst recognising it may also feel a little bit overwhelming.

Entering any new or unknown situation can take a moment for you to settle in and find your place. But know you are not alone on your journey and Catalyst specialist support is here to help you along the way!

In the following section you can explore all the essential support you can access to help you have a successful start at Edge Hill University.

Catalyst is here to help

The most important thing to remember **if you're ever struggling is there's someone in Catalyst who can help**, and we promise there really is no such thing as a silly question.

If you're ever **unsure who to turn to** then the [Catalyst Helpdesk](#) is a good place to start. The team will do their best to **answer your questions directly**, but they can also **put you in touch with other support teams** across Catalyst and the wider university.

Catalyst Helpdesk is open weekdays 8am to 8pm and weekends 10am to 6pm, with both in-person and virtual support options available.

Ask Us @ Catalyst: Search the online knowledge base to explore frequently asked questions, live chat or submit your own question.

Email Catalyst: Send an email to CatalystEnquiries@edgehill.ac.uk and someone will get back to you within 24 hours.

Call Us: Give us a call on 01695 650800 [during Catalyst Helpdesk opening hours](#).

Visit Catalyst: Catalyst is open 24/7 during term time and you can drop-in during [Helpdesk opening hours](#) to access support from the ground floor Helpdesk.

As well as signposting to other support, your **Catalyst Helpdesk** team can also provide you with **access to IT** and **learning essentials**.

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Catalyst Helpdesk can support you with:

- **Access to Wi-Fi:** Access free [eduroam wireless network](#) from your phone, tablet or computer for secure access to the internet and other online services.
- **Account Security:** Get help [changing or resetting your password](#) and setting up your [multi-factor authentication \(MFA\)](#) to ensure your university account is secure.
- **Hardware Support:** Catalyst has [laptops loans](#), networked PCs at Ormskirk and Manchester St James', and provides student IT support and access to [printing and binding facilities](#).
- **Software Support:** Catalyst Helpdesk can also signpost and support you with accessing your [virtual learning environment \(Learning Edge\)](#) and [assistive technologies](#).
- **Library Resources:** You can access a wide range of [print and electronic resources](#) through [Discover More](#) with support available to [develop your research skills](#).
- **Study Spaces:** There are lots of study spaces available throughout Catalyst and Manchester St James', some of which you can [book up to two weeks in advance](#).
- **Additional Support Services:** Your [Accommodation team](#) provide a range of support for students living on campus and offer regular [one-to-one appointments in Catalyst](#).
- **Report and Issue or Repair:** Report any issues or repairs in your halls, and across campus, using the [Invida app](#) and Catalyst Helpdesk can support if you need to follow up on any requests.

Helping you settle in

There is lots of support available to help you **settle in and enjoy your time at university**, from a warm welcome right through to celebrating your graduation. Your [Student Life](#) team work closely with your academic departments and [Students' Union](#) to make sure your **induction experience** is coordinated, supportive and FUN!

You'll have plenty of opportunities to **meet other students** on your course, start to build **new friendships** and **support networks** and get to know the department and buildings you'll call 'home' during your time at Edge Hill.

- **Welcome Fairs:** Your induction week is all about making you feel welcome, celebrating and being proud of what you've achieved to get here! Your Welcome (and Welcome Back) Fairs are also a great opportunity to meet a lot of your support teams - as well as pick up a freebie or two!
- **Engage with events:** Explore your dedicated [Student Life portal](#) to access your free programme of Student Life events, as well as activities from Campus Sport and Students' Union. Whatever you are interested in there is something for everyone, from guest lectures to Therapy Dogs, Learn2Cook sessions and everything in-between.
- **Someone to talk to:** All of Student Life's events are designed to help you meet new people and make new connections. Not every student wants or needs formal wellbeing support, which is why the Student Life team offer a range of more [informal appointments](#) - allowing you to meet with Campus Connectors, your Chaplaincy team or International student support.

- **Find your way around:** Campus Connectors are students just like you and are here to help you settle in to university life. They can help you navigate your way around campus, introduce you to other students and have a really good understanding of life as an Edge Hill student. And your Campus Connectors are also really easy to identify in their purple t-shirts or hoodies!

*Your induction is designed to **help you settle in**, enjoy a **sense of belonging** and start your university journey feeling **confident and connected**.*

Figuring out your financial support

One of the fundamental aspects you'll need to organise when starting university is your finances. From paying for your **tuition fees** and **accommodation**, to applying for a **student loan** or **financial assistance** your [Money Advice](#) team can offer you guidance on all money related matters.

Financial Assistance: Access information on [scholarships](#), **bursaries** and **grants**, including the [Student Support Fund](#), to help you **manage your living expenses** - including food, housing and other essentials. [Learn more about financial assistance.](#)

Part Time Jobs: Part time jobs are a fantastic way to **earn extra money** while you study. They're also a great opportunity to **gain work experience**, **develop new skills** and **meet new people**. [Careers](#)) and [Money Advice](#) work closely together to help you find part-time employment, **develop your CV** and search for vacancies to help you **earn money** and **feel more financially secure**. [Learn more about part-time jobs.](#)

Banking and Budgeting: You can access guidance on managing your student bank account, **budgeting effectively** and **saving money** to ensure you have enough **funds to support your basic needs**. From budgeting apps, to useful websites and you can even **download your own budget planner**. [Learn more about banking and budgeting.](#)

Keeping Your Money Safe: Criminals and scammers are getting more and more sophisticated so it's important to be **aware of the tactics** fraudsters use and **how you can stop them accessing your personal details**. You are at higher risk of being targeted when your loan payments are due, so it's important to be extra vigilant when dealing with your finances during this period. You can access lots of guidance on how to **avoid financial scams**, such as money mules, romance scams, phone scams and online gambling to help **keep your money safe**. [Learn more about keeping your money safe.](#)

Money Worries: If you're ever worried about money you can access **advice on managing debts** and **reducing financial stress**, which we know can impact your overall wellbeing. Money Advice can provide information and guidance on where to **find the help you need**, from assistance if you're experiencing delays with your student finance to support for any difficulties with utility bills or travel costs. [Learn more about debt management.](#)

Emergency Funds: If you're ever facing financial difficulties or cash flow issues, your maintenance loan is reduced or student finance is delayed you can also access **emergency financial support**. You will need to make an appointment with the Money Advice team to apply for emergency financial support and can explore further [information on eligibility criteria and the application process](#) to **help you manage** any **unexpected financial difficulties**. [Learn more about Money Advice support](#).

