



University
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THE SUNDAY TIMES
GOOD
UNIVERSITY
GUIDE
2022
SCOTTISH
UNIVERSITY
OF THE YEAR

Student Support Officers (SSOs)

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WORLD
CHANGING
GLASGOW



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What is a Student Support Officer (SSO)?

1: Any questions!

First point of contact for all sorts of questions. If you're not sure what to do, or who to contact about something, we are here to help.

We have time to meet and discuss things in detail.

Nothing we discuss will be shared with academic staff without your permission.



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What is a Student Support Officer (SSO)?

2: Accessing specific student services.

We can point you in the right direction, and make sure you know how to access support.

In some cases, this can mean helping with processes too.

Who does that cover?

What is a Student Support Officer (SSO)?

2: Accessing specific student services.

Counselling and Psychological Service

Disability Service

Financial Aid

Other Finance teams

Learning Enhancement and Academic Development Service

Careers

Residence Life Team (University accommodation)



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What is a Student Support Officer (SSO)?

3: University processes.

Help with issues contacting academic staff, including Advisers of Studies.

Guidance on how to submit Good Cause.

Help to understand University policy.

Guidance on complaints process.



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What is a Student Support Officer (SSO)?

4: Support for specific circumstances.

Caring responsibilities.

Parental responsibilities/pregnancy.

Experiencing bullying or harassment.

Facing gender-based violence.

What is a Student Support Officer (SSO)?

5: Longer term contacts.

When it is appropriate, we can keep in touch throughout the year.

Not limited to specific questions – general check-in meetings are also possible.

What is a Student Support Officer (SSO)?

6: What we **don't** do.

Cannot offer specific academic advice about your studies – but we will direct you to the people who can.

Are not therapists or counsellors – we help you get that support.

Do not make decisions – we help you understand them.



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What is a Student Support Officer (SSO)?

Final key principles.

We have time to speak with you – unlike a lot of staff.

We usually do not provide specialist help – we are there to help you access it.

You can bring any questions to us.

What is a Student Support Officer (SSO)?

How to find us!

Easiest: search "University of Glasgow student support officers".

<https://www.gla.ac.uk/myglasgow/students/supportofficers/>

Email to ask questions/arrange appointments.

SSOs in Action – Some Examples.

Example 1: Finance. A student's expected source of financial support has come to an end.

What can SSOs do?

Financial aid applications – including immediate support with food expenses if needed.

Help to contact other financial teams, e.g. help to arrange payment plans.

Help with how to find part-time jobs.

What do we **not** do?

We do not make any final decisions about offering financial support.

We do not provide money directly ourselves.

SSOs in Action – Some Examples.

Example 2: mental health. An international student has been struggling with mental health after starting their studies in Glasgow.

What can SSOs do?

Talk about things. We have time to meet with you.

Provide overviews of mental health support available – including from the NHS.

Discuss general wellbeing strategies, such as joining societies.

If appropriate, follow up as the academic continues to check on how things are going.

What do we **not** do?

We do not provide counselling or therapy ourselves.