

## Audio file

[FYU\\_EP3 Final.mp3](#)

## Transcript

### **Heather**

Welcome to Edinburgh Napier's Find Your Uni. This podcast looks at the different factors which can be important when it comes to choosing which course and which university to go to. Everyone on this podcast is a current student at Napier, so we have all been in your shoes before when it comes to choosing what to do next, and we look forward to sharing our experiences and hope that it helps you in your journey.

### **Erin**

Hello everyone. I'm Erin.

### **Heather**

And I'm Heather

### **Erin**

We're both students at Edinburgh Napier University.

In this episode we're talking about the many paths to university and how to navigate them. Whether you're coming directly from college, have taken a gap year or are mature student, we've got plenty of advice to settle any nerves about making the transition to university life.

Today we're joined by Ryan to share his journey to university.

### **Ryan**

Hiya, my name is Ryan. I am a previous student at Edinburgh Napier and I'm currently a IT developer in the information system team.

### **Erin**

I think people generally believe that most students go to university when they're 17 or 18 as the next step after finishing high school. This sort of paints a picture of who students are and what university life is like. But in reality, universities are made-up of students from all

walks of life, which is what makes it a unique and interesting experience. You can come to university from college where you have been working to gain knowledge and experience in your subject area. Or maybe you took a gap year to have some thinking time after school.

There's also loads of students who have been working for a while and either had a change of heart about their job or want to do something totally new. If you're one of these people, we want you to know that we are too, and you're not alone.

So, to get started let's talk a bit about our own past university.

Ryan, when did you start looking at going to university and why did you want to?

### **Ryan**

So, my journey starts about six years ago. I was working in a call centre environment for Virgin Media, so I worked there for about 5 years full time, really enjoyed it but it was becoming a bit stagnant and there wasn't much room for development or progression. So that's when I started to look at education as an option. Didn't do the best in school. If I'm being honest, I didn't leave with. I left with enough to go to college when I was 16, but time had moved on. I had obviously worked full time so I didn't have the necessary qualifications to then go straight into university.

### **Ryan**

So, I was looking at college courses. Specifically, in web design and development, as it was quite an exciting sector, a lot of job opportunities at the time still are. But I didn't have any practical coding skills, so I had to start from the bottom which could be considered an NQ level, level 5.

And then I did that through my HNC and HND, that then put me in a position where I could then join Edinburgh Napier as a third-year student and do a degree top up. So, I did that and graduated last year with an honour's degree and was then lucky enough to start in the student recruitment team as a graduate and then eventually move into the Information systems team. So yeah, it's been good yeah.

### **Erin**

Heather, what about yourself?

### **Heather**

I went into university sort of straight from high school, which is quite standard, I think. Yeah, is what's often encouraged. But after graduating and as much as I did pretty well, I'd say like I didn't really know what I wanted to do. I went and I had done a business degree,

but I wasn't really finding I wasn't landing on my feet anywhere. All the kind of odd jobs I was doing, it just wasn't sitting. So, when I eventually ended up working for Napier and I decided to go back and do my postgraduate diploma and Career Guidance and Development.

I really enjoy working with people, so I found actually having a little bit of kind of a few years on me working in different roles actually helped me see what I really truly wanted to do, and now that I'm back in university is kind of giving me that better pathway to go on to do more things I want to do and not what my parents have told me to do.

What about you?

**Erin**

So, after school I had a bit of a gap year and then I needed a job, so I ended up becoming a dental nurse and working in that full time for two to three years. But I was really dissatisfied with it and knew, it wasn't for me straight away.

And then during COVID, I sort of had a bit of a light bulb moment and I was like, no, I really need to get out of this. So I decided to go to uni and looked at different courses because I knew I wanted to do something I was passionate about so and I kind of want to do something broad because I knew I didn't know quite specifically what I wanted to do. So, I ended up starting a communications degree which I'm in now.

And yeah, so I think, it's just nice to finally do something I enjoyed well.

**Heather**

I definitely think time helps and it doesn't, you know, not everyone needs it, but it's OK if you do.

**Erin**

There's no need to rush it. You can take time to think about it.

**Heather**

Absolutely.

So, Ryan, how did you know that university was the right option for you at that time? Like, what was it that made you choose Edinburgh Napier?

