**YOUR PERSONAL TUTOR CAN**

- Answer your queries, where possible, or direct you to the most appropriate source of advice.
- Support you with any difficulties you may experience which affect your studies or recommend other University support services that can help.
- Help you to make the most of the opportunities available at the University.

**YOUR PERSONAL TUTOR CAN’T**

However your Personal Tutor can recommend other University support services that can help you.

You will have the opportunity to meet your Personal Tutor at the beginning of the year and they will explain how you can contact them.

Meetings are either scheduled by your Personal Tutor or at your request.

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### PERSONAL TUTOR

**WHO**

<table>
<thead>
<tr>
<th>Student Services Hub</th>
<th>First Floor, Silbernad Student Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>T 01206 874000</td>
<td>E <a href="mailto:askthetutor@essex.ac.uk">askthetutor@essex.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td>essex.ac.uk/students/contact/</td>
</tr>
<tr>
<td></td>
<td>More information is available on the student web pages</td>
</tr>
<tr>
<td></td>
<td>essex.ac.uk/students</td>
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</tbody>
</table>

**WHERE**

<table>
<thead>
<tr>
<th>Term-time</th>
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<tbody>
<tr>
<td>Mon - Fri</td>
</tr>
<tr>
<td>9am - 5pm</td>
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</table>

**WHEN**

<table>
<thead>
<tr>
<th>Vacations</th>
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<tbody>
<tr>
<td>Hours may vary</td>
</tr>
</tbody>
</table>

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### SUPPORT SERVICES

**Residence Life (contacting Residence Life)**

Your allocated RA, based in your accommodation area can help in person with initial advice and low level issues. Contact the Residence Life staff member on call, for your area, for welfare support, noise complaints, disruptive behaviour, advice and support (contact information provided on kitchen noticeboards).

**Information Centre (Security)**

Square 3

Emergency – T 01206 872222
Non- Emergency – T 01206 87 2129/3148
E pales@essex.ac.uk
essex.ac.uk/accommodation/safety/
Quays and Meadows
T 01206 373172

**Nightline**

Flat 1, Keynes Tower, North Campus

T 01206 874062 (information, not confidential listening)
E nlnightline@essex.ac.uk

help@essex.ac.uk (e-listening)

01206 874034 (General information)

Suadvice@essex.ac.uk (General information)

Out of Hours on call service:

Mon-Fri:
5pm-9am
Weekends and Bank Holidays (24 hours)

**Harassment Report and Support Service**

T 01206 874334
M 07948 187107
E harass@essex.ac.uk
https://reportandsupport.essex.ac.uk

Appointments at a mutually convenient time
Mon - Fri:
9am - 5pm all year round
Drop in sessions 1-2pm during term time in room 4N.6.2 (subject to change)

**Health Centre (A National Health Service)**

North Campus

T 01206 794484
E hcentre@essex.ac.uk
rowhedgesurgery.co.uk/

Mon - Fri:
9am - 12.30pm and 1.30pm - 4.30pm

**Nightline**

<table>
<thead>
<tr>
<th>Term-time</th>
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<tbody>
<tr>
<td>10pm - 8am</td>
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</tbody>
</table>

**Harassment Report and Support Service**

Out of Hours on call service:

Mon-Fri:
5pm-9am

**Student Homes (private housing)**

Square 3

T 01206 878978
E suhomes@essex.ac.uk
essexstudent.com/suhomes

<table>
<thead>
<tr>
<th>Mon - Fri</th>
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<tbody>
<tr>
<td>9am - 5pm</td>
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</tbody>
</table>

**Employability and Careers**

Square 2

T 01206 872494
E careers@essex.ac.uk
essex.ac.uk/careers/
essex.ac.uk/see/careerhub

| Open |
| Mon - Fri |
| 10am - 4pm |

**Talent Development Centre (TDC)**

TDC Helpdesk, Silbernad Student Centre

T 01206 874814
E ldc-helpdesk@essex.ac.uk
essex.ac.uk/students/study-resources/tdc/

| Mon - Fri |
| 10am - 4pm (term time) |

**Albert Sloman Library**

Square 5

T 01206 873192
E lib@essex.ac.uk
libwww.essex.ac.uk

<table>
<thead>
<tr>
<th>Term-time</th>
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<tbody>
<tr>
<td>Mon - Fri</td>
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<tr>
<td>9am - 10pm</td>
</tr>
<tr>
<td>Sat: 9am - 6pm</td>
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<tr>
<td>Sun: 2pm - 7pm</td>
</tr>
</tbody>
</table>

| Vacations |
| Hours may vary |

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**NOT SURE WHICH SERVICE YOU NEED? ASK THE HUB**

- www.essex.ac.uk/students/study-resources/tutor.aspx for the most up to date version of this guide.
### Accommodation/ Housing
- **Exams and Academic**
  - Academic support: including tutoring, study skills, and seminar preparation.
  - Advice on appeals, extension, and withdrawal issues.
  - Financial support: including loans, grants, and scholarships.
  - Career planning: finding internships, jobs, and volunteer opportunities.

### Health, Wellbeing and Disability
- **International Students and Immigration**
  - Medical advice: including vaccinations, health checks, and student insurance.
  - Legal advice: including visa extensions, immigration advice, and support.
  - Housing advice: including landlord disputes, tenant rights, and flat swaps.

### Exams and Academic
- **Advice on appeals:** including the appeals process, how to present your case, and the appeals timeline.
  - **Library services:** including the use of databases, search strategies, and research skills.
  - **Exams Office:** including the exam timetable, how to access your exam results, and exam preparation.

### Health, Wellbeing and Disability
- **Money:** including loan advice, budgeting, and financial planning.
  - **Other Support Services on Campus:** including support from the SU, SU Homes, and SU Shopping Centre.
  - **Health Centre:** including medical advice, support for mental health, and counselling services.
  - **International Students and Immigration:** including visa advice, immigration issues, and legal support.

### International Students and Immigration
- **Money:** including loan advice, budgeting, and financial planning.
  - **Other Support Services on Campus:** including support from the SU, SU Homes, and SU Shopping Centre.
  - **Health Centre:** including medical advice, support for mental health, and counselling services.
  - **International Students and Immigration:** including visa advice, immigration issues, and legal support.

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