

**Ask a Postgraduate Student  
Scheme**

**A Guide for  
Mentors  
2016 - 17**

# Welcome

Dear Mentor,

Thank you for volunteering to be a part of the 'Ask a Postgraduate' Mentoring Scheme.

This scheme offers our postgraduate students a new, more in depth, form of support in order to help them to develop and study to the best of their abilities. The scheme acts not just as a basis of guidance and help, but also as a community for postgraduate students from all backgrounds and interests to share questions, advice, and experiences.

In order to develop the right kind of support and training for our mentors, we sought feedback from postgraduate students through focus groups, where we started to learn about the questions that postgraduates wanted to ask, but weren't sure who to turn to. Since the introduction of the scheme, we have been amazed at the huge variety of questions that have come through to our mentors. Whilst some students simply need pointing in the right direction, for example: *'I'm seeking information about scholarships'*, others want advice based on the personal experiences of similar students, for example *'As a student that has never lived in England before, what kind of clothes should I buy for winter here?'*, or *'Based on your own experience, how easy is it to settle in to campus life?'*

The students we spoke to were very keen to see a mentoring scheme established for the postgraduate community. However, as the scheme is still fairly new, we welcome any feedback that you can give us.

In this guide, you will find information about your role as a mentor. Most of this information will be covered during your training session, but please ensure that you read it carefully and familiarise yourself with the guidelines and procedures.

If you have any questions or need further help or advice, feel free to contact the 'Ask a Postgraduate' Team by email: [pgmentor@essex.ac.uk](mailto:pgmentor@essex.ac.uk).

We sincerely hope that you enjoy your experience as a mentor and that it helps you to gain useful skills.

Best wishes,



Professor Martyna Śliwa  
Dean of Postgraduate Research and Education

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# 1. An overview of the peer mentoring scheme

The Ask a Postgraduate Student scheme gives postgraduate students the opportunity to ask questions and discuss issues about living and studying as a postgraduate at Essex with current postgraduate students. The first few weeks may be the time when students have the most questions and may benefit from the opportunity to discuss issues with a mentor. But it is also likely that students will have questions as they approach the different stages of their studies.

The scheme has the flexibility to accommodate the different stages of postgraduate study. With this online scheme, students will not be allocated a mentor. Postgraduate students can simply:

- use the web page to find a mentor
- contact a mentor at any point during their studies

As a mentor on the Postgraduate Student scheme, details about your academic background and the department you are in will be available online so that students can find a mentor with the experience and knowledge to answer their questions.

A student may contact you because

- you are in the same department
- you have experience of the stage of study that the student wants to ask about
- you have detailed other information on your profile that the student wants to ask about, e.g. your experience of being a part-time student.

Students will select a mentor and then send their question by using the online system. This question will come to the student's inbox in the mentoring system, and the mentor will receive a notification message in their email address. It may be that the student receives your reply and this gives them the information they need and then they do not message you again. Alternatively, they may follow up their initial question with further questions and then message you again on other occasions.

Whilst this is primarily an online scheme, a student may wish to meet up with you face-to-face or you may feel it would be beneficial to meet with the student. There is no expectation from the PG peer mentoring team that you should do this and there is no reference to face-to-face support on the information that is provided through the website and other publicity promoting the scheme. However, if you wish to do this and feel it would be appropriate then we will support you in this.

## The peer mentoring schemes at the University

A range of peer mentoring and buddy schemes are offered at Essex. This table highlights key differences between peer mentor and buddy schemes.

### Peer mentoring scheme

- University-run scheme, normally closely linked with departments
- First-port of call for referral
- Professional mentor - mentee relationship
- Peer mentors are trained

### Buddy scheme

- Students' Union club or society-based scheme
- Informal, social
- Friendship-based
- Buddies are not trained
- Buddies are not automatically vTeam members

