

Student Support

Following up from the SSLC meeting held on 31st October 2012, it was pointed out that many students were unaware of the precise role of their personal tutor and when they could see them and for what purpose. This document brings all the available information together to clarify the support available for students within the Economics Department.

Summary

The following people/resources are available to provide support and information to students:

- Personal Tutors
- Year Tutors
 - Year 1 Tutor – Elizabeth Jones
 - Year 2 Tutor – Christian Soegaard
 - Year 3 Tutor – Michela Redoana Coppede
- Senior Tutor – Jonathan Cave
- University Senior Tutor – Stephen Lamb
- Academic Lecturers
- Seminar Tutors
- UG office
- Economics Department Website
- University Resources

Details of student support

Below is a more detailed outlined of the support available to students within the Economics Department and the types of things you might want to see different people about. There are numerous people available to offer you advice, support and feedback on your personal and academic development, so it is important that you make use of them.

Personal Tutors

There are designated personal tutor weeks throughout the academic year for all students. These designated weeks vary by the year you are in. In these weeks, all students should have a meeting with their Personal Tutor, as a means of receiving feedback on their academic and personal progress and to take this opportunity to ask their Personal Tutor any questions or discuss any concerns they might have. However, if you have questions or concerns at other points throughout the year that you would like to see someone about, your Personal Tutor is still there to discuss them. You are NOT restricted to seeing your Personal Tutor only during personal tutor weeks. Every member of staff has office hours during term time, so in any term time week you can use those hours to speak with your Personal Tutor or if you are unable to make those times, you can email your Personal Tutor to arrange another time to meet.

Your Personal Tutor is there to help you when things are not going as well as you would like. Perhaps you have concerns about your academic work or personal development. However, your Personal Tutor is also there to talk with you when things are going well! You might like to arrange an appointment with your Personal Tutor to discuss some of the following things:

- How to prioritise your module work
- Concerns about application forms for internships/jobs
- Gaining feedback on your academic progress and areas that can be improved
- Gaining feedback on your personal development, such as skills that you should develop
- Changing modules
- Your non-academic achievements to help your tutor write your reference
- How your modules are progressing – which subjects you enjoy and which you find more challenging and prioritising your workload
- Gaining advice on further study, such as Masters Degrees.

It is important that you know your Personal Tutor and that he or she knows you, as this will enable them to provide you with much more effective feedback on your academic and personal development. By discussing your personal and academic development, as well as your future career plans, your Personal Tutor will be in a much better position to write you a reference and you will be in a stronger position having benefited from their expert feedback and advice. Your Personal Tutor will respect any confidences (subject to [University guidelines on confidentiality](#)).

Year Tutor

In the Economics Department, we have introduced a new layer of support for students with Year Tutors. Each year of UG students has a Year Tutor, who is essentially responsible for personal tutoring within their given year. If you have a concern or problem that is perhaps more serious, it is a good idea to go straight to your Year Tutor, as this person will have more experience in dealing with such problems. The Year One Tutor is Elizabeth Jones. The Year Two Tutor is Christian Soegaard. The Year Three Tutor is Michela Redoana Coppede. You can of course discuss any problems with your Personal Tutor, but they may feel that because of the nature of your concern, the Year Tutor is in a better position to offer advice. As such, your Personal Tutor may refer you to the Year Tutor. They will then be able to offer help and advice or point you in the direction of other people and services within the university. Your Year Tutor will respect any confidences (subject to [University guidelines on confidentiality](#)). If you wish evidence of [Mitigating Circumstances](#) to be lodged on your file, then the Year Tutor is the best person to speak to.

Things you may need to discuss with the Year Tutor include:

- Illness that is or might affect your coursework, tests or exams
- Family or personal circumstances that are or might affect your coursework, tests or exams
- Changing modules
- Problems with managing your workload, which is starting to cause you anxiety

Senior Tutor

Above the Year Tutors is the Senior Tutor within the department, who is Jonathan Cave. You can approach him directly, if there is something you wish to discuss with him. Your Year Tutor may also seek his advice if the situation requires it.

Academic Lecturers

The lecturers that you see within your modules are there to provide you with guidance on their subject area. You may only see them for 1 – 2 hours per week within a large lecture. However, every member of academic

staff has 2 office hours per week. You should make use of these, as a means of clarifying any areas of confusion within previous lectures or to discuss future topics. You can also use them to discuss areas that you both find interesting. You should always ensure you are prepared for your lecturer's office hours. You shouldn't be using them as a means of asking the lecturer to repeat the lecture, but should attend them with specific questions or areas of confusion that you would like clarification on. Many lecturers comment that their office hours are normally not used by students, which is a waste of a key resource, as these are a prime opportunity to gain feedback on your academic progress and your understanding of a variety of topics and subject areas.

