

# YOUR GUIDE TO PERSONAL TUTOR AND SUPPORT SERVICES

## WHO ARE THEY

All undergraduate and taught postgraduate students will be provided with a Personal Tutor. If you are a postgraduate research student your research supervisor will take on this role. Personal Tutors are members of staff within your department who can provide personalised advice about academic and non-academic issues in order to guide you through your time at University, helping you to achieve your full potential.



Colchester Campus  
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## 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.
- Help you to understand your feedback from assignments and discuss your academic progress.
- Provide guidance and advice about choosing modules.
- Provide guidance on what you can do with your degree after graduating.
- Provide a reference for you for further academic study or employment.

## YOUR PERSONAL TUTOR CAN'T



- Provide specialist advice regarding: disability, funding, accommodation or immigration.
  - Provide ongoing emotional support, counselling or wellbeing/health advice.
- However your Personal Tutor can recommend other University support services that can help you.

## HOW TO CONTACT THEM?



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.

| WHO?   | WHERE?  | WHEN?   |
|--|---|---|
| <b>Student Services Hub</b><br>First Floor, Silberrad Student Centre<br>T 01206 874000 E askthehub@essex.ac.uk<br>▶ www.essex.ac.uk/students/contact/                                      | More information is available on the student web pages<br>▶ www.essex.ac.uk/students  | <i>Hours may vary in vacations</i><br><b>Term-time</b><br>Mon - Fri:<br>9am - 5pm<br><b>Vacations</b><br>Hours may vary                                       |
| <b>SU Advice</b><br>Square 3, next to Lloyds Bank<br>T 01206 874034 E suadvice@essex.ac.uk<br>▶ www.essex.su/advice  |   | <b>Drop in Term-time</b><br>Mon - Fri:<br>10am - 4pm<br><b>Vacations</b><br>Mon - Fri:<br>1pm - 4pm.  |
| <b>Information Centre (Security)</b><br>Square 3<br>Emergency – T 01206 872222<br>Non- Emergency – T 01206 87 2125/3148<br>E patrol@essex.ac.uk<br>▶ www.essex.ac.uk/accommodation/safety/ | Quays and Meadows<br>T 07460 373172<br><br>The Maltings<br>Please see information in your accommodation for contact details.  | Available all year round, 24 hours a day  |
| <b>Peer Mentor</b><br>(another student from your department who can help you throughout your first year at Essex!)   | Find out more at:<br>▶ www.essex.ac.uk/students/study-resources/mentoring/<br>Any questions, email: peermentor@essex.ac.uk  | At mutually convenient times via email or in person.  |
| <b>Residence Life</b><br>(contacting your Residents' Assistant)  | In student accommodation (contact information provided on kitchen noticeboards)<br>T 01206 874411 E reslife@essex.ac.uk<br>▶ www.essex.ac.uk/accommodation/support/reslife.aspx   | <b>Out of hours times:</b><br>Mon - Fri:<br>5pm - 9am<br><i>Weekends and Bank Holidays (all hours)</i>  |
| <b>Health Centre</b><br>(A national health service)  | North Campus<br>T 01206 794484 E hcentre@essex.ac.uk<br>▶ www.rowhedgesurgery.co.uk/  | Mon - Fri:<br>9am - 12.30pm and<br>1.30pm - 4.30pm  |
| <b>Nightline</b>   | Flat 1, Keynes Tower, North Campus<br>T 01206 87 2020/ 2022 (Confidential listening)<br>T 0800 3265454 (Freephone from landlines)<br>T 01206 874062 (Information, not confidential listening)<br>E nl@essex.ac.uk (General information)<br>E nlhelp@essex.ac.uk (e-listening)<br>▶ www.essexnightline.org.uk/ | <b>Term-time</b><br>10pm - 8am  |
| <b>Harassment Advisory Network</b>   | T 01206 874334 M 07948 187107<br>E harass@essex.ac.uk<br>▶ www.essex.ac.uk/equality/harassment/reporting.aspx   | Mon - Fri:<br>9am - 5pm<br>24 hour message service  |
| <b>SU Lets</b><br>(private housing)  | Square 3<br>T 01206 878978 E sulets@essex.ac.uk<br>▶ https://www.essexstudent.com/sulets/   | Mon - Fri:<br>9am - 5pm   |
| <b>Employability and Careers</b>   | Square 2<br>T 01206 872494 E careers@essex.ac.uk<br>▶ www.essex.ac.uk/careers/<br>▶ www.essex.ac.uk/see/careerhub   | <b>Drop in</b><br>Mon - Fri:<br>10am - 4pm<br>(See CareerHub for weekly Careers Workshops)  |
| <b>Talent Development Centre (TDC)</b>   | TDC Helpdesk, Silberrad Student Centre<br>T 01206 874834 E tdc-helpdesk@essex.ac.uk<br>▶ www.essex.ac.uk/students/study-resources/tdc/  | Mon - Fri:<br>10am - 5pm  |
| <b>Albert Sloman Library</b>   | Square 5<br>T 01206 873192 E libline@essex.ac.uk<br>▶ libwww.essex.ac.uk  | <b>Term-time</b><br>Mon - Fri:<br>8am - 10pm<br>Sat: 9am - 6pm<br>Sun: 2pm - 7pm<br><b>Vacations</b><br>Hours may vary<br><b>Open 24/7 during exam period</b> |

