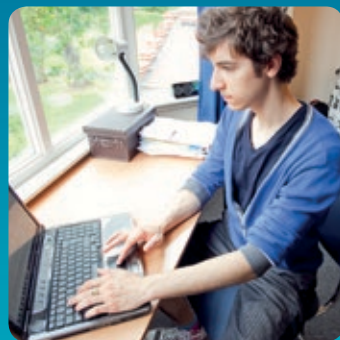




A Guide to Student Support

2015/16





Contents

Introduction	3
Information Points	4
Personal Support for Students	8
Counselling and Mental Health Services	9
Medical Centre	11
Spirituality and Faith Centre.....	13
Sport and Recreation	15
Welfare and Disability.....	17
Central Support Services	19
Central Careers	20
Square One Entertainment Venue.....	22
FutureLets Ltd.....	25
Student Funding.....	27
University Support	30
The Centre for Academic Writing (CAW).....	31
Catering Services	33
International Office	36
IT Services.....	39
Lanchester Library	41
Protection Services	45
sigma Mathematics Support Centre	46
Students Union	48
Campus Map.....	51



Introduction

Who is the guide for?

This guide has been produced for all new students to support you during your time at University. You can get generic support at any **Information Point** in the faculties or in The**Hub**.

What is the purpose of the guide?

The aim of the guide is to provide an overview of the wide range of personal and academic support that is available to students across the University. The guide identifies generic contacts for each type of support service. Hopefully, this will make it easier for you to find the most appropriate service.

What is the best way to use the guide?

The first part of the guide identifies the type of issues that students often experience and which support service might be most appropriate for you.

The second part of the guide provides more detailed information about the key functions of each support service including 'Frequently Asked Questions'.

I hope that this guide will provide a useful reference point for you, but should you need any additional support go to any **Information Point** and the Customer Service Advisors will be happy to help you.



Tracy Cullis

Tracy Cullis

Director of Student Services
September 2015

Information Points

Information points are located across campus in each Faculty and in TheHub. They are the first point of contact for all students and visitors for advice and guidance. If you see the 'i' sign you can get advice or support from any of these locations. The aim of the Information Point is to respond to your queries from start to finish resolving any issues presented in one area.

You can come to the Information Point to:

- Receive advice and guidance on all support areas including:
 - accommodation
 - international support
 - welfare
 - disabilities
 - counselling
 - sport and recreation
 - student funding/finance
 - spirituality and faith
- Exam queries
- Tier 4 check-in including advice and guidance
- Difficulties with producing status letters; plus production of letters for Pre-sessional English and Erasmus students
- Support for IT registration and Moodle
- Student records – including registration; enrolment; changing and accessing your record
- ID Card access problems including reprogramming the card
- Replacement ID cards
- Assignment handling
- Check student accounts in relation to balances, blocks or exclusions.

And many more enquiries.



Location and Opening Times:

TheHub

Term Time: Monday to Sunday 8.30am – 10.00pm

Out of Term: Monday to Sunday 8.30am – 7.00pm

Tel: **024 7765 6565**

Email: thehub@coventry.ac.uk

Faculty of Business and Law

All year round: Monday to Friday 8.30am – 8.00pm

Tel: William Morris: **024 7765 8410**

George Eliot: **024 7765 8256**

Jaguar: **024 7765 9801**

Email: infopoint.ss@coventry.ac.uk

Faculty of Health and Life Science

Term time peak periods* only: Monday to Friday 8.30am – 6.30pm

Out of term: Monday to Friday 8.30am – 5.00pm

Tel: Richard Crossman: **024 7765 5800**

Email: infopoint.ss@coventry.ac.uk

Faculty of Art and Humanities

Term time peak periods* only: Monday to Friday 8.30am – 6.30pm

Out of term: Monday to Friday 8.30am – 5.00pm

Tel: Graham Sutherland: **024 7765 8879**

Ellen Terry: **024 7765 7435**

Email: infopoint.ss@coventry.ac.uk

Faculty of Engineering, Environment and Computing

Term time: Monday to Thursday 8.30am – 8.30pm

Friday 8.30am – 6.30pm

Out of Term: Monday to Friday 8.30am – 5.00pm

Tel: **024 7765 8888**

Email: infopoint.ss@coventry.ac.uk

***Peak periods are normally during induction, for up to date opening times view the student portal.**

Frequently Asked Questions

Can I get the same information at all the Information Points?

Yes, we employ experienced Customer Service Advisers at all Information Points who have a generic training and are therefore capable of giving you the same details no matter which one you visit.

Can I get my status letter at any Information Point?

Yes, no matter which faculty you belong to you can visit any Information Point and request a status letter which will either be produced for you as you wait or will be turned around within 24 hours in busy periods.

Which buildings are the Information Points located in?

The Information Points are located in:

- TheHub
- Engineering, Environment and Computing (EEC)
- George Eliot – Business and Law
- William Morris – Business and Law
- Jaguar – Business and Law
- Richard Crossman – Health and Life Sciences
- Graham Sutherland – Arts and Humanities
- Ellen Terry – Arts and Humanities

Where can I get a replacement ID card from and how much will it cost?

TheHub Information Point is the only location you can get a replacement ID card. A replacement ID card will cost £10 and you must pay this amount on-line prior to requesting the card. Take the receipt to the Information Point and a replacement card will be issued while you wait.

Who can the Information points support?

The Information Points support you, the student. It doesn't matter whether you are Full Time, Part Time, Undergraduate, Postgraduate, International or Home students the staff will support all students no matter what your status is.

What sort of advice can I get from an Information Point?

The Information Points will provide answers to all enquiries. No matter what you need to know the Customer Service Advisers are there to help. They will guide you through orientation of the campus, answer your queries in relation to accommodation, student funding, enrolment, induction, changing and accessing your records and even personal issues. No matter what your query is visit an Information point to see how we can help you.

Where can I loan a laptop from?

TheHub Information Point loans laptops to students who want a short term loan whilst using TheHub social space. These laptops are only available for use in TheHub and cannot be taken out overnight.

Can I check my finance account at an Information point?

Yes, the Customer Service Advisers can look up your finance accounts to check your balance, inform you of the reasons if you are blocked or excluded and support you with advice on how to get the blocks lifted.

Can I check-in at an Information Point for Tier-4?

Yes, all Information Points have check-in stations just drop into any building and use this service.

My ID card isn't working properly, where can I go?

Take your ID card to any Information Point and the Customer Service Adviser will be happy to check the card and re-programme it for you to ensure it works correctly.

If the Information Point staff are unable to support me where can I go?

Customer Service Advisers can normally support all enquiries from start to finish but if your enquiry does prove to be beyond their remit they will make you an appointment with a specialist member of staff.

What if I need advice about withdrawing from the University?

Go to any Information Point and they will advise you what you need to do, where you need to go and how to complete the withdrawal process. If you are not sure about your future they can also put you in contact with a Careers Adviser for support.

If I have a complaint or want to talk to someone confidentially can I do this at the Information Points?

Yes, no matter what your issue is whether it is with your faculty or a professional service department you can talk with a Customer Service Adviser or make an appointment to see the Customer Service Officer who will discuss the issue with you to support you through any difficulties.

Where can I go if I want to make suggestions or have opinions on improvements to the service or buildings?

The Information Point team welcome any constructive feedback and where possible the feedback will be considered and actioned.

