



How this guide helps

The following step by step guide provides you with basic information and advice on what to do if you are required to attend a Student Support Review. If you would like additional support, you can contact us using the details below. Please note that an Adviser will not be able to predict the outcome of any Student Support Review.

The Advice Centre contact details

- **Tel** 023 80 59 2085
- **Email** advice@susu.org
- **Website** susu.org/support
- **Facebook** The Advice Centre - SUSU

Wellbeing

It is important to recognise that it is normal and natural to feel some anxiety when you are following a formal process and that the University has support in place to help you with your wellbeing. You can contact the University's wellbeing team on studenthub@soton.ac.uk or by calling 023 80 599 599. They are available 24 hours a day, 7 days a week.

Next Steps

Step 1: Understand what a Student Support Review is

Student Support Review Regulations are used to address situations when student's health, wellbeing or behaviour has a negative impact on their ability to study, or manage their life at the University, or on a placement. The purpose of those regulations is to support both staff and students in managing those scenarios. The student is normally involved in the process and in any action plan agreed for the future.

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Step 2: Read the regulations

Read the Student Support Regulations in The University Calendar using the following link: [Link to the student support regulations.](#)

There is also some helpful information on the disability and inclusion webpage: [Link to the disability and inclusion webpage.](#)

Pay attention to why the Student Support Review may be called and try to reflect on how you have been coping with your course, current support you are receiving, or would like to access to enable you to manage your studies.

Step 3: Prepare for your meeting

Prepare for the Student Support Review by drafting your statement and reflecting on your wellbeing. You can use our Student Support statement writing guide to help you with this: [Link to student support statement writing guide.](#)

Your statement is a 'script' for your meeting and 'your voice', and will help you feel more confident, as well as to ensure you cover all the key points you wish for the University to consider.

Step 4: Your Student Support Review meeting

Ensure that the statement you have for your meeting has a suggested plan you believe could enable you to engage with your studies and includes details of any support you are accessing or will be accessing in the future.

Submit a copy of your statement to the note taker in the meeting or e-mail the statement to them afterwards.

Inform the note taker if you wish your supporter to be included in the outcome and to receive a copy of the meeting notes.

Step 5: After the Student Support Review Meeting

Normally the outcome of the meeting will be sent to you within 5 working days along with the meeting notes (which you should check for accuracy and submit your own account if the summary is partial or inaccurate).

Broadly the outcome should include an agreed plan for your engagement in the course, including the necessary support that will be offered by the University and by relevant third parties (e.g., your GP).



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