Contact details for other support services can be found on the student webpages

All information correct at time of print. Please see  
 ▶ http://www.essex.ac.uk/students/study-resources/tutor.aspx  
 for the most up to date version of this guide.

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

▶ [www.essex.ac.uk/students/](http://www.essex.ac.uk/students/)

| WHO CAN I TALK TO?                            | STUDENT SERVICES HUB   | SU ADVICE   | INFORMATION CENTRE (SECURITY)  | PERSONAL TUTOR  | PEER MENTOR  | RESIDENCE LIFE   | NIGHTLINE  | OTHER SUPPORT SERVICES ON CAMPUS   |
|---|--|---|--|---|--|--|--|--|
| <b>Accommodation/<br/>Housing</b>             | University accommodation issues including eligibility for accommodation, room exchanges and maintenance. Council tax exemption enquiries. Adapted accommodation. Applying for accommodation on medical grounds.  | Information about how to rent properties in the Private Sector, tenant rights and responsibilities, repairs, repossession, eviction, harassment by landlords, contracts and deposits.<br><br>Support with issues in campus accommodation. | Help with contacting the on call Residence Life team.  | Your personal tutor can recommend specialist University support services that can help.   | Whether you commute or live on campus, if you're a new student, log in here to meet your mentor <a href="https://mentoring.essex.ac.uk/ug/login/">https://mentoring.essex.ac.uk/ug/login/</a> - another student from your department who can help you throughout your first year at Essex! | Community building, flat meetings, promoting an inclusive environment, raising and dealing with issues in residences.  | Emergency bed for the night. Camp bed hire.  | <b>SU Lets</b><br>Private housing and help finding a place to live off campus.   |
| <b>Exams and Academic</b>                     | Attendance and progress, exam results, extenuating circumstances, appeals, academic offences, and resit information. Exam arrangements (for religious or disability/medical reasons), support for managing exam stress.  | Advice on appeals, extenuating circumstances, change of course, intermission and withdrawal, progress and attendance issues, missed and failed exams.   |  | Help with understanding feedback and referencing, advice on module choices and your academic progress.  | How to find past exam papers for your subjects. Directing you to advice on how to prepare for your exams.  |  | Someone to talk to during exam period when other services are closed. Tea and toast!   | <b>Exams Office</b><br>Help accessing your exam timetable, general exam enquiries and resit assistance for students from outside the UK.<br><br><b>Talent Development Centre</b><br>For advice on academic skills (e.g. making sense of feedback, referencing, preparing for exams).   |
| <b>Health, Wellbeing and Disability</b>       | Disability advice, including funding, study skills support for dyslexia and other learning difficulties and assessment.<br><br>Professional advice and support for emotional, psychological or mental health difficulties including assessment, counselling, mentoring and support groups.   | Pregnancy test kits, applications for NHS Exemption Certificate, advice and support on how to deal with harassment and reporting harassment.  | First aid, emergencies and security.<br><br>Personal safety advice.                                    | Support with any difficulties you may experience which affect your studies or referral to other University support services that can help.                              | Your peer mentor can let you know where to meet other students, how to join activities within and outside of your department, and direct you to experts for specific information and support.  | Someone to talk to when other services are closed, a listening ear, referrals to campus resources.<br><br>Help with settling in at Essex. Activities and programmes to help you meet other students. | Student run support when other services are closed providing confidential listening, emergency accommodation, detox room, tea and toast, pregnancy tests and free condoms. | <b>Health Centre</b><br>Medical care, health advice, doctor (GP) and nurse appointments, prescriptions, sexual health, and vaccinations for students registered with the Health Centre.<br><br><b>Multi-faith Chaplaincy</b><br>Prayer, meditation and quiet reflection. Representatives of faith groups.<br><br><b>Harassment Advisory Network</b><br>Confidential advice on harassment/bullying issues.<br><br><b>SU Reception</b><br>Prescription delivery service, free condoms and chlamydia test kits. |