Personal Support for Students



Counselling and Mental Health:

- Online Registration
- 1:1 support for emotional distress
- Mental Health Needs - addiction issues, self-harm, depression and more severe illness
- Range of workshops can be provided
- Support groups
- Counselling by Email
- Priority Appointments

Contact: **024 7765 8029**
Email: counsel.ss@coventry.ac.uk
Web: www.coventry.ac.uk/cu/health/counselling



Disability:

- Dyslexia assessment and support
- Academic support
- Advice on Disabled Students' Allowance
- Alternative exam arrangements
- Support for physical and sensory disabilities

Contact: **024 7765 8029**
Email: disoff.ss@coventry.ac.uk
Web: www.coventry.ac.uk/cu/health/welfare



Medical Centre:

- Medical care for registered students
- Access to all services including inoculations, contraception and prescriptions

Contact: **024 7659 2012**
Email: engleton.house@nhs.net
Web: www.engletonhousesurgery.nhs.uk



Spirituality and Faith:

- Guidance on faith and cultural issues
- Quiet space for worship or meditation
- Pastoral and bereavement support

Contact: **024 7765 8315**
Email: faith.ss@coventry.ac.uk
Web: www.coventry.ac.uk/cu/health/spirituality



Sport and Recreation:

- Access to physiotherapy and sport therapy
- Advice on healthy lifestyles
- Exercise and stress management

Contact: **024 7679 5993**
Email: sportandrecreation.ss@coventry.ac.uk
Web: www.coventry.ac.uk/cu/sport



Welfare:

- Health and wellbeing promotion
- Support for bullying or harassment
- Critical incidents

Contact: **024 7765 8029**
Email: welfare.ss@coventry.ac.uk
Web: www.coventry.ac.uk/cu/health/welfare

Counselling & Mental Health Services

Location: The **Hub**, (2nd Floor) access via the Jordan Well entrance

Main contact number: **024 7765 8029**

www.coventry.ac.uk/cu/health/counselling

Email: counsel.ss@coventry.ac.uk

All information on services - Counselling & Mental Health Web page

Services & support provided

- Easy online registration by students for Counselling & Mental Health – via website or email counsel.ss@coventry.ac.uk
- 1.1 assessments and ongoing appointments with Counsellors & Mental Health advisers
- Support provided for a wide range of personal issues – a safe place for students to talk
- Short-term counselling sessions
- Promotion of positive approaches to mental health, individualised support – liaison and referral with NHS services
- Working with and referring to other internal/external services
- First point of contact for staff supporting students
- Advice on Mental Health Policy (contact Clinical Lead)

Frequently Asked Question to the Counselling & Mental Health Team

What happens after a you register?

You will be referred to the most appropriate immediate service and if your needs are complex you may receive a telephone call. After this you will either be:

- Referred to the most appropriate internal service
- If Counselling or Mental Health is required – offered an assessment
- After the assessment takes place you may be offered: ongoing Counselling & Mental Health sessions or a referral to an external agency offering more specialist support

What happens if it's an emergency?

The service provides a Priority session each weekday. The session is allocated on the day (via the contact details above), on a first come first served basis.

Can a tutor make appointments on behalf of their students?

If a student is with their tutor and they agree we can send an email to their University email address with the link to the Online Registration Form. If they need additional support with this, our reception staff will assist them. Experience shows that even students in a crisis have to make a commitment to attending by completing the form otherwise they do not come to the service.

Is the service offered confidential?

Yes. Confidentiality according to legal and ethical requirements are fully explained to all students.

If there are significant concerns that there is an immediate risk of harm to self or others then it may be broken. All contact with the service and records are not divulged to any other part of the University or Medical Services.

What happens when you are not well enough to study?

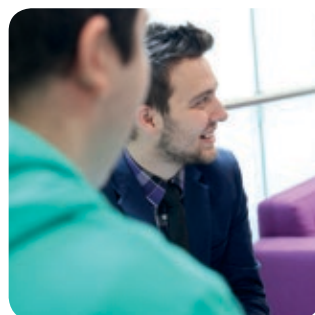
It is possible to use Appendix 13 (General Regulations) to temporarily suspend your studies if we have serious concerns about your mental well-being. Contact one of the mental health advisers for guidance on how this regulation can be used.

Can Counsellors/Mental Health advisers provide evidence for extenuating circumstances?

Yes but only if a student is receiving (or has received) at least 3 sessions and the issue presenting has caused significant disruption to your ability to study. Academic Registry do not accept evidence from the Counselling/Mental Health Service on the basis of a one off appointment and no other additional evidence (medical/police etc).

Will Counselling/Mental Health Services let a tutor know if one of their students is seeing us?

We are unable to confirm a student is coming to counselling without your written permission allowing us to speak to them.



Medical Centre

Location: The**Hub**, (2nd Floor) access via Jordan Well entrance

Main contact number: **024 7659 2012**

www.covunigp.co.uk

www.coventry.ac.uk/healthandwellbeing

Email: engleton.house@nhs.net

Support provided

- GP healthcare support for students who are registered at the Medical Centre
- Full confidential NHS GP practice, Monday to Friday in term time
- Students register in induction week or during academic year
- Support from main practice out of term time at Engleton House Surgery, 2 Villa Road, Radford, Coventry CV6 3HZ

Frequently Asked Questions

Where is the Medical Centre located?

The Medical Centre is located on the second floor of The**Hub**, access is via the Jordan Well entrance.

When is it open?

It is open during office hours week days during University term time with the exception of monthly Wednesday afternoons when the surgery is closed for training purposes. These dates are advertised on our website www.covunigp.co.uk and at Reception in the medical centre. Outside of these times you can contact or visit the main Surgery in Radford.

Are there female Doctors?

There are seven female Doctors who all do surgeries at the Medical Centre, as well as three male Doctors. Contact the Medical Centre Reception to find out when a female Doctor is available.

Can the Nurse help?

This is not an exhaustive list, but a nurse can help with such things as:- contraception advice, pill checks, travel vaccinations, minor injuries, dressings and smears.

We also employ Minor Illness nurses who are able to assess your problem and treat minor illnesses which may otherwise have been seen by a GP. They are able to issue prescriptions too.

Can you phone for advice?

If you want to speak to a Doctor or Nurse over the telephone, reception will put the you through to them if they are free. If they already have a patient with them, or are busy on the phone, the receptionist will take your contact details, and ask the Doctor or Nurse to call back as soon as they are free after surgery.

Is there any charge?

There is no charge, even for overseas students, except for travel vaccinations and non NHS work such as Medical Evidence forms or Sports Medicals.

What do I do when the Medical Centre is closed?

If you require a Doctor when the surgery is closed, telephone the surgery on **024 7659 2012** and you will be put through to the Out of Hours service. The out of hours service is available from 6.30pm – 8.00am.

You may also phone **111** for advice. **111** is the NHS non-emergency number. You will speak to a highly trained advisor, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. Calls are free from landlines and mobile phones.

You can attend the Coventry Walk in Centre based at 2 Stoney Stanton Road, Coventry, CV1 4FN which is open 8.00am – 10.00pm daily.

What if I am too poorly to go to the Medical Centre?

If you are too ill to come to the surgery, we will organise a home visit if appropriate.

Is everything confidential?

Yes, the Doctors, Nurses, Staff and everyone else working for the NHS have a legal duty to maintain the highest level of confidentiality about patient information. We are only able to share medical information with others, including your parents if we have your written consent.

Can CUC students register at TheHub?

Yes. All CUC students ID cards are activated to give access to TheHub via the Jordan well entrance. They just need to ensure that they have updated their cards at a Phoenix point before trying to gain access.

Spirituality and Faith Centre

Location: TheHub (3rd Floor) access via Jordan Well entrance

Main contact number: 024 7765 5296

www.coventry.ac.uk/cu/health/spiruality

Email: chaplaincy.ss@coventry.ac.uk

Support provided

- Quietest social space in the University
- Chapel offering space for reflection, meditation or worship for all faiths or none
- Muslim prayer and ablution facilities
- Halal kitchen facilities
- Provide religious services on campus
- Organise social events, discussion groups, and trips
- Information and resources about the diverse cultural life of Coventry
- Independent source of pastoral and confidential support



Frequently Asked Questions

What is a chaplain for - what does a chaplain do?

Chaplaincy is about providing a pastoral and/or spiritual support in the same confidential atmosphere understood within counselling: and for anyone. This is an important holistic provision for the health and wellbeing of all University members; where body, mind and soul are all taken seriously.

Do the Chaplains support those who are not religious?

A chaplain exists to provide entirely non-judgemental support to any student irrespective of individual belief. Although the Spirituality & Faith centre is situated within the institution, it operates with a much wider remit so a chaplain can usually be seen very promptly, often without having to make an appointment.

Chaplains deal with 'everyday life' and that means most of the encounters we have in pastoral care revolve around the issues of life such as relationships, grief, homesickness, but also happier times such as weddings and celebrations. We are here to support all people, regardless of the subject matter and find most of the issues we deal with are non-religious.

What else does the Spirituality & Faith Centre provide?

