



How do I?

The essential frequently asked questions guide
for students at the Scarborough Campus



How do I?

Student Guide - Edition 2

This guide has been created for students of the Scarborough Campus and aims to respond to questions which may arise when the University has ceased to work from the Scarborough Campus. We hope you find it helpful.

To access this guide electronically over the next 12 months see our website:

<http://pocketcampus.scar.hull.ac.uk>

1 Registry

1a General Registry

How do I get a transcript of my results?

Official documents are available from the University of Hull Online Store. <http://shop.hull.ac.uk/product-catalogue/student-services/transcripts>

There are no charges for documents for our students that graduated in the last six months or for our current registered students. Please read the store instructions carefully before making any purchases.

Proof of Study, Status Certificates, replacement and authenticated copies of Degree Certificates are also available from the Online Store.

How do I get confirmation of student Status (proof of study or address confirmation for council tax)?

The Proof of Study certificate is for past students and confirms the dates of study and the qualification received. It contains less detailed information than a full transcript but provides an easy way to show the dates you were enrolled as a student.

The Certificate of Status is for current students only and is used to show the course you are currently studying along with your expected end date.

You can collect a Certificate of status from AskHU, 2nd floor, University House.

Alternatively you can order one from the online store and have a copy sent or emailed to you. <http://shop.hull.ac.uk/product-catalogue/student-services/proof-of-study>.

How do I get a Council Tax certificate?

If you live in the Hull City Council or Scarborough Borough Council areas, then we will automatically notify the Council. If you live outside that area then you can get a council tax exemption certificate from the **AskHU desk** or you can email: askhu@hull.ac.uk to get a copy sent to you.

Please ensure your term time address is correct on my admin. For more information about council tax exemption see our website. http://www2.hull.ac.uk/student/registry_services/current_students/official_documents_and_letters/council_tax_exemption.aspx

How do I request an academic reference?

HUBS - Email **Kevin Ord**: k.ord@hull.ac.uk

SCHCS - Email the **helpdesk**: fhs-studenthub@hull.ac.uk

CEMS - Email your academic support tutor

DIGITAL MEDIA - Email your academic support tutor or **Darren Mundy**: d.mundy@hull.ac.uk or **Rob Consoli**: r.consoli@hull.ac.uk

EDUCATION

Early Childhood Studies students should cite **Chris Trala** as their referee:

Christine Trala,

Programme Director and Tutor BA Hons Early Childhood Studies

School of Education and Social Sciences

Faculty of Arts, Cultures and Education

University of Hull C.Trala@hull.ac.uk

Primary Teaching students should cite **Dr Julia Lawrence** as their referee on behalf of FACE:

Dr Julia Lawrence

Head of Teacher Education Subject Group

School of Education and Social Sciences

Faculty of Arts, Cultures and Education

University of Hull

Until 13th July 2017 reference requests should be emailed to:

SSErefs-scar@hull.ac.uk

Following 13th July 2017 reference requests should be emailed to:

face-references@hull.ac.uk

How do I get a visa history (International students)?

Any questions relating to the Tier4 visa held whilst studying at the University of Hull should be directed to VCT@hull.ac.uk any other questions should be directed to immigration@hull.ac.uk in the first instance. Face to face appointments are also available at the Hull Campus through the **AskHU desk**, 2nd floor, Student Central. Tel **01482 462222**

How do I get copies of qualifications used for admissions?

We can advise a student on the qualifications we accepted as part of the admissions process, there are sometimes scanned copies of these attached to the student record. If this record is visible then the AskHU team will be able to help with this request. Tel **01482 462222**/
askhu@hull.ac.uk/**online chat** email: askhu@hull.ac.uk

How do I get confirmation of study years completed - for student finance (SLC)?

SLC returns are completed automatically by the University. If a student needs proof of their study at the University a status certificate or proof of study should be used. Official documents are available from the University of Hull Online Store.

<http://shop.hull.ac.uk/product-catalogue/student-services/transcripts>

How do I get detailed information on the modules taken?

HUBS students email: fblp-hub@hull.ac.uk

SCHCS students email: fhs-studenthub@hull.ac.uk

Education students email: face-hub@hull.ac.uk

Digital Media students email: face-hub@hull.ac.uk

CEMS students email: science-hub@hull.ac.uk

How do I request a replacement degree certificate?