| <b>International Students and Immigration</b> | Advice on issues affecting international students, immigration advice except visa extensions. Confirmation of Acceptance for Studies (CAS) extensions and all aspects of visa maintenance.   | Extending visas, advice on concerns regarding law breaches.<br><br>Basic information about working in the UK after university.<br><br>Applying for replacement BRP's  |  | Your personal tutor can recommend specialist University support services that can help.   |  | Help with settling in at Essex. Activities and programmes to help you meet other students.   |  |  |
| <b>Money</b>                                  | Enquiries about student funding, scholarships and bursaries, hardship funding, late funding loans, debt advice and budgeting.<br><br>Online or in person payments for tuition fees, accommodation and other debts. Bank letters and postgraduate research student funding information.   | Hardship loans, consumer rights, basic advice about paying and reclaiming tax.  |  | Your personal tutor can recommend specialist University support services that can help.   | Ask your peer mentor how they or their friends have found jobs while at Essex.   |  |  |  |
| <b>Your course</b>                            | Advice about changing your course or taking a break from your studies, including funding implications. Course registration, intermission, withdrawing, special syllabus, change of mode of study and PhD thesis submission. Information, advice and guidance (including options and implications), if you are thinking of leaving. | Advice on changing course, taking a break from studies, complaints and appeals.   | Help with finding the location of teaching rooms and directions around campus.                         | Answering queries about your course and your department, advice about changing your course, taking a break from your studies or options if you are thinking of leaving. | Help with using your myEssex account, Moodle and FASER, finding course information (for example, your readings), finding your classes and submitting coursework online.  |  |  | <b>Talent Development Centre</b><br>Develop your academic skills: English and academic skills classes; 1:1 advice and workshops on academic skills, mathematics, statistics, and English language.<br><br><b>Albert Sloman Library</b><br>The Library offers a variety of places to study, access to all the resources you need for your course, plus help from your Subject Librarian on finding sources for your assignment via the "Book a Librarian" service.  |
| <b>Other</b>                                  | General information, advice and guidance.<br><br>Transport for London verification.<br><br>Replacement registration cards and certificates of registration.  | Representation (especially when in a dispute with the University), legal advice, volunteering opportunities with the Advice Centre, personal alarms, welfare phone (to contact Student Finance, banks, etc.)                              | Emergency support and liaison with emergency services such as the police, directions, personal alarms. | Guidance and advice about further academic study and career options, providing a reference.   | Help with finding out where to access jobs on campus as well as general guidance and support.  | Advice on how to become a Residents' Assistant (RA).<br>Emergency support via Information Centre.  |  | <b>Employability and Careers</b><br>Create a killer CV; explore the world beyond Essex; be part of the Big Essex Award; apply for Frontrunners, UROP, internships, part-time jobs and graduate jobs with CareerHub; start your own business; join the Career Mentoring scheme; find out about Careers Fairs; book onto Employability Workshops; and, find your perfect work placement.   |