










PERSONAL TUTORING

Personal Tutor's Handbook

An overview for Personal Tutors on their role and the range of support and resources available

January 2016

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Introduction

The University of Lincoln has committed to developing personal tutoring as a central part of the student experience. Personal Tutors provide a consistent and focused source of support for students that complements and underpins teaching and learning activity within modules. As a Personal Tutor your role is essential in helping students to fulfil their potential in their studies and in helping them plan for the future.

This guide gives an overview of your role as a Personal Tutor and sets out the support on offer to you and your students. It is intended as a first point of reference to cover the basics and to point you towards other specialist sources of information and support when these are needed.

As well as outlining the standard responsibilities, the guide includes information on what to do when you face more challenging situations. It also introduces the five pillars of personal tutoring that we are embedding to ensure support is proactive as well as reactive. Each school determines how these five pillars will feature, under the leadership of Senior Tutors.

The guide is accompanied by the Personal Tutors Hub on the EDEU website (edeu.lincoln.ac.uk/personal-tutoring). This online space brings together many of the resources referred to in this guide plus others that are added throughout the academic year.

This is the first version of this resource and we would welcome feedback to help inform our review and development of it. You can feed your comments back to your Senior Tutor or directly to EDEU: edeu@lincoln.ac.uk

University Policy on Personal Tutoring

The Student Support and Tutoring Policy (June 2014) sets out a commitment to every new student enrolled on our undergraduate and postgraduate taught programmes benefitting from robust personal tutoring from September 2015.

The defining principle of the policy is that all students on taught programmes, including postgraduates, will be assigned a named member of academic staff who is responsible for general academic, pastoral and career support throughout the entirety of their programme. This person will be referred to as the student's Personal Tutor. The Personal Tutor may be directly involved in teaching the student, however, the role of the Personal Tutor should be seen as independent from their teaching responsibilities.

We have defined a baseline provision in the 'commitment to personal tutoring' that all new students should receive from September 2015 as a minimum. Schools are asked to build on this by designing a personal tutoring provision that suits the needs of their discipline.

Phasing in

By phasing this in for each new cohort, we can gradually build the provision. This allows us to increase the demand on staff and physical space in line with the planned improvements in staff-student ratios and the construction of the Sarah Swift and Isaac Newton Buildings, both of which contain specialist tutor rooms.

We also recognise that it will take more than one academic cycle to get this right. There will no doubt be lots to learn from the first year of implementing the new policy and indeed from each subsequent year, so we are focused on getting this right and making it sustainable rather than just going for a quick win.

Monitoring and Evaluation

Each School is asked to regularly review the quality of personal tutoring through existing quality assurance mechanisms; at the very least this will include a reflection in Annual (programme) Monitoring Reports (AMRs). Furthermore, during the initial years of implementing this policy, we will ask Senior Tutors to report regularly on the progress made towards delivering the commitment to personal tutoring.

The Student Engagement Manager will report annually to the University's Education & Student Life Committee on the quality of personal tutoring, drawing on reports by schools and student evaluations. This will inform the annual review of the policy.

Our Commitment to Personal Tutoring:

- Students being **contacted one or two weeks before they start** their programme by their Personal Tutor to introduce themselves, provide a friendly face and emphasise the importance of personal tutoring (thereby helping increase student engagement);
- Students **meeting their Personal Tutor and tutor group in the first week** of their programme (usually Welcome Week) to help get students off to the best start possible;
- At least **two group tutorials and one individual tutorial in both terms one and two at each level** of study;
- Each of the group meetings will be **formally timetabled** by Planning & Business Intelligence;
- Having **the same Personal Tutor** from enrolment to graduation (separate to dissertation supervisors);
- Personal tutoring providing general academic and pastoral support plus support with academic study skills; reflecting holistically on assessment feedback; making the most of support for careers & employability; and engaging with extra-curricular opportunities beyond the programme.

Your role as a Personal Tutor

Personal Tutors provide dedicated support to a small group of students throughout the duration of their studies, from enrolment to graduation. This support involves getting to know each tutee and giving guidance on academic and pastoral matters as well as the student's personal and professional development.

