The University departments and the Students’ Union are working together to support you in every way we can at this difficult time.

Here are some of the student support services that you might need as you continue your University life remotely - please keep in touch.
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How we can help

We’re here for you – the SU building may be currently closed, but the Union is working harder than ever to provide advice, support and activities to all students. Check out our full list of services on the next page.

How do I get in touch

COVID-19 Updates
www.qubsu.org/COVID-19 - information on the full range of Services we continue to offer at this time.

Email
su.reception@qub.ac.uk

Social Media

Follow us online for all for the latest informations, tips and daily vlogs

Twitter: @QUBSU
Facebook: @qubsu.org
Instagram: @insidequbsu
Students’ Union Services

Advice SU
The Advice SU team continue to provide a full advice service to students on areas such as:
- Housing
- Money matters
- Student funding
- Academic matters
- Disciplinary matters
- Consumer issues
- Employment issues

studentadvice@qub.ac.uk
Twitter: @QUBSU_Advice

Student Officers
Your Student Officers are continuing to represent your needs, concerns and interests to the senior University staff and Government to try to alleviate the pressures you are feeling at this time.

Student Voice
The Student Voice team are supporting all of your different representatives across the institution – including the school and course reps.

studentvoice@qub.ac.uk

Clubs and Societies
If you are a Club or Society committee member or even a member of one of our Clubs or Societies and need some advice contact the clubs and societies team.
Sporting Clubs: clubs@qub.ac.uk
Societies: societies@qub.ac.uk
Finance: clubsandsocsfinance@qub.ac.uk

Volunteer SU
Have you always volunteered and want to continue? Or perhaps what has happened in the last few weeks has motivated you to start volunteering? Volunteer SU can match you with the perfect opportunity.

volunteer@qub.ac.uk

Enterprise SU
The Enterprise SU team are still supporting students with one to one business advice delivered remotely, on-line business competitions and assistance with business plans and preparing for external competitions.

enterprisesu@qub.ac.uk

QUBSU COVID-19 Community Group
Join our Facebook Community Group to chat to other students, share tips, ask questions and spread positivity!

facebook.com/groups/QUBSUCOVID19CommunityGroup
Academic Support

How we can help

We know that academic worries are one of your biggest concerns at the moment. All students can continue to contact academic staff for advice on assessments and academic related work including continuous course work. In addition, The Learning Development Service continues to offer one-to-one tailored appointments to undergraduate students across the University who are preparing for various forms of assessment, including assignments, dissertations, and exams. In addition to one-hour consultations, students have the option to meet regularly with a member of the team for shorter 'check-in' appointments. Learning resources for a variety study skills are also available online to support students in their remote learning. PGR and PGT should contact The Graduate School. Finally, students may also find material on Canvas which has been posted by their respective tutors to help assist with their studies.

How do I get in touch

LDS (Learning Development Service)
To book an online appointment with LDS or access their learning resources, please visit:
www.qub.ac.uk/lds

Graduate School
qub.ac.uk/graduate-school

Canvas Blog
Find key guidance, FAQs, and Training and Support information
blogs.qub.ac.uk/digitallearning
The University fully appreciates this is a challenging and anxious time for students and in some cases, this may be exacerbated by financial hardship as a result of the pandemic. Therefore, the University is increasing its hardship funds to support students.

All Queen’s students are eligible to make an application to the hardship fund. If you have already received an award this year, you are not excluded from submitting a second application.

**Applying for Hardship Fund**

The University anticipates a large demand for awards from the funds and will work hard to process and pay applications on a timely basis.

You can only apply to the fund using an online application, available by logging into your Qsis Student Account at [qsis.qub.ac.uk](http://qsis.qub.ac.uk)

For help completing the online application please [click here](http://click.here)

All supporting documentation requested during the online application process should be emailed to [supportfund@qub.ac.uk](mailto:supportfund@qub.ac.uk)

Please note: If you do not have all documentation requested during the online application process, please submit a minimum of 2 months of recent bank statements, i.e. February and March. Please ensure that ALL bank accounts held are submitted.
Are you staying in Queen’s Accommodation?

The dedicated team of residential staff are here to help and support you with any practical needs you may have and also in maintaining your health and wellbeing. Support includes a listening ear and access to essential provisions through the accommodation food bank.