**Ryan**

Yeah. So I was extremely lucky when I was at New College Lanarkshire for three years doing my college qualification, the lecturers there spoke very highly of Edinburgh Napier specifically in my course, which was web design and development.

In Edinburgh, the industry links are incredible. So compared to Glasgow, which does have some amazing industry, Edinburgh for development and IT specifically web development and is brilliant. You've got companies like Skyscanner, which is a big one, and you get a lot of graduate opportunities coming from industry links. So, really I knew that it was always a goal of mine to get my degree. But I knew that looking at the job market when I finished my HND, that a lot of these jobs were looking for, you know, 2:1 honour's degree because that just takes you to another level. So, I knew that a degree was right for me and Edinburgh. Napier was right because of the industry links and what I've heard from word of mouth. And that was definitely solidified by coming along to the Offer Holder Day, which really impressed me. I was able to meet lecturers and find out about the module and also, I did the tour of Merchiston just to see what it was like.

And that was a current student that took the tour, and they were also in computing. So, it was sort of tailored to myself in a way and they were great. Yeah, absolutely brilliant.

### **Heather**

That's fantastic to hear. So, am I right in saying that even though you were in college, sort of on the West Coast, they actually encouraged you to come over to Edinburgh to study?

### **Ryan**

Yeah. So yeah, you're right. So, where I live in the West Coast, it's quite it's only an hour to Edinburgh. Ttrain links are amazing. I mean you get off at Haymarket and you're, you know, 15 to 20 minutes to Merchiston.

But the reason that it's sort of, why Napier was so kind of advertised was for those industry links, because I think the only alternative was UWS or Edinburgh. But I chose Edinburgh again because of those and also with my field in computing, it's quite rare to get third year entry.

A lot of universities don't offer it. You would have to start again. And because I was slightly older, I wanted to get a head start in my career which has luckily worked out.

### **Erin**

What about yourself, Heather?

### **Heather**

Well, when I was coming to uni, I think I was 17 when I first went to uni so I was really young. Yeah, and I think it showed I just, I really don't feel like I knew what I was doing. So I did go to the open day over the kind of offer holder days and I really like the feel of the building.

And I think when I when did other open days for different universities it felt so huge, and I just felt like a tiny little fish in a big ocean. And I'm coming from a really small town.

And I felt like Edinburgh Napier, as much as it was a huge jump, it felt welcoming and warm, and that's kind of the feeling that I got like when I went to the open day so.

What about you?

### **Erin**

Yeah, I had a similar thing about having the tour and sort of feeling like I would be welcomed here. It wasn't like this big scary university. Of course, some parts of it are, but I think that's the general experience that everyone has. But for me, I spoke with a lot of friends who had been to other universities and I was like, OK, I think I need to go through that. Like, have that experience because I felt a bit behind with them. Yeah. And just wanted to have that uni life and student sort of experience.

Also, what caught my eye was on my course had a semester abroad, so that was the one thing I was like. I know I want to travel so that would be a really good idea. Didn't end up doing the semester abroad anyway. But it did. That was the one thing that kind of caught my eye when I was first looking. So that was quite important for me.

### **Heather**

Yeah, absolutely. That actually makes me think it was one of the reasons I picked Napier as well was the placement option and that industry experiences which, is what you were talking about, Ryan. Yeah. They are really kind of in touch with industry. So it's really exciting to learn new things in real life. Rather than just in the classroom.

### **Ryan**

Definitely. I think as well just to touch on that, you can maybe feel like it's a very academic course and that you're just gonna be in the library, you know, seven days a week. Yeah. Whereas the feeling I got from Edinburgh Napier was that it's very vocational, it's practical and you see that, I mean you look at like the, you know, engineering department and things that, you know, they they're out and, you know, built in Formula One and they're doing things, and they're actually using those skills.

And I think going into industry or going into employment, those are the skills that employers care about. It's not about, you know, how much you can memorise a book. It's about how you're actually showing that knowledge. So I think that's the that's feeling I've got. Yeah.

### **Erin**

Yeah, and even those connections you make, even all your lectures, they are like kind of the big people in your industry. So having that connection to them and networking with people that they might know.

### **Heather**

Absolutely, because most of our lecturers had our research projects that they were interested in, that they were looking for help with so. It's a good way to get your foot in the door.

### **Erin**

And so, did either of you find the transition to university life quite difficult?