Main duties

The role of Personal Tutor is to provide academic guidance, pastoral care, careers guidance and support to students within their tutor group. This includes a responsibility to:

- Getting to know your tutees by name;
- Delivering timetabled group tutorials;
- Scheduling individual meetings with tutees at least once per term;
- Help students settle into the University and develop their awareness of higher level study;
- Offer an accessible point of contact for queries about academic or professional progress;
- Provide a point of referral to appropriate support services, where required;
- Regularly discuss each student's progress with them
- On notification of a tutee's non-attendance seek to discuss the issue with the student;
- Support interventions with international students to ensure their compliance with the attendance conditions of their visa;
- Support students to identify where their strengths and weaknesses are in terms of academic study skills and take up opportunities to develop these;
- Support students to reflect holistically on the various pieces of feedback they have received formally and informally on assessed work;
- Support students to consider their career ambitions and how they can make the most of the support on offer to achieve those ambitions;
- Encourage students to engage with extra-curricular opportunities beyond their programme;
- Some schools may also agree that Personal Tutors should usually write references for tutees.

What personal tutoring is not?

Personal Tutors should not stray into providing counselling or specialist advice, but should rather refer students to the appropriate specialist support service on campus. Similarly, Personal Tutors should not replace or duplicate the role of module tutors.

Being available

Given the nature of the support provided by Personal Tutors, this will not always occur during timetabled sessions. Students may need to contact their Personal Tutors when they are facing particular problems or have a pressing query. You should therefore ensure your tutees know your office hours (if applicable) or when you are available and how to contact you. It is not unusual for Personal Tutors to be anxious about the potentially serious nature of the issues students will raise. You should always be ready and confident to refer to specialist services that are listed on the Personal Tutors Hub and in the Personal Tutors Flowchart resource. If you need guidance on where to refer students to, please contact Dan Derricott, Student Engagement Manager in EDEU, (dderricott@lincoln.ac.uk / 01522 88 6275) or the Student Support Centre (studentsupport@lincoln.ac.uk / 01522 837080).

Working with others

As a Personal Tutor you are part of a network of academic staff undertaking the same role and you provide part of a wider support package for our students, it is therefore helpful to work closely with a number of key people to keep things joined up.

Senior Tutors provide coordination and first-line support for you and other Personal Tutors in your school. They will work with you to plan

ahead for tutorial session content and can help you deal with any challenging situations that arise. Senior Tutors are listed on page 9.

Programme Leaders will work with you to ensure that personal tutoring operates as an integrated part of the student experience. This includes keeping you up to date with developments in the programme so that you can pre-empt any pressures your tutees might face.

Module Coordinators will be an important contact when students seek your support with any difficulties they have in a module. Similarly, when a module team is concerned about a student's performance or engagement, you are likely to hear from them.

Your College Careers Advisor is qualified to provide specialist careers advice to students and will already have a working relationship with your school. They will be able to help you plan sessions on careers and are on hand to receive referrals. Careers advisors are:

College of Arts: Helen McCarron, 01522 837826, hmccarron@lincoln.ac.uk

College of Science: Lizzie Bruzas, 01522 838727, ebruzas@lincoln.ac.uk

College of Social Science (exc. Business): Pauline Tait, 01522 837833, ptait@lincoln.ac.uk

Business School: Lynda Crosby, 01522 837828, lcrosby@Lincoln.ac.uk and Judy Turner (for international students), 01522 83 7845, juturner@lincoln.ac.uk

Staying up to date

You will be better prepared to undertake your role, deal with routine queries and provide students with support if you stay up to date with the answers to the following questions:

- Who are the Senior Tutor, Programme Leaders and Student Engagement Champion in your school?
- Who in your school is responsible for managing extensions?
- Who in your school manages fitness to practice (where applicable)?

- What are the arrangements for being given your list of tutees and meeting them during Welcome Week?
- What are the procedures in your school for recording tutorial attendance, following up students who fail to attend, and /or fail to respond to emails?
- What are the regulations in relation to credit requirements, compulsory modules, failed modules etc?
- What arrangements are in place to support students who have to re-sit assessments?

Data Protection Act

The Data Protection Act provides students with access to most of the information we have on file about them. You should discuss what information you will keep and which staff have access to it.

Sensitive information, disclosure and safeguarding

Students may choose to disclose sensitive personal information such as medical conditions. You need to respect confidentiality unless there is a requirement for you to disclose, such as matters that may prevent your tutee participating safely in University activities.

You need to remind your tutees that you have a duty of care to them and this must be balanced against the student's right to keep information confidential. As such, you may not be able to guarantee absolute confidentiality in all circumstances.

You are strongly advised to seek advice from the Director of Student Affairs if you are unsure about whether to disclose something your tutee has told you.