Ensuring you can fully engage

Your Catalyst specialist support teams offer a range of ways for you to access support, giving you **flexibility to choose how you want to engage**. Support is often tailored to your specific needs, building **autonomy** and **resilience** to help you feel more **confident**.

If you require **additional support to fully engage with university life** then your disability support teams are here for you. Your **disability support** teams work with you to ensure your learning requirements are **appropriately assessed** and met, **enabling** and **empowering** you to study and live as **independently** as possible.

Disability Support: If you have shared details of a disability or health conditions you can access a confidential and supportive conversation to [discuss reasonable adjustments](#) to your studies, such as [extra time for exams](#), and consideration of your classroom and placement settings. [Learn more about support for disabilities and health conditions](#).

Learning Support: Students with a specific learning differences such as dyslexia, dyspraxia, dyscalculia or ADHD can access support to **learn more about your strengths**, engage with useful learning technologies and help to **develop strategies for successful study**. [Learn more about support for specific learning differences](#).

[Disability support](#) is **confidential, personalised** and **led by you** and we can tailor support to your individual requirements. If you've not yet received a diagnosis, or would like to explore an assessment, we can offer you a **safe space to discuss your options**, including applying for [Disabled Students Allowance \(DSA\)](#).

Supporting your health and wellbeing

It's important to take care of your health and wellbeing while studying and your [Mental Health and Wellbeing](#) team can **refer you to GPs** and **local health services** for all your **physical and mental health needs**. You'll be encouraged to receive any [recommended vaccines](#) and can access a **sexual health clinic**. As an Edge Hill student you can also **access immediate and confidential mental health and wellbeing support** and **structured therapy sessions** from qualified professionals through phone, live chat, email and video call via the [Edge Well 24/7](#) app.

Edge Well 24/7: Download the free Edge Well 24/7 app to access mental health support every day of the year.

Health and Wellbeing Books: Access a collection of health and wellbeing books in your University Library and online via the Libby app.

Help before hardship

Life can be unpredictable and there may be times when things don't go to plan. By familiarising yourself with support available *before* you need it, you'll feel better prepared and it could help **speed up finding the right solution for you**.

If you ever need **urgent support**, or feel at risk, you can [contact your Campus Support team](#) 24 hours a day, 365 days a year. You can also **anonymously [Let Us Know](#)** if you have any concerns about your own wellbeing or someone else's safety.

*Your **Student Support** team are 'the glue that sticks us all together'.*

Similar to the Catalyst Helpdesk, your [Student Support](#) team can **connect you with lots of other specialist support** and are often who you'll connect with if you require any **specialist guidance**. Student Support is available to all students but may be especially helpful if you identify with any of the **underrepresented groups** listed below, or struggling and thinking about leaving the university.

Care Experienced and Estranged Students (CEES): If you are a **care leaver, care experienced, estranged**, have experience of **supported foyer accommodation** or in **kinship care** there's lots of support available to you at Edge Hill. Student Support works closely with other specialist teams across Catalyst and the wider university to **case manage your needs** and **help you access appropriate support**. [Learn more about support available for CEES students](#).

Young Adult Carers: If you have a **caring responsibility** we can work with you to create a **personalised package of support** so you can thrive at Edge Hill. [Learn more about support available for Young Adult Carers](#).

New and expectant parents: If you or your partner are **pregnant, planning to adopt** a child or have **recently given birth** there's support available to discuss your options and help you navigate your new parental journey. Working closely with your academic departments **we ensure you have the support** you need to successfully navigate this new chapter of your life. [Learn more about support for new and expectant parents](#).

Transgender students: We **celebrate** and **value** the **diversity** of all at Edge Hill and recognise that every individual brings an invaluable contribution to our collective and **inclusive community**. We're also **committed to providing a safe, supportive and welcoming** environment for all, encouraging a culture where **equality is promoted, individuality is valued** and the **rights and dignity** of all are **respected**. [Learn more about support for transgender students](#).

Struggling or thinking of leaving: If you ever get to a point where **things are not going to plan** and you're **thinking of leaving** the university, don't make any rushed decisions - **whatever is going on, we can help**. The best thing you can do if you're ever in crisis it

to **connect with someone** who can discuss your situation with you and advise on your options, so you can **make an informed decision** that's right for you. [Learn more about support for when things don't go to plan.](#)

Catalyst Pledge: We want to talk to you man to man. You may be the man, you may know the man, however you relate we want to **celebrate the positive values men bring** to the world, their families and our communities. It's not always easy to reach out for support when society continues to push the rhetoric that this makes you weak. But you know what does demonstrate great strength - **asking for help when you need it!**

That's why we want to reinforce our commitment to you by raising awareness and encouraging conversations around men's mental health. It is **always okay to talk** and support is here, even if you don't think you need it right now. That's why your Catalyst specialist support teams pledge to:

- Be visible and approachable to all students
- Encourage open conversations without judgement
- Offer support in ways that work for you
- Create safe spaces for connection, reflection and growth

So, when you're ready, we'll be here for you! And if you'd like to meet some of us now, you can check out our [Catalyst Pledge Reel\(opens in a new tab\)](#).

Hopefully this section has reassured you that **Catalyst is a safe space** for you to access a range of essential specialist support to help you enjoy a **successful start to your studies**. Select **continue** below to explore how we can help you make life-long connections and find your community at Edge Hill.

Your Community

Ready to find your people?

