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.
- Provide you with 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 when you graduate.
- Help you to make the most of your time at University, helping you to achieve your full potential.
- Provide ongoing emotional support, counselling or wellbeing/health advice.
- Provide specialist advice regarding: disability, funding, accommodation or immigration.

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

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.

WHO?

Student Services Hub
First Floor, Silver build Student Centre
T 01206 872900 E ask@students.essex.ac.uk
More information is available on the student web pages
★ www.essex.ac.uk/students

SU Advice
Square 3, next to Lloyds Bank
T 01206 874003 E suadvice@essex.ac.uk
★ www.essex.su/advice

Information Centre (Security)
Square 3
Emergency – T 01206 872222
Non-Emergency – T 01206 87 2125/3148
★ www.essex.ac.uk/accommodation/safety
Quays and Meadows
T 07460 373172
The Maltings
Please see information in your accommodation for contact details.

Peer Mentor (another student from your department who can help you throughout your first year at Essex)
Find out more at:
★ www.essex.ac.uk/students/study-resources/mentoring
Any questions, email peermentor@essex.ac.uk

Residence Life
(contacting your Residents’ Assistant)
In student accommodation (contact information provided on kitchen noticeboards) T 01206 874111 E reslife@essex.ac.uk
★ www.essex.ac.uk/accommodation/support/reslife.aspx

Health Centre
(A national health service)
North Campus
T 01206 794484 E hcentre@essex.ac.uk
★ www.essex.ac.uk/health

Nightline
Flat 1, Kaynes Tower, North Campus
T 01206 87 2100/ 2222 (Confidential listening)
T 0800 3265454 (Freephone from landline)
T 01206 874062 (Information, not confidential listening)
E info@essex.ac.uk (General information)
E nightline@essex.ac.uk (e-listening)
★ www.essexnightline.org.uk/

Harassment Advisory Network
T 01206 874334 M 07994 187107
E harass@essex.ac.uk
★ www.essex.ac.uk/equality/harassment/reporting.aspx

SU Lets
(private housing)
Square 3
T 01206 879979 E sulets@essex.ac.uk
★ https://www.essexstudents.com/sulets/

Employability and Careers
Square 2
T 01206 872494 E careers@essex.ac.uk
★ www.essex.ac.uk/careers
★ www.essex.ac.uk/student/careerhub

Talent Development Centre (TDC)
TDC Helpdesk, Silver build Student Centre
T 01206 874834 E tdc-helpdesk@essex.ac.uk
★ www.essex.ac.uk/students/study-resources/tdc

Albert Sloman Library
Square 5
T 01206 873192 E libline@essex.ac.uk
★ libwww.essex.ac.uk

WHERE?

Student Services Hub
First Floor, Silver build Student Centre
T 01206 872900 E ask@students.essex.ac.uk
More information is available on the student web pages
★ www.essex.ac.uk/students

SU Advice
Square 3, next to Lloyds Bank
T 01206 874003 E suadvice@essex.ac.uk
★ www.essex.su/advice

Information Centre (Security)
Square 3
Emergency – T 01206 872222
Non-Emergency – T 01206 87 2125/3148
★ www.essex.ac.uk/accommodation/safety
Quays and Meadows
T 07460 373172
The Maltings
Please see information in your accommodation for contact details.

Peer Mentor (another student from your department who can help you throughout your first year at Essex)
Find out more at:
★ www.essex.ac.uk/students/study-resources/mentoring
Any questions, email peermentor@essex.ac.uk

Residence Life
(contacting your Residents’ Assistant)
In student accommodation (contact information provided on kitchen noticeboards) T 01206 874111 E reslife@essex.ac.uk
★ www.essex.ac.uk/accommodation/support/reslife.aspx

Health Centre
(A national health service)
North Campus
T 01206 794484 E hcentre@essex.ac.uk
★ www.essex.ac.uk/health

Nightline
Flat 1, Kaynes Tower, North Campus
T 01206 87 2100/ 2222 (Confidential listening)
T 0800 3265454 (Freephone from landline)
T 01206 874062 (Information, not confidential listening)
E info@essex.ac.uk (General information)
E nightline@essex.ac.uk (e-listening)
★ www.essexnightline.org.uk/

Harassment Advisory Network
T 01206 874334 M 07994 187107
E harass@essex.ac.uk
★ www.essex.ac.uk/equality/harassment/reporting.aspx

SU Lets
(private housing)
Square 3
T 01206 879979 E sulets@essex.ac.uk
★ https://www.essexstudents.com/sulets/

Employability and Careers
Square 2
T 01206 872494 E careers@essex.ac.uk
★ www.essex.ac.uk/careers
★ www.essex.ac.uk/student/careerhub

Talent Development Centre (TDC)
TDC Helpdesk, Silver build Student Centre
T 01206 874834 E tdc-helpdesk@essex.ac.uk
★ www.essex.ac.uk/students/study-resources/tdc

Albert Sloman Library
Square 5
T 01206 873192 E libline@essex.ac.uk
★ libwww.essex.ac.uk

WHEN?