Judith Carey, Director of Student Affairs
01522 88 6016 | jcarey@lincoln.ac.uk

The University's [Safeguard of Children and Vulnerable Adults Policy](#) states:

If a child, young person or vulnerable adult tells a member of staff about possible abuse:

- Listen carefully and stay calm.
- Do not interview the child, young person or vulnerable adult, but question normally and without pressure, in order to be sure that you understand what the person is telling you. It is important not to ask leading questions.
- Do not put words into the person's mouth.
- Reassure the person that by telling you, they have done the right thing and try to ensure immediate safety.
- Inform the person that you must pass the information on, but that only those that need to know about it will be told. Inform them of to whom you will report the matter and do not offer confidentiality.
- Note the main points carefully for your detailed record.
- Make a detailed note of the date, time, place, what the child, young person or vulnerable adult said, did and your questions etc.

Prevent

The University has a legal duty to respond to any concerns raised by the disclosures or actions of students which could suggest that they have been influenced by extremist ideologies and radicalised, including where students may be thinking about taking action based on those influences.

The Government Prevent strategy was explicitly changed in 2011 to deal with all forms of terrorism and with non-violent extremism, which can create an atmosphere conducive to terrorism and can popularise views which terrorists then exploit. It also made clear that preventing people becoming terrorists or supporting terrorism requires challenge to extremist ideas where they are used to legitimise terrorism and are shared by terrorist groups. The strategy also means intervening to stop people moving from extremist (albeit legal) groups into terrorist-related activity.

To enable the University to comply with its legal duties, if you have any concerns that a student may be in the process of being drawn into terrorism or may be vulnerable to

radicalisation, you should promptly report your concerns, as you would with any other Safeguarding issue, to the Director of Student Affairs or, in her absence, the Head of Student Support.

Staff should not investigate concerns or allegations themselves, but should report them immediately to a designated staff member:

Judith Carey, Director of Student Affairs
01522 88 6016 | jcarey@lincoln.ac.uk

Denise Foster, Head of Student Support
01522 83 7080 | dfoster@lincoln.ac.uk

Third party disclosure

You should not disclose any information to third parties such as other students, parents, employers, sponsors etc. without the written permission of the student. Even where you have permission, only disclose if you are sure the third party is who they say they are. You can disclose basic information on the student to other University staff but you must be confident of the identity of the person requesting the information.

What to do in an emergency

Our Security team are on hand when we have very difficult students to deal with. If you are worried that your student is at risk – or putting others at risk – you should contact Security on 6026 (01522 88 6062).

Emergency situations (which are very rare) and can include students:

- Suffering a severe panic, asthma, or allergy attack
- Being confrontational, uncooperative or threatening
- Becoming verbally or physically abusive or hysterical

If there is an immediate threat to life you could call the emergency services (999) directly and then inform University Security so that they can arrange access onto campus.

The Personal Tutors Dashboard

The University has committed to supporting you as a Personal Tutor and this includes providing you with the information and systems necessary. The Planning & Business Intelligence team have created a brand new online dashboard for all Personal Tutors that brings together data on attendance, assessment, library engagement and Blackboard engagement with a student's personal and contact details (including a photograph) in one place.

Information available to you

The dashboard contains a Personal Tutor's specific cohort of students. Information contained on the dashboard includes the students' marks, attendance rates, library visits and blackboard usage. Some of the functionality added for the convenience of Personal Tutors includes a link to an individual report for each student, student photographs, icons comparing the current academic year's data to the previous year and marks availability at assessment, as well as module, level.

Accessing the Dashboard

You can access the Personal Tutor Dashboard portal page by clicking on the following [hyperlink](#). This page is available within the student information section of the dashboard menu of the portal.

Individual Student Level report

A student specific report is available through the hyperlink provided above. The Tutor can select the student he/she wants to view and the report shows marks, attendance, library usage and blackboard usage.

Adding missing tutees

Personal Tutors will be able to see students who have been timetabled against them on the University's timetabling system, CMIS. The quality of this data is essential – if Personal Tutors are not seeing the cohort of year one students they are expecting, the first

consideration should be to engage with their School's administrative staff to ensure students are scheduled to the right Personal Tutor.

Initially the Personal Tutor Dashboard will show year one students in the main, as this is what is currently held in CMIS, however the dashboard does provide a feedback file mechanism to let Planning staff know those students in years two and above that are linked to Personal Tutors – Tutors are encouraged to arrange for these to be sent through in a co-ordinated, singular file, at school level.