This table identifies some of the strands:

| The scheme                                 | Who are the mentors?  | Who is the service for?                   | Web link  |
|--|---|---|---|
| <b>Ask a Postgraduate Student Scheme</b>   | Postgraduate research students and taught students (that are in their second year of study) | Postgraduate research and taught students | <a href="https://mentoring.essex.ac.uk/pg/">https://mentoring.essex.ac.uk/pg/</a>           |
| <b>Career Mentoring</b>                    | Experienced professionals:<br>Local employers or alumni                                     | Second and final year undergraduates      | <a href="https://mentoring.essex.ac.uk/career/">https://mentoring.essex.ac.uk/career/</a>   |
| <b>Undergraduate Peer Mentoring Scheme</b> | Undergraduate students  | Undergraduate students                    | <a href="https://mentoring.essex.ac.uk/ug/">https://mentoring.essex.ac.uk/ug/</a>           |
| <b>vTeam</b>                               | All students  | All students                              | <a href="https://mentoring.essex.ac.uk/vteam/">https://mentoring.essex.ac.uk/vteam/</a>     |
| <b>Buddy Scheme</b>                        | Fellow students through the Students' Union   |   | <a href="http://www.essexstudent.com/isa/buddy/">http://www.essexstudent.com/isa/buddy/</a> |

## Role of the mentor

A mentor is there to:

- be a point of contact for questions about University life
- be a point of contact for questions about studying at postgraduate level.
- share study skills tips and direct students to resources
- listen to and discuss any relevant issues or problems
- refer to other sources of help or information
- act as a positive role model (e.g. adhere to the University's regulations articulated in the Code of Conduct)

Mentors are not expected to (so shouldn't):

- Act as a counsellor, therapist or careers adviser: there are other people trained in these roles
- Offer specific academic advice or help with coursework. i.e., Don't proof read or edit a student's work.
- Let this role interfere with your own studies and other commitments. It is important that you consider when and how often you check your emails from the 'Ask a postgraduate student scheme'. You may find it helpful to set aside particular times in the week when you will deal with emails from students. You should also consider setting a limit as to the amount of time you want to commit to the scheme.

## Some Dos and Don'ts

Some dos

- Discuss any problems with the Postgraduate Mentoring Team
- Be friendly, welcoming and open
- Listen to your mentee(s)
- Be respectful of their values and beliefs, being aware that their views and values may differ from yours
- Take what your mentee(s) says/emails seriously
- Treat your mentee(s) as an equal, don't patronise
- Keep all online communication friendly but professional
- If you are not able to answer a question, escalate it to the Postgraduate Mentoring Team by pressing the button 'report this conversation to a scheme co-ordinator' in your inbox
- Respond to queries within five days
- If you will be unable to respond to queries for more than 5 days, please change your profile status to 'busy' on the main dashboard.
- Consider carefully before exchanging telephone numbers with your mentee(s) – this is not something we recommend
- If you meet up, meet in a public place on campus, in a place where you both feel comfortable

- Think about the time of day that you are responding before you reply to a student (e.g. what could be the implications if you email them after 10.00pm) Consider what your boundaries should be.

## Some don'ts

- "Friend" your mentee(s) on Facebook.
- Use Twitter to communicate with your mentee(s)
- Lend money
- Encourage your mentee to contact you at home or meet you outside the University environment
- Involve your mentee(s) in your own personal issues
- Gossip about your mentee(s). You might need to discuss information with the Postgraduate Mentoring Team, but in general information should be kept confidential
- Save any confidential material on your computer
- Try to tackle issues that you are not trained to deal with
- Tell your mentee(s) what to do
- Plagiarise or commit any other academic offence

## 2. Important principles and guidelines

Although this is primarily an online scheme it is important to consider the boundaries of the contact between yourself as a mentor and the students that contact you. Your role is to be a friendly and informal point of contact for students but at the same time you are in a position of trust and responsibility.

Generally you are not expected to become friends with your mentee(s) and certainly you should never embark on a romantic or physical relationship with any of your mentee(s). If you think this is likely to happen you cannot continue in a mentoring role with the student and must tell the Postgraduate Peer Mentoring Team so that alternative arrangements can be made.

You need to protect your own privacy and avoid becoming personally involved with your mentee(s). Remember:

- a. Contact your mentee(s) and the Postgraduate Peer Mentoring Team via the online postgraduate mentoring platform.
- b. Always meet on University premises or in a public area
- c. Don't give out personal details such as your address, non-Essex e-mail address or Facebook details. Review your privacy settings so you do not reveal more about yourself than you wish to.
- d. Keep e-mail communication friendly but professional. If you have any concerns about the tone or content of e-mail contact from a mentee, please report this to the Postgraduate Mentoring Team. Electronic harassment can be reported via the form here <http://www.essex.ac.uk/equality/harassment/reporting.aspx>.

