

YOUR GUIDE TO THE STUDENT SERVICES HUB AND SUPPORT SERVICES

Colchester Campus
Printed July 2019

University of Essex

WHO ARE THEY

The Student Services Hub is the place to go for the information you need. Your question matters and you'll get answers from experts. Drop us a line or pay us a visit, you're always welcome.

YOUR STUDENT SERVICES HUB 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
- Take payments for tuition fees, accommodation and debt to the University (at the Cash Desk)
- Provide information regarding how to submit a claim of extenuating circumstances
- Undertake DBS checks for students who are eligible
- Provide specialist advice regarding disability, funding, accommodation or immigration
- Provide ongoing emotional support, counselling or wellbeing/health advice
- Provide official documents upon request; academic transcripts, council tax letters, bank letters, certificates of registration
- Give advice regarding accommodation
- Offer support and resources to help improve your writing, maths, research, English language and study skills

OTHER UNIVERSITY SUPPORT SERVICES CAN:

- Help you to understand your feedback from assignments and discuss your academic progress
- Provide guidance and advice about academic issues; module choice (eNROL), exams and revision, Moodle, Listen Again and FASER
- Help with timetable issues or teaching event clashes
- Provide reading lists for your course
- Provide a reference for you for further academic study or employment
- Help with appeals against University decisions; academic offences, progress and exam boards
- Help with repairs and maintenance in accommodation
- Provide documents for alumni
- Support you with finding, or changing your placement

(See overleaf for full details)

Visit in person: first floor of the Silberrad Student Centre
T 01206 874000
E askthehub@essex.ac.uk
essex.ac.uk/student/advice-and-support
Term-time: Mon-Fri: 9am-5pm
Vacations: Mon-Fri: 10am-4pm

HOW TO CONTACT THEM

WHO	WHERE	WHEN
SU Advice	Square 3 T 01206 874034 E suadvice@essex.ac.uk www.essex.su/advice	<div>Drop in Term-time Mon - Fri: 10am - 4pm</div> <div>Vacations Mon - Fri: 1pm - 4pm.</div>
Information Centre (Security)	Square 3 Non- Emergency – T 01206 87 2125/3148 E patrol@essex.ac.uk Emergency – T 01206 872222 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!)	Please contact your Departmental Peer Mentor Coordinator if you have any questions.	At mutually convenient times via email or in person.
Residence Life Residents' Assistants are allocated to all accommodation areas and visit every couple of weeks. Help with initial advice on low level issues.	General enquiries T 01206 874411 E reslife@essex.ac.uk essex.ac.uk/accommodation/living-on-campus/residence-life Contact details for the out of hours on-call service can be found on your kitchen notice board.	Mon-Fri: 9am-5pm Out of Hours on call service: Mon-Fri: 5pm-9am Weekends, Bank Holidays and vacation periods 24/7
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
Personal Tutor 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, to help you achieve your full potential.	Check who your Personal Tutor is on your MyEssex portal, or visit your departmental office.	Meetings with your Personal Tutor are either scheduled by them, or at your request.
SU Homes (private housing)	Square 3 T 01206 878978 E suhomes@essex.ac.uk essexstudent.com/suhomes	Mon - Fri: 9am - 5pm
Harassment Report and Support Service	T 01206 874334 M 07948 187107 E harass@essex.ac.uk reportandsupport.essex.ac.uk	Appointments at a mutually convenient time Mon - Fri: 9am - 5pm all year round
Albert Sloman Library	Square 5 T 01206 873192 E library@essex.libanswers.com library.essex.ac.uk	Term-time Open 24/7 Vacations Mon-Fri: 8am-8pm Sat: 12noon-8pm Sun: 12noon-8pm

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. Report a fault online: essex.ac.uk/student/accommodation/repairs-and-faults 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, council tax, bill and deposits. Checks of tenancy agreements prior to signing. Support with issues in Campus Accommodation.	Help with contacting the on call Residence Life team. Out of hours reporting of faults, arranging emergency repairs, key and fob issuing. Fire alarm response.		Whether you commute or live on campus, if you're a new student, you are offered the opportunity to have a student peer mentor. If you're not sure who your peer mentor is or if you'd like to request a peer mentor, please contact your Departmental Peer Mentor Coordinator.	Community building, flat meetings, promoting good interpersonal peer relationships, helping to resolve minor issues in residences. Response to complaints of noise, disruptive behaviour, or if you simply need to talk about any welfare issues and are looking for information.	Emergency bed for the night. Camp bed hire for visitors.	SU Homes Private housing and help finding a place to live off campus.
Exams and Academic	Information around help with academic skills, English language, maths, numeracy and statistics programmes. 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 finding the location of exam rooms.	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.
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 referral to 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 affected by any health or wellbeing issues and make referrals and signpost to other support services.	First Aid, emergencies and Security. Personal safety advice and escort service. Welfare issues. Crime and antisocial behaviour reporting.	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.	On call Residents' Assistants are someone to talk to when other services are closed, can provide a listening ear and signpost to useful campus resources. Residence Life helps support student experience by organising activities and programmes to help you meet other students and get settled in to life at Essex.	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. Faith Centre Prayer, meditation and quiet reflection. Representatives of faith groups. SU Reception, Square 3 Pregnancy tests, free contraceptives, HC1 Medical exemption forms, prescription delivery service and central point of information for all SU activities. Chat with Charlie Online mental health support service, visit chatwithcharlie.org
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 visa 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.				A range of inclusive activities to help you meet other student and get settled in.		
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.			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 your course information (for example, your readings), finding your classes and submitting coursework online.			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. Information on creating your CV, applications for Frontrunner positions and internships, mentoring, careers advice, work placements and employability workshops.	Representation and support through University processes/procedures and meetings including progress, academic offences, 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. Help with directions to on-campus locations and local services. Personal safety alarm issue.	Guidance and advice about further academic study and career options. Providing an academic 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.		IT Helpdesk Help with accessing your Essex email account and setting it up on your phone, tablet or laptop. Help with accessing Microsoft Office 365. Estates Helpdesk Questions around travelling to campus, car, motorcycle and bicycle parking. Reporting of non-accommodation faults. Questions about Health and Safety.