Help and support

We expect the Dashboard to be intuitive to use, however support is available by clicking on the contact email link on the report or emailing the Business Intelligence Team directly at dashboards@lincoln.ac.uk.

Senior Tutors' View

A secondary development allows Senior Tutors and other senior staff to view the personal tutor information for students enrolled on programmes within their school.

Feedback

As with all new development around personal tutoring, we are seeking your feedback on how the Dashboard can be developed. Please send your feedback to Simon Hearn, Business Intelligence Manager (shearn@lincoln.ac.uk), and Dan Derricott, Student Engagement Manager (dderricott@lincoln.ac.uk).

Support for Personal Tutors

The central part of the University's approach to enhancing personal tutoring has been to provide better support to the academic staff who take on the role. We have developed a framework that provides you with first-line support within your school from an experienced colleague and with specialist support from a network of professional service teams.

Senior Tutors

Each Head of School has nominated an academic member of staff to the role of Senior Tutor. This is building on good practice in Law, Psychology and Life Sciences for example where an experienced member of staff coordinating personal tutoring and providing first line support to colleagues has been helpful. Primarily, Senior Tutors have an internal focus within their school but they also collectively form the University's Senior Tutors Forum which is advising EDEU, shaping university policy and providing a platform to share good practice across schools. The current Senior Tutors (in June 2015) are:

| College of Arts | | |
|---|------------|--------------|
| School of Architecture & Design | Dave | Bramston |
| School of English & Journalism | Sanem | Sahin |
| School of Film & Media | Janice | Kearns |
| School of Fine & Performing Arts | Rob | Dean |
| School of History & Heritage | Mark | Hocknull |
| College of Science | | |
| NCFM - Holbeach | Vanessa | Sutton |
| School of Computer Science | Kevin | Jacques |
| School of Engineering | Basabdatta | Bhattacharya |
| School of Life Sciences | Humberto | Gutierrez |
| School of Maths & Physics | Danilo | Roccatano |
| School of Pharmacy | Mark | Brennan |
| College of Social Science | | |
| Lincoln Business School - Accounting & Finance | Siobhan | Goggin |
| Lincoln Business School - Int. Business Management | Alison | Wilkinson |
| Lincoln Business School - Marketing & Tourism | Debbie | Lock |
| Lincoln Law School | Janette | Porteous |
| School of Education | Joss | Winn |
| School of Health & Social Care - Health & Social Care | Sally | Riggall |
| School of Health & Social Care - Nursing | Karen | Cox |
| School of Health & Social Care - Social Work | Karen | Bayliss |
| School of Psychology | Roger | Bretherton |
| School of Social & Political Sciences (Joint) | Kate | Strudwick |
| School of Social & Political Sciences (Joint) | Jan | Gordon |
| School of Sport & Exercise Science | Paul | Murgatroyd |

Educational Development and Enhancement Unit (EDEU)

EDEU provides specialist support for staff in developing learning, teaching and student engagement. This ranges from staff new to teaching, through our credit-bearing PGCE and MA programmes, to staff with years of experience, through our funding for innovation projects and support to become a Senior Fellow of the Higher Education Academy. Each College has a dedicated academic contact in EDEU who can advise on teaching, programme development, personal tutoring and much more:

College of Arts – Kelly Sisson
College of Science – James Wadsworth
College of Social Science – Andy Hagyard

CPD Sessions

EDEU run a series of continuing professional development sessions for staff every year. These cover topics from teaching delivery skills through to more advanced programme and assessment design. From 2015/16, these include new sessions designed specifically to support Personal Tutors.

See edeu.lincoln.ac.uk for more information.

The Personal Tutors Hub

We have collated all the guidance and resources relevant to personal tutors in one place online: edeu.lincoln.ac.uk/personal-tutoring/

The five pillars of personal tutoring

The University's policy on personal tutoring sets out the following themes which should be embedded into tutoring. They are presented here along with the colour coding key used throughout a resource we have developed that maps the undergraduate and postgraduate taught student journeys showing when and how they might be covered.