The social space of the centre provides opportunities for all University members to find a welcoming, peaceful atmosphere where they can rest as well as work. We ask anyone using the space to do so respectfully as we also have kitchen facilities that are shared between cultures. The Spirituality & Faith Centre values an individual's identity therefore we also deal with non-religious issues where cultural identity can be valued positively and peacefully. The space can be booked by registered societies or other groups, after consultation, and we also provide a rolling programme of events.



Sport and Recreation

Location: **Sport Centre**, Whitefriars Road, Westwood Heath

Main contact numbers: **024 7679 5993** (Sport Centre)

024 7679 5642 (Westwood Heath)

www.coventry.ac.uk/cu/health/sport

Email: sportandrecreation.ss@coventry.ac.uk

Support provided

- Access to physiotherapy and sports therapy
- Promotes Health and Wellbeing through recreation programmes (yoga, aerobics, circuit training)
- Nutritional Advice
- Exercise and stress management



Frequently Asked Questions

Is the Sport and Recreation Centre open at weekends?

Yes. Our opening times are: Monday to Friday 7.00am – 10.00pm and Weekends: 10.00am – 6.00pm.

How does the Sports Centre promote Health and Wellbeing?

By providing opportunities for students to access facilities and programmes for physical activity and sport. Through the organised activities and health awareness initiatives within the Sport and Recreation Centre and in and around Campus, each month we offer a new initiative and challenge to students at Coventry University. With health and fitness promotions offering opportunities for all to take part in or to be educated in making that all important healthy lifestyle change.

What does the Physiotherapist offer?

The Therapy Clinic offers treatments to students and at reduced rates for members of the sports centre. The clinic is open Monday to Friday for physiotherapy and sports therapy treatments. The service includes injury treatment, education, management and rehabilitation.

How can students access nutritional advice?

With a qualified team of fitness instructors we can discuss your nutritional requirements and offer some basic guidelines. For a more detailed review we can signpost members to a qualified sports nutritionist.

How can exercise improve a student's well-being?

Exercise benefits both the body and mind. Studies have shown that exercise can increase self-esteem, improve body image and raise mood states. This can be achieved through the release of naturally occurring chemicals in the body and also through the socialisation opportunities that taking part in group physical activity can bring.



Welfare and Disability

Location: The **Hub**, (2nd Floor) access via Jordan Well entrance

Main contact number: **024 7765 8029**

www.coventry.ac.uk/cu/health/welfare

Email: dis.off.ss@coventry.ac.uk

Welfare

- Friendly confidential service (for all home students) offering advice, support and guidance
- Easily accessible and bookable appointments Monday-Friday
- Often the first point of contact for all new referrals into Health and Wellbeing
- Is the named contact for all Care Leavers
- Liaise with internal and external services
- Liaise with faculties in order to offer the best possible support
- Issues relating to Finance or private accommodation please refer to SUAC
- All International and EU students should be referred directly to the International Student Support Office in the Student Centre

Disability Support

The Disability Team;

- Provides advice, guidance and support for students with physical or sensory impairments and specific learning difficulties (SpLDs)
- Authorises sheltered exam arrangements
- Offers specialist tuition for students with dyslexia and other SpLDs
- Arranges note takers and study support workers
- Gives funding advice (Disabled Students' Allowance, University Hardship Fund, charities etc.)
- Facilitates student-led disability support groups
- Offers 2 week equipment loan (e.g. laptops, Dictaphones, back rests)
- Provides disability awareness training for university staff

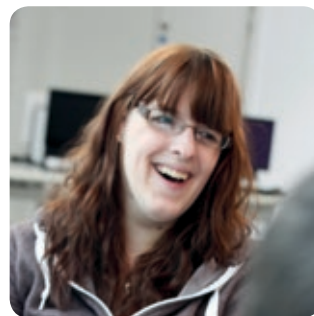
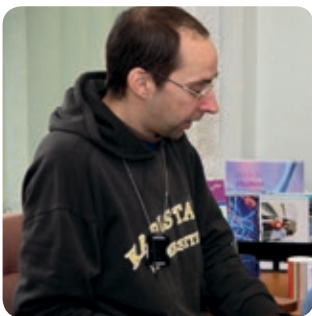
Frequently Asked Questions

Do all students receive additional funding for support?

No. It is important to check this with the Disabilities and Welfare office. International and part-time students are among some of those who do not receive funding. Therefore, support for these students may be limited.

Who is responsible for organising examination support?

Registry generally organise support for examinations which are centrally timetabled. However, students are entitled to the recommended adjustments for any time assessments, such as phase tests and time constrained assessments. If you require information on providing these adjustments please contact the Disabilities and Welfare office.



Central Support Services



Central Careers:

- 1:1 careers guidance interviews
- Close relationships with Faculty Employability and Placement Units
- Practical help with cvs, application forms and interviews
- Supporting graduates to find jobs

Contact: **024 7765 2011**

Email: careers.ss@coventry.ac.uk or add-vantage.ss@coventry.ac.uk

Web: www.coventry.ac.uk/careers



Hospitality Services:

- Catered meals in halls of residence
- Foodcourt in TheHub
- Campus convenience store and Costa Coffee
- Healthy eating choices

Contact: **024 7765 1366**

Email: cater.ss@coventry.ac.uk



Nursery:

- Places for children aged three months to pre-school
- Excellent Ofsted inspections
- Early years foundation stage framework

Contact: **024 7688 7305**

Email: nursery.ss@coventry.ac.uk

Web: www.coventry.ac.uk/nursery



FutureLets Ltd:

- Help students find accommodation
- Provide welfare support for students living in accommodation

Contact: **024 7765 0650**

Email: accomm.ss@coventry.ac.uk

Web: www.coventry.ac.uk/accommodation



Student Funding:

- Advice on what types of funding students can apply for
- Applying for scholarships
- Access to emergency funds

Contact: **024 7615 2040**

Email: fundingsupport@coventry.ac.uk

Web: www.coventry.ac.uk/studentfunding

Central Careers

Location: The**Hub**, (1st floor) access from University Square or by
Costcutter convenience store

Main contact number: **024 7765 2011**

www.coventry.ac.uk/careers

Email: **careers.ss@coventry.ac.uk**

add-vantage.ss@coventry.ac.uk

Support provided for students

- 1:1 career planning interviews
- Careers workshops in The**Hub** and also in the Faculties
- Close relationships with Faculty Employability and Placement Units
- Help students to secure a graduate job
- Thousands of vacancies through 'Prospects' database
- Employers on campus
- Advice for students who want to change their course
- Support with work placements
- Add+vantage Scheme which provides the opportunity to develop employability skills through accredited modules for most students
- Provide practical help in writing CVs, application forms and preparing for interview
- Access to high quality careers resources

Frequently Asked Questions

What does the Central Careers Service offer?

The management and co-ordination of the Add+vantage scheme is a major part of our work covering everything from the marketing, enrolment, student and staff support, to the delivery of modules such as the new JLR level 3 recruitment module.

We provide information, advice and guidance on all the options that are open to you at the end of your studies and help you with all the issues that will affect your employment prospects. Careers manages centrally thousands of graduate jobs and placements through the vacancy service Prospects.

What are the different roles in careers?

- Careers Advisers work with Faculty staff and students to deliver career planning sessions, employability and employment advice. They deliver Add+vantage modules and work with employers

- Employer Engagement Officers work with many hundreds of employers every year to bring opportunities into the University, develop new business (especially in the West Midlands), and support Coventry students and graduates to secure these opportunities
- The Add+vantage team manage and co-ordinate the 200+ accredited modules that are offered to students. They work with staff across the University to market the scheme and help students understand the choices; enrol students; commission new modules; deal with student issues; and support the quality of the whole programme

Where can I get access to this help?

This is provided centrally in The**Hub**, at the end of the Food Court. Advisers also meet students in employability modules and through other activities in the four Faculties. Employer presentations that are organised by careers also take place at different venues across the University. See the events calendar on the careers section of the student portal.

Do students need an appointment to be seen by an adviser?

No. You can either make a 30 minute appointment or be seen for a quick ‘drop-in’ on the day when you need to be seen quite quickly. Most students will be seen within two-three days of coming into the service. Students accessing support for the Add+vantage scheme will be seen as soon they come into careers.

What kind of Careers Information is available to students?