We know that belonging and community are important parts of your university experience. And Catalyst, both the physical building and all your specialist support, provides informal, inclusive communal spaces to study; enables you to form meaningful relationships; and encourages you to relax and re-energise alongside your studies.

Whether you're brand new to Edge Hill or fancy trying something different, Catalyst specialist support has something for you.

In the following section you can learn more about how Catalyst specialist support can assist you in building a sense of belonging to help you engage and integrate into Edge Hill's communities.

Helping you have fun

Student Life, and their team of dedicated **Campus Connectors**, are here to help you settle in, make friends and really **get the most out of your time at Edge Hill**.

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There's always something happening for you to **get involved** with, whatever your interests and level of social engagement preferences. From Welcome Fairs, to days out and a wide range of activities throughout the year, there really is **something for everyone!**

All of your Catalyst specialist support teams offer access via **in-person** and **virtual** options, and many also offer more informal **drop-in** activities too. These are great ways to engage with support as well as **meeting people outside your programme of study**.

Student Life Portal: Your [Student Life portal](#) is a digital events portal linking you to all the activities happening across Ormskirk, Manchester St James' and online. There's usually around 200 events listed every month, including:

- **Sport and Fitness:** including your subsidised recreational Campus Sport programme and free Women Active sessions
- **Arts and Culture:** from film nights, shows and comedy acts to exhibitions and more
- **Personal Development:** discover ways to improve your academic skills and employability
- **Free Events:** ensuring everyone can access a high-quality student experience regardless of budget
- **Welcome and induction:** all your key induction and welcome events in one place

Campus Connectors: Your Campus Connectors deliver a host of regular and bespoke activities, such as:

- **Commuter Breakfasts:** grab a free hot drink and snack and connect with your peers
- **Global Cafes:** your weekly social space to meet new people and cultures
- **Student Life Arch:** say hello, ask us anything and get involved in different events
- **Get Connected:** from quizzes, to board games, to crafts with a side of chat
- **Therapy Dogs:** who doesn't love a cuddle with our furry friends

International Students: If you're joining us from outside the United Kingdom there's also lots of tailored support available to help you have a **smooth transition** and **enrich your university experience**. [International student support](#) can help you **prepare for your arrival**, offer support throughout your studies with a range of **social** and **cultural events**, and can even **support you post-graduation**.

Faith and Community: Your [Faith and Community](#) team is dedicated to ensuring everyone feels welcomed, supported and at home at Edge Hill. Offering you **pastoral** and **faith support** through a **Chaplaincy Service**, providing you with both a listening ear and, if you require it, support in your faith journey. Your team of **Pastoral Supporters** and **Chaplains** are here for people of all faiths and none, and you're welcome to explore matters of faith and spirituality confidentially and without any judgement or pressure.

Support Campaigns: Explore your year-round [targeted support campaigns](#) to **enhance your academic journey** at Edge Hill. From **helping you to settle in**, to finding a **healthy and happy study life balance** to **acing your assessments**, there's something for everyone! Each campaign is **created** and **delivered collaboratively** with other Catalyst specialist support teams, **streamlining your access to support** you need, when you need it.

Catalyst Tours: [Catalyst virtual tours](#) are a great way to **learn more about the building**, its **facilities** and all the **specialist support** available to you. You can also virtually visit [Catalyst](#) in your own time through the [AccessAble accessibility guides](#).

Manchester St James': You can learn more about the courses, facilities and even [take a virtual 360 tour of the Manchester St James' campus](#).

Students' Union: Although your [Students' Union](#) is an independent charity, **Catalyst works closely with your Students' Union** to help streamline events, support and how we communicate with you. So, we couldn't miss an opportunity to **signpost you to their support** and in particular highlight the benefits of engaging with [groups and societies](#).

*Everybody is welcome at Edge Hill. Whatever your background, circumstances, belief system, or orientation we **recognise, respect, value and celebrate diversity**.*

Opportunities to engage

In addition to the activities hosted by your Student Life team, there's also lots of other specialist support initiatives that can help you **meet new people** and **learn new skills**.

- **Careers Fairs:** Your [Careers](#) team work with a wide range of external partners to host Careers fairs, workshops and presentations you can join throughout the year.
- **Careers Corner:** Drop-in to Careers Corner on the ground floor of Catalyst for quick access to careers support. Careers Corner is available weekdays 11am to 3pm during teaching weeks and 11am to 1pm during assessment and vacation periods.
- **UniSkills Workshops:** If you are new, or returning to learning at university level, there are regular [UniSkills Workshops](#) you can join to meet other students in the same position. **Returning to Learning** is a particularly great way to share any concerns about returning to academic study, learn from others and build your academic resilience all over a free hot drink and biscuit.
- **University Archive:** The [University Archive](#) welcomes and supports you to connect with the University's innovative and radical past. Dating back to 1885, you're encouraged to explore the rich history of Edge Hill's community, helping to build a sense of identity, belonging and connection through shared stories and experiences.
- **CEES Community:** If you are care-experienced or estranged the [Student Support](#) team hold regular drop-in sessions to help you build your community. You'll also receive tailored support and welcome gifts on arrival and at key times of the year.

- **Money Events:** Your [Money Advice](#) team often host events to help boost your financial literacy and budgeting skills and provide you with opportunities to meet and interact with other students who have similar interests and challenges.

Safe spaces to study

Catalyst is your central University Library and has been purposely designed to provide you with a **range of study spaces** across five floors. Located at the heart of the Ormskirk campus, the building is **open 24 hours** during term time and you simply swipe your UniCard to access out of hours. You also have access to a smaller Library on the Manchester St James' campus.

[Catalyst Study Spaces 'Hide and Seek' Reel](#): Join us for a quick game of hide and seek for a fun exploration of your study spaces.

[Library Opening Hours](#): Plan your visit with the latest opening hours for Catalyst and Manchester St James'.

Explore the information below to learn more about **your dedicated study spaces**:

CATALYST GROUND FLOOR provides space for **social and group study**. The ground floor is often a hive of activity with access to the **Catalyst Helpdesk**, **Careers Corner** and **coffee shop**, serving a range of hot and cold drinks and snacks. You'll also find the **University Archive** and your **Reading for Pleasure collection** on the ground floor.