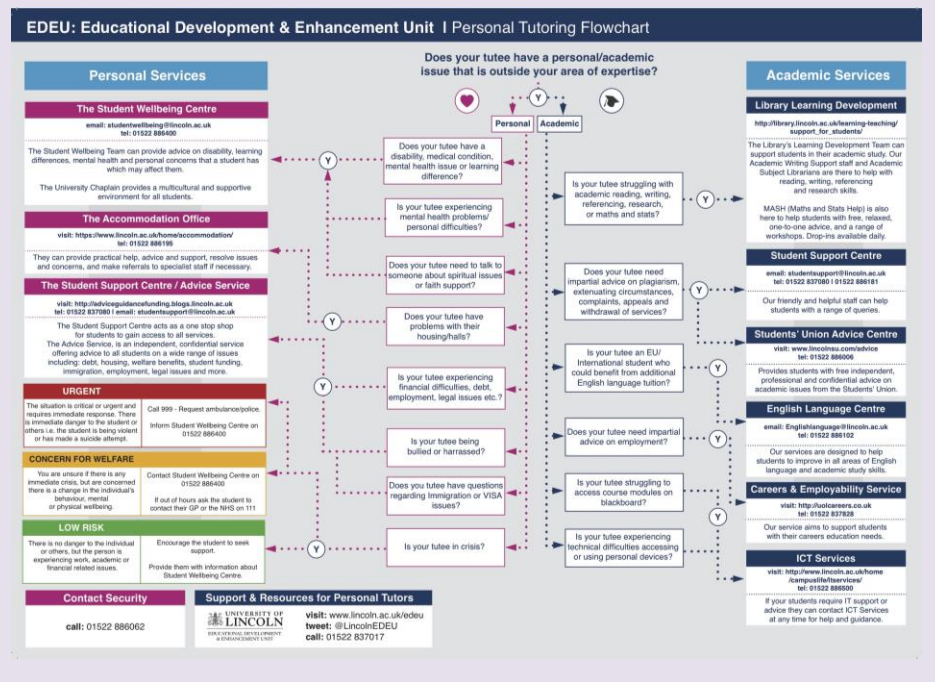
| | |
|--|--|
| General academic and pastoral support | Being on hand to respond to the academic implications of issues students face in different parts of their life and knowing where to refer students to when expert support is needed. |
| Study skills | Helping students to identify where their strengths and weaknesses are in terms of academic study skills and take up opportunities to develop these, such as through learning development workshops offered by The Library or the English Language Centre. |
| Assessment & feedback | Supporting students to reflect holistically on the various pieces of feedback they have received on assessed work, and identify steps they can take to improve their performance in future assessments and move into the next grade band (e.g. from a 2:2 to a 2:1). |
| Careers & employability | Encouraging students to consider their career ambitions and how they can make the most of the support on offer to achieve those ambitions. |
| Engaging beyond the programme | Guiding students to engage with extra-curricular opportunities beyond their programme to develop transferable skills, build social networks and contribute to the development of the university. |

Specialist Support for Your Students

The central part of the University's approach to enhancing personal tutoring has been to provide better support to the academic staff who take on the role. We have developed a framework that provides you with first-line support within your school from an experienced colleague and with specialist support from a network of professional service teams.

The Personal Tutoring Flowchart

For a quick and easy guide to which service can support students with common personal and academic issues, EDEU has created an easy to use flowchart and printed enough A3 hard copies for every Personal Tutor. You can request a hard copy via internal mail by emailing edeu@lincoln.ac.uk or you can download it from the Personal Tutors Hub: edeu.lincoln.ac.uk/personal-tutoring



Advice – University Service

The **Advice Service** is an independent service located in the Student Support Centre who offer a strictly confidential and specialist service to all enrolled students at the University of Lincoln, giving them the opportunity to understand fully their rights and responsibilities across a range of subjects to enable them to make informed decisions and to support students to take considered action.

The Advice Service offers specialist advice in a range of areas including: visas, housing, immigration, employment, NHS funding, student funding, independent status, compelling personal reasons, US and Canadian loans, University issues, extenuating circumstances, review and appeal, complaints, bullying and harassment, legal issues, consumer rights, hardship funds, welfare benefits, debt, month, bursaries and scholarships and more.

The Advice Service staff are the only people who can legally provide immigration, debt and money advice at the University of Lincoln.

Drop-in sessions are available Monday to Friday, 12-2pm in the Student Support Centre, or students can book an appointment by email or telephone.

☎ 01522 83 7495 ✉ adviceappointments@lincoln.ac.uk

📍 advice.service.lincoln.ac.uk

🏢 Minerva Building 📍 Student Support Centre

Advice – Students' Union Service

The Students' Union Advice Centre is a new service for the 2015/16 academic year.