### Safeguarding

The University has a number of students who are under 18 or who could be regarded as vulnerable for a variety of reasons. As only postgraduate students are invited to take part in this scheme, it would be unlikely that you would be contacted by a student who is under 18 years old. Nonetheless, you may come into contact with students who could be regarded as vulnerable.

Safeguarding under-18s and vulnerable adults is covered by the law and by University policy and guidance. Actions can sometimes be perceived in a way that was not intended, and so it is important that we promote safe practices for everyone on campus.

**The list below contains common sense tips for keeping you and your mentee(s) safe from misunderstandings or allegations of wrongdoing, please follow this advice.** Unless it is a specific requirement of your role.

#### Don't...

- Initiate physical contact with students (this applies both on and off campus);
- Respond to physical contact from students. If this occurs, or you have any other concerns about your mentee's behaviour then report it immediately to your peer mentor co-ordinator;
- Give any personal information to any student, for example, your address, telephone number, non-University email address or social network details;
- Accept or respond to a student attempting to give you personal information;
- Accept physical or verbal abuse from a student. DO NOT respond yourself, but report it immediately to the Postgraduate Peer Mentoring Team and/or to the Harassment Advisory Network;
- Buy alcohol or cigarettes for a student who is under 18 (or help them gain entry to licensed venues).

#### Do.....

- Be aware that verbal interaction with mentee(s) may be interpreted by them as offensive or as harassment, even if this was not your intention;
- Report any unacceptable behaviour from a student to the Postgraduate Peer Mentoring Team and/or to the Harassment Advisory Network;
- Be aware that contact made outside of the University environment as a result of you coming into contact with a student whilst you are on campus may have an impact on your employment;
- Report any concerns about under 18s or students who may be vulnerable to a designated safeguarding officer. E [safegrd@essex.ac.uk](mailto:safegrd@essex.ac.uk).

Please also read the University policy and guidance which includes information and advice on what to do if you have concerns about a student who is under 18 or a student who may be vulnerable.

[http://www.essex.ac.uk/staff/student\\_support/safeguarding](http://www.essex.ac.uk/staff/student_support/safeguarding).

## Harassment

Reflect on how you are communicating with your mentee(s). You need to guard against online grooming, obsessive behaviour or bombardment. For further information about harassment, please read

<http://www.essex.ac.uk/equality/harassment/default.aspx>.

Additionally, if you feel that you are being harassed, you can report it via the form here

<http://www.essex.ac.uk/equality/harassment/reporting.aspx>

## Confidentiality, Record Keeping and Data Protection

It is important that mentees understand that the mentoring relationship will remain confidential and that anything you discuss with them will only be disclosed to relevant parties. As a peer mentor you are in a position of trust and occasionally students may disclose very personal information to you or share experiences they have not discussed with anyone else. Student concerns are private matters, to be treated with utmost sensitivity. However, you are not expected to keep secrets. Therefore, to handle information confidentially means that if you have any concerns, you should contact the 'Ask a Postgraduate Student' team or Student Support but not discuss this with anyone else.

Please read: "Worried about another student?" on the following page for additional guidance.

Student records are covered by the Data Protection Act 1998 and Freedom of Information Act 2000. With very few exceptions, students have the right to know what information is kept about them, and to request sight of it. **Your online contact will normally be recorded via the e-mentoring platform**

## Dependent or Distressed Students

Your role is to listen (encouraging referral to specialist services where appropriate), not to resolve a student's emotional difficulties. If someone repeatedly contacts you and wants to talk, it may be appropriate to spend a short time with them initially and then suggest they speak to you at an agreed time the following day. It may also be helpful to both of you if you set time limits to these conversations (e.g., not more than 20 minutes). This way you will be able to focus more clearly on the other person as you won't become anxious about how much of your time you will have to give.

If you feel that a student is becoming too dependent on you or you feel out of your depth, seek further advice. The Postgraduate Peer Mentoring Team will suggest ways of helping you deal with this, or assume responsibility for the situation directly.

## Diversity

The University prides itself on being a truly international institution, as well as having a student body of diverse age groups, backgrounds, cultures and experiences. It is important that you are sensitive to the needs of all students and try not to make assumptions based on e.g. age, ethnicity, sexual orientation or disability.

