



**Dear student,**

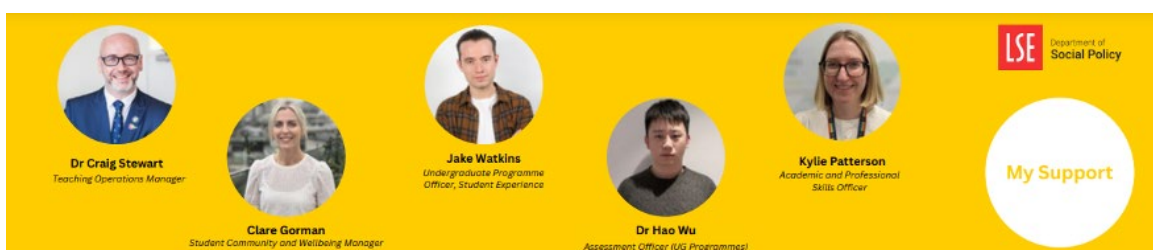
We hope you're looking forward to joining LSE in September! You can find out more about the timings of our Welcome events on our [Department Welcome webpage](#). We will continue to update these pages, so please refer to them for the latest information.

Starting your degree programme can be daunting, but we'll be here to help and support you throughout your time at LSE, whether you need help with your academic studies, or support with your welfare and wellbeing. This email includes information about the key sources of support you can access whilst studying with us.

### **Academic Mentors**

You'll be allocated an Academic Mentor as soon as you arrive, and you'll be able to find their details on [LSE for You](#) once you've completed your enrolment at the School. Your Academic Mentor will be a Social Policy faculty member who will support your academic and pastoral wellbeing while you're at LSE.

They'll be your first point of contact for any issues you encounter with your studies, or anything which affects you during your degree that may have an impact on your performance or wellbeing. You can find [more information about the role of Academic Mentors](#), and can also [find details about all of the Social Policy Faculty](#).



### **Your Programmes Support Team**

Your Programmes Support Team are there to help with a variety of different queries you may have throughout your student journey with us. Our team are based in the Old Building, room 2.03, and are available every weekday (Monday – Friday) for you to come and see in person. We can also be contacted [by email](#) or arrange online (Zoom) appointments.

We're here to answer queries relating to your programme (e.g., around assessments, course information, events, and student opportunities), as well as to provide support for

your wellbeing and help signpost you to services within the wider School. For more information about your Programmes Support Team, [take a look at our webpage](#).

## My Support

### LSE LIFE

Think of [LSE LIFE](#) as your personal guide to LSE. They're here to help you make sense of everything the School offers and find the skills, opportunities, and experiences that feel right for you – whether that's mastering assignments, discovering new passions, or feeling like a real Londoner.

LSE LIFE tracks all the opportunities, support, and resources on offer at LSE and present them on one [comprehensive, easy-to-use website](#). You can also visit them in person! They're located on the ground floor of the Library and are available all year long to help you shape your own, unique student journey.

### Chat with LSE LIFE before you arrive at LSE!

As you're getting ready to join us at LSE, you might have a whole range of questions on your mind. How will you manage settling in in London? How will you spend your time outside the classroom? And how can you make the most of the opportunities and support available to you in the process?

You don't need to figure out all the answers by yourself! Our LSE LIFE advisers are happy to have a chat with you even before you arrive.

Book a session with us via the [LSE Student Hub app](#), under *LSE LIFE Me+LSE Discussion*, or if you don't have access to that yet, just drop them an email at [lselife@lse.ac.uk](mailto:lselife@lse.ac.uk) and they'll arrange a convenient time to meet via Zoom.

To get started, why not take the [Me+LSE quiz](#) and start exploring!



## **Student Wellbeing Service**

The Student Wellbeing Service are here to provide you support with your wellbeing, and you can [find information about the service](#). This includes the [Disability and Mental Health Service](#), [Student Counselling](#), [Peer Supporters](#) and more.

If you have a medical, physical, or mental health condition, and/or a specific learning difficulty (SpLD) such as dyslexia or dyspraxia, the LSE Disability and Mental Health Service are here to offer advice and guidance. You're advised to speak to them early if you can, so they can advise you on any learning support you may require, and the School can make sure that this is in place in time for the start of your studies.

