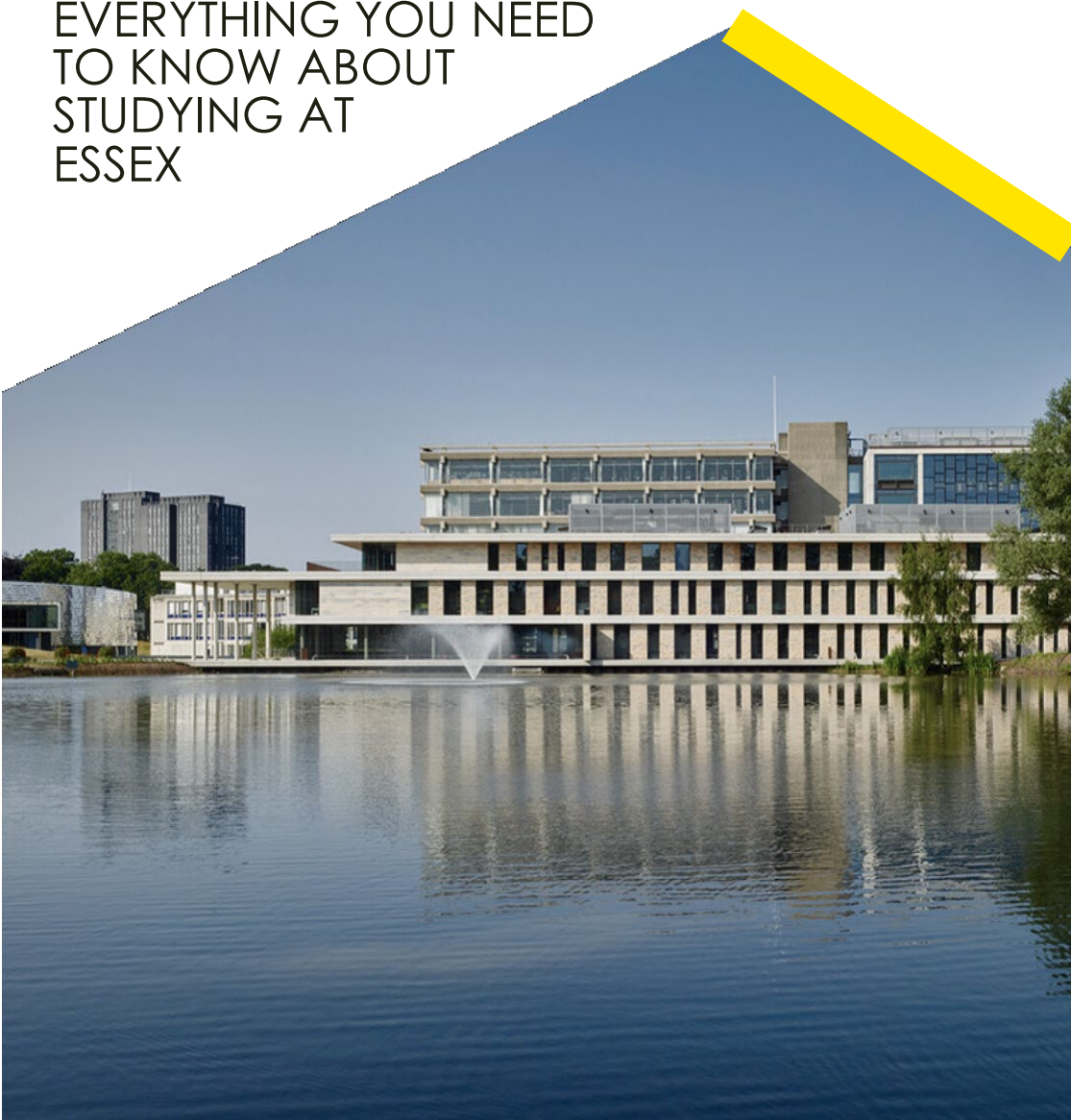


# ARRIVALS HANDBOOK



EVERYTHING YOU NEED  
TO KNOW ABOUT  
STUDYING AT  
ESSEX



The logo is a white house-shaped graphic containing the text 'UNIVERSITY OF ESSEX' in a small, black, sans-serif font. Below this, 'STUDENTS\*' is written in a larger, bold, black, sans-serif font, and 'UNION' is written in the largest, bold, black, sans-serif font. The background of the entire page is a dark, high-angle photograph of a large crowd of students at an outdoor event, with a building featuring green panels visible in the upper portion.