Sensitivity here is not about having any particular expertise or knowledge, more an alertness and willingness to think about the way in which you yourself communicate: the cultural assumptions you make, the beliefs, values and the prejudices you hold, all of which may inform your behaviour and conversation in ways that are not immediately obvious. When in doubt, ask questions and listen to what the student has to say. Friendly curiosity and respect for other people's way of life is perhaps the best way of overcoming barriers to cross-cultural communication.

## Statement on Equality and Diversity

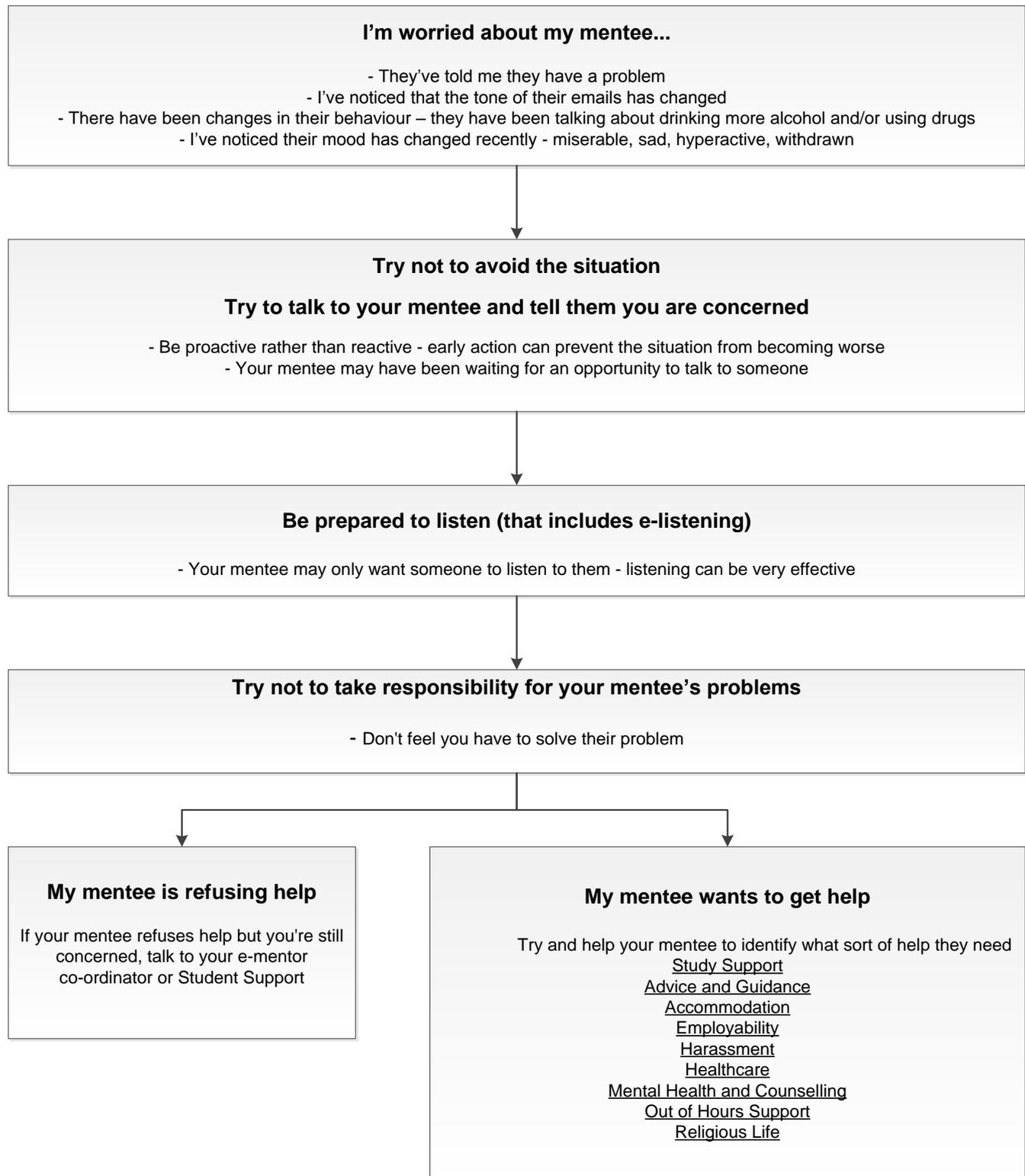
The University of Essex recognises the value of diversity and is committed to equality of opportunity within the University. It therefore aims to create the conditions whereby students and staff are treated with dignity and respect solely on the basis of their merits, abilities and potential, regardless of; race, ethnic or national origin, gender, gender identity, sexual orientation, disability, age, socio-economic background, family circumstances, religious or political beliefs and affiliations or other irrelevant distinction. The University is committed to a programme of action to ensure that this policy is fully effective. If you have any comments/questions on equal opportunities at the University. E-mail [diversity@essex.ac.uk](mailto:diversity@essex.ac.uk)