Around the perimeter of this floor there's lots of **huts**, **Pods** and banks of **networked PCs**, **laptop loans**, **book issue** and **returns** machines as well as **bookable group study rooms**. If you attend any in-person appointments in Catalyst you may meet with one of the teams in the **appointment huts** located behind the Helpdesk, or be asked to wait at the **ground floor waiting area** opposite the Catalyst Helpdesk. Catalyst specialist support teams sometimes **host drop-in events** on the ground floor for you to **connect with staff** and learn more about support available to you.

CATALYST MEZZANINE FLOOR is accessible by lift or by exiting the stairs when you reach the first small landing point. The mezzanine is used primarily to deliver **Catalyst specialist support appointments** and there are some **soft seating areas** where you can wait to meet with staff to discuss your support needs.

CATALYST FIRST FLOOR is perfect for collaboration, with lots of additional group and individual study spaces available. On this floor you'll find banks of **networked PCs** and **bookable study rooms**, as well as a **printing hub** and **self-issue machine**. As an Edge Hill student you also have **access to thousands of print and electronic resources**, and your physical textbook collection begins on the first floor of Catalyst. All your print resources are **arranged in subject order** and are split across the first and second floors of Catalyst. The **Willow Training room** is also located on the first floor, directly opposite the lift, where you might attend workshops, meetings and events.

CATALYST SECOND FLOOR is your dedicated space for **quiet study** to help you focus on your work. On this floor you'll find more study spaces including **networked PCs** and **bookable study rooms**, as well as another **printing hub** and **self-issue machine**. Your **physical textbooks** continue on this floor and you'll also find a rather unique **spiral staircase** and double height window offering spectacular views of the lake.

CATALYST THIRD FLOOR is the perfect space for some serious **silent study**. The top floor of Catalyst has been divided into large, open plan rooms with **individual desks**, **networked PCs** and some of the **most amazing views on campus!** On this floor you'll also find the **Oak Training room** and **Loft**, a dedicated space for researchers. In the centre of this floor you'll find another **printing hub** as well as **hot drink** and **cold snacks** vending machines. When the weather allows, you'll also be able to access the **Catalyst roof garden** from the third floor - a great space to **enjoy a study break** and take in the **spectacular views** across campus.

[Manchester St James'](#) has a range of **study** and **social spaces**, including a smaller **University Library** with a **dedicated collection of health resources**. Your St James' Library has spaces suitable for **individual** and **small group study**, provides access to **eduroam Wi-Fi** and power for use of your own devices. There's a bank of **networked PCs** in the main library space and an additional **IT training room** available next door to the library.

You can **loan** and **return** physical resources at St James' via the Manchester St James' Helpdesk and **access Catalyst Helpdesk support** via any of the virtual options. Manchester St James' is [open weekdays 8:15am to 5pm\(opens in a new tab\)](#) and you simply **swipe your UniCard** to access the campus whenever you visit.

*Catalyst is open 24/7 during term time and
both Manchester and Catalyst are open all year around.*

Your Development

Ready to set some personal goals?

Your Catalyst specialist support teams are ready to help build your confidence and self-esteem. Whether that's through academic guidance, mental health support or career advice, each team is here to encourage and support your development.

Our goal is to help you believe in yourself and recognise your strengths, whilst supporting you to develop in areas you feel less confident.

In the following section you can learn more about how Catalyst specialist support can help you develop your skills and knowledge to feel more confident at university and beyond.

Helping you have a successful start

However you arrive at Edge Hill, be that direct from a more traditional further education route, via a vocational qualification or having experienced a professional career, you'll soon discover that **university involves more self-directed study and independence** than other forms of education.

You will have been supported by the university as you transitioned in to study at Edge Hill but even once you're enrolled you can still access lots of introductory support, which can be a **useful place to start** especially if you're **new, or returning to study at university** level.

Preparing to study: To help you **prepare to study at university level** UniSkills offer a range of support to boost your confidence and develop the essential academic skills you will need to succeed. Whether you're **new to higher education or returning to study**, your Preparing to Study interactive toolkits can help you develop the academic skills, confidence and knowledge needed for a successful transition into study at Edge Hill.

- [Preparing to Study with UniSkills: Undergraduate \(UG\) Toolkit](#)
- [Preparing to Study with UniSkills: Postgraduate Taught \(PGT\) Toolkit](#)

Progressing into second or third year: As you progress through your degree, the skills, expectations and opportunities you encounter will continue to evolve. The following toolkits have been designed to support key transition points in your academic journey, helping you **reflect on your experiences, build confidence** and **develop the skills** needed to succeed at the next stage of your studies.

[Think Like a Second Year Toolkit](#)

- Understand what to expect from second year study
- Reflect on your first-year experiences, feedback, strengths and challenges
- Develop your planning, research and academic writing skills
- Build confidence through practical advice and activities

[Think Like a Third Year Toolkit](#)

- Explore the opportunities and expectations of your final year
- Reflect on your academic journey and ongoing development
- Strengthen your academic voice through independent research and critical engagement
- Build confidence for the next stage of your academic and professional journey

[Find Your Feet: An introduction to Library and academic skills \(UniSkills\) support](#) is also a great pre-recorded online session for new, and returning, students to help you:

- Learn **how to find and access** your **print** and **digital** resources
- Get the most out of your **online learning environment**
- Discover how UniSkills can help you **develop your academic skills**
- Understand more about key **university terminology** and jargon

*Whatever your subject or level of study, **UniSkills** is your key to academic success.*

Unlocking your academic skills potential

UniSkills provides a comprehensive programme of **workshops**, **online resources** and **one-to-one support** tailored to **enhance your academic abilities** and **boost your confidence** at university and beyond.

Whether you want to improve your **academic writing**, refine your **referencing** or learn how to find high-quality **academic information** for your assignments, UniSkills offers flexible support tailored to your needs.