UNIVERSITY OF ESSEX

**STUDENTS\***  
**UNION**

# A MESSAGE FROM YOUR STUDENTS' UNION

## Welcome to Essex!

We understand that starting university can be overwhelming, which is why we've created this handbook to help you settle in smoothly.

As a student at Essex, you are automatically a member of the Student Union! We're led by elected student leaders who represent and advocate for you. We are dedicated to supporting you throughout your university journey, whether you're facing financial challenges, encountering academic hurdles, or seeking opportunities to make new friends. Your Student Union is here for you! We can't wait to get to know you.

# REGISTRATION

There are a number of ways you can prepare for the start of term, including familiarising yourself with the steps needed to complete [registration](#) for your course and ensuring these are completed at the earliest opportunity. It is particularly important to complete Online Pre-Registration and make payment of the required tuition fees before term starts and then be ready to attend your in-person registration appointment (where your registration will be confirmed) at the start of term.

It is important to note that you should not attend teaching, examinations or submit work until you have completed all required steps for registration (including payment of your tuition fees). Where you are unable to arrive and complete registration by the latest arrival date, you can let the University know you would like to request to register late by completing our quick online form. Any decision taken via this process will consider the academic impact of you joining your course late.

At your registration appointment you will be given your student card, which doubles as your Students' Union membership card. You will use this card to 'tap into' your lectures to register your attendance.



# DIGITAL LEARNING RESOURCES

## EMAIL AND CALENDER

Once you have set up your Essex IT account, you will be able to access your University email, through Outlook. Your email address contains your initials and your year of registration followed by three numbers and the @essex domain. See the example below:

S U 2 5 1 2 3 @ E S S E X . A C . U K

Your Outlook account includes a calendar which automatically displays your timetable, and the academic week. Other events, such as personal tutor meetings, will usually appear on your calendar too.

**It is important to check both your email and your calendar regularly.**

Information regarding lectures, room changes, exams and events will all be sent to you over email and may be reflected in your calendar. We recommend keeping your Essex email for university communications only, and using a personal email to sign up for websites or newsletters. Outlook will also allow you to separate your emails into a 'Focused' inbox and an 'Other' inbox, for less important communications.

# MICROSOFT OFFICE AND ONE DRIVE

As a student, you will be able to use your Essex details to sign into Microsoft Office - this will allow you to access to Microsoft Word, PowerPoint and other tools for free for the duration of your course. You can use Microsoft Office on your own devices.

OneDrive is a useful tool which allows you to upload documents and access them from any device. This is particularly useful if you work on assignments both at home and from campus.

## LIBRARY SERVICES

The [University Library website](#) will be a valuable tool during your time at Essex. Much of the core reading material for your course will be accessible through the library, and the search tool is critical for finding relevant texts for your assessments. The website also includes subject guides for each department if you are not sure where to start your search!

Through the Library website, you can also book study spaces, request interlibrary loans, and book one of the library services such as 1:1 appointments.

# MOODLE

[Moodle](#) is where you can access all of your teaching materials. Usually, your Moodle home page will feature a tile for each module you are enrolled on, and in each module section there will be information on what will be covered in each week, including required readings and lecture slides. Moodle pages often include revision material and quizzes you may be required to complete for your course.

# LISTEN AGAIN

[Listen Again](#) is the University's lecture capture and playback service. It records your lectures so you can listen back at a time that's convenient to you. You can access recordings via the symbol on your timetable or browsing by department.