How do I get in touch

E-Zine

Activities to support your virtual social life and to maintain friendships that you have made whilst living in halls run daily including, a daily fitness class with Paul Reynolds. Details of all the activities can be found in the accommodation e-zine and on their social media. Latest E-zine: qub.ac.uk/accommodation/useful-information/

For emotional or practical support our accommodation team are available and can be contacted remotely via the following details:

Email
Elms BT9: rlcbt9@qub.ac.uk
Elms BT1-2: rlcbt1-2@qub.ac.uk

Phone
Elms BT9: 02890974525
Elms BT2: 02890976441
Elms BT1: 02890976040
How we can help

Student Disability and Wellbeing Services continues to offer a full range of support remotely for students. This includes practical, emotional and psychological support through the drop-in service, self-help strategies, health and wellbeing activities, one-on-one support, reasonable adjustments for study, counselling and safe and healthy relationships support. Please visit; our COVID-19 information page for the full range of supports that we are offering during this time.

How do I get in touch

Drop-In
Call our drop-in phone line:
07387 546 123
Monday to Friday - 11am to 3pm

Email
studentwellbeing@qub.ac.uk
disability.office@qub.ac.uk

Online Form
Complete Student Wellbeing Form here

Self-Help and Stress Management

We are also running a daily social media campaign on self-care tips and a series of webinars focused on wellbeing self-help techniques such as; sleep management, exam and assessment stress and top tips for keeping healthy in lock down. To get notifications and updates on our campaign and webinar series, please follow us on:

Twitter: @QUBWellbeing
Facebook: @studentwellbeingatqueens
Instagram: @qubstudentwellbeing
Library Services

How we can help

Library Services continue to be provided online. The McClay, Biomedical and Medical Libraries are closed until further notice, but Library staff are working remotely to provide research and subject support.

- Off-campus access to licensed electronic resources (books, databases, journals and reference management software) remain available
- All loans have been renewed until 15 June in the first instance
- No fines will apply during the closure period
- A Book Return Bin is available at the Receptions in Queen’s Elms BT1 and BT9 to allow students to return books while the Library is closed

Each school at the University has a designated Subject Librarian who can provide advice on your research, finding information or using electronic resources. They can also help you to use reference management software and deliver online training sessions.

How do I get in touch

Email
General: library@qub.ac.uk
Books on loan: borrower.services@qub.ac.uk

Social Media
Twitter: @QUBLibrary
Facebook: @QUBLibrary
Instagram: @QUBLibrary

Library Chat
qub.ac.uk/directorates/InformationServices/TheLibrary/

The Library’s electronic resources are available 24 hours a day. Use QUB Library as a starting point and use the following services to search:

- Library Catalogue for e-books, e-journals and databases, e.g. JSTOR, Lexis, Scopus, Web of Knowledge etc
- Article Search for full text articles
- E-Journals A-Z for e-journals
- Databases A-Z for online databases
The Graduate School building may be closed, but we are still here for you virtually. You can contact our dedicated team via our ‘Virtual Reception’ Monday–Friday 9-5pm to arrange a face-to-face chat via Microsoft Teams. You can also access an immersive programme of connected learning events to support you to be successful in your studies, and realise your personal and career goals.

How do I get in touch

**Graduate School Virtual Reception**
Telephone: 0289097 2585 or email us at graduateschool@qub.ac.uk to arrange a face-to-face chat via Microsoft Teams

**Postgraduate Community and Wellbeing Programme:**
Stay connected to your postgraduate community, ask us anything, make new friends, meet current students, meet staff members and try something new: [here](#)

**Online Resources**
[www.qub.ac.uk/graduate-school](http://www.qub.ac.uk/graduate-school)

**Social Media**
Join the conversation and stay up-to-date with the latest postgraduate developments through our social channels

Twitter: [@qubgradschool](https://twitter.com/qubgradschool)
Facebook: [@qubgradschool](https://www.facebook.com/qubgradschool)
Instagram: [@qubgradschool](https://www.instagram.com/qubgradschool)
LinkedIn: [linkedin.com/showcase/the-graduate-school-at-queen’s](https://www.linkedin.com/showcase/the-graduate-school-at-queen’s)
International Student Support

How we can help

The dedicated ISS team can provide you with specialist advice in relation to visa and immigration matters including applying for your visa to come to the UK and assisting you with any queries you may have during your time here.

How do I get in touch

Support from staff will continue Monday–Friday, 9am-5 pm with on-line resources available 24 hours a day.

Online Resources
General www.qub.ac.uk/sites/iss
COVID-19 www.qub.ac.uk/sites/iss/COVID-19

Email
General: iss@qub.ac.uk
Immigration: immigration@qub.ac.uk
Events: issevents@qub.ac.uk

Social Media
Twitter: @QUBIntStudents
Facebook: @IntStudentSupportQUB
Instagram: intlstudentsupportqub
Careers, Employability & Skills

How we can help
You can continue to access our staff and our services online. Careers staff are working remotely to ensure we continue to support all students and graduates.