## Referrals to Other Services

It is important that you refer people appropriately. There is a Contacts Page at the end of this guide which has all the relevant services offered by the University. If you feel a student needs to speak to someone but you're not sure who,

contact the Postgraduate Peer Mentoring Team. Unless you have real reason to believe that a student is at risk (in which case discuss in confidence with the Postgraduate Mentoring Team), your role is simply to make information available so that they can make an informed choice. It's fine to explain why you feel they might benefit from the service you are suggesting, but not to exert any pressure. Suggesting to a student that they may benefit from talking to someone else, particularly in relation to an emotional issue, needs to be done sensitively. You could offer to accompany a student to a service, but don't speak for them or take over.

**Worried about another student? – Referral flowchart**



If you are concerned about a student, you can also report your concern via this link: <http://www.essex.ac.uk/students/contact/report-concern.aspx>. There are many services available on and off campus. See the University's web pages for all contact details and extra information [www.essex.ac.uk/students/](http://www.essex.ac.uk/students/).

### **Refusal to Accept Help**

Unless a student is felt to be at risk, there is little to be done if they don't want to accept help or referral. The important thing is that we offer appropriate help and support, but remember that students are at liberty to go their own way. Please read: "Worried about another student?" for additional guidance.

### 3. How to communicate effectively

#### E-Listening: e-communication

We've all had that moment when we've pressed send on an email and then instantly regretted it. It's really important that you check what you are sending to your mentees before hitting the button, as you need to ensure you are communicating the correct information and not saying anything that will have implications further down the line, e.g. giving visa advice when it's illegal to do so.

#### Before pressing send, read through your email and check...

Most of us will at one time or another misread an email or sent a reply that is then misinterpreted by the recipient. In order to avoid this, there are a number of things to check before sending an email response to a student:

- ✓ Have I understood the question?
- ✓ Do I need to ask the student to clarify the question before I provide an answer?
- ✓ Am I referring them to an appropriate specialist?
- ✓ Is my spelling and grammar accurate?
- ✓ Am I giving them accurate information?
- ✓ Am I promising them something that cannot or should not be provided by me or the University?
- ✓ Am I making sure that I am not counselling or tutoring, or offering to do so?
- ✓ Is my email polite, showing dignity and respect (ie. Is it in keeping with the Equality and Diversity Statement)?
- ✓ Is my email encouraging and enabling and equipping my mentee to take the next step?
- ✓ Is my email too long?

Always ask if you are unsure about anything. Please don't guess the answer.

Be particularly careful when answering questions about the examination procedures. You can talk about your own experience but **always** recommend the student checks the guidelines themselves as well to be sure. See section 10 'Useful links for students' for a link to the examinations procedure that you can send to students.

Make sure that you have not said anything that will have implications further down the line e.g. advising on visa applications.

#### Asking Questions

##### Questions: different types

There are different ways of asking questions to engage the person you are communicating with. Some encourage a meaningful exchange allowing the conversation to develop naturally, and some questions will be less productive and will close down avenues of conversation.

##### Try to ask:

- **Open questions** (begin *with when, where, how, who* and **what**). They require more than a yes/no answer and may be used to open up discussion and explore expectations/feelings/attitudes/opinions and consider hypothetical situations.

##### Try to avoid:

- **Closed questions** (begin *with would you, are you, do you, can you*, and **is that**). These only invite yes/no answers and won't encourage conversation.
- **Leading questions**. These suggest that a particular answer is required and that particular values should be held.
- **'Why' questions**. Though these are open questions, they can sometimes be confrontational. Furthermore, they can all too easily generate the response "I don't know!" Avoid using the word *'why'* in at least the first few sessions, as it can make your mentee(s) feel:
  - stupid, as they may not always know the answer;
  - as though they are being interrogated;
  - as though they have to justify or apologise for themselves.