# LEAP

[LEAP \(Learner Engagement Activity Portal\)](#) is a tool to monitor your engagement with your course. On LEAP, you will be able to view your attendance at teaching events. LEAP tracks engagement in a variety of ways, including the times you access Moodle and your assessment submissions.

# ASSESSMENTS

At Essex, there are a range of assessment types designed to help you understand your course. Most departments will use a mixture of **coursework** and **exams** to assess students, but these can be further broken down into different types:

**In-person exams:** the most common form, taking place in exam halls

**Online exams:** sometimes departments use 'take-home exams' which will be issued and submitted online, and can be either several hours or can be completed over 24 hours

**Closed book exams:** students are not allowed to bring any learning materials into the exam with them

**Open book exams:** students are permitted to consult materials such as textbooks and lecture notes during the exam

**Essays:** the most common form of coursework, with set word counts

**Presentations:** these can be individual or group presentations, and will have their own marking criteria

There are many **other types of coursework** that will be specific to departments, such as practical examinations and other types of written assessment.

# MARKING AND GRADING

For exams and coursework, marking criteria is usually available on Moodle. Before submitting any piece of written coursework, make sure you have used the correct **referencing style** for your department, as this can effect your grade. For more information on referencing style, check guidance on the [Library website](#) or contact your department.

The University [grading system](#) is different for Undergraduate and Postgraduate courses. Check the grading scales below:

## UNDERGRADUATE

**First Class: 70+**  
**Upper Second Class (2.1): 60+**  
**Lower Second Class (2.2): 50+**  
**Third: 40+**  
**Fail: <40**

## POSTGRADUATE

**Distinction: 70+**  
**Merit: 60+**  
**Pass: 50+**  
**Fail: <50**

# SUBMISSION

All assessments aside from in-person exams will be submitted digitally over [FASER](#). FASER will display all of your upcoming deadlines, and you will be able to upload documents for submission as well as receive feedback and marks through the platform. The University encourages all departments to provide feedback on coursework within 20 working days.



# LATE SUBMISSION

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The University has a **strict zero tolerance policy** to submitting assignments late, meaning you must submit all of your work by the set deadline.

If you have circumstances out of your control which may affect your ability to submit an assignment on time you may apply for late submission, which will give you seven additional days to submit your work. You may also apply for extenuating circumstances, which can cover multiple assessments if you feel the quality of your work will be affected - these circumstances, if accepted, will be taken into account when the Board of Examiners consider your end-of-stage outcomes.

**Please note:** Technical failures such as computer breakdown or poor internet connection are **not** valid reasons for late submission.

A decision on your late submission or extenuating circumstances claim is usually made after several weeks or months. It is important to note that if your circumstances are not considered valid and you have not submitted your work by its original deadline, you may receive 0 marks for the assessment. We encourage you to read the University's guidance on these policies before making a submission.

**All claims can be made through your [MyEssex portal](#).**

# ACADEMIC OFFENCES

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## What is an [academic offence](#)?

Committing an academic offence is cheating in an assessment to try to gain an unfair advantage. We've included some examples below:

### **Plagiarism:**

This occurs when an individual tries to pass someone else's work as their own. This can occur when you do not correctly reference someone else's, or you own work.

- Cheating in exams
- Falsifying data or evidence
- Copying others' work
- Purchasing pre-written essays to submit for assignments
- Using AI generated material and claiming the work is your own

If you're suspected of an offence, you will be required to meet with staff, and will be given the chance to respond to the allegation. A decision will be made following the meeting.

Avoid academic offences by being as transparent as possible with your work and sources used, and reference all material used in your assignments. **If you're struggling on an assessment, speak to your lecturer or personal tutor rather than copying others or using generative AI software.**

# ACADEMIC SKILLS

Whether you're looking to master the basic skills required for your course or develop more specific skills you may be struggling with, there are many ways to access support and improve the quality of your work!