### **Ryan**

I wouldn't say difficult. I think there were definitely challenges. Yeah, I think coming from a college environment, you're talking about a class of maybe 20 students and then you come to university and especially third year entry, there were challenges where you're coming onto campus, you're trying to meet new students who have maybe already established relationships in first year and 2nd year, and then you're in these big auditoriums or you're in lecture theatres and there's, you know, hundreds, maybe 100 students.

And you're all listening to the one lecture and your kind of trying to get to know people, but also kind of concentrate from the work. But the good thing with that is the tutorial slots that take place after the lectures. Where you are able to go into smaller groups and there was a lot of group projects in my course, which really then you were able to make friends and also work alongside and collaborate with students.

So it's kind of the best of both worlds. Because I think personally you know you like that idea of sitting in a lecture theatre and it's very exciting and then being able to concentrate on the work. The only other kind of challenge that comes to mind is that there definitely is an academic leap specifically in writing and you know, course work and things like that. And at college, you know, College is more practical. So, you're talking about, you know, practical assessments, whereas at university you might have to write more reports and

assessments, things like that, but the academic skills team were really helpful in that and and, you know, cause the referencing system is different.

ou know, and I think a lot of people don't know that there are things in place to support you.

**Erin**

What about yourself Heather? Any difficulties at all?

**Heather**

Yeah, kind of what I was earlier, just coming from such a small town we had, I had quite a big high school, but it was very much kind of like split into house teams. So again, it was the small classes. So coming into that, the first big lecture was quite daunting, but immediately made friends. I mean that wasn't an issue at all. I think most people on their first day aren't here with friends. Most people are by themselves. And most people are looking for friends and someone to talk to. Especially if you know, I moved out. So even I had friends on my course, but then I also had my flatmates. Yeah, and that sort of made the nerves fade a little bit. And being able to, you know, have friends from all different courses and not just mine. And then you make friends through those friends with it, and then you just don't feel alone. I think that was my biggest fear moving away from home, was having no one to talk to, but that was never, never an issue for me. And what about you?

**Erin**

I was kind of the same. I didn't move out, but because I was 21, so. I wasn't. It's not old, but in terms of going to uni, I felt like it was really old. And so that's going to be my one worry, was that I'm not gonna fit in because everyone's gonna be straight out of school.

I'm not gonna fit in with anyone or make friends with anyone, but like you said, you will make friends. There are people of all different ages there, whether it's the friends you meet in class or their friends that they've been living with in halls or anything like that. So yeah, that my worries of that were kind of straight away gone. And yeah, as Ryan was talking about the sort of academic side of it. That is something that you do get into as your course starts and it does get a lot easier.

**Heather**

Yeah, I found that a lot of the lecturers were, they're actually a lot more laid back than my high school teachers and they were very much like get e-mail me if you have a question just e-mail me. I'll reply to you the next day if it's 2 in the morning and it was quite and kind of laid back, felt very welcome.

So, you were talking about coming from work and college Ryan, and then Erin, obviously you had your gap year as well.

What do you guys think that the benefits of starting university with that experience is?

**Ryan**

Well, in my situation, a lot of my college work was learning new technologies, learning coding languages and that put me in a in a really good position because I'd stayed at college for three years and had built up projects that I was actually able to show people and I'd learned all these skills and technologies that I was then able to apply at university.

You know, for example, in in my third year, the grade unit project was all about using PHP and using dynamic coding to create a website and then when I came to university we had certainly, you know theory classes like user centred design.

We were looking at the user experience and the business analysis of that. So it gave me a totally different view but I had I still had these practical skills and I was able to then bring that into the projects, which was an amazing benefit because you're able to apply 2 fields and certainly that that was great. And I'm really appreciative of the the skills that I've got at college and I still use some of them today.

Yeah, I think that's the main thing.

**Heather**

Yeah. How about you, Erin?

**Erin**

I think for me, I was so determined not to go back to full time work and I was just so I was like, I have to make this work because I don't want to go into full time work again for another like 4 years. That's my main thing to avoid. So, I think that was probably quite a benefit of of working beforehand was like, OK, I know what I don't want. So I know what I need to sort of push towards. Yeah. And I wanted to make sure I was in something that I enjoyed. So that was kind of what pushed me to do that. Yeah. And I also think I did a little bit of what sort of social media work within my old job that kind of helped when I came to uni. There were some little bits of, little dots of knowledge that I knew, which was quite helpful.