They provide free, confidential, independent and impartial advice and information to all students on a wide range of issues, such as academic appeals, extenuating circumstances, fitness to practice, attendance panels, disciplinary hearings, student complaints and supervisor issues.

They also host drop-ins from the Law Clinic, Addaction and Lincolnshire Police.

If your student has a problem and you are not sure where they need to go, the Students' Union's Advice Centre is a good first point of contact for general queries.

☎ 01522 83 7000 ✉ advice@lincolnsu.com

📍 lincolnsu.com/advice

🏢 Students' Union 📍 Ground floor

Appeals

Secretariat case manages academic reviews and appeals, but where possible students should address their concerns informally with their Personal Tutor, Module Coordinator, Programme Leader, the Students' Union Advice Centre, or with the Student Services team.

Students cannot seek an academic review if they simply disagree with their grades, or in certain other circumstances.

If a student wishes to lodge a review request (the first stage of the formal academic review and appeals process) they should visit the website below, complete a review request pro forma and submit it to one of Secretariat's Academic Appeal Officers.

☎ 01522 88 6665 ✉ lbaker@lincoln.ac.uk

📍 secretariat.blogs.lincoln.ac.uk/student-contention/academic-reviews-and-appeals

🏢 Minerva Building 📍 Third floor east

Career Planning

The University's **Careers and Employability** team can advise on both simple and complex career planning queries.

The team can advise on career routes for a range of graduate employment options and how your tutee can apply their degree to the world of work. Advice and guidance can be offered on work placements, job hunting, postgraduate study, working abroad, gap years, and self-employment opportunities.

They can also help students to identify and improve their skills and talents, helping them to develop their employability. The Lincoln Award is the Careers & Employability teams employability framework to support students with their career planning and maximise their time at the University. Their services are offered on a one to one basis, as well as through a range of workshops, lectures and events throughout the academic year.

The Careers and Employability team offer a drop-in service between 10am-3pm daily within the Student's Union (first floor).

☎ 01522 83 7828 ✉ careers@lincoln.ac.uk

📍 uolcareers.co.uk

🏢 Enterprise Building

Complaints

Secretariat case manages formal complaints submitted under the Student Complaints Procedure.

Where possible, students should address their concerns informally with their Personal Tutor, Module Coordinator, Programme Leader, the Students' Union Advice Centre, or with the Student Services team before lodging a formal complaint.

Complaints can vary widely, but might include concerns about academic programmes or services, or complaints about the student experience. The Student Complaints Procedure cannot be used to appeal against Examination Board decisions.

☎ 01522 88 6665 ✉ lbaker@lincoln.ac.uk

📍 secretariat.blogs.lincoln.ac.uk/student-contention/student-complaints

🏢 Minerva Building 📍 Third floor east

Concern for welfare

As a staff member, if you are concerned for a student's welfare, you should refer to the University's [Concern for Welfare procedure](#).

Alternatively, the Student Wellbeing Centre can be accessed by contacting the centre directly, or by attending a drop-in, which are normally held on Monday to Friday between 12-2pm, with late night

drop-ins run each Thursday between 5-7pm during term time.

☎ 01522 88 6400 ✉ studentwellbeing@lincoln.ac.uk
📍 studentservices.lincoln.ac.uk
🏢 Student Wellbeing Centre 📍 First floor

Disability Support

The **Disability Service** can advise on issues regarding support for disabled students.

Services available to disabled students include advice on accessing support for study skills, screenings for dyslexia, information on the Disabled Students' Allowance, and advice on personal matters relating to disability.

The University of Lincoln Assessment Centre is also based on campus, which students can attend in order to identify special support they might require, such as specialist equipment or software.

☎ 01522 88 6400 ✉ studentwellbeing@lincoln.ac.uk
📍 lincn.eu/disab
🏢 Student Wellbeing Centre 📍 First floor

English Language Support

The **English Language Centre** is the go-to for all University of Lincoln students whose first language is not English, and who are seeking extra English language support.

The ELC team offers a range of language courses which provide support throughout the academic year. Courses include: Writing and Grammar for Academic English, Active Listening, English for Dissertation Writing, Effective Presentation Skills, Culture & Conversation and English for Life.

All of the courses are completely free and students can register for places through the ELC website below.

The ELC also provides a drop-in service where students can receive a 30-minute one-to-one tutorial. This can be particularly helpful when students are preparing their written assignments, but sessions can be also used for any other aspect of English language that requires support (e.g. preparing academic presentations, advice on

learning strategies). Appointments for this service can be booked through the ELC website.