Study stress and anxiety is normal when transitioning to a new level of learning but we can work with you throughout your degree to help you **recognise your strengths** and provide **strategies for success**.

- **UniSkills Workshops:** [UniSkills Workshops](#) are a great opportunity to explore specific academic skills that can support your learning journey. A new programme is released each term, with lots of opportunities to join small group sessions and learn alongside your peers. And the best part is, you can book on as many UniSkills Workshops as you like!
- **UniSkills Appointments:** Meet one-to-one with an experienced Academic Skills Advisor for personalised support and strategies to help you succeed at university. You don't need to choose a specific support topic in order to book, [UniSkills Appointments](#) cover them all!
- **UniSkills Online:** You can access a wealth of [online academic skills resources](#) including video tutorials, digital guides and [interactive toolkits](#) all available 24/7 via the UniSkills web pages. From finding academic information, to critical thinking, academic reading and writing, referencing, preparing for assessments, presenting with confidence and much more!
- **Assistive Technologies:** You can also access a range of [assistive technologies](#) to support your learning including:
 - [Read&Write](#) text-to-speech software reads written documents out loud
 - [Caption.Ed](#) is a note taking and live captioning softwareYou can learn more about all your accessibility and assistive technologies in the [Assistive and Accessible Technologies Toolkit](#)
- **Additional study support:** Additional study skills support is also available if you have a [Specific Learning Differences \(SpLD\) or disability](#), including access to a team of [Learning Facilitators](#) who'll work in partnership with you and your support needs.

Providing you with high-quality resources

Academic research and reading will be a big part of your university studies as you learn more about your subject and write your assignments. As an Edge Hill student you have **access to thousands of high-quality print and digital resources** and there's a lot of support to help develop your research skills.

[Discover More](#) is your go-to place for finding all your physical and electronic resources. Providing you with access to trusted resources such as **textbooks, eBooks** and a wide range of **online academic journals and databases**. Your University Library subscribes to these resources for you and they are carefully curated, often peer-reviewed, so you can feel confident you're accessing the **high-quality information** you need for your studies.

Your [Online Reading Lists](#) are a great starting point when beginning your research and contain materials your tutor has identified as essential and/or recommended reading for your course.

Specialist Subject Resources: Your [Subject Resources \(opens in a new tab\)](#) are curated collections dedicated to your subject of study and provide you with access to key resources you will need when researching.

Book Loans: As a student **you are automatically a member of the University Library** and can borrow up to 25 items with your UniCard as soon as you have enrolled.

- **Finding a book:** Use Discover More or your Online Reading Lists to search for books and eBooks. If you have chosen an eBook all you need to do to access it is click on the link, and you can read it on your screen immediately, or download it. If you have chosen a print book, you will find the Library location followed by the call number. Make a note of the call number, including any letters (e.g. 808.042/GIL), and head to your Library shelves to collect.
- **Loaning a book:** To loan your books take them to one of the self-issue machines located in the Library. Books are issued on a four-week rolling loan basis, which means we will attempt to automatically renew your loans when they are due. So long as no one has placed a reservation on any of the items you have on loan, they will be renewed for a further four-weeks. You will receive emails in your student mailbox in relation to your Library loans.
- **Reserving a book:** If a book you need is out on loan, then simply reserve it and we will send you an email to let you know when it is ready for collection. If the books you need are showing available on the shelf you do not need to reserve them, just head straight to the shelves to pick up a copy!

You Want It, We Get It: Although the University Library provides you with access to hundreds of thousands of resources there may be occasions when you want to access something outside of your core collections. You can request additional resources via the [You Want It, We](#)

[Get It](#) service and the Collections and Archives team will do their best to source this for you. This service aims to bridge any gaps in your resources, allowing you to request books, eBooks, journal articles or chapters, to support your learning and research.

Copyright Support: [Copyright](#) is a part of intellectual property law that legislates control over the use of original works. There are lots of types of work covered by copyright law and it's important to be aware of what you can and cannot do when it comes to using someone else's work. We appreciate understanding copyright law can feel complex but you can access further information on [how to appropriately use others work in your studies](#). Part of your good practices will include citing and referencing accurately, and [UniSkills can help you](#) understand and develop these skills.

Digitisation On Demand is a referral only scheme (made via your Disability Support team) that provides chapters and extracts from books and journals in accessible formats and works closely with your disability support teams to provide you with access. And there are lots of [accessibility features](#) available across all your digital resources to help you fully engage with your research but if you have a disability that requires an alternative format you can also access the Digitisation On Demand service.

Research Support: All **undergraduate** (UG) and **taught postgraduate** (PGT) students can access further help and support to access, navigate and get the most out of your online resources through [UniSkills](#). **Academic staff** and **postgraduate researchers** (PGR) can access further support through [Open Research](#).

Generative Artificial Intelligence (GenAI): At university, GenAI can support your studying by helping you explore ideas, understand complex concepts, plan or draft work and gain feedback, but it **must be used ethically and in line with the University's guidance**. You can learn more about GenAI, including how to access your ***Student Guide to Ethical Use of Generative Artificial Intelligence*** and related resources on the [UniSkills GenAI web page](#).

Developing your digital skills

There will be new **tools** and **technologies** to discover at university but there's also lots of support available to [help you develop your digital skills](#). In addition to your University Library resources you'll be expected to engage with **virtual learning environments** and **digital learning technologies**.

You can access information on the **digital tools** available to you and how to use them through the Catalyst Helpdesk, along with **training** and **guidance** [available online](#). From logging in and getting connected to navigating new systems, software and learning tools, including:

- **Microsoft 365** - for example Outlook, Teams, Word, PowerPoint and Excel
- **Learning Edge (Blackboard)** - your virtual learning environment
- **Online assessment tools** - for example Turnitin and Panopto

Careers support is available for all, from first year to post-graduation, and it's never too early to discuss your options to get the most out of your degree.

Cultivating your careers confidence

It's likely one of your overall goals is to secure employment post-graduation, whether that's advancing in your current field or taking a new career direction all together.