**Heather**



Yeah, I'm gonna say I can agree completely. I mean, when I went through from school, I feel like I wasn't as prepared. I found my feet, it all went well. I did really well, and I did enjoy it, but I think having that time out after I think nearly about four years before I was actually back in education and doing my postgraduate, it gave me that kind of real-life experience. And let me see what I like, what I don't like, what I really don't want to do. Yeah, and work out with a kind of flourish and what I'm good at, and where I'm confident. So, I do agree. I think having that time sometimes can be a huge benefit. Yeah.

**Ryan**

I like that point about not being able to see what you don't want to do and how that can shape what you do want to do. I think actually, could you?

**Heather**

Yeah, I think that is important, yeah.

**Erin**

Yeah, absolutely. And I think also just like knowing that you don't want to, I think if I left, I went to uni straight from school, I probably wouldn't have been as determined to do well in my exams or assessments or anything because I just would have been really chilled about it. But I think coming from a real-life job and sort of having that experience, I was like, no, I need to make sure this turns out well.

**Ryan**

Yeah, I think you appreciate the opportunity more. I think when you're when you're maybe not older, when I was only 28/29, I was really hungry for it and wanted to do well because I knew that these four years, you know, if I don't do this, then you know, I'm going to be out of pocket and it's probably my last the second last chance of getting this so really you really appreciate it a bit more knowing what the alternative is.

**Heather**

Exactly. Definitely. I think a lot of people actually do decide to come back into education. I think as we were saying earlier, I think a lot of people think it's just young, like younger folks, straight out high school. But that's absolutely not the case, especially at Napier, it's a huge mixed bag of people from all different walks of life.

**Erin**

Exactly, even talking about making friends earlier. Like we're talking about.

I was thinking, oh, it's just gonna be me. That's the only 21-year-old and everyone else is going to be like 18. Actually a lot of the friends I made in my course are my age or older so there is something from everywhere.

So, let's get into some top tips and advice for our listeners.

Ryan, what one piece of advice or reassurance would you give anyone who might be nervous about coming to university?

### **Ryan**

So, I think my one piece of advice to anyone, regardless of where you are in life, what age you are or what position you're in. If you are considering university, I think you have to consider that it can be an extraordinary investment but with great returns and it opens up so many opportunities across a variety of sectors. You know both in Scotland but also abroad.

You know you have to consider that once you get your degree, you have it for life and it will just be with you forever and a lot of jobs, whether it's, you know, graduate jobs, they, they will look for a degree, but you're not bound by your degree. You can move into other sectors and I think that's important to consider. But I think yeah, just it's massively worth it and it will, it will really open up your opportunities for your career, but also your life as well. Good, good life experience as well I think.

### **Heather**

Exactly. Yeah, definitely. I mean, a lot of reassurance I would give especially about Napier. But I'm sure with most universities, reach out. There's always support networks. There's always people wanting to help you. Your lecturers, they don't want you to fail the academic staff, the support service staff, they do not want you to leave. They want to help you. But you have to reach out and utilise the opportunities and options that are there for you to help yourself.

You're not a burden. They're never going to think of you that way. So, if you are struggling, it's really important to use those resources that are available to you.

### **Erin**

I think my piece of advice would be that just remember, especially on your first day everyone's in the same boat. So yeah, you're gonna get nervous. We all did. But it's not

going to be as scary as you think. Speaking to people isn't as scary as it seems. So of course, nerves are given, but just use them in a good way and as well making the decision to come to uni is obviously a big deal, but once you sort of start uni, it's not as big of a thing as you think it is. Yeah, like, it does seem like this big thing in your head, but it's a lot more relaxed, yeah.

### **Heather**

And it becomes a routine.

### **Erin**

Exactly. Yeah. And then you're just here all of a sudden, you are here every day. It's crazy.

### **Heather**

Yeah. Do you have any strategies Ryan, or resources that were helpful in making that transition at the university life?

### **Ryan**

One of the biggest resources that I had been talking about, academic staff, lecturers and and academic staff because like you say, you know you've got student futures, you've got academic support, you've got library support there, there, there's so much at your disposal. When you're at Edinburgh Napier.

