### YOUR GUIDE TO THE STUDENT SERVICES HUB

**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.

**WHAT THEY CAN DO**

- **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 Income 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.**
- **Help you to understand your feedback from assignments and discuss your academic progress.**
- **Provide guidance and advice about module choice, exams and revision.**
- **Provide reading lists for your course.**
- **Help with repairs and maintenance in accommodation.**
- **Provide a reference for you for further academic study or employment.**
- **Help with appeals against University decisions: academic offences, progress and exam boards.**
- **Provide documents for alumni.**
- **Support you with finding, or provide documents for alumni.**
- **Help with timetable issues or changing your placement.**
- **Help with appeals against University support services that can help you throughout your first year at Essex.**
- **Help with repairs and maintenance in accommodation.**
- **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.**

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### YOUR STUDENT SERVICES HUB CAN: (See overleaf for full details)

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

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### OTHER UNIVERSITY SUPPORT SERVICES CAN:

- **Visit in person: second floor of The Forum**
  - **Term-time:** Mon-Fri: 9am-5pm
  - **Vacations:** Mon-Fri: 10am-4pm

- **The Forum Library**
  - **1ST floor, The Forum**
  - **Monday to Friday:** 9am-5pm

- **Income Office**
  - **TF2.22, Student Services Hub, 2ND floor, The Forum**
  - **Term-time:** Mon-Fri: 9am-5pm
  - **Vacations:** Mon-Fri: 10am-1pm and 2pm-5pm

- **Accommodation Essex**
  - **University Square, Queens Road, SS1 1BF**
  - **E:** scaccom@essex.ac.uk

- **Security**
  - **University Square Reception**
  - **T:** 01702 328048
  - **Mon-Fri:** 8.45am-5.30pm
  - **Sat: 9am-2pm**
  - **The Forum:** Mon-Fri: 9am-2pm
  - **Sun: 11am-5pm

- **FAITH CENTRE**
  - **Prayer Room GB.2.24, Gateway Building**
  - **Mon-Fri:** 9am-5pm

- **Nightline**
  - **T:** 01206 872020 (confidential listening)
  - **T:** 0800 3255454 (Freephone from landlines)
  - **E:** nightline@essex.ac.uk

- **Harassment Report and Support Service**
  - **T:** 01206 874334
  - **M:** 077498 187107
  - **E:** harassment@essex.ac.uk

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### CONTACT THEM

**RP01070907**

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### NOT SURE WHICH SERVICE YOU NEED? ASK THE HUB

- **Visit in person: second floor of The Forum**
  - **T:** 01702 328444
  - **E:** askthehub-sc@essex.ac.uk

- **By telephone:**
  - **General enquiries:**
    - **T:** 01702 328282
    - **E:** enquirius@essex.ac.uk
  - **Student advising:**
    - **T:** 01702 328270
    - **E:** studentadvice@essex.ac.uk

- **By email:**
  - **SU Advice:**
    - **T:** 01702 328285
    - **E:** suafs@essex.ac.uk
  - **Security:**
    - **T:** 01702 328508
    - **E:** security@essex.ac.uk
  - **Resident Assistants:**
    - **T:** 01702 328266
    - **E:** reslifeunisq@essex.ac.uk
  - **Income Office:**
    - **T:** 01702 328252
    - **E:** scaccom@essex.ac.uk
  - **Faith Centre:**
    - **T:** 01702 328308
    - **E:** faithcentre@essex.ac.uk
  - **Personal Tutor:**
    - **T:** 01702 328230
    - **E:** personal.tutor@essex.ac.uk
  - **Housing:**
    - **T:** 01702 328218
    - **E:** suacsou@essex.ac.uk
  - **Student Advice:**
    - **T:** 01702 328218
    - **E:** reportandsupport@essex.ac.uk

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### IMPORTANT INFORMATION

- **Contact details for the out of hours on-call service can be found on the student webpages:**

  - **Mon-Fri:** 9am-5pm
  - **Out of Hours:**
    - **T:** 0845 8740200
    - **E:** outofhours@essex.ac.uk

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

  - **Mon-Fri:** 9am-5pm
  - **Out of Hours:**
    - **T:** 0845 8740200
    - **E:** outofhours@essex.ac.uk