Information, including free literature and employer guides is available from The**Hub**, in the Student Union or Library information points. The Virtual Careers Library, which can be accessed through the student portal, also contains a wealth of important employability information and interactive resources

Can I still use the service after they have graduated?

Absolutely. Coventry University is committed to helping students indefinitely beyond graduation. This can include email advice if you have moved back to your home area. Most of this support is provided in the 6-9 months after you leave University and includes keeping in touch with all the job and placement opportunities that come into careers.



Square One Entertainment Venue

Location: **Square One Entertainment Venue, TheHub** (off University Square),
Priory Street, Coventry CV1 5FB

Main contact number: **024 7765 5231** (Event Co-ordinator)
024 7765 1521 (Event Administrator)

www.coventry.ac.uk/squareone

E-mail: squareone.ss@coventry.ac.uk

Service provided

Our versatile venue is located on campus in our popular student building – **TheHub**; superbly centralised in Coventry’s City Centre.

We are home to your 2D and 3D Cinema where we show blockbuster films, back to back cult movies and the new sing-a-long phenomenon.

Our Sky Sports Bar is the perfect location to catch live sporting events on our many plasma TV’s. We serve quality drinks and offer a tailored and personal bar service to all of our internal and external customers.

At Square One – The Venue, we create the perfect party atmosphere for special occasions, private parties and corporate events. We pride ourselves on tailoring bespoke packages and proposals to suit your needs and wishes. Imaginative catering is available offering a variety of cuisines.



Frequently Asked Questions

Square One Bar, Cinema & Entertainment Venue

Bar

Do you show Sky Sports?

Yes. Keep a close eye on our Facebook page where we regularly post fixtures and events calendars.

When is the bar open?

From Freshers' Week we are open Wednesdays, Thursdays and Fridays 17:30 until late.

Cinema

What kind of cinema are you?

We are classed as a part time independent cinema.

Is the Cinema open to the general public?

Yes. The cinema is open to staff, students and the general public.

What kind of films do you screen?

We predominantly show Blockbuster hits five to six weeks after the release date. We have a fantastic Cinekids Club open during school holidays. Ticket prices start from only £2.50 for children and adults. This is the perfect low budget family day out and occasionally the children have the chance to meet the movie characters!

Can I hire the cinema for private use?

Yes. The cinema can be hired exclusively to internal, external and corporate clients. Please contact the sales office for information on licensing and prices.

Can I bring food and drink to the Cinema?

Unfortunately not, however you can purchase beverages and snacks from Square One Bar.

Where can I find your Cinema programmes?

On our Facebook page www.facebook.com/squareone3Dcinema. We also advertise on the Student Portals and send internal e-mails through ITS.

Venue Hire

How do I book Square One Venue?

By contacting the Sales Office on the contact details above.

I would like to book Square One for a private function. Is this possible?

Yes, of course. We host many special events from birthday celebrations and wedding receptions to award ceremonies and formal dinners. We create bespoke packages upon your requirements and desires.

Do you just have one room for hire? Or do you offer any break-out rooms?

Yes, we can offer break out areas/syndicate spaces if you need that additional space for meetings or dressing rooms.

What room layouts do you offer?

- Informal Standing Style **650 guests**
- Banqueting Style
 - With Dance floor and stage **140 guests** (14 round tables)
 - Without Dance floor and stage **160 guests** (16 round tables)
- Cabaret style **160 guests** (16 round tables)
- Theatre style (with cinema tiered seating) **182 guests**
- Theatre style (without tiered seating) **280 guests**

Do you provide on-site parking?

Unfortunately, we do not have on-site parking, however, there are many city centre car parks surrounding the campus.

Do you provide technical assistance?

Yes we do and we include technical support within our packages that we tailor make for our customers.

How far in advance do I need to book Square One before my event due date?

Square One is in high demand so we advise you to make an initial enquiry as soon as possible as we take bookings for a year in advance. We require a minimum of 14 days' notice before your event due date.

Can members of the public use the facility?

Yes. All areas of Square One can be booked and used by the general public.



FutureLets Ltd

Location: **Singer Hall**

Main contact number: **024 7765 0650**

www.coventry.ac.uk/accommodation

Email: **accomm.ss@coventry.ac.uk**

Support for students

- Provide accommodation for undergraduate, post graduate and international students
- Managing University owned halls of residence (Singer, Priory and Quadrant Halls and houses)
- Managing or overseeing the commercial partnerships (e.g. Pillar Box and Lynden House)
- Providing welfare support to students in accommodation
- Managing FutureLets Ltd debt



Frequently Asked Questions

What happens to my accommodation while I am on a placement?

Some course provided by the faculty and schools of the university request that you live away from campus and Coventry. FutureLets Ltd is unable to reduce the length of your contract and therefore the student has to continue to pay the costs of accommodation.

Do I have to remove my belongings during vacations?

No, the room will be yours for the contract period, but must be vacated at the end of the contract.

Can I re-book a room for the next year?

Yes. FutureLets Ltd offers a selection of accommodation within halls and houses for returning students into our accommodation, all details will be available early each New Year.

If you want to move out of your room, what do I need to do?

You have signed a residential contract with the university for a fixed licence period:

- If a student withdraws from the university then the contract will end from the day of withdrawal. FutureLets Ltd must be informed if the student is leaving their course of study and a copy of their withdrawal form is required. They will be liable for the rent up to the day of withdrawal and the date that the keys to the room are handed in.
- If a student wants to move to other accommodation then they must find a replacement for their room (A person who is not already residing in the University owned and managed accommodation). FutureLets Ltd is not able to find replacements, we would advise that they seek their own replacement.



Student Funding

Location: **Student Centre**

Main contact number: **024 7615 2040**

www.coventry.ac.uk/studentfunding

Email: **fundingsupport@coventry.ac.uk**

Support provided

- Administer the University's Scholarship Schemes including legacy bursary and scholarships
- Provide information/advice on which funds students can apply to
- Allocate the Access to Learning Fund to eligible students
- Administers Welfare Loans, Short Term Loans and other funding (including alumni funds)



Frequently Asked Questions

Who gets a bursary (Legacy Scheme)?

Only undergraduate UK students who were on the 2006 – 2011 top-up fees are eligible. You cannot get a bursary if you are on an NHS or Social Work course that also pays a bursary. Dependent on household income which is checked annually. There are no bursaries for students studying from 2012 onwards.

When are bursaries approved and paid?

We only start approving bursaries once all students have enrolled each year. This involves checking the SLC data against that held on Universe and this takes a long time for all students. We aim to get this done by 31 December each year. Payments are not made until early March.

Is there a limit to the number of bursaries available?

No, as long as the student's household income is within the stated limits, and they started their course prior to 2012, a bursary will be awarded to them.

Who can apply for a scholarship?

From 2015 the University is running three scholarship schemes: Phoenix scholarship for students from low participation areas, Academic Excellence scholarship for students achieving 300 UCAS points, and a Sports scholarship for students performing at national or international level in their chosen sport. Scholarships will be available to new students (closing date 31st August each year, with the exception of the Sports Scholarship where the closing date is 31st July). Legacy schemes will continue as long as students meet the renewal criteria.

When are scholarships approved and paid?

Academic Excellence scholarships are examined and approved as they are received and a letter then sent. Phoenix Scholarships for new students in 2015 will receive an award of £1,000 cash which will likely be paid in line with the Academic Excellence scholarship in two instalments.

Is there a limit to the number of scholarships available?

In 2015 Phoenix Scholarships will be available to all the students who are eligible and apply; there is no limit on the numbers that can be awarded. Academic Excellence scholarships have unlimited availability subject to academic achievements. Sports Scholarships are limited to accommodate the budget available.

What other funding can students access through you?

We can offer students Emergency Welfare Loans (£100 max normally for emergency food or travel only) if we are satisfied that their circumstances justify it. Each case is considered on its merits. This loan is repayable within 4 weeks. This money comes from University funds. We can offer Short Term Loans of up to £200 if a student's Maintenance Loan is delayed. This is repayable within four weeks although there is some flexibility if the Maintenance Loan is still delayed.

Does the University provide a Hardship Fund?

A large amount of assistance is available from the University's Hardship Fund. All UK undergraduate and postgraduate students can apply on any course except the Foundation Art and Design course and the access courses run in the College. It is important to realise that no student has an automatic right to funding from this source. The fund is limited to an annual amount and the Student Funding Office has to use its best endeavours to manage this budget over the academic year. Once the budget has been allocated, no more can be provided. We do try and reserve some money to help students who need extra support over the summer period.