## **LSE Student Union's Advice Service**

[The LSESU Advice Service](#) provides free advice and support to students on a range of academic, financial, and housing issues. Because they're independent from LSE, their advice is impartial and free from a conflict of interest.

The LSESU Advice Service also allocates multiple funds, including [hardship funds](#), which our students have benefitted from greatly in the past. More information about the SU Advice Service can [be found here](#).

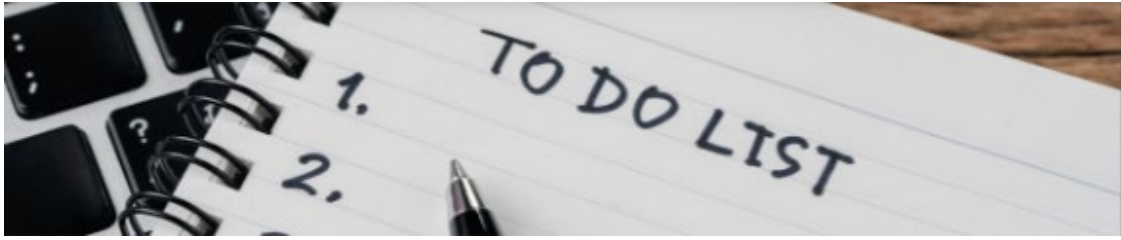
## **Student Academic Mentors, Peer Supporters, and Academic Mentor Groups**

We partner with LSE LIFE to run a [Student Academic Mentor \(SAM\) scheme](#) whereby you can be paired with a student mentor from one of the years above you to help guide you through your first year of study. Student Academic Mentors are fellow Social Policy students who've been in your position before and are here ready to talk about any aspects of your studies at university. For example, they can help with:

- Module choices
- Preparing for exams
- Strategies for managing your time and multiple deadlines
- Meeting people or joining societies
- Thinking about internships and career choices

To sign up for a Student Academic Mentor, [please fill out this form](#). You'll be matched with a mentor who will contact you via email to set up your first meeting with them.

Another area of student-to-student support you may wish to explore is working with [Student Peer Supporters](#). These are trained volunteers, who can support you by offering a non-judgmental, confidential listening space. You can also volunteer to become a peer supporter yourself!



### Next steps and reminders

Here are some reminders for your most important tasks and to-dos ahead of term.

**Please take time to review these and complete any you've yet to tick off!**

- Check out our exciting [events programme for Welcome 2025!](#)
- Read the [Undergraduate Offer Guide](#) for information on visas, fees, accommodation, what to do before you arrive at LSE, and general information about student life and London.
- Visit the [LSE Student Accommodation](#) pages for more information on accommodation.
- Complete your Level 1 mandatory Consent.Ed training before you arrive on campus: [take the online training](#).
- Complete your mandatory [Prepare to learn at LSE course](#) from LSE LIFE.
- If you require a visa to study at LSE, read the [visa guidance for prospective students](#).
- If you have a medical, physical or mental health condition and/or a specific learning difference (SpLD) such as dyslexia or dyspraxia, get in touch with the [LSE Disability and Mental Health Service](#) to discuss any support you may require.

You'll next hear from us on the topic of 'Welcome Week' – giving you information about the exciting programmes and sessions for Welcome 2025

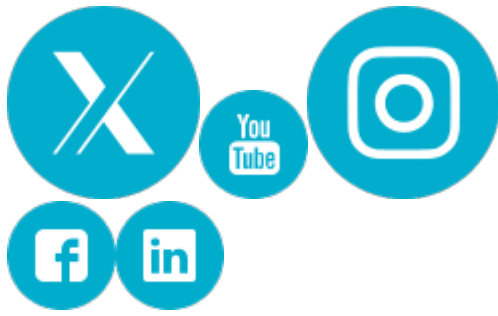
Best Wishes,

**The Department of Social Policy**

Information for  
offer holders

Frequently Asked  
Questions

Department of  
Social Policy



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