



Introduction to the Students' Unions' Advice Service (SUAS)

**Students'
Unions'
Advice
Service**

What is the Students' Unions' Advice Service?

**Students'
Unions'
Advice
Service**

What is the Students' Unions' Advice Service?

It is a service that is...

- for all students
- free and confidential
- independent of the Colleges & the University
- provided by Cambridge University Students' Union (CUSU) and the Graduate Union (GU)



What types of issues can students bring to the Advice Service?

- Students can come to the Service with any issues or problems they might experience as a student, from making friends to working relationships, from exams to intermission, and from welfare concerns to finance.



Students sometimes come to us when...

- Things are not going according to plan either personally or academically
- They have a question and are unsure where to find the answer
- They feel they have been treated unfairly
- They want to find out about their rights as a student

Students often ask for advice on...

- Academic-related issues
- Homesickness and culture shock
- Personal issues
- Disciplinary matters
- Bullying/harassment
- Welfare concerns
- Mental health issues
- Taking time out from studies (intermission)
- Managing working relationships
- University and College regulations

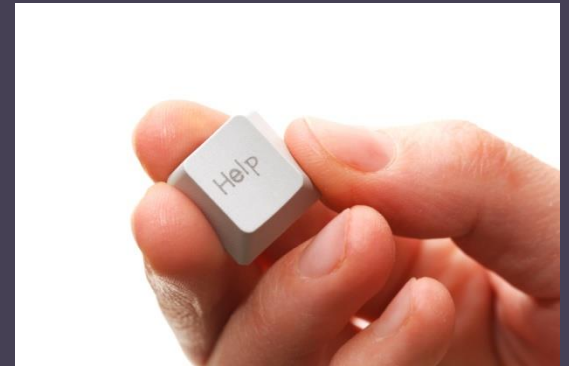
What kind of support can the Advice Service offer students?

- A listening ear
- Advice
- Assistance
- Information
- Representation
- Support that is non-judgemental, impartial and independent



How can the Students' Unions' Advice Service help a student?

- We can discuss their concerns with them
- We can explore what options are available to them
- We can represent students at College or University level
- If we can't help a student directly, we will either know or be able to find out who can



We are passionate about helping students!

It's our full-time job so we have the time to do the necessary research to help students as much as possible.

Getting in touch...

- Monday to Friday, 9am-5pm
- Advice drop-in sessions on Tuesdays and Thursdays from 12-2pm
- Appointments
- Call 01223 746 999
- Email advice@studentadvice.cam.ac.uk
- Our informative website – www.studentadvice.cam.ac.uk

SUAS Team of Advisors...



Lisa Déry, Gemma Douglas, Rachel Wilson,
Simona Obeng

We are based at:

Students' Unions
(CUSU & the Graduate Union)
Upper Ground Floor
17 Mill Lane
Cambridge
CB2 1RX

just behind the Pitt Building



What did service-users like most about the SUAS...

“How approachable and caring the advisor was. Being able to access an impartial/neutral service.”


“It is non-judgemental and feels like a safe place to discuss problems.”

“The staff is very kind, patient, and very cautious on giving opinions. The advisor was keen to help solve my problem, and provided feedback with thoughtful suggestions.”

“It is non-judgemental and feels like a safe place to discuss problems.”

“An incredibly welcoming environment and an indispensable resource at a very important stage in my academic life.”

“How accessible it is and how quick advisors are to help and respond.”



**Students'
Unions'
Advice
Service**

**We wish you all the best, and
we're here to help if
you need us!**