Student Services Hub
First Floor, Silver build Student Centre
T 01206 872900 E ask@students.essex.ac.uk
More information is available on the student web pages
★ www.essex.ac.uk/students

SU Advice
Square 3, next to Lloyds Bank
T 01206 874003 E suadvice@essex.ac.uk
★ www.essex.su/advice

Information Centre (Security)
Square 3
Emergency – T 01206 872222
Non-Emergency – T 01206 87 2125/3148
★ www.essex.ac.uk/accommodation/safety
Quays and Meadows
T 07460 373172
The Maltings
Please see information in your accommodation for contact details.

Peer Mentor (another student from your department who can help you throughout your first year at Essex)
Find out more at:
★ www.essex.ac.uk/students/study-resources/mentoring
Any questions, email peermentor@essex.ac.uk

Residence Life
(contacting your Residents’ Assistant)
In student accommodation (contact information provided on kitchen noticeboards) T 01206 874111 E reslife@essex.ac.uk
★ www.essex.ac.uk/accommodation/support/reslife.aspx

Health Centre
(A national health service)
North Campus
T 01206 794484 E hcentre@essex.ac.uk
★ www.essex.ac.uk/health

Nightline
Flat 1, Kaynes Tower, North Campus
T 01206 87 2100/ 2222 (Confidential listening)
T 0800 3265454 (Freephone from landline)
T 01206 874062 (Information, not confidential listening)
E info@essex.ac.uk (General information)
E nightline@essex.ac.uk (e-listening)
★ www.essexnightline.org.uk/

Harassment Advisory Network
T 01206 874334 M 07994 187107
E harass@essex.ac.uk
★ www.essex.ac.uk/equality/harassment/reporting.aspx

SU Lets
(private housing)
Square 3
T 01206 879979 E sulets@essex.ac.uk
★ https://www.essexstudents.com/sulets/

Employability and Careers
Square 2
T 01206 872494 E careers@essex.ac.uk
★ www.essex.ac.uk/careers
★ www.essex.ac.uk/student/careerhub

Talent Development Centre (TDC)
TDC Helpdesk, Silver build Student Centre
T 01206 874834 E tdc-helpdesk@essex.ac.uk
★ www.essex.ac.uk/students/study-resources/tdc

Albert Sloman Library
Square 5
T 01206 873192 E libline@essex.ac.uk
★ libwww.essex.ac.uk

HOW TO CONTACT THEM?

Contact details for other support services can be found on the student webpages:
★ http://www.essex.ac.uk/students/study-resources/tutor.aspx
for the most up to date version of this guide.

WHAT DIFFERENCES ARE THERE BETWEEN A PERSONAL TUTOR AND A RESEARCH SUPERVISOR?

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. Personal Tutors can provide some academic guidance, help you to organise your work, give you general advice about your course and offer feedback on your work. Personal Tutors may also help you to identify your strengths and weaknesses, give you guidance on how to overcome difficulties you may be facing. However, your Personal Tutor cannot recommend other University support services that can help you.

Research Supervisors are involved in your work 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. Research Supervisors will try to guide you and help you to achieve your full potential.

Additional support services may be available throughout your first year at Essex. For further information, please contact your Personal Tutor or visit the 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.

