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Support Systems at the University of Birmingham transcript

This video outlines the type of support available for students at the University of Birmingham with specific learning difficulties and requirements.

Title: **Support Systems at the University of Birmingham (http://www.youtube.com/watch?v=AlwmYnY9GFQ)**
Duration: 3.05 mins

S1 There's the opportunity in the University to speak to lots of people if you have problems. There's a tutor system, there's student mentors and Nightline.

S2 The Mentor Scheme: I thought that was really well organised I mean the mentor comes round once every two weeks, if not more, checks everything is OK.

S3 What I found particularly good was our Committee in our Halls, which were kind of student run and they helped us to tell us where everything was.

S4 First of all my school, the office and my personal tutor were very, very helpful. I also went to the Arc sometimes for help with, not necessarily academic things, but they were very good at helping with kind of more pastoral issues.

S5 I meet with my personal tutor at least once a term, we sit down, have a chat about what's going on, that really helps. Because I was so worried about things at home, I went to see my Welfare Tutor; they referred me to student support and counselling who I saw over a couple of weeks and they actually really helped just talk through what was going on.

S6 When I first started University, because I'm registered disabled I had an appointment over with Student Support and Counselling where I met the disability officer who explained University procedures for disabled students, like the mitigations procedures and also extra exam time and exam kind of procedures and I was given her email address and told that she would provide any support if I felt overwhelmed and she could point me in the right direction of people to speak to as well.

S7 I guess life was made easier in the first weeks by the support that I got from the student counselling support, especially from the people who were there to support people with disabilities. Without them I don't think I would have been able to do my degree.

S8 After going to the student support and counselling: I got it all arranged that I can have 25% extra time in exams like I did when I was doing my A levels.

S6 You just never feel isolated or on your own, there's always someone out there that either will identify or will know how to help or support you.

S9Being able to use the University's computer network here, which is excellent, both in the library and in the learning centres and in other facilities and other building on campus has been really, really helpful.

S10 The tutors on my course are very, very helpful. They have office hours and you can go and see them.

S8 I see my tutor once a week and he is brilliant. He's a great help with anything we all get stuck on.

S11 My relationship with the tutors in my department at the University is really quite positive. They're very flexible as well being really, really clear about when is an appropriate time to meet them and so the support that not just my personal tutor, but my welfare tutor provides really makes sure that if I've got any problems I can solve them quite quickly.

S12 I think the biggest piece of advice that I could give to a student coming to Birmingham University would be not to be afraid and worried that you're going to be on your own because you never are. There's so much support from the new friends that you make and from the University that you're never on your own.

END OF RECORDING

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