The Fund has a set of priority groups of students and is subject to a complicated strict means test. This is why it is difficult to say whether a student will get an award until the full assessment is completed. Often students will not get an award until the full assessment is completed. Often students are disappointed because we do not take all their individual spending habits or debts regarding food, clothes shopping, entertainment, mobile phone bills, etc. into account. This is because there would be too many variations and would lead to inconsistency. Instead, we have clear guidelines on the allowances for standard expenditure that must be applied to all students. This ensures fairness of treatment. However, the rates of allowance are very low. The aim is to alleviate financial concerns and help a student continue with their studies by giving the minimum necessary to do this. This is called a Standard Award.

Where a student has severe financial difficulties and the Standard Award is low, we work with SUAC to try and help through budgeting advice, debt reconciliation, repayment reduction and targeted help to remove the most pressing debts that may affect the student. These are Non-Standard Awards. The Fund is targeted at priority groups and part-time students and away from the young, single student who now gets more statutory help.

University Support



Centre for Academic Writing (CAW):

- 1:1 advice on all types of academic writing
- Book on the day and evening appointments

Contact: **024 7688 7902**

Email: writing.caw@coventry.ac.uk

Web: www.coventry.ac.uk/caw



IT Services:

- For Student Support requests please email: advice.its@coventry.ac.uk, visit the IT Service Desk on the ground floor of the Library or call **024 7688 7777**.
- For Staff Support requests please email: itsupport@coventry.ac.uk or visit the IT Service Desk in the Library or logon to www.coventry.ac.uk/logmycall to raise a support call or call **024 7688 7777**.
- For information on the status of IT systems at the university or help and advice you can visit - students.coventry.ac.uk/IT/Pages/Home.aspx or www.coventry.ac.uk/its.

You can also find the IT Service Desk on Facebook: **CUITServiceDesk** and Twitter: **@CUITServiceDesk**.



International Office:

- Immigration advice
- Personal support for EU and international students
- Advice on finance
- Advice on academic issues

Contact: **024 7615 2153**

Email: internationalstudents@coventry.ac.uk

Web: www.coventry.ac.uk/international



Protection Service:

- Advice on personal safety
- Help with an emergency or crime

Contact: **024 7688 7363**

Email: protection@coventry.ac.uk

Web: www.coventry.ac.uk/protection



sigma Maths Support:

- Student needs help with mathematics or statistics
- Access to dyslexia support
- Access to electronic and paper based student resources

Contact: **024 7688 8965** or **024 7688 7591**

Email: mathscentre.ec@coventry.ac.uk

Web: <https://students.coventry.ac.uk/MathsSupportCentre/Pages/Home.aspx>



Students' Union Advice Centre (SUAC):

- Financial advice
- Budget management
- Advocacy support

Contact: **024 7765 5224**

Email: suac@coventry.ac.uk

Web: www.cusu.org/suac

The Centre for Academic Writing (CAW)

Location: **The Frederick Lanchester Annexe**

Main contact number: **024 7765 7902**

www.coventry.ac.uk/caw

Email: **writing.caw@coventry.ac.uk**

Support provided

- 50 minute 1:1 writing tutorials offering advice on writing essays, reports, dissertations, theses and other assignments
- 20 minute book-on-the day 1:1 writing tutorials for help with a specific issue
- Evening and Saturday morning appointments
- Workshops for undergraduate and postgraduate students on topics such as the CU Harvard Reference Style, how to write literature reviews etc
- Guidance on topics ranging from how to organise an academic argument to how to improve grammar and sentence structure
- Add+vantage modules at levels 1, 2 and 3 to help students with academic writing
- 3rd year Dissertation Writing Groups
- PG Active Writing Sessions
- MA in Academic Writing Theory and Practice
- Master module in Writing for Scholarly Publications
- The Coventry Online Writing Lab (COWL) offering on-line support by email tutorial and real-time writing tutorials



Frequently Asked Questions

What academic writing support can undergraduate and postgraduate students get from CAW?

CAW offers one-to-one 50-minute writing tutorials (face-to-face, email or via Skype) that are bookable in advance, 20-minute writing tutorials that are bookable on the day and 50 minute workshops on topics including 'The Writing Process' and 'The CU Harvard Reference Style'. CAW also offers three levels of Add+vantage modules on Academic Writing, an MA module in Writing for Scholarly Publications and a range of self-access writing guidebooks and resources.

How does a 50 minute one-to-one writing tutorial differ from a 20 minute book-on-the-day tutorial?

A one-to-one writing tutorial lasts for 50 minutes, with the CAW Academic Writing Tutor having time to look at the assignment with the student and to discuss it in-depth. A 20 minute book-on-the-day tutorial will last no more than 20 minutes, and is designed for a specific question the students may have – for example, how to reference a particular book or website or how to restructure a particular paragraph or short section of a paper.

What do I need to bring with me to a writing tutorial at CAW?

You should bring paper copies of your assignment brief, marking criteria or any other criteria you are working towards, and a copy of your assignment draft or plan.

How can I access CAW support?

You can access CAW support by visiting our online booking system at <http://cawbookings.coventry.ac.uk>, calling at CAW's reception area in the Frederick Lanchester Annexe in person, by telephoning **024 7765 7902**, or by emailing writing.caw@coventry.ac.uk. You will need your student ID (SID) number, your Coventry University email address, and your Coventry University username in order to book an appointment or workshop.

Where is CAW located?

CAW is located in the Frederick Lanchester Annexe, just outside the Lanchester Library's main doors.

What are CAW's opening times?

CAW is open 9.00am – 8.00pm Monday-Thursday, 9.00am – 4.00pm on Fridays and 9.00am – 1.00pm on Saturdays.

Catering Services

Catering Office Number: **024 7765 1378**

Hospitality Office: **024 7765 1366**

HUB Kitchen: **024 7765 1377**

Costa is located in The**Hub**, next to Costcutter

Starbucks is located in the **E&C Building**

Opening Times

Costa from 7.30am – 7.00pm

Costa is located on the ground floor of The**Hub**, next to Costcutter. Along with their usual selection of branded coffees, seasonal offers and promotions are available, including Panini's, Toasties, Smoothies and a delicious selection of cakes and muffins. Gluten free options are available.

Ask in store about our Loyalty Card, build your points up to use against future purchases. Also, coming soon are Costa Gift Cards. All packaging is recycled, and any food waste we have (if any) is also placed into food recycling bins.

Costcutter from 8.00am – 9.00pm

Your local store is located on the ground floor, by the entrance to The**Hub**. Here, you can find all your grocery needs as well as pans, cutlery, storage containers that you may need for your accommodation.

There is a wide range of Asian groceries from crisps and snacks to dim sum and chilli chicken feet. A vast selection of stationary is on offer and as well as Under Armour fitness clothing and protein bars and shakes.

We run an extensive range of deals that change on a monthly basis, so keep visiting us to see what is on offer. Use our Costa Express machine to accompany our range of hot and cold products, as well as our healthy range of snacks from around the world. Gluten free and Fairtrade products can be found in store as well.

Ask us about our Local Saver Card where you can get money off future purchases. We take sustainability seriously and encourage you to re-use your carrier bags where possible.

Starbucks (Engineering and Computing building) from 8.00am – 7.00pm

Here at Starbucks in the E&C building we have a fantastic range of branded coffees and teas, and on a seasonal basis our products we offer change in line with the time of year. Our range of sandwiches, Panini's and cakes are delicious, ask about our skinny muffins to compliment your skinny Latte and sugar free syrups.

Bring your own mug and we will discount your drink for you. Ask in store about our vouchers and loyalty card.

Ask our team about taking our coffee grounds, great for the garden and warding off unruly slugs.

Chapters (Lanchester Building) from 8.30am – 8.00pm

Based next to the Library in the Lanchester building, pop in for breakfast or try something off our tasty lunch menu, which includes a selection of hot dishes and jacket potatoes. We also have an extensive meal deal range so if you are in a rush, come and grab something for on the go.