☎ 01522 88 6102 ✉ englishlanguage@lincoln.ac.uk
📍 elc.lincoln.ac.uk
🏢 Student Wellbeing Centre 📍 First floor

Finance, funding & fees

The **Student Funding team** can offer advice on all aspects of student finance, funding and fees.

Advice is available to students on a range of finance-related issues, including loans, grants and bursaries, full-time and part-time student funding, overseas loans, funding for student parents and NHS funding.

Student Funding is also where students should go for advice on accessing the University's financial assistance schemes, such as hardship funds, short-term loans, and financial help for International students.

☎ 01522 83 7495 ✉ studentfundingteam@lincoln.ac.uk
📍 adviceguidancefunding.blogs.lincoln.ac.uk
🏢 Minerva Building 📍 Student Support Centre

General student administration

For general administration the **Student Support Centre** is the first port of call.

They are able to help students with enrolment, provide letters confirming student status, change students' personal contact details, update students' bank details, advise and process requests to transfer course or interrupt studies, and provide advice on extenuating circumstances.

They are also able to replace lost student cards for a small fee.

Students can also hand in assignments at the Student Support Centre outside normal college office opening hours.

☎ 01522 88 7080 ✉ studentsupport@lincoln.ac.uk
📍 lincoln.ac.uk/home/campuslife/studentsupport
🏢 Minerva Building 📍 Student Support Centre

Immigration and visas

The **International Advice team** can advise on all issues facing international students, and are the only people within the University who can legally provide immigration advice.

The team can advise on international students' rights and responsibilities, including Tier 4 visas, working whilst studying, bringing family to the UK, working after studying, visas for travelling in Europe and more.

Drop-in sessions run Monday to Friday, 12-2pm in the Student Support Centre.

☎ 01522 83 7495 ✉ internationaladvice@lincoln.ac.uk
📍 adviceguidancefunding.blogs.lincoln.ac.uk
🏢 Minerva Building 📍 Student Support Centre

Library and Learning Development

The Library provides an extensive range of resources. These include books, specific resources for each subject area, electronic journals, information databases, free referencing guides (Harvard, APA, IEEE, MHRA and OSCOLA) and online reading lists. Services include: flexible learning spaces such as bookable group rooms and Library Learning Lounges, printing facilities, laptop loans and inter-library loans.

Academic Subject Librarians can help students on a one-to-one basis or via workshops and drop-ins with finding and evaluating information and referencing. Find out who your Subject Librarian is at: <http://guides.library.lincoln.ac.uk/>

Academic Writing Support can help students with structuring assignments, critical thinking and reflective writing. More details and to book appointments go to: <http://guides.library.lincoln.ac.uk/aws>

MASH – Maths and Stats Help provide support for all students at any ability level and can help with a range of software including: SPSS, R, Minitab, MATLAB and Excel. MASH provides drop-ins, workshops and appointments. Go to <http://mash.lincoln.ac.uk> for more details.

IT Support in the Library can help with connecting devices to wifi, using the printers and plotter and formatting documents using Microsoft Office.

☎ 01522 88 6222 ✉ library@lincoln.ac.uk
📍 library.lincoln.ac.uk
guides.library.lincoln.ac.uk/learningdevelopment
🏢 University Library

Part-time work

The **Job Shop** is the first port of call for students looking for work, or to improve their interview skills to enable them to find work whilst studying.

It is run in partnership between Careers & Employability and the Students' Union, and is where local employers will advertise paid positions and work experience opportunities.

The Job Shop website lists current vacancies, information on services and a job alerts function to which students can subscribe.

The Job Shop provides employment advice on issues such as tax and employment rights, and runs a range of employability events.

Students can also attend the daily drop in in the first floor Students' Union offices between 10am-3pm daily.

☎ 01522 83 7641 ✉ jobshop@lincolnsu.com
📍 lincolnsu.com/jobshop
🏢 Students' Union 📍 First floor

Student engagement opportunities

The **Student Engagement** team in EDEU runs a range of development opportunities for students to become involved in.

Opportunities are delivered in partnership with schools and professional service departments across the University, underpinned by the University's Student as Producer ethos.

The schemes offered give students the opportunity to be involved in the University meaningfully, gaining a 'behind-the-scenes' insight and contributing to the development of the University to help them make the most of their time at Lincoln.