##### Some helpful questions/ statements

- "What do you think of that?" (open)

- “How do you feel about that?” (open)
- “Can you tell me what happens when...?” (open question but specific to a topic)
- “Tell me about it.” (elicits further description)

### **Some unhelpful questions/ statements**

- “Don’t you think you should....?” (leading)
- “Why did you do that?” (confrontational)
- “I’m sure it will be alright in the end - these things pass.” (dismissive)
- “What would you like to see happen from...?” (assesses expectations)

## **Answering Questions**

### **General tips when responding to emails**

- Always ask if unsure - please don’t guess the answer!
- Never state in writing that an applicant is guaranteed a place at the University (even if they say they have/will get outstanding results – there may be other conditions associated with their offer)
- Please do not disclose details of an applicant with a third party (Data Protection); if someone else is emailing on the applicant’s behalf, please make sure you have the applicant’s permission in writing before responding

### **Queries to be answered by the Graduate Admissions office**

Please refer all the following queries to the Graduate Admissions office:

- Declining places
- Request to defer a place
- Application/courses closure dates
- Status of application
- Changing Courses
- (PGR) question about interviews

### **Open Days**

- Any questions about when and where these are
- Individual campus visits

### **Any changes in applicant information**

- Addresses and emails/contact information

### **Qualifications and Results**

- Acceptability of qualifications (academic and English language)
- What to do with results – how, where and when to send results.
- Confirmation of places
- Concerns regarding meeting their conditional offer

### **Visas (CAS issuing) – Tier 4 students requiring a visa to study in the UK**

- All questions regarding CAS issuing
- When will the CAS be issued
- How will the CAS be issued
- Renewal of passports
- Deposit payments – when is the payment required
  - How much is the deposit
  - How to make a deposit payment
  - Have we received the payment

### **Registration**

- Once place is confirmed – what happens next
- When will further information be sent
- Late arrivals

### **Fees and Funding**

- Tuition Fees
- When and how to pay – (HEU)

- Queries about fee status
- Scholarships/bursaries queries

**Not sure how to answer a mentee's question?**

If you can't find some information, you can contact our team within the system by going to 'Help' and sending a question through the box, which says 'Contact our team', or you can email us at [pgmentor@essex.ac.uk](mailto:pgmentor@essex.ac.uk).

You can send the questions to our team, by pressing 'Report this conversation to a scheme coordinator' button, which is below the conversation. This will allow our team to respond to the student's query instead of you.

## 4. Useful Contacts

For a detailed list of all the services we offer and contact details, please refer to <http://www.essex.ac.uk/students/contact/help.aspx>

