

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
Student Services Hub	First Floor, Silberrad Student Centre T 01206 874000 E askthehub@essex.ac.uk essex.ac.uk/students/contact/ More information is available on the student web pages essex.ac.uk/students	Term-time Mon - Fri: 9am - 5pm Vacations Hours may vary
SU Advice	Square 3 T 01206 874034 E suadvice@essex.ac.uk www.essex.su/advice	Drop in Term-time Mon - Fri: 10am - 4pm Vacations Mon - Fri: 1pm - 4pm.
Information Centre (Security)	Square 3 Emergency – T 01206 872222 Non- Emergency – T 01206 87 2125/3148 E patrol@essex.ac.uk essex.ac.uk/accommodation/safety/ Quays and Meadows T 07460 373172 The Maltings Please see information in your accommodation for contact details.	Available all year round, 24 hours a day
Peer Mentor (another student from your department who can help you throughout your first year at Essex!)	Find out more at: essex.ac.uk/students/study-resources/mentoring/ Any questions, email: peermentor@essex.ac.uk	At mutually convenient times via email or in person.
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) General enquiries (in office hours 9am-5pm Mon-Fri) T 01206 874411 E reslife@essex.ac.uk essex.ac.uk/accommodation/support/reslife.aspx	Out of Hours on call service: Mon-Fri: 5pm-9am Weekends and Bank Holidays (24 hours)
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	Flat 1, Keynes Tower, North Campus T 01206 87 2020/ 2022 (Confidential listening) T 0800 3265454 (Freephone from landlines) T 01206 874062 (Information, not confidential listening) E nl@essex.ac.uk (General information) E nlhelp@essex.ac.uk (e-listening) essexnightline.org.uk/	Term-time 10pm - 8am
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)
SU Homes (private housing)	Square 3 T 01206 878978 E suhomes@essex.ac.uk essexstudent.com/suhomes	Mon - Fri: 9am - 5pm
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, Silberrad Student Centre T 01206 874834 E tdc-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 libline@essex.ac.uk libwww.essex.ac.uk	Term-time Mon - Fri: 8am - 10pm Sat: 9am - 6pm Sun: 2pm - 7pm Vacations Hours may vary Open 24/7 during exam period

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

All information correct at time of print. Please see
► 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/

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
Accommodation/ Housing	University accommodation issues including eligibility for accommodation, room exchanges and maintenance. Council tax exemption enquiries. Adapted accommodation. Applying for accommodation on medical grounds. Key collection/replacement. Camp bed hire.	Information about how to rent properties in the Private Sector, tenant rights and responsibilities, repairs, repossession, eviction, harassment by landlords, council tax, bills and deposits. Checks of tenancy agreements prior to signing. 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 https://mentoring.essex.ac.uk/ug/login/ - 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.	SU Homes Private housing and help finding a place to live off campus.
Exams and Academic	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, late submission, change of course, intermission and withdrawal, progress and attendance issues, missed and failed exams, Fitness to Practice allegations.		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!	Exams Office Help accessing your exam timetable, general exam enquiries and resit assistance for students from outside the UK. Talent Development Centre The TDC offers department-specific and drop-in help with academic skills, English language, maths, statistics and numeracy.
Health, Wellbeing and Disability	Disability advice, including funding, study skills support for dyslexia and other learning difficulties and assessment. Professional advice and support for emotional, psychological or mental health difficulties including assessment, counselling, mentoring and support groups.	We offer support and guidance on harassment and how to report, we can also offer support with extenuating circumstances if studies are effected by any health or wellbeing issues and make referrals and signpost to other support services.	First aid, emergencies and security. 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. 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.	Health Centre Medical care, health advice, doctor (GP) and nurse appointments, prescriptions, sexual health, and vaccinations for students registered with the Health Centre. Multi-faith Chaplaincy Prayer, meditation and quiet reflection. Representatives of faith groups. Harassment Report and Support Service Confidential advice on harassment/bullying issues. SU Reception in Square 3 Pregnancy tests; free contraceptives; HC1 Medical exemption form; prescription delivery service and central point of information for all SU activities. Chat with Charlie Online mental health support service, visit www.mnessexmind.org and click Chat with Charlie in top right hand corner.
International Students and Immigration	Advice on issues affecting international students except immigration. Immigration information and guidance is available on our website and our specialist teams can be contacted for further advice via the 'ask us a question' section. Please be aware that our teams are only authorised and trained to provide advice to students regarding the UK's student immigration rules.	Extending Tier 4 visas in the UK; information regarding visa routes to work in the UK after University; support to apply for replacement BRPs; advice on concerns regarding possible Tier 4 immigration breaches.		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.		
Money	Enquiries about student funding, scholarships and bursaries, hardship funding, late funding loans, debt advice and budgeting. 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.			
Your course	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.			Talent Development Centre The TDC offers department-specific and drop-in help with academic skills, English language, maths, statistics and numeracy. Albert Sloman Library 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.
Other	General information, advice and guidance. Transport for London verification. Replacement registration cards and certificates of registration.	Representation and support through University processes/procedures and meetings including progress, academic offence, conduct and Fitness to Practice; free welfare phone service (to contact Student Finance, banks etc); basic information on employment rights; volunteering opportunities with SU Advice.	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). Emergency support via Information Centre.		Employability and Careers 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.