How do I get in touch
Our Careers Consultants are offering Career Consultations and CV check appointments online using Microsoft teams.

Book an appointment: MyFuture
Email: careers@qub.ac.uk

Online Resources
qub.ac.uk/directorates/sgc/careers/
To search for jobs opportunities and register for online events check out MyFuture

Social Media
Twitter: @qubcareers
Facebook: @QUBCareers
Instagram: @qubelfast
Are you having IT problems while trying to study remotely?

The IT Service Desk is here to help – they can give you advice and support for all IT related services. Calls are logged against your student number so please have this available when requesting assistance.

How do I get in touch

Self-Help section of the IT Service Desk website provides useful information: www.qub.ac.uk/directorates/InformationServices/Services/ITServiceDesk

**Online**
Calls can be logged with the IT Service Desk 24 hours a day via Queen’s Online.

www.qub.ac.uk/qol
Login > Quick Links > Request IT Support

**Email**
Alternatively you can directly email: itservicedesk@qub.ac.uk

Note: Use your QUB email address
Queen’s Sport

How we can help

Queen’s Sport facilities may be closed but the team are still here to look after your physical and mental health. In partnership with Student Wellbeing they are providing ways for you to keep active while at home with regular fitness activities, mental and wellbeing advice, sports blogs and articles.

How do I get in touch

Email
General: sport@qub.ac.uk
Membership: memberships@qub.ac.uk
Courses: courseenquiries@qub.ac.uk

Social Media
Twitter: @QueensSport
Instagram: @Queenssportqub

Free Virtual Classes by Paul Reynolds
calendly.com/virtualptpaulreynoldsfitness

Queen’s Sport Online Video Content
youtube.com/channel/UCE6Qr1qERiKCwKa7YwC5Lag

Queen’s Sport Updates
www.queenssport.com/sport-news-events-belfast-queens%20university/KeepActiveWithQueensSport.html
Keeping your mind active is as important as keeping your body active. So if you are a lover of film or just interested in trying something new, the team at QFT suggest signing up to a LUMI or QFT Community membership which now include a 3-month free trial of streaming platform MUBI, a 4-week free trial of BFI Player and discounts on rentals from Curzon Home Cinema.

How do I get in touch
Social Media
Twitter: @QFTBelfast
Facebook: @queensfilmtheatre
Instagram: @qftbelfast

Which membership should I join?
Both LUMI and QFT Community are completely free to join. LUMI is designed for people aged 26 and under, and QFT Community is for everyone over that age. They both have brilliant perks including loyalty points, exclusive insight and special deals.

Find out more: queensfilmtheatre.com/Membership/
Deliveries have become a really useful way for us to get our groceries. Below you’ll find handy info on how to find out who’s delivering near you.

If you are struggling with your finances, we also have a list of foodbanks across Northern Ireland on the next page. The Students’ Union is a referral point for some foodbanks, please get in touch with Advice SU on studentadvice@qub.ac.uk.

Who’s Delivering Northern Ireland

From bakeries, butchers, greengrocers, and pharmacies, lots of stores have started to provide a delivery service.

‘Who’s Delivering Northern Ireland’ is a useful service which collates the businesses that are delivering fresh food, groceries and pre-made meals direct to your door. You can follow them on Facebook, Instagram and check out their really useful interactive map.

Facebook group: fb.com/groups/WholsDeliveringNI
Instagram: @whoisdeliveringni

Interactive Map
www.arcg.is/1WnHvK0
Food Banks

Ballymena Food Bank (Trussell Trust)
Green Pastures, The Peoples Church, Fenaghly Road, Galgorm, Ballymena, BT42 1AQ
📞 02825650123
✉️ info@ballymena.foodbank.org.uk
🌐 ballymena.foodbank.org.uk

Ballymoney Food Bank (Trussell Trust)
Unit 1 Silversprings Shopping Centre, Ballymoney, BT53 6RD
📞 07565840571
✉️ info@ballymoney.foodbank.org.uk
🌐 ballymoney.foodbank.org.uk

Besom Northern Ireland Ballynahinch
*Contact to confirm food bank operation*
📞 02897 566 700
✉️ office@ballynahinchbaptist.org

Bangor Food Bank (Trussell Trust)
Bangor Food Bank, Bangor Elim Church, Balloo Crescent, Bangor, BT19 7WP
📞 02891 271800
✉️ info@bangorNI.foodbank.org.uk
🌐 bangorNI.foodbank.org.uk