Sandwich Shop (Richard Crossman Building) from 8.30am – 2.30pm

Offering a wide range of coffees and Twinning's teas, there is also a great variety of sandwiches and wraps, that you can match up with our cold drink selection of juices, smoothies and fizzy drinks. Jacket potatoes with a selection of cold fillings are available and freshly baked filled croissants and baguettes are available on a daily basis.

TheHub: Breakfast from 8.00am – 10.00am

Lunch from 11.45am – 2.00pm

Dinner from 4.30pm – 8.00pm

WorldMarche: Hot dishes from around the world are served here on a daily basis at lunchtime at a very reasonable price, have a full meal or Jacket potato or choose a bowl of chips if you are not feeling too hungry.

Wrapchic: Offering a twist on authentic Indian Cuisine, Burritos and Wraps made to order, just how you want it. Choose from Chicken, Fish, Soya or Paneer and make it as spicy or mild as you like. Our meat is all Halal and we serve authentic Lassi drinks to compliment your meal. Ask about our loyalty card.

Trattoria: For food on the go, visit our Pizzeria. Whole pizza or by the slice to take away or equally to eat in the comfort of TheHub. Ask about our extra toppings and maybe spicy wedges on the side.

Boutique Espresso: A bespoke range of coffees, baguettes and cakes, alongside a quality range of Smoothies and Presse drinks for something a little different. Ask about our loyalty card.

Grab & Go: Do exactly that, our meal deal offers change each term, as well as offers on individual drinks, chocolates and sandwiches.

In **TheHub** we take recycling seriously, help us by using the correct bins for your food, so that we can recycle 100% of any food waste created. Ask at the counter for our coffee grounds, great for budding gardeners.

The Diner (CUC) from 8.30am – 5.00pm

From hot pastries to main meals at lunch times, the Diner has tailored its offer to suit all. Fresh bean coffee and a variety of chocolates and fresh doughnuts are available, salad bowls and fresh fruit.

Grad Café (Jaguar Building) from 8.00am – 8.00pm

Here we are 'Proud to Serve Costa Coffee', giving you a full range of their coffees, teas and cold drinks, as well as a well stocked range of wraps and salads. Fairtrade products are available, and a good selection of healthy drinks.

Please note that the opening times do vary. These opening hours primarily run from mid-September through to Easter. Earlier closing times may apply during quieter times of the academic year.



International Office

Location: **Student Centre**

Main contact number: **024 7615 2155**

www.coventry.ac.uk/international

Email: **welfare.io@coventry.ac.uk**

Support provided

- Welfare issues e.g. personal/family concerns/accommodation
- Immigration issues (extending visas, visitors and family visiting students in the UK, visiting Europe, general queries)
- Finance e.g. Tuition fees/accommodation debt
- Trips/social events
- Academic difficulties e.g. Admission queries, liaising with faculties
- Working in the UK (applying for a national insurance number, working part time during studies and working in the UK after their studies)
- General queries e.g. Life and studying in the UK, British Culture and much more



Frequently Asked Questions

How should I apply for a visa extension?

Students requiring information about visas need to go to the International Office at the Student Centre. Information can also be obtained from www.gov.uk/tier-4-general-visa

If there is a problem with my visa what should I do?

You should only be advised by the International Student Support Team who are qualified to give this advice. You should go and speak to the International Student Support at the International Office or contact us at welfare.io@coventry.ac.uk

A student needs a Schengen visa what is the procedure to apply?

The International Office cannot assist students with applications for these visas, however they can provide signposting about how to apply. Students should go to the main International Office reception where they can obtain information about this.

How long will a passport take to come back from the Home Office?

The Home Office usually quote around 8 weeks for the processing of their applications. Peak times for visa extensions are around January and October and at these times students may have to wait for longer periods of time.

What is ATAS?

This is the 'Academic Technology Approval Scheme', it has been introduced by the Home Office to combat terrorism/the development of WMD essentially. The scheme validates any student hoping to study a course listed by them that could be 'used in the proliferation of weapons of mass destruction (WMD)'.

We provide full information about this scheme on our website at:

<http://wwwm.coventry.ac.uk/international>

If students require any further assistance they should go to the International Office.

Can I work on a student visa?

The number of hours permitted per week during term time are printed on the your visa. If you on a full-time degree course you can work no more than 20 hours per week. If you exceed this you are breaching the conditions of your leave and committing a criminal offence. This will jeopardise your chance of your visa being extended or being granted another visa in the future.

Can international students take a gap year?

International students can temporarily withdraw and take a year out of your study, however if you are in the UK on a student visa this means that you will have to leave the UK for your year out and their Tier 4 visa will be cancelled. You cannot stay in the UK on a 'Tier 4 visa' unless you are studying full-time. You will need to apply for a new visa in order to rejoin your course.

Do students have to register with the police?

Students will know if they have to register with the police as it states clearly on their Tier 4 student visa. You will need to register within 7 days of arriving in the UK.

The police registration is located:

Digbeth Police Station
113 Digbeth
Digbeth
Birmingham
B5 6DT

Telephone number: **0121 626 5307**

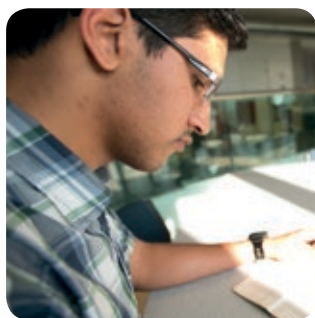
Opening Hours: 09:00 – 15:00 hours

Open from Monday to Thursday, but closed on Friday

The cost to register is **£34**. You must also report changes in circumstances such as change of address or institution. There is no charge for this. If you are not sure whether a particular change needs to be reported, refer to International Student Support.

Can students invite a spouse for the remaining of their course?

If a student is on a course for at least 12 months at Post-graduate level or are fully sponsored by their Government for a course lasting longer than six months, then students can apply to bring certain family members to the UK as 'dependants'. In all cases please refer the student to the International Student support team at the International Office.



IT Services

Location: **Lanchester Library** for the IT Service Desk
Sir William Lyons (the main IT Services building)

www.coventry.ac.uk/its

Email: advice.its@coventry.ac.uk (students)
itsupport@coventry.ac.uk (staff)

Support provided

- General IT advice/guidance
- Fault reporting
- University laptop and mobile phone configuration (staff and loaned equipment)
- Information on **Live@Edu** email system (**outlook.com**)
- Advice on connecting to the University wireless service
- Advice on using the FollowMe printing system
- Information about Open Access rooms
- Off campus access information and instruction (Remote Desktop system, University webpages etc.)

Opening hours are:

In Term:

Mon to Thurs 08:45 – 19:00

Fri 10:00 – 17:00

Sat 11:00 – 18:00

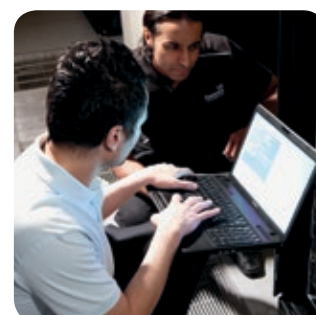
Sun 13:00 – 17:00

Out of Term:

Mon to Thurs 08:45 – 17:00

Fri 10:00 – 17:00

Sat to Sun Closed.



Frequently Asked Questions

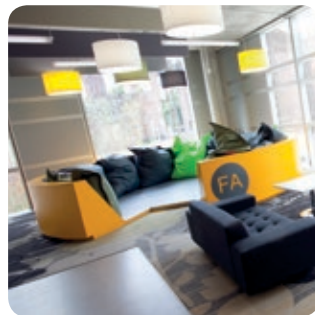
How do I contact the IT Service if I require assistance?

By phoning the Service Desk on **024 7688 7777** for assistance and general enquiries (internal ext **7777**), emailing **advice.its@coventry.ac.uk** or visiting the IT Service Desk in the library.

How can you get support during out of office hours?