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

Vacations

Open 24/7 during exam period

Vacations

Vacations

Vacations

Vacations

Vacations

Vacations

Vacations

Vacations

Vacations

Vacations

Vacations

Vacations
<table>
<thead>
<tr>
<th>WHO CAN I TALK TO?</th>
<th>STUDENT SERVICES HUB</th>
<th>SU ADVICE</th>
<th>INFORMATION CENTRE (SECURITY)</th>
<th>PERSONAL TUTOR</th>
<th>PEER MENTOR</th>
<th>RESIDENCE LIFE</th>
<th>NIGHTLINE</th>
<th>OTHER SUPPORT SERVICES ON CAMPUS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accommodation/ Housing</strong></td>
<td>University accommodation issues including eligibility for accommodation, room exchanges and maintenance. Council tax exemption enquiry. Adapted accommodation. Applying for accommodation on medical grounds.</td>
<td>Information about how to rent properties in the Private Sector, tenant rights and responsibilities, repairs, repossessions, eviction, harassment by landlords, contracts and deposits. Support with issues in campus accommodation.</td>
<td>Help with contacting the on call Residence Life team.</td>
<td>Your personal tutor can recommend specialist University support services that can help.</td>
<td>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/aug/">https://mentoring.essex.ac.uk/aug/</a></td>
<td>Community building, flat meetings, promoting an inclusive environment, raising and dealing with issues in residences.</td>
<td>Emergency bed for the night. Camp bed hire.</td>
<td>SU Lets Private housing and help finding a place to live off campus.</td>
</tr>
<tr>
<td><strong>Exams and Academic</strong></td>
<td>Attendance and progress, exam results, resubmission circumstances, appeals, academic offences, and exam information. Exam arrangements (for religious or disability/medical reasons), support for managing exam stress.</td>
<td>Advice on appeals, resubmission circumstances, change of course, intermission and withdrawal, progress and attendance issues, missed and failed exams.</td>
<td>Help with understanding feedback and referencing advice on module choices and your academic progress.</td>
<td>How to find past exam papers for your subjects. Directing you to advice on how to prepare for your exams.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Health, Wellbeing and Disability</strong></td>
<td>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.</td>
<td>Pregnancy test kits, applications for NHS Exemption Certificate, advice and support on how to deal with harassment and reporting harassment.</td>
<td>First aid, emergencies and security. Personal safety advice.</td>
<td>Support with any difficulties you may experience which affect your studies or refer to other University support services that can help.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>International Students and Immigration</strong></td>
<td>Enquiries about student funding, scholarships and bursaries, hardship funding, late funding loans, skill advice and budgeting. Online or in person payments for tuition fees, accommodation and other debts, Bank letters and postgraduate research student funding information.</td>
<td>Extending visas, advice on concerns regarding visa breaches. Basic information about working in the UK after university. Applying for replacement BRPs.</td>
<td></td>
<td></td>
<td>Your personal tutor can recommend specialist University support services that can help.</td>
<td>Help with settling in at Essex. Activities and programmes to help you meet other students.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Money</strong></td>
<td>Advice on issues affecting international students, immigration advice except visa extensions. Confirmation of Acceptance for Studies (CAS) extensions and all aspects of visa maintenance.</td>
<td>Hardship loans, consumer rights, basic advice about paying and reclaiming tax.</td>
<td></td>
<td></td>
<td>Your personal tutor can recommend specialist University support services that can help.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Your course</strong></td>
<td>Advice about changing your course or taking a break from your studies, including funding implications. Course registers, intermissions, withdrawing, special syllabus, change of mode of study and PND thesis submission. Information, advice and guidance (including options and implications), if you are thinking of leaving.</td>
<td>Advice on changing courses, taking a break from studies, complaints and appeals.</td>
<td>Help with finding the location of teaching rooms and directions around campus.</td>
<td>Answering queries about your course and department, advice about changing your course, taking a break from your studies or options if you are thinking of leaving.</td>
<td>Help with using your myEssex account, Moodle and FAVER, finding course information (for example, your readings), finding your classes and submitting coursework online.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td>General information, advice and guidance. Transport for London verification. Replacement registration cards and certificates of registration.</td>
<td>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.)</td>
<td>Emergency support and liaison with emergency services such as the police, directions, personal alarms.</td>
<td>Guidance and advice about further academic study and career options, providing a reference.</td>
<td>Help with finding out where to access jobs on campus as well as general guidance and support.</td>
<td>Advice on how to become a Residents’ Assistant (RA). Emergency support via Information Centre.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>SERVICES ON CAMPUS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Advice on appeals, resubmission circumstances, change of course, intermission and withdrawal, progress and attendance issues, missed and failed exams.</td>
<td>Help with understanding feedback and referencing advice on module choices and your academic progress.</td>
<td>How to find past exam papers for your subjects. Directing you to advice on how to prepare for your exams.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Extending visas, advice on concerns regarding visa breaches. Basic information about working in the UK after university. Applying for replacement BRPs.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>