A certified true copy certificate for Undergraduate Degrees, Postgraduate Degrees, Certificates and Diplomas when the original has been lost, destroyed or stolen.

****IMPORTANT**** Only one further copy can be purchased if the original is lost, destroyed or stolen. Available from the online store:

<http://shop.hull.ac.uk/product-catalogue/student-services/replacement-certificates>

How do I get confirmation that my degree is a recognised degree?

<http://ecctis.co.uk/NARIC/Default.aspx>

If the student requires a certified copy of their certificate this is available through the online store.

<http://shop.hull.ac.uk/product-catalogue/student-services/authenticated-copies-of-certificate>

1b Resits

What is the process for submitting resit assignments?

Students should submit their resit assignments using Canvas in the usual way.

How do I request an extension for a resit assignment?

Students may request, in advance, an extension to a coursework deadline in cases where the student has experienced acute circumstances affecting the submission of specific work. Extension forms are available to students from the Registry Services web pages

http://www2.hull.ac.uk/student/registry_services/current_students/if_things_go_wrong/mitigating_circumstances.aspx

Extension requests should be submitted to the student's Module Tutor or Programme Director.

Education students should submit to the Programme Team:
face-hub@hull.ac.uk.

How do I claim mitigating circumstances for a resit assignment?

Students should use the Mitigating Circumstances form to inform the University of circumstances which they feel may have affected their performance in assessments or led to them being absent from an examination. The form is available to students from the Registry Services webpages

http://www2.hull.ac.uk/student/registry_services/current_students/if_things_go_wrong/mitigating_circumstances.aspx and should be

submitted to the student's Module Tutor or Programme Director.

Education students should submit to the Programme Team:
face-hub@hull.ac.uk.

Who do I speak to if I have a resit query?

HUBS, CEMS and Digital Media students should contact their Module Tutor or Programme Director.

Education students should submit to the Programme Team:
face-hub@hull.ac.uk.

SCHCS students should contact:

Alison Purdy a.purdy@hull.ac.uk or

Brian McMahon b.mcmahon@hull.ac.uk or

Debbie Anderson d.b.anderson@hull.ac.uk.

How do I access books during the resit period?

The Library will work with your teaching staff to ensure that the resources you need are available during the resit period. You will still have access to the full range of the University's books, eBooks, databases and journals.

What will my resit period look like in terms of study space and access to support?

Study space on Campus will be available to students and access to support will be via the tutor marking the resit assignment. Students will be advised who this is in their resit letter.

How can I contact my tutors after 31 July?

The tutor assigned to mark the student's resit assignment will be contactable via email. The student will be notified of who this is in their resit letter.

How do I get my resit results?

<https://myadmin.hull.ac.uk>

1c Graduation

How do I access information about Graduation January 2018?

Please check the Graduation notice board at http://www2.hull.ac.uk/student/registry_services/current_students/graduation/grad_noticeboard_-_april_-_may.aspx. All the most current information can be found here.

1d Teaching Placements

How do I get detailed information of past teaching practice placements (especially for emigration to Australia/Canada)?

Email: face-placements@hull.ac.uk

How do I get my teacher reference number?

Contact the National College of Teaching and Leadership: <https://www.gov.uk/government/organisations/national-college-for-teaching-and-leadership>
For all other placement related enquiries – email: face-placements@hull.ac.uk

2 Wellbeing and Disability Support

How do I get a copy of my Assessment of Need Report?

Email: studentsupport@hull.ac.uk or tel **01482 462020**

How can I find out if I'm entitled to any additional funding during the resit period?

Email: studentsupport@hull.ac.uk or tel **01482 462020**

3 Careers

How can I access Careers support?

Careers support will remain available for as long as you need it in the future from staff on the Hull Campus. This will be available by Skype, email, phone or in person as required.

Tel **01482 465096**

Email: **careers@hull.ac.uk**

To make a half-hour appointment to speak to an Adviser,

Tel **01482 462222** or e-mail: **AskHU@hull.ac.uk**

4 Study Skills Support

What if I need skills support during the resit period?

You should be given clear guidance in correspondence you receive about who to contact, but be assured that support will be available from the Skills Team during the resit period. Remember to access the Skills page for access to extensive guides and online support systems.