## PREPARATION AND SKILLS PROGRAMMES

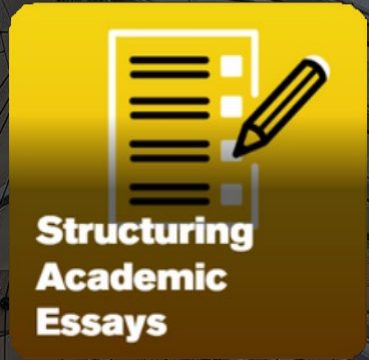
If you're starting an undergraduate or postgraduate course at Essex, you'll be eligible for one of our preparation programmes. These can be completed before registration or once you've started your course, and will help you get to grips with how your course works and what will be expected from you. The courses can be completed at your own pace.

If you're enrolled on a Masters course, you can complete the Masters Skills Programme, which provides a more in-depth exploration of the skills required to study at postgraduate level, including critical analysis and writing research proposals. All courses can be accessed through [OpenEssex](#).

# SKILLS @ ESSEX

All Essex students can enrol onto Skills @ Essex, a collection of academic skills resources available on Moodle. The collection covers a broad range of topics including algebra, coding, referencing and revision techniques.

More information can be found through the Student Directory.



## SU SKILLS CAFES



Throughout the year the Student's Union hosts skills cafes, covering a variety of skills students may need during and after University. Previous cafes have explored how to avoid academic offences and how to build a LinkedIn profile. Keep an eye out for skills cafes by regularly checking the Student's Union website and social media!

# SKILLS AT LIBRARY

**Skills at Library can be accessed through the University Library website, and provides support with information literacy and using Library resources effectively.**

The online skills guides cover topics that will be valuable for research and completing assignments, including searching for resources and accessing texts located outside of the library. Students can access the seven skills guides at any point during the year. The Library offers support which can be accessed online or in person.

## **Workshops and Library Cafes:**

The Library hosts 8 regular workshops which run through the academic year and across the summer months. They cover more specific themes such as checking the quality of sources and using referencing tools as well as a general introduction to using the library. During term time, weekly Library cafes are held, giving students an opportunity to work together, receive feedback from a librarian, work on specific skills and complete optional exercises to practice the skill of the week!

## **1:1 Support:**

Students have the opportunity to book an individual appointment with a member of library staff, including subject librarians, or an academic skills tutor from Skills for Success to get help with assignments or particular skills, for more personalised feedback and advice.

# CAREERS AND PERSONAL DEVELOPMENT

The Careers Service offers support to all students in all years and levels of study through 1:1 appointments, events, and information drop-in sessions, covering job application and CV support, interviews, LinkedIn tips, placement support and more! [CareerHub](#) is the online platform students can use to access the Careers Service using their University login details. Events such as opportunities to meet employers can be booked online and there is access to careers resources 24/7 through CareerHub+. The jobs board also provides information about graduate schemes, internships, work-based learning opportunities, as well as opportunities for local part-time work and more.

The University offers a range of career programmes, including exclusive internships and opportunities to be mentored by industry professionals. Each programme is specifically designed for Essex students, to help them develop their professional strengths, experience and networks. Essex interns is available via [GradIntelligence](#), and Career Mentoring will be moving to GradIntelligence in Spring 2025. GradIntelligence also has a nationwide job board and hosts Chart My Path and the Big Essex Award.

# GETTING SUPPORT

## PERSONAL TUTORS:

Your personal tutor is a dedicated member of academic staff from your department who can support you during your course. They should reach out to you to arrange a meeting within the first few weeks of your course,



and their details can be found on LEAP and your MyEssex portal. You can contact your personal tutor for advice relating to your studies, and if they are unable to help, they'll be able to refer you to someone who can.