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### UNIVERSITY SUPPORT SERVICES CONTACT DETAILS

- **Mon-Fri:** 9am-5pm
- **Term-time:**
  - **9am-7pm
  - **Sun: 11am-4pm
  - **Mon-Fri:** 8am-7pm
  - **Sat: 9am-2pm
  - **Sun: 11am-4pm
- **Vacations:**
  - **Mon-Fri:** 9am-5pm
  - **Out of Hours:**
    - **T:** 0845 8740200
    - **E:** outofhours@essex.ac.uk

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    - **E:** outofhours@essex.ac.uk
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<tr>
<th>WHO CAN I TALK TO?</th>
<th>STUDENT SERVICES HUB</th>
<th>SU ADVICE</th>
<th>SECURITY</th>
<th>PERSONAL TUTOR</th>
<th>PEER MENTOR</th>
<th>RESIDENCE LIFE</th>
<th>HEALTH SERVICES</th>
<th>NIGHTLINE</th>
<th>OTHER SUPPORT SERVICES ON CAMPUS</th>
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<tbody>
<tr>
<td><strong>Accommodation/ Housing</strong></td>
<td>University accommodation issues including eligibility for accommodation, room exchanges and maintenance. Council tax exemption enquiries. Adaptable accommodation. Report a fault online: essex.ac.uk/student/accommodation.repairs-and-claims 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, council tax, bill and deposits. Check of tenancy agreements prior to signing. Support with issues in Campus Accommodation. 24-hour services for emergencies in on-campus accommodation.</td>
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<td>Accommodation Essex Help with accommodation issues, including eligibility for accommodation, and maintenance.</td>
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<tr>
<td><strong>Exams and Academic</strong></td>
<td>Information around attendance and progress, general exam enquires, exam results and result information. Individual exam arrangements and support for managing exam stress. Guidance on appeals procedures, extending circumstances and academic offences.</td>
<td>Advice on appeals, extending circumstances, late submission, change of course, interruption and withdrawal, progress and attendance issues, missed and failed exams, Fitness to Practice allegations.</td>
<td>Help with finding the location of exam rooms.</td>
<td>Help with understanding feedback on your studies and advice on module choices and your academic progress.</td>
<td>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.</td>
<td>On call Residents’ Assistants are someone to talk to when other services are closed.</td>
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<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 referral to counselling.</td>
<td>Personal alarms, free condoms, pregnancy test kits, advice and support on how to deal with harassment and who to speak to if you wish to report harassment.</td>
<td>First Aid, emergencies and Security. Personal safety advice. Crime and antisocial behaviour reporting.</td>
<td>Support with any difficulties you may experience which affect your studies, or referral to other University support services that can help.</td>
<td>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.</td>
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<td><strong>International Students and Immigration</strong></td>
<td>Guidance 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.</td>
<td>Extending Tier 4 visa in the UK: information regarding visa routes to work in the UK after University; support to apply for replacement BPPs; advice on concerns regarding possible Tier 4 immigration breaches.</td>
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<td>A range of inclusive activities to help you meet other student and get settled in.</td>
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<tr>
<td><strong>Money</strong></td>
<td>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, other debts and replacement key card fees. Issuing of bank letters in request.</td>
<td>Hardship loans, consumer rights, basic advice about paying and reclaiming tax.</td>
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<td>Ask your Peer Mentor how they or their friends have found jobs while at Essex.</td>
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<tr>
<td><strong>Your course</strong></td>
<td>Advice about changing your course or taking a break from your studies, including funding implications. Course registration, information, withdrawal, 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. Changing your legal name on your student record.</td>
<td>Advice on changing course, taking a break from studies, complaints and appeals.</td>
<td>Help with finding the location of exam rooms.</td>
<td>Answering queries about your courses and your department.</td>
<td>Answering queries about your courses, taking a break from your studies or options if you are thinking of leaving.</td>
<td>Help with using your MyEssex account, Moodle and PASS, and finding your course information (for example, your readings), finding your classes and submitting coursework online.</td>
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<td><strong>Other</strong></td>
<td>General information, advice and guidance. Transport for London verification. Replacement registration cards. Certificates of registration. Information on creating your CV, mentoring, careers advice, work placements and employability workshops. Advice on complaints procedures. CSCSmartcard information and collection.</td>
<td>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; University opportunities with SU Advice.</td>
<td>Emergency support and liaison with emergency services such as the Police. Help with directions to on-campus locations and local services.</td>
<td>Guidance and advice about further academic study and career options. Providing an academic reference.</td>
<td>Emergency support and liaison with emergency services such as the Police. Help with finding out where to access exams as well as general guidance and support.</td>
<td>Advice on how to become a Residents’ Assistant (RA). Emergency support via Information Centre.</td>
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