You can use the FELIX touch screens located by the within the Library and in The**Hub**:

- Register with IT Services
- Reset your password
- Log a support call with IT Services
- Leave feedback on the Service Desk staff
- View and Email PDF guides to yourself on a range of topics including:
 - Email (**Live@Edu (outlook.com)**)
 - Printing (FollowMe)
 - Using Moodle, CU student portal, E-Library
 - Antivirus
 - Wireless
 - PC Issues
 - Resetting your password



Lanchester Library

Contact: **024 7765 7575**

www.coventry.ac.uk/library

Library Catalogue: **<http://locate.coventry.ac.uk>**

Email: **ask-a-librarian.lib@coventry.ac.uk**

Support provided

- Seating capacity of 1,200 and over 500 computer workstations including both PC and MAC
- Access to over 330,000 print books, 130,000 e-books and over 40,000 e-journals as well as print journals and a large range of other multimedia resources
- Professional support for finding information from subject Librarians
- Information skills teaching (how to search for and critically evaluate information resources effectively and efficiently)
- Resources Shop selling a wide range of general stationary as well as professional art and design materials
- Bookable group study rooms
- Bookable Disability Support room including PC with Assistive software for quiet work
- The Disruptive Media Lab (DMLL), located on the refurbished third floor of the Library, offers an exciting new space for collaborative study, teaching, and research for both staff and students
- Advice and support for Research, including Open Access
- Advice on Copyright
- Document Supply service for items not in stock in the Lanchester Library
- Digitisation service for key chapters
- Media production service to provide streamed DVD and audio



Frequently Asked Questions

How do I find a specific book on the shelves?

To find a book on your topic you need to search Locate <http://locate.coventry.ac.uk>. Each printed book has a shelf mark. Locate will tell you the shelf mark and the floor number of the book. Each floor has shelves of books arranged in numerical shelf mark order to enable you to find the right location.

How do I borrow a book?

Take the item that you want to borrow to one of the self-service machines located on the Ground Floor, Floor 1, and Floor 2 of the Library. Press the 'Borrow Items' button on the screen. Place your Phoenix Card in the card reader just below the touchscreen and your Library record will appear. Place all of the items you want to borrow into the large opening and they will be issued to your account. You can tell if a book is issued as a Green tick will appear beside its name on the touchscreen. You will be asked if you want a receipt and if so this will list the books you have borrowed and their due dates for return.

Where do I return books?

Return your items using the returns machine on the ground floor of the Library. Place one item at a time onto the belts in the letterbox opening below the screen when the light turns green. A receipt showing what you have returned will be printed when you have finished.

How do I know when to return a book?

The best way to see what you have on loan and when it needs to be returned is to check your library account. To do this go to Locate and click on the Login link in the top right of the page and enter your University username and password. You will then be able to look at 'Your Account' and see everything you currently have on loan and its due date.

How do I access e-books and e-journals?

E-books and e-journals can all be found on Locate. Type in the author/title of the book, or journal title that you need. Click on View Online to access electronic version where you see 'online access' in green.

Can I access electronic books and journals when I'm at home?

Yes. All of our electronic resources are available to you even when you are not on campus. Simply follow the link in Locate in the usual way and you will be asked to enter your University username and password in order to gain access.

Who can help me find books or journal articles in my subject area?

A professional Liaison Librarian is allocated to every department and they will be able to advise you on how to best search for resources you need for your course. You can find out who your subject Librarian is by checking our Library website or by e-mailing us with your query at ask-a-librarian.lib@coventry.ac.uk.

How do I reserve a study room?

A link and instructions on how to use the library room booking software can be found <http://libraryrooms.coventry.ac.uk/> on the homepage of Moodle, Library homepage of the student portal and Locate.

Do you have a Fiction section for leisure reading?

We have a small collection of classic and modern fiction books in support of English courses and we are adding to this. However another way to borrow the latest bestseller is to join the Coventry Public Library service which has branches around the City. Membership is free and they have a broad collection. The public library normally have a stand in the Lanchester library at the start of term to sign people up for membership or you can pop in the Central Library in the city centre any time.

Who can help me with CU Harvard Referencing?

Help to put your references in to the CU Harvard style can be found in our short guide which is available electronically through Locate. You can also ask your Subject Librarian for help. For more information take a look at the detailed guide produced by the Centre for Academic Writing.

<http://students.coventry.ac.uk/CentreforAcademicWriting/>

Who can help me with my maths?

sigma Mathematics and Statistics Support is based on the Ground Floor of the Library and offer a drop in service.

<http://sigma.coventry.ac.uk/>



Who can help me with my writing?

The Centre for Academic Writing is based just outside the Library main doors in the Library arcade. They offer an appointment service.

<http://students.coventry.ac.uk/CentreforAcademicWriting>

I need some help with Turnitin

Turnitin is managed by the eLearning Unit who are based on the Ground Floor of the Library next to ITS. There are guides and video simulations to help you with Turnitin submissions at: <http://cuba.coventry.ac.uk/cuonlinehelp/turnitin/>

Is there an IT Helpdesk in the Library?

The IT Services helpdesk is based on the Ground Floor of the Frederick Lanchester Building, to the left of the entrance gates as you pass Reception.

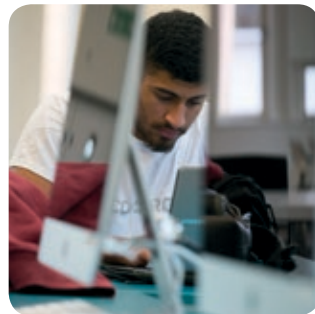
How do I purchase more printing credits?

Credits can be purchased online by visiting www.coventry.ac.uk/printingcredits on campus only, or selecting the FollowMe icon on the desktop. The Library Service Desk will also accept cash payments during staffed periods.

Where can I find more information about the Library?

Key information such as opening hours, borrowing rights, staff contacts and more can be found on the Library pages of the student portal.

<http://students.coventry.ac.uk/Library>



Protection Services

Location: **Alma Building**

Main contact number: **024 7688 7363**

www.coventry.ac.uk/estates/protectionservice

Email: protectionservice@coventry.ac.uk

Support provided

- Critical incidents
- Safety and security on campus
- Advice on personal safety

Frequently Asked Questions

How do I contact the Protection Service if I require assistance?

Phone the Alma Control room 24 hrs a day, 7 days a week on **024 7688 7363** for assistance and general enquiries (internal ext **7363**).

In the case of emergency phone the protection service emergency line on **024 7688 8555** (internal ext **5555**).

How does I contact the Protection Service out of hours if I do not have access to a telephone?

There is an emergency telephone located in a silver coloured metal box outside the main doors to the Alan Berry reception in Priory Street. Once the student picks up the handset it will automatically transfer them to Alma Control.

Protection Officers are also based at both Singer Hall and Priory Hall from 7.00pm – 7.00am, seven days a week. Should an issue arise that requires investigation, please report to the appropriate Reception in the first instance.



sigma Mathematics Support Centre

Location: **Lanchester Library, (Ground Floor)**

Main contact number: **024 7688 7591**

Email: **sigmasupport@coventry.ac.uk**

Support provided

- Free support for ALL Coventry students seeking to improve their knowledge and understanding of mathematics or statistics
- Face-to-face tuition from experienced, approachable tutors
- No appointment necessary, just drop in
- The Support Centre open 7 days a week (40 hours) in term time
- Computer-based learning materials and diagnostic tests
- Paper-based worksheets on full range of mathematics topics
- Access to core module textbooks
- Advice and training for employers' numeracy tests
- Dedicated dyslexia/dyscalculia support
- Appointment-based statistics support for final year undergraduates, postgraduates and staff
- Statistics workshops for postgraduates and staff
- Online support available anytime via our HowCloud service at **sigmahowcloud.com**

Frequently Asked Questions

What support can undergraduate and postgraduate students get from the sigma Mathematics Support Centre?

The **sigma** Mathematics Support Centre offers help to all Coventry University students, irrespective of course or faculty, who want to improve their mathematical understanding. One-to-one tutoring is available in the Drop-In Centre on the ground floor of the University Library for over 40 hours a week in term time.



Is advice also available for Statistics, Software Packages, and Numeracy?

Yes, statistics support is provided by **sigma**'s Statistic Advisory Service. Statistics tutors are regularly available for drop-ins in the Support Centre.

Moreover, final-year undergraduates and postgraduate students whose work involves collecting and analysing significant amounts of data can sign up for one-to-one appointments, as well as workshops on statistical techniques and software such as SPSS and R. The appointments can be booked online here: sigma.coventry.ac.uk

How can I access support from the sigma Mathematics Support Centre (MSC)?