## SU ADVICE:

[SU Advice](#) is the Student's Union free and impartial advice service, supporting students through a variety of issues. You can contact the advice team with academic queries, such as questions around reassessment and exams, or personal issues such as finances, student conduct, or immigration support. You can contact SU Advice by phone or email, or drop into their office on Square 3 (Colchester campus) on weekdays.

# STUDENT WELLBEING AND INCLUSIVITY SERVICE (SWIS):

[SWIS](#) provides free, professional and confidential support for students who are struggling with their emotional and mental wellbeing. SWIS can direct you to other support services if you are struggling with money issues, work or other practical difficulties. They also provide emotional health support for a range of issues such as anxiety, stress and relationships. Short-term counselling is available for students on all of our campuses, making professional mental health help accessible for everyone. Contact SWIS to find out more about accessing Counselling.

## FINANCIAL SUPPORT:

The University has partnered with [Blackbullion](#), a service which provides guidance for those struggling to manage their finances. Students can sign up for free using their University credentials. The University also has a **hardship fund** for those facing unexpected exceptional short term financial emergencies, applications to which can be made through Blackbullion.

The Student's Union encourages students to reach out to our SU Advice if you are facing financial hardship. We may also be able to provide you with a short-term **emergency loan** of up to £100.



# ACCOMMODATION SUPPORT

<https://www.essex.ac.uk/student/accommodation/residence-life>

If you're living in University accommodation, you will be able to receive support from the [Residence Life team](#). Your accommodation will be allocated a Residence Assistant, a student-staff member who can help you with settling into University life and homesickness, and can direct you to wellbeing events or activities. For support, contact your RA directly or the Residence Life team at [reslife@essex.ac.uk](mailto:reslife@essex.ac.uk)

## REPORT AN INCIDENT

[Report and Support](#) is the University's system for reporting an incident or concern. The system can be used to report bullying, hate crime, sexual harassment or violence, relationship abuse and more. You have the option to report incidents anonymously, but if you choose to include your details, you will be contacted by an advisor who can offer you further support.

## SECURITY

The Security and Safety Center can support you 24 hours a day with security concerns, reporting accommodation faults, dealing with lockouts and more. On **Colchester campus**, you can access the Centre in-person or via telephone on:

01206 872125

# STUDENT SERVICES HUB:

The [Student Services Hub](#) is the go-to place for the information needed by students. Your questions matter, and the staff is available to answer queries or direct students to other services and teams for more specialized advice.

The Hub can support you with your registration, on campus accommodation, course related queries, attendance, exams and resits, documentation, undertaking DBS checks, making payments for tuition fee and accommodation and much more.

You can contact the Hub via Live Chat, telephone, email or in person at all 3 campuses and there is also a wealth of information and support on their webpages, which can be found at the top of this page.



# STUDENT VOICE

At Essex, we're proud to have a community of more than 400 Student Reps, advocating for your [educational interests](#) throughout the year. To become a Student Rep, all you have to do is complete a training session with our Education Team and attend your department's Student Voice Groups



which take place once a term to share feedback from others on your course. You'll get to build connections with students in your lectures as well as other student reps, play a role in shaping your education, and gain valuable skills to add to your CV! We know starting your course comes with its own challenges, so we are particularly keen for you to become a Student Rep - you can [look a training session here!](#)



**Our Student Reps played a role in keeping the University Library open 24/7, have helped improve facilities in departmental common rooms and have helped make countless improvements to modules!**

# RECOMMENDED STUDY SPACES

We've picked out our favourite study spots on campus,  
so you can get settled in right away!



# ALBERT SLOMAN LIBRARY

Quiet Space  
Study Pods  
IT Spaces





# SILBERRAD STUDENT CENTRE

Social Study Space  
Lake View  
IT Spaces  
Projectors

# ESSEX BUSINESS SCHOOL



Relaxing  
Environment  
Private Study  
Booths



# STEM CENTER



Bright Space  
Group Study  
IT Spaces  
Screens





**If you're hungry for more guidance,  
click here to find your department handbook!**



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