

Student Centre for Support and Adaptation UJ SOWA UJ A guide for students



What is SOWA UJ?

The full name of our centre is: Student Centre for Support and Adaptation.

The centre was created in 2019 to offer psychological support to all students of the Jagiellonian University.

Our staff offers help in dealing with the most urgent problems and current emotional crises. We offer support in adapting to a new environment, mental health education, and information on how and where to seek psychiatric and psychotherapeutic help.

Our centre is located in one of the old Botanical Garden's buildings, at 27 Kopernika Street, now adapted to the centre's needs. We hold individual consultations here, as well as occasional workshops.

Our staff consists of various mental health specialists.



Accessibility

Our centre is open from Monday to Friday, 8.00-16.00.

SOWA UJ offers help free of charge for students of the Jagiellonian University.

More information is available on our website: [SOWA UJ](#).

The centre also has a Facebook page:

[SOWA UJ Facebook](#)

And an Instagram page:

[SOWA UJ Instagram](#)

Introducing SOWA UJ

In our centre, there are:

- consultation rooms



- a workshop room



- administrative offices

In those spaces, we hold:

- psychological consultations
- psychiatric consultations
- workshops

How to get help from SOWA?

We offer consultations in person or on-line (through MS Teams app).

To sign up for a consultation, you need to fill out the contact form available on our website: [Contact us - SOWA UJ](#)

To fill it out, you need to be logged into your university e-mail account. Accept the necessary agreements. Send us the completed form and wait for one of our specialists to contact you by e-mail.

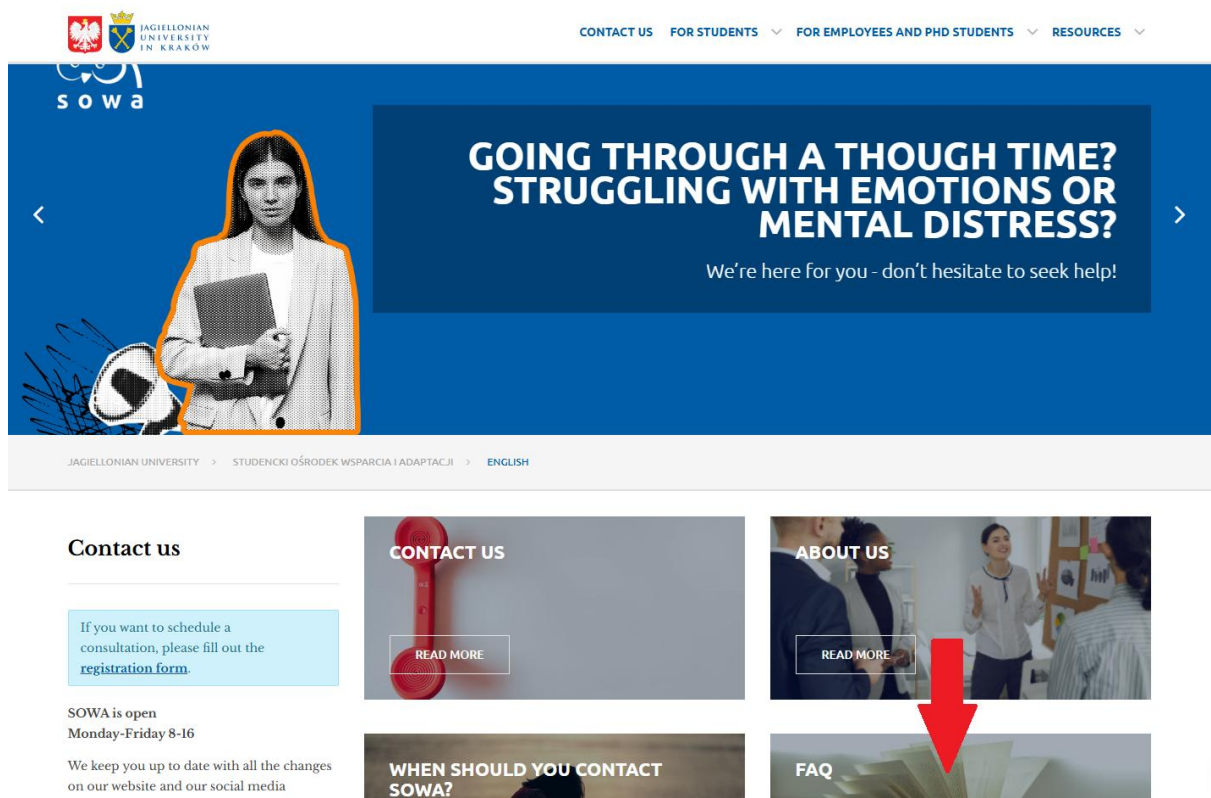
Your visit step by step

Before the visit:

Try to get to the centre not earlier than 15 minutes before the consultation.

Read the FAQ section on our website: [SOWA UJ](#)

If someone is accompanying you, they can walk you to the centre, but they cannot wait for you inside.



The first consultation:

The specialist will ask you questions about the reason for contacting us, about your current situation, and about your needs and goals. We try to create a safe environment for our consultations.