| Advice and Guidance              |                               |   |  |  |
|----------------------------------|-------------------------------|---|--|--|
| Service                          | Who?                          | When?   | Where/ web?  | What?  |
| <b>Student Services Hub</b>      | University Staff              | 9:00am – 5.00pm (term time)<br><br>Hours may vary in vacations, please check the website.   | Silberrad Student Centre<br><br>T 01206 874000<br>E <a href="mailto:askthehub@essex.ac.uk">askthehub@essex.ac.uk</a><br><br>More information is available on these pages:<br><br><a href="http://www.essex.ac.uk/students/course-admin/">http://www.essex.ac.uk/students/course-admin/</a><br><br><a href="http://www.essex.ac.uk/accommodation/">http://www.essex.ac.uk/accommodation/</a><br><a href="http://www.essex.ac.uk/students/monney/">http://www.essex.ac.uk/students/monney/</a> | Registering for a course, enrolling on a module, collecting your registration card, exam information including results, academic offences and appeals, bank letters. This team can also help with completing paperwork relating to taking a break from studies (intermitting), withdrawing, changing course or module. However, it is better for a student to speak with their department or someone in Student Services first before making this decision.<br><br>University accommodation issues.<br><br>Payment of tuition fees, accommodation rents, online payments. Debts to the university. |
| <b>Support Desk</b>              | University Staff              | 9:00am – 5.00pm (term time)<br><br>Hours may vary in vacations, please check the website.   | Silberrad Student Centre<br><br>T 01206 874000<br>E <a href="mailto:askthehub@essex.ac.uk">askthehub@essex.ac.uk</a><br><br><a href="https://www.essex.ac.uk/students/disability/">https://www.essex.ac.uk/students/disability/</a><br><br><a href="https://www.essex.ac.uk/students/health-and-wellbeing/">https://www.essex.ac.uk/students/health-and-wellbeing/</a>   | Information, advice and guidance on disability & specific learning difficulties. Study strategies workshops and tuition.<br><br>Confidential individual appointments in a safe non-judgemental environment. Support groups, mentoring, counselling, mental health.   |
| <b>Talent Development Centre</b> | University Staff              | Check the website:<br><br><a href="http://www.essex.ac.uk/students/student-resources/tdc/">http://www.essex.ac.uk/students/student-resources/tdc/</a> | Silberrad Student Centre<br>T 01206 874834<br>E <a href="mailto:tdc-helpdesk@essex.ac.uk">tdc-helpdesk@essex.ac.uk</a><br><br><a href="http://www.essex.ac.uk/students/student-resources/tdc/">http://www.essex.ac.uk/students/student-resources/tdc/</a>  | Academic Literacy skills (how to prepare for assignments etc.), study skills, English language skills, numeracy skills.  |
| <b>SU Advice Centre</b>          | SU Staff & Student Volunteers | Term Time Mon to Fri 10.00am – 4.00pm<br><br>Vacations: Tuesdays and Thursdays 10.00am – 4.00pm   | Square 3, Colchester<br><br>E <a href="mailto:suadvice@essex.ac.uk">suadvice@essex.ac.uk</a><br>T 01206 874034<br><br><a href="https://www.essexstudent.com/advice">https://www.essexstudent.com/advice</a>  | Academic appeals and complaints, Student Conduct, Housing, Immigration (visa extensions), legal advice and more.   |
| <b>Students' Union</b>           | SU Staff & Student Volunteers | Varies please check the website   | <a href="http://www.essexstudent.com/">http://www.essexstudent.com/</a><br><br>E <a href="mailto:su@essex.ac.uk">su@essex.ac.uk</a><br>T 01206 863211  | Information about societies, sports, events, volunteering and jobs   |

| Research advice and guidance                |                                    |   |   |  |
|---|------------------------------------|---|---|--|
| Service                                     | Who?                               | When?   | Where/ web?   | What?  |
| <b>Proficio Team</b>                        | University Staff                   | Mon to Fri<br>09.00am – 5.00pm  | <a href="http://www.essex.ac.uk/study/pg/proficio.aspx">http://www.essex.ac.uk/study/pg/proficio.aspx</a><br><br>E <a href="mailto:Proficio@essex.ac.uk">Proficio@essex.ac.uk</a><br>T 01206 874000   | Doctoral training courses, how to book, issues with funds  |
| <b>Postgraduate Research Education Team</b> | University Staff                   | Mon to Fri<br>09.00am – 5.00pm  | <a href="http://www.essex.ac.uk/students/contact/default.aspx">http://www.essex.ac.uk/students/contact/default.aspx</a><br><br>E <a href="mailto:pgresearch@essex.ac.uk">pgresearch@essex.ac.uk</a><br>T 01206 874000   | Registration, examination process, queries about PGR study |
| <b>Admissions</b>                           | University Staff                   | 9:00am – 5:00pm (term time)<br><br>Hours may vary in vacations, please check the website. | Name and contact details of your specific Senior Admissions Adviser are listed in the Help with your application sections:<br><br>PGR -<br><a href="https://www.essex.ac.uk/pgapply/notes.aspx?view=PG">https://www.essex.ac.uk/pgapply/notes.aspx?view=PG</a><br>R<br>E <a href="mailto:pgquery@essex.ac.uk">pgquery@essex.ac.uk</a><br>E <a href="mailto:admit@essex.ac.uk">admit@essex.ac.uk</a><br>T 01206 872719 | Questions about admissions                                 |
| <b>Academic Support</b>                     | School, Centre or Department Staff | Varies – check department handbook  | In each Department<br><br><a href="http://www.essex.ac.uk/depts/">www.essex.ac.uk/depts/</a>  | Academic support and guidance. Intermitting, withdrawing.  |