Ballynahinch Baptist Church Food Bank
Besom Northern Ireland Ballynahinch
*Contact to confirm food bank operation*
📞 02825650123
✉️ info@ballynahinchbaptist.org
🌐 ballynahinchbaptist.org

Carrickfergus Food Bank (Trussell Trust)
75 Woodburn Road, Carrickfergus, Co. Antrim, BT38 8PS
📞 028893 438475
✉️ info@carrickfergus.foodbank.org.uk
🌐 carrickfergus.foodbank.org.uk

Causeway Food Bank (Trussell Trust)
The Vineyard Centre, 10 Hillmans Way, Ballycastle Road, Coleraine, BT52 2ED
📞 028 7032 6161
✉️ melanie@vineyardcompassion.co.uk
🌐 causeway.foodbank.org.uk

Craigavon Food Bank (Trussell Trust)
The Lightwell Centre, Drumgor Heights, Craigavon, Co. Armagh, BT65 5BW
📞 0845 2000 136
✉️ info@craigavonfoodbank.com
🌐 craigavonarea.foodbank.org.uk

Dundonald Food Bank (Trussell Trust)
Unit 20, Colvin House, Castlereagh, Enterprise Ltd, Carrowreagh Road, Dundonald, BT16 1QT
📞 07514 219300
✉️ info@dundonald.foodbank.org.uk
🌐 dundonald.foodbank.org.uk

Enniskillen Food Bank (Trussell Trust)
The Lakes Vineyard Church, 6-8 Cross Street, Enniskillen, BT74 7DX
📞 07512548849
✉️ info@enniskillen.foodbank.org.uk
🌐 enniskillen.foodbank.org.uk

Foyle Food Bank (Trussell Trust)
Unit 15, Apex Living Centre, Springtown Industrial Est, Derry City, Londonderry, BT48 0LY
📞 02871 263699 or 07716129788
✉️ foylefoodbank@gmail.com
🌐 foylefoodbank.org.uk

The Larder, St Christopher’s Church, Belfast
70 Mersey Street, Belfast, BT4 1EW
📞 07970626384
✉️ info@sosbusni.com
🌐 sosbusni.com

Larne Food Bank (Trussell Trust)
Craigyhill Methodist Church, Brustin Brae Road, Larne, BT40 2HS
📞 07443435404
✉️ info@larne.foodbank.org.uk
🌐 larne.foodbank.org.uk

Lisnaskea Food Bank
The Pantry, Oasis Book Shop, 59 Lower Main Street, Drumhaw, Lisnaskea, Fermanagh, BT92 OJD
📞 02867 722677

Lisburn Food Bank (Trussell Trust)
1-3 Graham Gardens, Lisburn, BT28 1XE
📞 07756965868
✉️ info@lisburn.foodbank.org.uk
🌐 lisburn.foodbank.org.uk

North Belfast Food Bank (Trussell Trust)
Ekenhead Halls, 19 North Circular Road, Belfast, BT15 5HB and Immanuel Presbyterian Church, 35 Agnes Street, Belfast, BT13 1GG
📞 07902099840
✉️ info@northbelfast.foodbank.org.uk
🌐 northbelfast.foodbank.org.uk

Strabane Food Bank
26 Market Street, Strabane, Co. Tyrone, BT82 8BH
📞 02871 883102
✉️ strabanecommunityproject@btinternet.com
🌐 strabane.foodbank.org.uk/

South Belfast Food Bank (Trussell Trust)
Mornington Community Project, 117 Ormeau Road, BT7 1SH
📞 07743 332489
✉️ info@sosbusni.com
🌐 southbelfast.foodbank.org.uk

Newry Food Bank (Trussell Trust)
Newry Christian Centre, 8 Upper Edward Street, Newry, BT35 6AX
📞 07512946911
✉️ info@newry.foodbank.org.uk
🌐 newry.foodbank.org.uk

Newtonbreda Baptist Church Food Bank
43 Newtownbreda Rd, Belfast, BT8 7BQ
📞 028 9064 9402
✉️ tim@newtownbredabaptist.com
🌐 newtownbredabaptist.com

Newry Food Bank (Trussell Trust)
Newry Christian Centre, 8 Upper Edward Street, Newry, BT35 6AX
📞 07512946911
✉️ info@newry.foodbank.org.uk
🌐 newry.foodbank.org.uk

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Mornington Community Project, 117 Ormeau Road, BT7 1SH
📞 07743 332489
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