

Have a Concern?

In addition to the support services in the Department, you can read about College's support services in the [Student Support Zone](#).

With so many places to get support, it can be difficult to identify where to go. In most cases, your Personal Tutor can help you identify support, but in other cases it is possible to find support directly yourself. Of course, although your Personal Tutor is your main contact in the Department, you are always free to discuss your needs with any staff member you feel most happy to do so. The UG Liaison Officer is also available to help point you in the right direction on questions you may have.

Please contact staff by email to set up a meeting or ask advice - **make sure to include your name and CID and send the email from your Imperial email address.**

FAQ: Where do I go to get help with...?

Trouble settling in/adjusting to life at University

Your Personal Tutor is your main point of contact on most issues, especially settling in at University. If you have any concerns/feeling low/homesick, not settling in/meeting people, make sure to speak with your Personal Tutor or the UG Liaison Officer (i.hibbins@imperial.ac.uk). If you are living in the Halls, you should also speak with your Hall Senior or Warden. Just make sure you talk to someone! Also, if you notice any of your friends feeling low, encourage them to speak to someone.

Transitions can be both really exciting, but also at times difficult and unexpected (learning how to live independently, go shopping, cook, etc for yourself), and can be especially so after the recent challenges with Covid-19, so do talk to people about how you are feeling and think about ways to engage with the community, find some maths study friends, join a society in the Union, get a group together to cook or go to the farmers market together, join halls events or outings. If living at home, it may be a challenge adjusting to a new routine and the demands of university study - talk to your Personal Tutor or external family and friends who can relate to your situation and support you.

Computer/IT issue

Contact information for the ICT Helpdesk is on www.imperial.ac.uk/admin-services/ict/ - you should log your support query via the website form (ASK ICT) to ensure the right person responds. The pages also link to information on software you can access through your account.

Language Support

Your Personal Tutor can help you identify any concerns with your language skills, and may refer you to the Centre for Academic English. The Centre for Academic English offers short intensive evening classes—please take a look on: www.imperial.ac.uk/academic-english/current-students/undergraduate. For international First Year students, an English support module runs throughout the year. If you have not been asked to attend the module based on your English test results, but would like to do so, please contact the Undergraduate Liaison Officer.

Study skills (exams, lectures, writing reports)

Your Personal Tutor or the UG Liaison Officer can help you identify your needs and can work with you to improve your study skills. You can also look at the Imperial Success Guide for support: www.imperial.ac.uk/students/success-guide/.

Disability Advisory Service & Learning Difficulties

If you have a registered disability/a long term health issue or if you had special arrangements during school exams, please do let us know as soon as possible and contact Sai Nathan (Student Experience Coordinator) who is the Departmental Disabilities Officer. You can email her on sai.nathan@imperial.ac.uk. She can help go through the procedures required. You may also need to meet with the Disabilities Advisory Service. It is important that the College has all of the paperwork in place in order to support you in the most appropriate manner (exam arrangements are not automatically transferred over). Specific advice is available on the Disability Advisory Service Website: www.imperial.ac.uk/disabilityadvisoryservice, or by email disabilities@imperial.ac.uk.

You may also discuss concerns around your learning with your Personal Tutor or UG Liaison Officer who can support you as you liaise with the Disabilities Advisory Service for assessment/guidance.

Health issues interfering with studies (body or mind)

You should alert your Personal Tutor or the UG Liaison Officer as soon as you can if you are facing health issues (body or mind) that are interfering with your studies; this may be discussed with the Senior Tutor to help assess the likely impact on your studies.

All students should make sure that they are registered with a Doctor either at the Imperial College Health Centre (if living in campus accommodation/in the catchment area) or near their home. Contact the Health Centre via: www.imperialcollegehealthcentre.co.uk/ and phone: **020 7584 6301**. The College has a Counselling service that is free for students to use: www.imperial.ac.uk/counselling/ contact them via email for appointments: counselling@imperial.ac.uk. There is also a Dental Clinic on campus—call **020 7589 6623** for information.