All consultations start at the full hour. One session lasts approximately 45-50 minutes. Usually, we need a few sessions to fully identify and define the problem and the path of support. The full length of contact in the centre depends on each specific situation.

An online consultation

At our centre, online consultations are held via MS Teams. We suggest using an app installed on your computer or phone, not the web version.

Remember that you need to be logged into MS Teams with your university e-mail address: ...@student.uj.edu.pl.

You are the one to initiate the video call. Use the “chat” option, since we don’t create meetings, events or meeting rooms in MS Teams.

In the e-mail regarding the scheduled consultation, you were given the name of the specialist whom you should contact. Put their name or e-mail address in the search bar at the top of the screen. When you find the correct person, click on their name. A new chat window will open and in the top right corner of the screen, there will be a camera icon. Click on it at the time of the scheduled consultation to initiate the video call.



IMPORTANT!

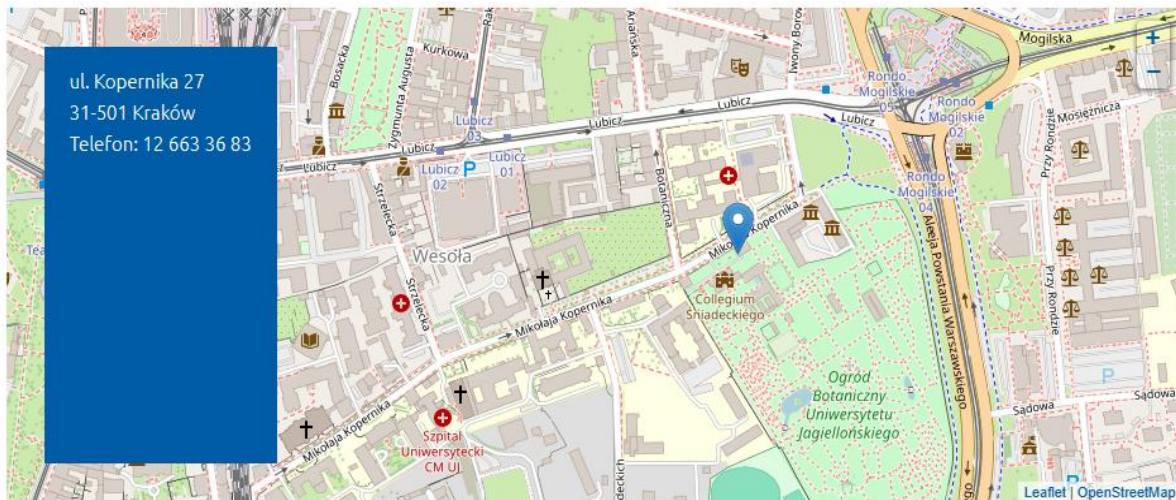
Before the consultation, please check that you have a stable internet connection and your camera and microphone are working. It is important to be able to have both verbal and non-verbal communication during an online consultation.

Make sure you have a quiet and private place to talk, so you can be comfortable during the conversation with our specialist. If you live with other people, ask them to give you space.

A psychological consultation can only be held in quiet and private conditions. We won't agree to hold a consultation if you call us from a public space such as a street, a bus, or a busy corridor at the university, so if you can't have a proper space for a consultation, contact us to reschedule your consultation.

How to get to our centre?

When you're going to SOWA, head towards the university's Botanical Garden.



You may:

- walk on foot – you can check your route beforehand;
- bike – there's a bike stand right by the entrance to the centre and you can lock your bike there.
- use the public transportation – the nearest stops



are **Lubicz** or **Rondo Mogiłskie**

- arrive by car or a taxi

Important!

Student Centre for Support and Adaptation does not offer parking spaces. There are designated paid parking zones on Kopernika Street or Botaniczna Street.

The path between the main gate and our building is paved, which may be a challenge for a wheelchair.



There are stairs in the SOWA building. There is no elevator.

Entrance

After entering through the main gate of the Botanical Garden, you can see the building of Collegium Śniadeckiego right ahead. Next to the front door, there's a red sign pointing to SOWA. Go left, as the sign suggests. There's a smaller building there and that's our centre.



Use the intercom to call in. One of our specialists will speak to you through the intercom and then let you in. If you have a need for other accommodations, use the doorbell marked with a symbol of a person in a wheelchair and wait. Someone will come to help you enter the centre. Most of our consultations are held on the first floor, but if needed, a consultation on the ground level is also possible.





The main entrance leads to a small entry hall.

If you have a scheduled consultation, go up the stairs onto the first floor.

Open the door on the right to the waiting room. Wait there for your visit.

When the time for your visit comes, a specialist will invite you to one of the consultation rooms. While you wait, you may get water using our water dispenser.



Cloakroom

We do not have a cloakroom. You can leave your jacket or your umbrella on the coat hanger in the waiting room.



Bathrooms

The accessible bathroom is located on the ground floor, on the right side after the stairs. It's behind the door next to the bulletin board. There is also another bathroom on the first floor.

The administrative office

The administrative office is located on the ground floor, past the toilets. There is also a water dispenser available here.