

YOUR GUIDE TO THE STUDENT SERVICES HUB AND SUPPORT SERVICES

Southend Campus
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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 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

OTHER UNIVERSITY SUPPORT SERVICES CAN:

- 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

(See overleaf for full details)

HOW TO CONTACT THEM

Visit in person: second floor of The Forum
T 01702 328444
E askthehub-sc@essex.ac.uk
essex.ac.uk/student/advice-and-support
Term-time: Mon-Fri: 9am-5pm
Vacations: Mon-Fri: 10am-4pm

WHO	WHERE	WHEN	
SU Advice	1ST floor of Gateway Building, above SU Lounge T 01702 328235 E suacsou@essex.ac.uk To book an appointment, visit www.essex.su/southend/advice	Tuesdays & Thursdays: 10am-4pm 1ST floor, Gateway Building	Alternate Saturdays (weeks 1, 3, 5, 7, 9) 10am-2pm SU Office, 2ND floor, The Forum
Security	University Square Reception T 01702 328048 Gateway Building T 01702 328208 The Forum T 01702 328508	24/7 service in University Square Reception Gateway Building: Mon-Fri: 8.45am-5.30pm Sat: 9am-2pm The Forum: Mon-Fri: 8am-7pm Sat: 8am-5pm Sun: 11am-4pm	
Peer Mentor (EBS and HSC only) (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 01702 328252 E reslifeunisq@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: Mon-Fri: 5pm-9am Weekends, Bank Holidays and vacation periods 24/7
Faith Centre (formerly Multi-Faith Chaplaincy)	Prayer Room GB.2.24, Gateway Building Office GB.2.23, Gateway Building T 01702 328308 E uoeschap@essex.ac.uk essex.ac.uk/student/faith/faith-services-southend	By appointment	
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.	
Nightline	T 01206 872020 / 2022 (confidential listening) T 0800 3265454 (Freephone from landlines) T 01206 874062 (information, not confidential listening) E nl@essex.ac.uk E nlhelp@essex.ac.uk essexnightline.org.uk	Term-time: 10pm-8am	
Income Office	TF2.22, Student Services Hub, 2ND floor, The Forum T 01702 328218 E southinc@essex.ac.uk	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		
The Forum Library	1ST floor, The Forum T 01702 328484 E libline@essex.ac.uk libwww.essex.ac.uk	Mon-Fri: 8am-10pm Sat: 8am-6pm Sun: 11am-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	

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

All information correct at time of print.

NOT SURE WHICH SERVICE YOU NEED? ASK THE HUB
► **www.essex.ac.uk/student/advice-and-support**

WHO CAN I TALK TO?	STUDENT SERVICES HUB	SU ADVICE	SECURITY	PERSONAL TUTOR	PEER MENTOR	RESIDENCE LIFE	HEALTH SERVICES	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.	24 hour services for emergencies in on campus accommodation.		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.			Accommodation Essex Help with accommodation issues, including eligibility for accommodation, and maintenance.
Exams and Academic	Information around attendance and progress, general exam enquiries, exam results and resit information. Individual exam arrangements and support for managing exam stress. Guidance on appeals procedures, extenuating circumstances and academic offences.	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 periods or assignment deadlines when other services are closed	
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.	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.	First Aid, emergencies and Security. Personal safety advice. 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.	As a student you're required to register with a local doctor (GP) throughout your period of study. Visit the National Health Service NHS Choices website nhs.uk to find one near you. Chat with Charlie Online mental health support service, visit chatwithcharlie.org	Student-run support when other services are closed providing confidential listening by phone or email.	Faith Centre Prayer, meditation and quiet reflection. Representatives of faith groups. Harassment Report and Support service Confidential advice on harassment and bullying issues. reportandsupport.essex.ac.uk
International Students and Immigration	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.	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, other debts and replacement key card fees. Issuing of bank letters in request.	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.				Income Office Online, telephone or online payments for tuition fees, accommodation, other debts and key card replacements.
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. Changing your legal name on your student record.	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.				The Forum 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. Certificates of registration. Information on creating your CV, mentoring, careers advice, work placements and employability workshops. Advice on complaints procedure. C2C Smartcard information and collection.	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.	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.			