Stress

Your Personal Tutor can discuss your concerns, as well as the UG Liaison Officer or the Senior Tutor, and we can help you to find possible solutions. The College runs a number of stress management workshops—information will be sent on email. The Health Centre has helpful information on their website: www.imperialcollegehealthcentre.co.uk/exams-and-stress/. You may also contact the Student Counselling Service for support, www.imperial.ac.uk/counselling/.

Absence from college

If you are unable to attend/engage with your studies for one or two days, you can self-certify your absence. For three or more days you must inform your Year Tutor, and for a week or more you must request permission from the Senior Tutor. Where this is due to mitigating circumstances, and where this interferes with an assessment, you must complete a Mitigating Circumstances form (more information on forms will be given at start of year).

International Student Concerns

Extensive advice is available for international students on the International Student Support Office Website: www.imperial.ac.uk/study/international-students/ and students are encouraged to see the staff in the office for any questions regarding their visa or their stay in the UK.

Statements for Council Tax Exemptions/Letters to open up Bank Accounts, etc

You can download statements to confirm your registration as a student directly from MyImperial this can help with opening up a bank account, confirming your student status for council tax exemptions, etc. In the summer after your first year you will also be able to download your transcript from this online service.

Accommodation troubles

If living in the Halls, speak with the Warden/Sub-Warden/Hall Seniors with any concerns. Your Personal Tutor or the UG Liaison Officer can discuss issues with you to help you find avenues of support and refer you to the Accommodation Office. The Senior Tutor can also help identify the likely affect on your work. If living off campus and having issues around housing rights/your landlord, you can also seek support from the Union Advice Centre at advice@imperial.ac.uk. Information on accommodation options and support is available on www.imperial.ac.uk/study/campus-life/accommodation/

Social troubles

Your Personal Tutor or the UG Liaison Officer can discuss your concerns, as well as the Senior Tutor, and we can help you to find possible solutions.

Family troubles

Your Personal Tutor or the UG Liaison Officer can discuss your concerns with you, as well as the Senior Tutor. If the issues are likely to interfere with your work, the Senior Tutor can help to identify possible routes of support.

Course concerns

If there are any potential concerns with your course of study, be it content, difficulty or structure of deadlines and/or workload, the Director of Undergraduate Studies, Dr Chris Hallsworth, is happy to discuss the concerns with you. Your Student Year Reps, Departmental Representative and the UG Liaison Officer are also here to help liaise between the students and the staff, so you can always approach them with concerns over the academic programme.



Support for LGBTQ+ students

Within the Department you can talk to your Personal Tutor, UG Liaison Officer or Senior Tutor. You can also contact the Union Society IQ: www.imperialcollegeunion.org/activities/a-to-z/iq-imperial-college-lgbt.

Financial troubles

Your Personal Tutor can discuss your concerns with you. You should also visit the Student Hub to talk to someone in the Student Financial Support office, www.imperial.ac.uk/fees-and-funding for assistance. There may be hardship funds available depending on your circumstances: www.imperial.ac.uk/students/fees-and-funding/financial-assistance/student-support-fund. The Union Advice Centre can help with financial concerns as well, including debt advice: advice@imperial.ac.uk. You should discuss the situation with the Senior Tutor or the UG Liaison Officer if the situation is severe and is affecting your studies.

If you are studying full-time, the College recommends that you do not work part-time during term time so that you can fully concentrate on your studies. Many students work in the summer to help pay for expenses during the year. If you do need to work during term time, the College advice is to work no more than 10–15 hours per week, which should be principally at weekends and not within normal College working hours so as to not interfere with your lectures and classes. Please be careful with your time and ask for help if you are finding that work is interfering with your studies. Your primary objective while at Imperial should be your academics!

References

Your Personal Tutor is your primary referee, so you should make sure that they know you well enough to write a reference for you. Other good people to ask for references are: Project Supervisors (especially Year 2, 3 and 4 project supervisors) and the Year Tutor. The Senior Tutor may provide a reference if you are unable to gain a reference from any of the above. You should always make sure you ask people who know you well and thus can write a good reference for you.