Your [Careers](#) team are here to help you **develop your employability** by offering **opportunities to learn, gain transferable skills** and **access relevant work experience**. You don't need to know *what* you want to do, or what your options are with your degree, Careers are here to help you **set and achieve your goals!**

[Extra Edge](#) is an **employability award** that improves your chances of career success by helping you **track the skills you're developing** whilst studying at Edge Hill. You can add this unique award to your CV and use it to **demonstrate your transferable skills** at job interviews.

Careers Pathways: You can access a range of support via your [Careers portal](#), including a series of digital pathways that guide you through simple steps to **enhance** your **soft skills** and **improve** your level of **employability**.

Work With Us: There are paid student employee roles within Careers, Student Life and Student Engagement (UniSkills) and all three Services offer student placement opportunities throughout the year. Be sure to explore the [Careers portal](#) to keep informed when we are recruiting.

Careers Corner: Drop-in to Careers Corner on the ground floor of Catalyst to ask an Advisor a quick question. No appointment in advance is necessary, simply turn up during opening hours:

- 11am to 3pm - during teaching weeks
- 11am to 1pm - during assessment and vacation periods

Some examples of things you can chat to Advisors about include:

- Information on part-time work, volunteering and graduate roles
- Queries relating to the Extra Edge Award
- Information and advice about further study
- Quick queries about drafting a CV or cover letter
- Options for getting started with your career path

Careers Appointments: There are different types of Careers appointments available depending on your level of career readiness:

- **Getting Started With** - designed to help you get started with a range of careers topics
- **Get Ahead** - designed to support anyone from a widening participation (WP) background
- **Work-Based Learning** - designed to help you with work-based learning queries and explore available opportunities

[LinkedIn Learning](#) provides you with full, free, unlimited access to thousands of high-quality online courses and video tutorials written by industry experts to help develop your skills and boost your employability. Once you have completed a full course you will also gain a digital certificate which you can display on your LinkedIn profile.

Ask A Question: You can reach out to your Careers team anytime to [Ask A Question](#), **submit your CV or personal statement for review** or make a **general careers enquiry**.

Managing your mental health and wellbeing

Even with all the support available we know that **anxieties** and **self-doubt** can still creep in, and your **mental health can fluctuate**, so be sure to regularly **check in on your [mental health and wellbeing](#)**. There's no shame to **access support when you need it**, we want to **help you believe in yourself** as much as we do!

Boost your confidence and wellbeing through:

- **Wellbeing Appointments:** You can [book an initial appointment](#) to discuss and identify your needs and create a personalised action plan.
- **Counselling:** During your initial appointment it may be identified that you'd benefit from a referral to [Counselling](#) for one-to-one talking therapy.
- **Groups and Workshops:** There are a number of [groups and workshops](#) available throughout the year including cognitive behavioural therapy (CBT), meditation, mindfulness and self-harm support.
- **Specialist Support:** There's a range of [specialist support services for global ethnic majority students](#) to help make positive changes aligned with your personal values.
- **Self Help Resources:** You can also access a great range of [self help resources](#) to support and manage your wellbeing.

Your Future

Ready to reach your full potential?

Catalyst specialist support can help you build the foundations for a successful future.

From developing skills for your future career, to pursuing postgraduate study or passion projects, we're here to open doors and remove barriers. Each service is designed to support you to make meaningful progress towards your goals and really get the most of your university experience.

In this final section of your student journey you can learn more about how Catalyst specialist support can help you access personal growth opportunities to reach your full potential.

Catalyst is an inspiring destination that supports student life, learning, research and career development.

Supporting your personal interests

Your University Library resources also include a [reading for pleasure collection](#) that has a variety of **fiction** and **non-fiction titles** available to loan. You can access your physical resources on the ground floor of Catalyst as well as a range of **eBooks**, **audiobooks** and **digital magazines** via the Libby app, aimed to **support your health, wellbeing and personal growth**.

Libby App: Access all your favourite **reading for pleasure** titles and more through the [Libby app](#). Explore eBooks, audiobooks and digital magazines in curated themed lists to easily find the most popular reading, or [request new titles to be added](#).

Browzine: Browse **top journals from your field** in the [Browzine Scholarly Journal Room](#). Browzine is a browsable digital newsstand full of the Library's top journals, where you can easily discover, read and monitor key journals in your subject area.

Box of Broadcasts: If you're more into films and radio then [Box of Broadcasts \(BoB\)](#) is the place for you. Although this is an educational resource you can access on-demand TV and radio from [over 75 free to air channels](#) and search an extensive archive of broadcasts.

Kanopy: You can also search and **stream thousands of movies, documentaries, foreign films, classic cinema and independent videos** from [Kanopy](#) and it even has an app that allows you to watch on your favourite device or smart TV.

Preparing for your future

[Careers](#) can support your **personal growth** throughout your journey at Edge Hill, helping you build **employability skills** and **confidence**.

Careers Online: You can access a range of [Careers support online](#), including:

- Ask A Question via the Careers portal
- CV and personal statement reviews
- Apply for additional funding
- Access resources for work-based learning opportunities

Careers Guidance Appointments: You can be referred to an in-depth appointment specifically focused on **planning for your future**, including degree options and postgraduate study.

Applying for Jobs: When you're ready to start [applying for jobs](#) there's a wealth of support and guidance available for you. You can search for [graduate opportunities](#) through your [Careers portal](#) and access support for the application process, through CV and personal statement checks, as well as practicing mock interviews with a Careers Adviser.

Placements and Sandwich Years: Now, more than ever, it's important to gain experience in your chosen field that aligns with your career aspirations. You can [access a range of dynamic](#)

[opportunities](#) to kick start your professional journey and help you stand out to prospective employers, all while you continue to study.

[Volunteering](#) can **open the door to new opportunities and inspire your future career**. You can connect with your communities and enhance your employability whilst gaining valuable work experience. The [University Archive](#) also offers a number of highly popular **volunteering opportunities** each year.