Schemes include the chance to sit on recruitment panels for new University staff members, shadow a member of the Senior Management team, facilitate learning development sessions for their peers, advise departments on how to develop better service for students, and review the quality of courses.

☎ 01522 88 6074 ✉ studentengagement@lincoln.ac.uk
📍 lincoln.ac.uk/getinvolved
🏢 One Campus Way 📍 First floor

Student representation & campaigns

The **Students' Union** runs the student representation system in partnership with the University, alongside a range of campaigns to improve the student experience based on student opinions fed back by reps.

Course reps work closely with senior-level school reps and college officers to gather feedback, ideas and issues from their peers to feed back to the University and the SU.

Reps are elected annually by their peers, meaning students who are interested in becoming a rep must stand for election.

The Students' Union is run by Student Leaders elected by the student body each year.

In addition to representation, the Students' Union run a range of sports clubs and societies, as well as a number of volunteering opportunities, which students can become involved with.

☎ 01522 88 6006 ✉ reception@lincolnsu.com
📍 lincolnsu.com
🏢 Students' Union 📍 Tower Bar entrance

Student support

The **Student Support Centre**, located on the ground floor of the University's Minerva Building (previously the Main Admin Building), is a one-stop shop for students to gain access to available services and locate other academic and professional support across the University.

The team is available to help with student enquiries regarding University systems and

procedures, funding, fees and payments, housing, personal support and general advice and information. They can provide practical help, advice and support, resolve issues and concerns, and make referrals to specialist staff if necessary.

☎ 01522 83 7080 ✉ studentsupport@lincoln.ac.uk
📍 studentservices.lincoln.ac.uk
🏢 Minerva Building 📍 Student Support Centre

Student wellbeing

The **Student Wellbeing Centre** has a range of specialist services which provide disability support, counselling and chaplaincy:

The **Disability Service** can advise on issues regarding support for disabled students. (See 'disability support' above)

The **Counselling Service** provides students with free time-focussed confidential counselling. The counsellors are professionally trained to listen carefully and offer non-judgemental support and understanding. The Counselling Service can support students who may have anxiety, depression, or issues around bereavement and loss.

The **Chaplaincy Service** is a support service and is part of the Student Wellbeing team. The Chaplaincy is committed to working with students and staff of all faiths and none, and making the University a place of religious tolerance and respect.

The Student Wellbeing Centre services can be accessed by contacting the centre directly, or by attending a drop-in. Drop-ins normally run between Monday to Friday, 12-2pm, and late-night drop-ins run every Thursday during term time between 5-7pm.

☎ 01522 88 6400 ✉ studentwellbeing@lincoln.ac.uk
📍 studentservices.lincoln.ac.uk
🏢 Student Wellbeing Centre 📍 First floor



This is the first version of this resource and we would welcome feedback to help inform our review and development of it. You can feed your comments back to your Senior Tutor or directly to EDEU: edeu@lincoln.ac.uk

Introducing EDEU

The Educational Development and Enhancement Unit (EDEU) supports to staff across the University in enhancing learning, teaching and student engagement. We collectively offer expertise and a helping hand in ensuring that learning is innovative, engaging and high impact, through effective design, delivery and evaluation.

We work with both individuals and teams based on local needs as well as coordinating a number of university-wide projects in line with the ambitions of the strategic plan. We can usually respond to most requests and support needs, which commonly include:

- validated and HEA-accredited programmes such as [the PGCert / PGD Dip / MA in Learning and Teaching in Higher Education](#)
- a range of short courses and [CPD events](#)
- a CPD framework ([UL PSF](#)) for gaining HEA professional recognition for teaching and supporting learning in higher education
- a framework and support for having your teaching practice reviewed by an academic colleague (PRoP scheme) or a student consultant ([SCoTs scheme](#))
- guidance and expertise on the use of [technologies](#) in teaching and learning, including Blackboard
- support with using student feedback through module evaluation, [student surveys](#), [focus groups](#) and [workshops](#)
- structured support and resources to help establish peer support schemes for your students (such as peer mentoring, [peer assisted study sessions](#))
- cross-University projects and events which provide opportunities for [staff and students to work together in partnership](#) to enhance teaching and learning across the University

You can find out more at: edeu.lincoln.ac.uk

You can follow us at: [@LincolnEDEU](https://twitter.com/LincolnEDEU)

You can email us at: edeu@lincoln.ac.uk

You can drop in at: **One Campus Way**