Wellbeing Services
A Guide to the Service
What do we do?

We offer advice, support and guidance to strengthen your wellbeing and personal development. We are available in person via appointments, workshops and groups, and online via our 24/7 support network, comprehensive support directory, podcasts and self-help programmes.

Appointments

Our one-to-one appointments give you the opportunity to speak with one of our Advisers and discuss any troubles you are facing. We understand that the process of booking and attending an appointment can be daunting, so we’ve broken it down so you know exactly what to expect:

1. All of our appointments are booked via iPoint. You can contact them via phone, email or in person. When booking, you will be asked if you would like a same day appointment or to book an appointment for a future date.

2. If you haven’t already accessed Wellbeing Services, you will be asked to complete a registration form. This needs to be completed in person prior to your first appointment.

3. On arrival at your appointment, you need to sign in with iPoint. They will confirm with your Wellbeing Adviser that you have arrived, and will guide you to the Wellbeing and Disability Waiting Area.

4. Your Adviser will collect you from the Waiting Area at the time of your appointment. Your appointment will last around 30 minutes and you will be able to book additional appointments.

iPoint contact details

Level 4, Student Central  01484 471001  iPoint@hud.ac.uk
Counselling

Counselling is a talking therapy dedicated to helping you understand and manage any problems you are experiencing. Our Counsellors will encourage you to talk openly in a safe and non-judgmental space.

If you’re interested in counselling, you will need to book an initial appointment with a Wellbeing Adviser who may refer you to counselling if they feel it is suitable for you and your needs. There can be long wait times to be seen by a Counsellor, but you will be informed of this prior to being put on the waiting list. You are still welcome to see a Wellbeing or Mental Health Adviser in the meantime.

Workshops and Groups

We run a comprehensive Workshops and Groups programme covering a variety of topics. This includes Food for Thought, a lunchtime drop-in for general support around mental health, Learn to Like yourself, a 4-week course exploring ways to grow your self-worth, a Trans* and Gender Group for any trans* students or those questioning their gender identity and mindfulness courses, including a Mindful Meditation drop-in hour for anyone interested in mindfulness. Full details of our Workshops and Groups programme can be found on our website.
Big White Wall

Big White Wall is a 24/7 online support network available to all University of Huddersfield students. It offers mental health and wellbeing support through self-help programmes, creative outlets and access to a community that cares.

Big White Wall is accessible via phone, tablet or computer, both on and off campus. The service is completely confidential and no members of staff at the University will know you have accessed the service. Simply log in using your University email address: www.bigwhitewall.com

Back on Track

We offer specialised support and guidance for students struggling with personal or academic issues that may be affecting their studies. Depending on the circumstances, we can liaise with your personal tutor or course tutor, or refer you to other services within the University, such as Academic Skills Tutors, Disability Services, Counselling or Student Finance.

If you’re interested in Back on Track and would like to book an appointment, please see the Appointments section in this guide, and mention Back on Track when booking.

Contact us

01484 471001
hud.ac/wds
studentwellbeing@hud.ac.uk
backontrack@hud.ac.uk
HudUniSupport
@HudUniSupport