

# 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.

Southend Campus  
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## YOUR PERSONAL TUTOR CAN

- Provide support and address any difficulties you are having with your course throughout your time at Essex.
- Answer your course queries or direct you to other appropriate University support services.
- Give you support and feedback on your academic performance and how to improve.
- Give module choice advice, examination and revision guidance
- Provide information about extenuating circumstances
- Give guidance on what you can do with your degree after University.
- Write you a reference for further academic study or career.

## YOUR PERSONAL TUTOR CAN'T

- Specialist advice regarding: disability, wellbeing, funding, accommodation or immigration.
- Ongoing emotional support.
- Counselling or wellbeing/health advice

## HOW TO CONTACT THEM?

You will be given the name and email address of your Personal Tutor at the beginning of the academic year.

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

WHO	WHERE	WHEN
<b>Student Services Hub</b>	TF.2.23 T 01702 328444 E askthehub-sc@essex.ac.uk	<b>Term-time:</b> Monday - Friday: 10am - 4pm <b>Vacation:</b> Hours may vary
<b>SU Advice</b>	1st floor, above SU Lounge T 01702 328235 E suacsou@essex.ac.uk ► www.essex.su/southend/advice	Tuesday and Friday: 11am - 3pm Thursday: 12pm - 5pm
<b>Accommodation Essex</b>	University Square, Queens Road E scaccom@essex.ac.uk	
<b>Security</b>	University Square Reception T 01702 328408 Gateway Building T 01702 328208 The Forum T 01702 328508	24/7 service in The Forum and University Square Reception Gateway Building opening times: Monday-Friday: 6am - 9.45pm Saturday: 7am - 9.45pm Sunday: 9am - 5.45pm
<b>Peer Mentor (EBS and HSC only)</b> - another student from your department to help you through your first year.	Find out more at: ► www.essex.ac.uk/students/study-resources/mentoring/ Any questions, email: peermentor@essex.ac.uk	Peer Mentors can be contacted directly through email to book an appointment or ask questions.
<b>Residence Life</b> (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 welfare support, noise complaints, disruptive behaviour, advice and support (contact information provided on kitchen noticeboards)  General enquiries (in office hours 9am-5pm Mon-Fri) E reslife@essex.ac.uk www.essex.ac.uk/accommodation/support/reslife.aspx	<b>Out of Hours on call service:</b> Mon-Fri 6:30pm-9am Weekends and Bank Holidays (24 hours)
<b>Nightline</b>	T 01206 87 2020/2022 (Confidential listening) T 01206 87 4062 (Information, not confidential listening) T 0800 326 5454 (Freephone) E nl@essex.ac.uk (General information) E nlhelp@essex.ac.uk (e-listening) ► www.essexnightline.org.uk/	<b>Term time:</b> 10pm - 8am
<b>Multi-Faith Chaplaincy</b>	Prayer Room GB2.24 Office GB.2.23 T 01702 328308 E uoeschap@essex.ac.uk ► www.essex.ac.uk/students/experience/mfc/southend/	By appointment
<b>Harassment Report and Support Service</b>	T 01206 874334 M 07948 187107 E harass@essex.ac.uk ► https://reportandsupport.essex.ac.uk/	Appointments at a mutually convenient time Monday-Friday: 9am - 5pm all year round Drop-in sessions 1-2pm during term-time in room 4N.6.2 (subject to change)
<b>Income Office</b>	TF.2.22 T 01702 328218 E southinc@essex.ac.uk	<b>Term-time:</b> Monday - Friday: 10am - 4pm <b>Vacation:</b> Monday - Friday: 10am - 1pm and 2pm - 4pm
<b>Employability and Careers</b>	Info point TF.2.02 T 01206 872494 E careers@essex.ac.uk ► www.essex.ac.uk/see/careerhub	<b>Drop in</b> 1pm until 2pm on Tuesday, Wednesday and Thursday  Telephone and Skype appointments with a Careers Advisor can be booked via CareerHub or by contacting the Employability and Careers team by email or phone.
<b>The Forum Library</b>	The Forum, Elmer Square T 01702 328484 E libline@essex.ac.uk ► libwww.essex.ac.uk	Monday-Friday: 8am - 10pm Saturday: 8am - 6pm Sunday: 11am - 5pm  Learning Hub open 24/7
<b>Talent Development Centre</b>	TF.2.19 T 01702 328242 E tdc-helpdesk@essex.ac.uk www.essex.ac.uk/students/study-resources/tdc/	By appointment

TF: The Forum GB: The Gateway Building

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

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

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**