



Susan Mueller  
Director  
Stand Alone  
[s.mueller@standalone.org.uk](mailto:s.mueller@standalone.org.uk)

March 2024

Dear Susan,

**Re: University of Chester's commitment to the Stand-Alone Legacy**

As part of our ongoing commitment to widening access to higher education, the University of Chester pledges to provide additional help and guidance to estranged students. The University of Chester recognises that not all students have a loving and supportive network of relatives and that studying can present many challenges by being on their own, therefore, we want to do all we can to ensure that estranged students continue to not only succeed academically but also thrive personally.

Following the closure of Stand Alone, we will continue to provide our estranged students with a support package to help remove any barriers to success. This support will include:

- Advice and guidance prior to arrival;
- A dedicated estranged student contact;
- Access to peer support groups;
- Help to secure 365 days a year University accommodation, including summer vacation;
- Easy access to financial help and guidance;
- Wellbeing and mental health support including counselling;
- Employability and career planning.

Estrangement will continue to be a core element of our widening participation activity; we will continue to celebrate student successes, provide learning opportunities for the University community to develop their understanding around the needs of estranged students; uphold best practices from across the sector; and most importantly continue to give estranged students a voice at the University of Chester.

This work will be delivered and led by the Student Services team who can be contacted by emailing [studentservices@chester.ac.uk](mailto:studentservices@chester.ac.uk)

Yours sincerely,

A handwritten signature in black ink that reads "Helen Galbraith".

Dr Helen Galbraith  
Senior Pro Vice-Chancellor and Chief Operating Officer