You know, it does feel like everyone's on your side and like you say that that there's no way that they're gonna let you struggle. But you do have to access the resource. You do have to sort of say, listen, I need a bit of help. So, I think that the only sort of strategy I would recommend would be just to do that to reach out, I mean, to share that experience from my time as a student when I was in my third year and approaching the end of the third year, I did consider leaving with what they call an ordinary degree in Scotland, which is quite a Scottish thing, and I certainly reached out to academics and one of my lectures, Dr Colin Smith was absolutely instrumental in not convincing me, but showing me the benefits of actually staying on and doing the honours degree. And he made a great point, he said it's only an extra nine months, and when you actually think about it, nine months isn't much. When you add in all the holidays which you know at university you get a lot of.

Especially during the summer. Then yeah, it definitely was worthwhile. And what it did was it opened up a lot more graduate opportunities which do require an honours degree. And it

also means that if I ever want to go back, you know, into teaching or if I ever want to progress and do a PhD or a masters. That you've got all these options, whereas if I've taken the route of just having the ordinary degree, you're kind of stopping it there. Yeah. So yeah, I think as you say, academics are so welcoming and so helpful. And they really do have your best interests at heart, I think.

### **Heather**

Yeah, definitely. I can relate to that. When I when I first moved out, I just had, I had a bit of a wobble. I phoned my dad one night just crying. I just felt so overwhelmed, and he basically said, well, you can drop out and you can come home.

If that's what you want to do, and I and my brain was like, Oh no, I can't. I can't do that.

So, I did. I reached out to my current lectures, I reached out to the support staff that includes the well-being inclusion team, I had a couple of sessions with the counsellor just to talk over my anxiety, my nerves while I was feeling that way. Yeah. And I spoke to student futures who helped me get a part time job, which sort of cut that worries of money troubles as well. Yeah, and and kind of using the resources that were available have really helped me stick it out because I don't think I would have otherwise, to be honest, so using them is definitely why I'm still at uni.

### **Erin**

Yeah, I think for myself in terms of a strategy, before I made the decision to come to university and I was looking at different courses, the sort of module course page was really important on the website because that's what you're going to be doing every day in and out. So, make sure you look at the module course if that's something. If you see something that interests you, obviously not every single module you're gonna enjoy, but it's usually the ones that you don't think you're gonna enjoy that you actually really love. So that was really important and kind of looking into different modules that are available.

But also for me the campus tour was really important of a resource just because I kind of enjoyed seeing where you're going to be every day. And obviously it's a bit harder if you're a student from abroad, but if you can go to campus tours, that's quite a big thing just to sort of see what the buildings like and how to get places. Because that's where you're gonna spend most of your time. So it's definitely important to check that.

### **Ryan**

I would agree with that. I think it's important to get a feel for the place because you can read all the brochures. You can read the website and you never get a feel for it until you

actually come on campus. If I can, the only thing I would add... As a resources, I would recommend Mendeley to everyone. If you're gonna come Mendeley will change your life. Yeah, it's a reference package for all your assessments. So, there's a little tip, it will be revolutionary. It's so good. Honestly, that totally changed my life. And not a lot of people know about it, and you can import it into word, and it just basically references for you.

**Heather**

Fantastic, good tip!

**Erin**

Yeah. So, you kind of spoke better already, but Ryan, is there any specific places that you've gone to support for Napier?

**Ryan**

Yeah. And when I was getting ready to graduate, I booked an appointment with student futures, so once you get to the end of your 4th year, you do get contact in futures to make sure you're doing OK you're ready to go out into the real world. And they offer graduate careers fairs here at Merchiston actually, and that was a great opportunity where you were able to actually meet employers who were not only actively interested, but actively interested in you as a graduate. And they're sort of trying to sell themselves a little bit which is quite nice because usually you're used to filling in about, you know 500 application forms and all.

But they were like, oh, you here you'll need a pen and all that, come work for us. So that was really nice. And a lot of a lot of opportunities came from that and student futures set all that up, but they offer one to one appointments to go over your CV, go over your portfolio if that's something you need, and really make sure that you're in the best position possible because you know that's the end goal. If we can get you out and get you into a good job then you know, I think everyone wins.

**Heather**

Yeah, yeah, definitely. And I think it's important to note that although student futures do help with resources, they actually give you kind of the tools to be able to do it yourself. And as you said, it's one to one, they can help you with your CV, but they can also help you with like your interview techniques so that you know where you're going and what to do when that big interview comes up in your stressing and then you don't know what to say.