Mathematics support is freely available to all Coventry University students. You don't need to book an appointment, just come along to the drop-in Support Centre in the Library and there will be staff on hand to help work through examples and offer advice and encouragement. Staff will not help directly with coursework that contributes to degree assessment, but may suggest some background work or direct the student to worksheets or other resources.

Do I need to bring anything with me when I visit the MSC?

It helps **sigma**'s tutors to identify your difficulties and solve your problems, if you bring along the relevant course materials, such as lecture notes, problem sheets and core textbooks. This provides the tutors with the background and context of your questions. You should also bring enthusiasm and a desire to learn. It may be beneficial to bring along a laptop for support with statistics, particularly during busy periods.

When should you seek mathematics or statistics support?

You are advised to seek help at the earliest opportunity so that you can stay abreast of your course. A small difficulty can grow into a big one if not dealt with promptly. In terms of statistics support, it is very important you should make an initial appointment for advice before you start collecting data.

When is sigma's Mathematics Support Centre's open?

During term time, the Mathematics Support Centre is typically open weekdays 11.00am to 5.00pm and at weekends from 1.00pm to 5.00pm. To view the full current timetable, please visit our website at sigma.coventry.ac.uk or email sigmasupport@coventry.ac.uk

Students' Union Advice Centre (SUAC)

Location: TheHub, (1st floor)

Main contact number: 024 7765 5200

www.cusu.org/suac

Email: suadvice@coventry.ac.uk

Support provided

- Free, confidential, independent advice to students and prospective students
- A professional advice and information centre which is affiliated to the Citizens' Advice Bureau and other national advice services
- Representation and support at University and off campus hearings and tribunals including Examination Investigation Panels, Professional Suitability Hearings and Disciplines
- A referral service to other services when appropriate
- Training for staff on a variety of issues
- SUAC offers drop in sessions each day Monday to Friday between 11.00am and 1.00pm and also appointments between 2.00pm and 4.00pm



Frequently Asked Questions

Is the advice confidential?

SUAC offers independent, confidential advice to all students at Coventry University. This means that unless you give the advisers permission to contact somebody on your behalf your dealings with SUAC remain confidential between you and SUAC.

Who are the SUAC advisers?

There are three full time trained advisers in the Advice Centre. They each specialise in areas of student centred advice and are also experienced generalist advisers. They are members of a number of national and regional organisations and subscribe to a regularly updated advice information systems such as NACAB, which is the system used by the Citizens' Advice Bureaux.

How can I get advice from a SUAC adviser?

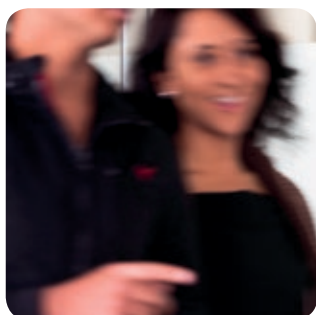
You can make an appointment by telephone on **024 7765 5200**, you can also email for advice on **suadvice@coventry.ac.uk** or telephone to speak to an adviser however telephone advice is limited. SUAC can also offer advice via a booked Skype appointment. There is also a drop in session every day between 11.00am and 1.00pm. Students need to book in at reception before taking a seat in the SUAC waiting area.

What are SUAC's opening times?

SUAC is open 11.00am – 1.00pm and 2.00pm – 4.00pm Monday to Thursday.

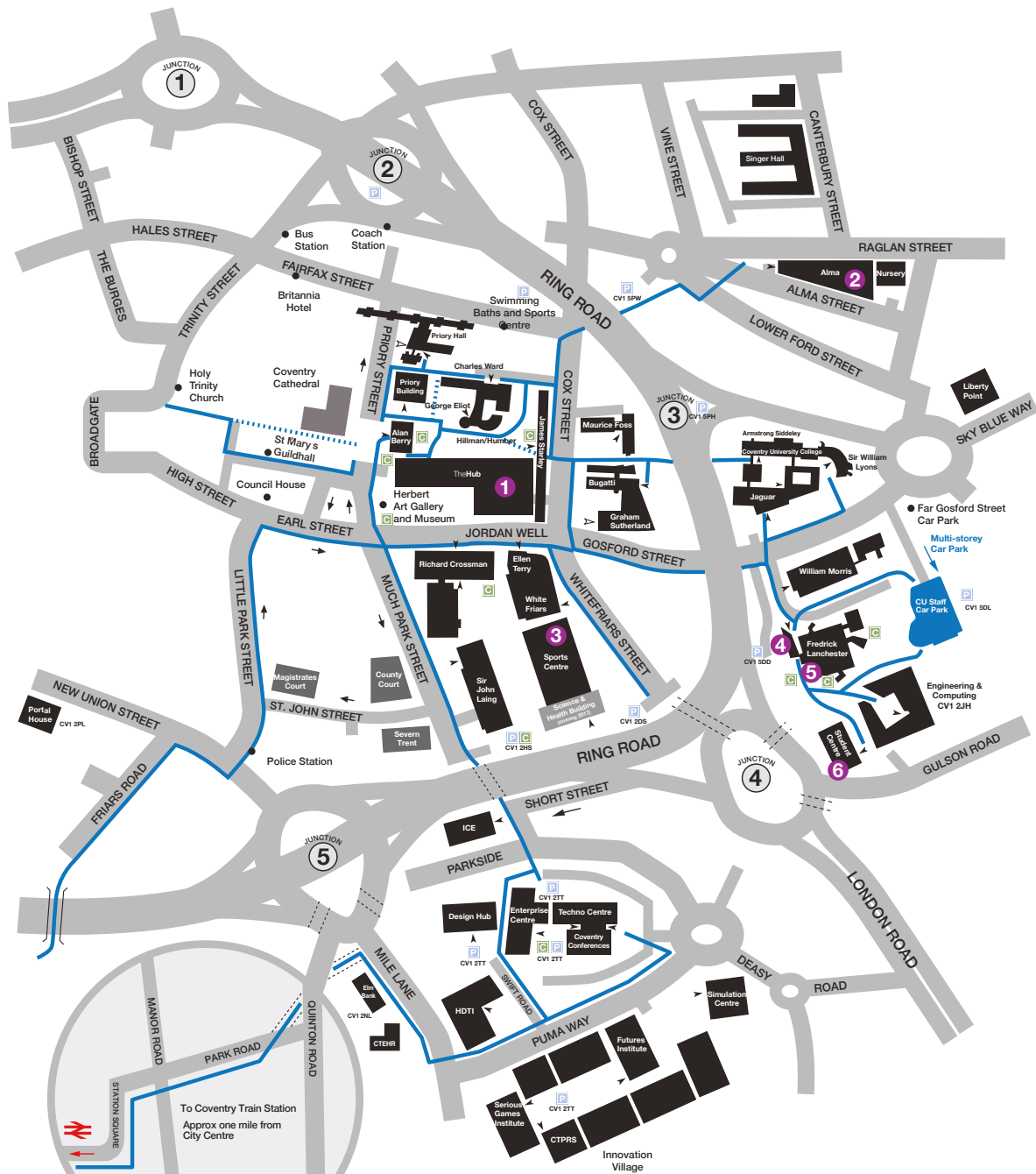
Where is SUAC?

SUAC is on the first floor of The**Hub**, Jordan Well, CV1 5QT





Campus Map



Personal Support Services

- Counselling and Mental Health Services **1**
- Medical Centre **1**
- Spirituality and Faith Centre **1**
- Sport and Recreation **3**
- Welfare and Disability **1**

Central Support Services

- Central Careers **1**
- Square One Entertainment Venue **1**
- FutureLets Ltd **6**
- Student Funding **6**

University Support

- Centre for Academic Writing (CAW) **4**
- International Office **6**
- IT Services **5**
- Lanchester Library **5**
- Protection Services **2**
- **sigma** Mathematics Support Centre **5**
- Students' Union Advice Centre (SUAC) **1**



Student Services
Coventry University
Priory Street
Coventry
CV1 5FB

Telephone: **024 7615 2035**
Email: **studentcentre@coventry.ac.uk**
Website: **www.coventry.ac.uk/studentsservices**

Coventry University has taken reasonable care to ensure the information is correct at the time of print. The information may be subject to change without prior notice. Coventry University disclaims all liability in this respect. Please visit us at www.coventry.ac.uk for more information and updates. *July 2015*