Seminar tutors

You will have small group classes with seminar tutors, who go over topics within your module in much more detail than in lectures. These are essentially a feedback session and should be used as such. You are in much smaller groups than in lectures, so this is an excellent opportunity to discuss questions and concepts and receive feedback on your approach to problems and understanding of key concepts. These tutors also have office hours every week during term time and like the lecturers say that their office hours are often very quiet. It is important that you take the opportunity now to clarify any areas of confusion and develop your understanding of the topics by further reading and discussion with your peers and tutors. It again is a vital source of feedback on your progress and understanding and they should be used more intensively.

UG Office

The UG office is a key resource within the department, located in S0.98. If you have questions about your timetable or problems with clashes, you should go to the UG office. The UG office is a friendly place to go for a chat and they can help you answer most questions, so it's a good resource to make use of. If you have medical evidence that needs submitting, you should go there to do it; assignments that need submitting are also handed in here. If you have a question about departmental procedures, such as requesting unusual options, deadline extensions, appealing against a coursework mark, etc., please check the [Undergraduate Handbook](#) first. If you cannot find an answer to your query, you should contact the Undergraduate Office in Economics, unless your degree is PPE, in which case you should contact the [PPE Office](#).

If you are unwell and hence feel unable to attend a seminar, you must fill out a self-certification form, which can be collected from the medical centre. This then needs handing into the UG office (S0.98) and provided the medical evidence is provided, your absence can be condoned. This applies for all students in the Department, including those taking PPE. However, if you are a PPE student, the PPE office is located next door to the UG office and can be used in the same way. If you are ever in doubt about who to contact regarding an issue you might have and have not been able to find the relevant information on the website, then the UG office is a good place to go.

Director and Deputy Directors of Undergraduate Studies

You are welcome to come and see us during our office hours or email appointments can be made with Robin Naylor, who is the Director of UG Studies or with Elizabeth Jones, Mike Pitt and Natalie Chen, who are the Deputy Director of UG Studies for years 1, 2 and 3, respectively.

If you have personal or medical circumstances that prevent you from submitting work by the set deadline or may require you to miss a test, you will need to complete the extension request form, available on

MyEconomics. You will also need to submit supporting medical evidence, such as a Doctor's Certificate to the UG office. We will then make a decision concerning your request. You may also want to see one of us to discuss your module choices or any concerns you have about your current degree programme. We're a friendly team, so do make good use of us!

Exams Co-ordinator

If you have a particular concern regarding Examinations, then your query should be referred to the Exams Co-ordinator at [emailto:examscoordinator@warwick.ac.uk](mailto:examscoordinator@warwick.ac.uk). In the first instance you might wish to speak with your Personal Tutor or Year Tutor about such a concern and they can always forward you on to the Exams Co-ordinator.

Head and Deputy Head of Department

If you need to raise a serious complaint about some aspect within the Department, then it may be that your concern needs to go to the Deputy Head or Head of the Economics Department, who will look into the matter. As above, it is best to first speak to your Personal Tutor, Year Tutor or other relevant member of academic staff (such as your module leader, Director of Studies, etc.) before taking your matter to the Deputy or Head of Department, but they are there for you should your matter remain unresolved.

Website

There is a huge amount of information on the Economics Department website, in particular within the student handbook. This can be accessed at the following link:

<http://www2.warwick.ac.uk/fac/soc/economics/current/ug/handbook/>

You will often find that questions you have are answered on the website, so please do make use of it and see if you can find the answer to your question before going to the UG office, your lecturer, seminar tutor or your personal tutor. Also, don't forget to make use of MyEconomics. If you require an extension for a piece of work or an exemption from a test due to medical or personal circumstances, you can access a form via MyEconomics. Such requests will be reviewed by the Deputy Directors of UG Studies and they will respond to you.

<http://go.warwick.ac.uk/myeconomics>

If you want to find out more about the general support offered by the department and the university, below are some links directly to relevant webpages.

<http://www2.warwick.ac.uk/fac/soc/economics/current/ug/handbook/pastoral-care-and-welfare/#>

http://www2.warwick.ac.uk/fac/soc/economics/staff/academic/cave/seniortutor_page/

http://www2.warwick.ac.uk/fac/soc/economics/ug/handbook/assessment_and_exams/examinations/mitigating_circumstances/

<http://www2.warwick.ac.uk/services/tutors/counselling/student/>

<http://www2.warwick.ac.uk/services/tutors/counselling/helplines>