But as well for me, it was to keep on track team in that first year of mine and again in 3rd year. I've used a lot of the services throughout especially my undergraduate degree and can't speak highly enough. I didn't ever feel like as I said I was a burden to them. I felt like they really just wanted to help. And it really did get me through.

### **Erin**

I think for me, I wish in first year I had used more of the support services. I think I didn't really start using them until about second or third year, but especially first year I did wish I went to the academic services. Because now I'm in 3rd year and I'm thinking, oh, I don't know how to write this essay. I should have sort of. Now, I don't have as much time as I did in first year. So, if you can do that straight off the bat and go to get an appointment with one of the academic team, they can help you. It's really worth it. And I think a lot of people wish they did that. So that is really important.

But also, the disability and inclusion team, if that's something that people, when you're starting out, just give them a shout, even if it's not something you might use the whole time but if you're worried about it, everyone's happy to answer, if you have to.

### **Heather**

Absolutely.

Yeah, a few teams we have not even spoken about. We've got a college team. So, if you're coming from college, they're able to help you. We also have our widening participation team to help people coming from care and loads of different backgrounds as well. Yeah. So we we have sort of teams to cover everything and who want to cover everything so.

Yeah, you're gonna be supported when you get here.

### **Ryan**

I think as well, it may be important to know that all of this is anonymous. You don't have to, kind of, you know, advertise your accessing these services and you shouldn't. You shouldn't have to. So yeah, I think that definitely. But talking about the college team, it was it was the college team that reached out to me during my offer kind of holder time. So, when I had an offer and they reached out and said, you know, we've got offer Holder Day, we've got open days, we've got tours, academic skills and that gave me the tools to start on the best position possible and not feel like I was behind. Because as I said earlier, you can sometimes feel well, you guys have been here for two years already and I'm just starting. Yeah, it can be daunting, but the supports definitely there. You know if you need it.

### **Heather**

Yeah, yeah, definitely fantastic.

**Erin**

Just a little side note. Well, what would you say is the best thing about university life?

Ryan

That's a good question.

I think for me like as a mature student when I came, I wasn't as interested in the aspects of university life as my younger kind of self may be, I didn't nearly spend as much time in the pub.

But at the same time, it was for me the best part of being university life is you feel like you're in this hub of just some of the smartest people you've ever met, and it's an absolute place of collaboration and sharing knowledge. So, I was quite interested in that because I was finding out about this kind of world and industry that I'd never been a part of. And a lot of the lecturers and staff were, you know, actively interested in your development. You know and that was just great. It just felt as if you were in... it almost, felt like you'd finally found your people in a way.

You're kind of, oh, you know, you know, there's not many people that get excited about certain technologies or whatever. So yeah, I think that's the best thing is just about finding your niche and finding your people.

**Heather**

Yeah, definitely. Yeah. For me, I went when I went into uni the first time when I was younger. Probably as you were saying, it was a bit more about going to the dancing and hoping to make it to your 9:00 AM lecture. Or, you know, wearing your cute new pair of jeans. But I mean, as kind of the years went on, even in my undergraduate degree, it did become more about those industry links. We've kind of brought up a few times now. Done it to death, but it is true. Napier does have so many good industry links and I think even now in my kind of postgraduate, it is getting that hands on experience speaking with students, taking kind of one to one sessions and learning on the job, and that's probably one of my favourite things about the uni, is getting in there and getting it done.

**Erin**

Yeah, it's really helpful. I think mine is probably in general just the people. I think whether that's the friends you make in your class without your lectures helping you out or even just people you maybe meet in the corridor, and they ask you a question or everyone's always comfortable speaking to each other. It's not as, in my head, speaking to someone and

asking them for directions just crazy, but when you're actually here, it's not big of a deal as you think in your head.

So yeah, whether you turn not to sort of like a meeting or go to a special talk that a lecturers running, just meeting all different people from all different industries and walks of life is really interesting, which I think Napier's really good at.

**Outro: Heather**

Thanks everyone for tuning in and thank you Ryan for joining today's discussion. Next time, we're talking about the importance of finding a university that can meet your needs, whatever they are and how to work out what's available to you. Getting the right support at university is essential, and we're here to help you navigate it before you make your choices.