

Table of Scenarios & Referrals



I think I want to leave/take a year out/suspend studies	PDA, Course Director, The Advice Centre
I want to change my module choice/programme	PDA, Year Advisor, Course Director, The Advice Centre
I'm not coping with my workload/very worried about exams	PDA, Study Skills @ Strathclyde, Student Counselling, Ask, Nightline Student Service
I have a serious complaint about the teaching	Refer to Policy and Procedure for Dealing with Student Complaints, Head of Department
I've failed some/all of my modules	PDA, Course Director
I think I may be dyslexic	Disability Service
I declared that I had a disability but nobody seems to be prepared to help me	Departmental Disability Officer, Disability Service, Check the information is on PEGASUS
I'm being bullied/harassed (sexually/racially/religiously) by other students/my tutor	Dignity and Respect Adviser
I have nowhere to live/want to move	Accommodation Office
I'm in financial trouble Childcare arrangements have fallen through	Student Finance (Home students), The Advice Centre (International and EU students)
My part-time job leaves me too tired to do academic work	Careers Service, Student Finance (Home students), The Advice Centre (International and EU students)
My friend/ close relative is seriously ill	Student Health Service Student Counselling, Ask, Nightline Student Service
I feel so depressed all the time OR A student/parent is seriously worried about another student's state of mind	Student Counselling, Ask, Nightline Student Service
My friend/ close relative has just died	Student Counselling, Ask, Nightline Student Service
I've split up from my boyfriend/girlfriend My parents are divorcing I'm really homesick	Student Counselling, Ask, Nightline Student Service
A student starts to reveal some personal problems	Student Counselling, Ask, Nightline Student Service Perhaps also the Student Health Service
My visa is running out	The Advice Centre (Immigration issues)
I've been mugged/assaulted/burgled/raped	Police Student Counselling, Ask, Nightline Student Service
I've been too ill to attend or do academic work	Student Health Service, The Advice Centre Refer to the Policy on Mitigating Circumstances
A student comes to see you every week to ask you to look at his/her work	Explain the limits of the PDA scheme
A student's parent contacts you for an update on their child's academic progress	Data Protection Implications

Contact details for services:

Service	Telephone	Email/ Website
Student Accommodation	0141 548 3453	student.accommodation@strath.ac.uk
Student Advice Team	0141 548 4273	infoadvice@strath.ac.uk
Careers Service	0141 548 4320	yourcareer@strath.ac.uk
Chaplaincy Centre	0141 548 4144	chaplaincy@strath.ac.uk
Counselling Service	0141 548 3510	student-counselling@strath.ac.uk
Disability Service	0141 548 3402	disabilityservice@strath.ac.uk
Equality and Diversity Office	0141 548 2811	equalopportunities@strath.ac.uk
Student Financial Support Team	0141 548 2753	financial-support@strath.ac.uk
Student Health Service	0141 548 3916	studenthealth@strath.ac.uk
Advice Hub (Students Association)	0141 567 5040	ussa.ask@strath.ac.uk ask@theunion.strath.ac.uk
Ask		
Nightline (confidential telephone and online listening and information service run by trained students)	0141 55 22 555 or text 07982 107 920 (7pm to 7am, Mon to Fri)	http://scnightline.com
Maths Skills Support Centre	0141 548 4064/ 4062	mahsskills@strath.ac.uk www.strath.ac.uk/mathsskills/
Study Skills	0141 548 4064/ 4062	studyskills@strath.ac.uk www.strath.ac.uk/studyskills/
Employee Assistance Programme for staff (independent service to the University)	0800 282 193	