| Out of hours support services |                    |   |  |  |
|-------------------------------|--------------------|---|--|--|
| Service                       | Who?               | When?   | Where/ web?  | What?  |
| <b>Information Centre</b>     | Patrol Staff       | 24/7  | Square 3<br>Emergencies on campus:<br>T 01206 872222<br><br>Non-urgent first aid and security<br>T 01206 872125  | Security, emergencies, first aid, directions   |
| <b>Nightline</b>              | Student Volunteers | Term time<br>10.00pm - 08.00am                      | Nightline flat located at the back of Keynes Tower, North Campus<br><br>T 01206 872020/2022<br>E <a href="mailto:nlhelp@essex.ac.uk">nlhelp@essex.ac.uk</a>                                      | Crisis listening, bed for the night, tea and toast, emergency contraception, pregnancy tests, panic alarms, general information. |
| <b>Res Life</b>               | Students and Staff | Out of office hours when other services are closed. | Based in residencies<br>Contact details in each kitchen<br><br><a href="http://www.essex.ac.uk/accommodation/support/reslife.aspx">http://www.essex.ac.uk/accommodation/support/reslife.aspx</a> | Enhancing your living and learning environment, critical incident responses and referrals.                                       |

| <b>Other support services</b>                |                               |   |   |   |
|--|-------------------------------|---|---|---|
| <b>Service</b>                               | <b>Who?</b>                   | <b>When?</b>  | <b>Where/ web?</b>  | <b>What?</b>  |
| <b>Accommodation (Private): Student Lets</b> | SU Staff & Student Volunteers | Mon to Fri<br>9:00am – 5.00pm   | Off Square 3 (in SU mini mall)<br>T 01206 878978<br><br><a href="http://essexstudentlets.sites.letmc.com/">http://essexstudentlets.sites.letmc.com/</a>   | Accommodation: private accommodation / finding a place to live.   |
| <b>Employability &amp; Careers Centre</b>    | University Staff              | Term time Mon to Fri 10.00am – 4.00pm<br><br>Vacations: Mon to Fri 10am – 1pm and 2pm – 4pm (except Wednesdays 2pm – 4pm) | Square 2<br><br>T 01206 872494<br>E <a href="mailto:careers@essex.ac.uk">careers@essex.ac.uk</a><br><br><a href="http://www.essex.ac.uk/careers">www.essex.ac.uk/careers</a>  | Employability skills, jobs and careers advice. Developing employability skills, frontrunners, internships, etc. |
| <b>Harassment Advisory Network</b>           | University Staff              | Lines are open Mon – Fri. 9.00am – 5.00pm   | T 01206 874334<br>T 07948 187107 (text)<br>E <a href="mailto:harass@essex.ac.uk">harass@essex.ac.uk</a><br><br><a href="http://www.essex.ac.uk/equality/harassment/">http://www.essex.ac.uk/equality/harassment/</a>                | Advice on harassment and bullying issues.   |
| <b>Health Centre</b>                         | NHS Staff                     | Mon to Fri 9.00am – 12.30 pm and 1.30pm – 4.30pm  | North Campus (behind Rayleigh)<br><br>T 01206 794484<br><br><a href="http://www.rowhedgesurgery.co.uk">www.rowhedgesurgery.co.uk</a>  | Health and wellbeing – treatment and information to registered patients. Nurse triage and GPs                   |
| <b>Multi-Faith Chaplaincy</b>                | External staff and volunteers | 7 days a week, times vary   | Off square 2, level 3<br><br>T 01206873108<br>E <a href="mailto:mfcadmin@essex.ac.uk">mfcadmin@essex.ac.uk</a><br><br><a href="http://www.essex.ac.uk/students/experience/mfc/">http://www.essex.ac.uk/students/experience/mfc/</a> | Prayer, meditation and quiet reflection. Representatives of faith groups.                                       |

## 5. Useful Links

Codes of Practice for Postgraduate Research Students: <http://www.essex.ac.uk/about/governance/regulations/codes-higher.aspx>

Higher Degree Regulations: <http://www.essex.ac.uk/about/governance/regulations/regulations-higher.aspx>

Research pages for Postgraduate Research Students: <http://www2.essex.ac.uk/academic/students/pgr/index.htm>

### Useful Maps

Accessibility:

[http://www.essex.ac.uk/access/guides/under\\_podia\\_access\\_map.pdf](http://www.essex.ac.uk/access/guides/under_podia_access_map.pdf)

[http://www.essex.ac.uk/access/guides/colchester\\_access\\_map.pdf](http://www.essex.ac.uk/access/guides/colchester_access_map.pdf)