On Demand Resources: We know that life gets busy, and you won't always have the time to access support during standard office hours, that's why Careers have packaged together a selection of [on demand resources available 24/7](#).

- **CareerSet** - an AI CV improvement tool providing you with instant, personalised feedback
- **Careers Pathways** - portal activities to support your skills and employability
- **Graduates First** - to practice psychometric tests often used in recruitment processes
- **Coaching Culture** - self-coaching support videos with activities to boost your confidence, overcome imposter syndrome and avoid procrastination

Planning for graduation and beyond

The end of your degree may feel a long time off right now, but **establishing your goals** as early as possible can really help you break them down into more **manageable steps**, setting you up for a **successful future**.

Whatever your plans post-graduation there's lots of guidance and support available to help you **make an informed decision**. From scholarships and awards, to navigating your career options or even exploring post-graduate study.

- **Alumni Library Membership:** Your love for reading and learning doesn't need to stop when you graduate. You can enjoy free access to the University Library to access a range of academic resources and loan up to five books with an [Alumni membership](#).
- **Graduate Careers Support:** Navigate a competitive job market with access to [expert careers information and support](#) for up to three years after you have graduated.
- **Graduate Money Matters:** There can be a lot of changes to consider with your financial situation when your degree comes to an end. Whether you're planning to continue with your studies, progress into employment or need any advice on saving, borrowing and credits [Money Advice](#) can offer information to help you plan for your future and achieve your long term goals.
- **Care Leaver Bursary:** There is a [package of support available for care experienced and estranged students](#) (CEES) to enable your success and progression from Edge Hill. This includes a care leaver bursary of £1,000 for eligible students and full year accommodation on campus to alleviate any housing concerns over summer.

- **Thrive Fund:** You can apply for financial support via the [Thrive Fund](#) providing access to career enhancing experiences that may otherwise be unaffordable.
- **Scholarships:** There are an array of [scholarships and awards](#) for current students, worth up to £2,000, celebrating student achievement, resilience, inspiring others and success beyond your studies.
- **Postgraduate Study:** If you've enjoyed studying with us for your undergraduate degree, why not explore continuing on into [postgraduate study](#). Recent graduates could also qualify for an [alumni discount](#) on eligible programmes of study.

No matter where your journey takes you, you will always be part of your Edge Hill community.

How you can contact us

Your student portals

You can **access all of your specialist support teams direct** through your **student portals**. Logging into your student portals allows you to **explore support pathways**, browse and book on upcoming **events** and **workshop** and a range of **one-to-one appointments**.

You can access your student support portals online anytime and they are all linked from your [Student Homepage](#).

Contacting Catalyst Helpdesk

Always remember, you don't have to know *who* can support you as you can always contact the Catalyst Helpdesk and they will triage you to the right support.

[Ask Us @ Catalyst](#): Search the online knowledge base to explore frequently asked questions, live chat or submit your own question.

[Email Catalyst](#): Send an email to CatalystEnquiries@edgehill.ac.uk and someone will get back to you within 24 hours.

[Call Us](#): Give us a call on 01695 650800 [during Catalyst Helpdesk opening hours](#).

[Visit Catalyst](#): Catalyst is open 24/7 during term time and you can drop-in during [Helpdesk opening hours](#) to access support from the ground floor Helpdesk.

How we'll communicate with you

Catalyst Communications

We asked for student feedback on what you love (or loath) about how we communicate with you and **over 1,000 of you requested for us to communicate with you by email** - that's why we launched [Catalyst Communications emails](#).

Every **second to last Wednesday of the month** you'll receive a **Catalyst Catch Up** email providing you with lots of **useful information, opportunities to engage, updates from your specialist support teams** and a handy **what's on table of events** happening the following month.

Catalyst Communications (CatComms) aims to keep you informed on all your essential **news, events** and **support** from your Catalyst specialist support teams.

CAREERS eNEWSLETTER

You will also receive a **monthly Careers eNewsletter** based on your level of **career readiness**.

Follow us on Instagram

If you are more active on social channels then you can also follow all three of your Catalyst specialist support Services on **Instagram**. Although we regularly work collaboratively with our social content each account has something slightly different to offer you:

[Library and Learning Services | @EHULibrary](#): Follow for news, events and support from academic skills to the archive and all the fun in between.

[Student Life | @EHUStudentLife](#): Follow to make the most of living and learning at Edge Hill, with loads of great events, competitions and trips.

[Careers | @EHUCareers](#): Follow for job opportunities, upcoming events and useful tips to achieve employability success.

Digital Screens

When you're out and about around **Ormskirk** and **Manchester St James'** campuses be sure to check out the many **digital screens** on display for useful events, support and services available for you.

Inside Catalyst you'll also find your giant **What's On Wall**, listing events and specialist support happening within the building, online and anything useful your specialist support teams are delivering outside of Catalyst in that coming week.

Useful things to do next

What can you do with your new found knowledge of Catalyst specialist support?

That's almost it from your Catalyst Support Toolkit, we hope you've enjoyed exploring all the information and resources available to you as an Edge Hill student. There's not much left for you to do now except go and enjoy your university experience!

To help you get started you can also explore the checklist below for some **suggested activities** to help you have a successful start:

- [Contact the Catalyst Helpdesk if you have any questions](#)
- [Take a virtual tour of Catalyst](#)
- [Take a virtual tour of Manchester St James'](#)
- [Explore your Student Life portal and book on an event \(or two!\)](#)
- [Let us know how we could improve your Catalyst Support Toolkit](#)
- [Remember you can revisit this toolkit 365 days a year, 24 hours a day](#)

Meet your Catalyst specialist support teams

Throughout this toolkit we've signposted to relevant teams who provide all of your specialist support but before you go we thought you might like to **meet some friendly faces** and explore a **quick recap** on how each team can help you.