Who on the Hull campus can I contact for Skills Support?

There is a dedicated Skills Team at Hull you can contact.
Website link <http://www.hull.ac.uk/skills>, Phone **01482 466199**,
Facebook [facebook.com/SkillsTeam](https://www.facebook.com/SkillsTeam),
Twitter [@hullUni_Library](https://twitter.com/hullUni_Library),
Pinterest www.pinterest.com/hullunilibrary/skillsteam,
YouTube – **SkillsTeamHullUni**

5 ICT

What will happen to my University email account?

Your email account will remain live through to June 2018, as this email address was used to register you for Microsoft Academy access. However your mailbox will be transferred to the Hull Campus; you will be notified of this and asked if you require your messages to transfer with your account.

What will happen to my data stored on the Network?

It is your own responsibility to save a copy of any data you may want to keep that is currently stored on the campus network.

How do I access my email/Portal/Canvas/MyAdmin when Pocket Campus ceases?

<https://owa.scar.hull.ac.uk> - after 31 July <https://mail.hull.ac.uk>
<https://portal.hull.ac.uk/uPortal/>
<https://canvas.hull.ac.uk>
<https://myadmin.hull.ac.uk/main/>

6 Scarborough Student Experience Enhancement 2016/17 and Graduation Package 2017

Will I still have access to Microsoft Academy?

You will have access to Microsoft Academy until June 2018.

What's going to happen to the devices from the SSEE packages?

You will be contacted at the point where you have had the device for 2 years asking if you would like to pay a settlement fee to enable you to keep the device. You will also be given information about how to return the device if you prefer.

How do I claim my expenses?

Complete a University of Hull Student Expenses form and post with receipts to:

Allison Biggs,

Faculty of Arts, Culture and Education - Assistant Faculty Finance.

Wilberforce 138B, University of Hull, HU6 7RX, UK

Tel **01482 465173**.

What's included in the SSEE January 2018 Graduation Package and how do I claim it?

Students eligible for the SSEE Graduation Package for January 2018 will receive complimentary academic dress hire and a Graduation Starter photography package. Details will be provided by the University's Graduation Office and will include claim details.

7 Library

Can I still be an Associate Member of the Library?

All graduates of the University of Hull are entitled to free Associate membership of the Library for reference purposes. If you want to borrow from the Library, an annual fee of £50 is payable. Please note that off campus access to the University's electronic resources is not available to Associate members for legal reasons. However, many of these resources are available whilst you are on campus. Information is available at http://www2.hull.ac.uk/lli/library-services/information-for/visitors/associate_membership.aspx

Applications can be made online using the form at <http://www2.hull.ac.uk/lli/library-services/information-for/associate-members-visitors/application-form.aspx>

8 Accommodation

How do I obtain an accommodation reference?

Only available to students who have lived in University owned or managed accommodation - Email: rooms@hull.ac.uk

How do I obtain proof of address for previous years in University accommodation?

Email: rooms@hull.ac.uk

9 Alumni

All questions

<http://www2.hull.ac.uk/student/registryservices/formerstudentsandalumni.aspx>

10 Don't forget to.....

Update your personal information on MyAdmin via Portal

<https://myadmin.hull.ac.uk>

11 Useful contacts

*For Registry questions
(sections 1a-1d)*

<http://www2.hull.ac.uk/student/studentadministrativeservice.aspx>

*For Wellbeing questions
(section 2)*

studentsupport@hull.ac.uk or tel **01482 462020**

*For Careers questions
(section 3)*

careers@hull.ac.uk or tel **01482 465096**

*For Study Skills questions
(section 4)*

<http://www.hull.ac.uk/skills> or tel **01482 466199**

*For Accommodation questions
(section 8)*

rooms@hull.ac.uk

*For Alumni questions
(section 9)*

<http://www2.hull.ac.uk/student/registryservices/formerstudentsandalumni.aspx>

AskHU

Tel **01482 462222**/askhu@hull.ac.uk/online chat
email: askhu@hull.ac.uk

Hull Campus Main Reception

Tel **01482 346311**

Hull University Union (HUU)

Gina Rayment, Advice Centre Coordinator
Tel **01482 466266** email: g.rayment@hull.ac.uk
Jackie Berry, Chief Executive
Tel **01482 466255** email: Jackie.berry@hull.ac.uk