CATALYST HELPDESK is your gateway to specialist support and more! There is **lots of support available at Edge Hill** and we understand it can be overwhelming to know (and remember) who and where to go when you need to access support. Your **Catalyst Helpdesk team** are here to help, and if they ever can't answer your question they will put you in touch with someone who can. The [Catalyst Helpdesk](#) is **your first point of contact** for any enquiries about IT, Library services and Catalyst specialist support. They can help you **navigate what you need** and **triage you** to the right support team. Your **Building and Facilities team** take care of your physical learning spaces and facilities within Catalyst to provide you with a **safe and welcoming environment**, a range of different spaces to suit your study needs and manage the [building opening hours](#).

CAREERS are here to help you plan your career and develop your employability.

You will most likely **meet your Careers team** through **lecture** and **seminar** presentations, departmental and campus wide **events** or drop-in to **Careers Corner** for information and advice about anything related to your career or postgraduate study. You can also [access a wide range of online resources](#), including useful career information, digital tools to help you with applications and skills assessments, live job and work experience opportunities, **bookable appointments** and much more!

COLLECTIONS AND ARCHIVES team ensure you have access to all your Library resources and take care of Edge Hill's historical artefacts. Your **Collections team** enable the provision of all your **print and digital resources** that you will use in your studies and research. From the **physical textbooks** on the Library shelves of Catalyst and Manchester St James', to all your **online journals, eBooks and research databases**. You can access all your resources by searching [Discover More](#), exploring your [Reading List Online](#) or exploring your [Subject Resource pages](#). They also provide you with access to [Reading for Pleasure collections](#). Your **Archives team** oversee all the print and visual history of the University from its foundation in 1885. The physical [University Archive](#) is **located on the ground floor of Catalyst** and holds collections that support teaching, learning and research in areas including the First and Second World Wars, midwifery, film, television and popular culture. Although you cannot loan items from the Archive you can **arrange a visit** and [explore the Archive Catalogue](#).

DISABILITY SUPPORT is available to all students with existing additional support needs, or those wanting to explore diagnosis. Your [Inclusion team](#) can help if you have any support needs due to the impact of a **physical or mental health medical condition and autism**. They can advise you on how to access specialist equipment, arrange exam modifications and offer one-to-one mentoring and academic study skills support. Your [Specific Learning Difficulties \(SpLD\) team](#) can help if you wish to explore any challenges related to **dyslexia, dyspraxia, dyscalculia, Irlen Syndrome and ADHD**. They can discuss your needs and previous support, offer a suite of digital resources and access to information and guidance about accessibility and assistive technologies. SpLD also offer one-to-one study skills support to help you complete work, manage your day-to-day life and develop strategies for success.

DIGITAL SUPPORT work closely with your tutors to enhance your student experience. You may not meet the **Digital Learning team** directly but they provide essential support across the University to ensure your **digital learning tools** are running smoothly and work closely with your academics to support **teaching, learning and assessment technologies**. [Learning Edge \(Blackboard\)](#) is your **virtual learning environment** where you will access your course and module **learning materials** and is the main digital learning platforms you will use at Edge Hill. Your **tutors can provide guidance** about navigating Learning Edge but if you have any **technical issues** you can also get in touch with the **Catalyst Helpdesk**.

MENTAL HEALTH AND WELLBEING provide practical and emotional support for students experiencing a wide range of personal difficulties. Your [Mental Health and Wellbeing team](#) are here to help you feel **supported, understood and empowered** and to **manage your mental health to thrive** at University. They offer [one-to-one appointments](#), therapeutic interventions, mental health assessments, wellbeing workshops, [self-help resources](#) and can signpost to additional internal and external services. Managing your mental and physical health is an important part of life but if you ever need any additional support, **we are here for you!**

MONEY ADVICE can empower you with personalised guidance on funding, budgeting and managing your finances. Your [Money Advice team](#) offer expert advice, engaging

Edge Hill University | Catalyst Support Toolkit Alternative Format

presentations, events and support to **help you navigate your financial journey with confidence** and also administer the University's Student Support Fund. If you have any money worries or experience any financial difficulties Money Advice are here to help.

OPEN RESEARCH can help if you are studying a research-based degree (e.g. MRes / PHD). The [Open Research team](#) supports **researchers** and **academics** to **improve discoverability** and **accessibility** of their research. They offer training and support to allow researchers to **share publications, software, code, data** and **protocols** which benefit members of the research community and helps to **develop the University's research culture**. The **Academic Engagement team** also communicate with your tutors and academics to keep them up to date with the latest news, training and events from Library and Learning Services.

UniSkills: Your [Student Engagement team](#) provide a comprehensive programme of [workshops](#), [online resources](#) and [one-to-one support](#) tailored to **enhance your academic abilities** and **boost your confidence** at University and beyond. You may come to know us more as **UniSkills**, which is the collective name for all your academic skills support at Edge Hill. Whatever your subject or level of study, **UniSkills is your key to academic success**.

STUDENT LIFE is the heart of Edge Hill University, providing a warm welcome and helping you make life-long connections. Your **Student Life team** will potentially be the one of the first teams you meet as they coordinate your **welcome** and **induction** to the University. They offer a host of **extracurricular activities, events, trips** and **low-level wellbeing support**. Student Life is made up of several smaller teams and support including [Student Life Events](#), [Faith and Community](#), **International Student Support** and **Student Opportunities**. They also employ a team of Edge Hill students known as your **Campus Connectors**, who can help you settle in, make friends and host a range of events and activities across halls and communal spaces on both your Ormskirk campus and at Manchester St James'.

STUDENT SUPPORT is available for anyone who may be struggling, considering leaving university, feeling underrepresented or facing any additional barriers to success. The [Student Support team](#) can **discuss options** with you and offer **help and guidance** to support you to [make an informed decision](#). They also provide specialist on-course support for [care experienced and estranged students \(CEES\)](#), [young adult carers](#), [transgender students](#) and [new and expectant parents](#). Student Support acts as **the glue that brings all your support together**, if they ever don't have an immediate answer they can **work with you** to **find the right answer** for your individual needs.

Good luck on your exciting journey ahead, at Edge Hill University and beyond!
