

What help is available from the Learning Enhancement Team?

We provide expert guidance on a wide range of study skills together with advice concerning academic writing, use of English, mathematics and statistics. We have a range of study guides which you can collect from the Dean of Students' Office or download from our [website](#). You will also find lots of interactive resources designed to help you develop many of the skills needed for your academic study on our Blackboard site. To access these resources go to the Academic tab of the UEA Portal and look for the module DOS-LET: Learning Enhancement Team.

Who are the Learning Enhancement Tutors?

You can find out more about our friendly, professional and experienced tutors by visiting our [website](#).

How do I arrange a tutorial appointment?

If you have not had a tutorial appointment before, you need to come to a drop-in first so that we can talk to you about how we might be able to help. After you have attended a drop-in, a tutor may recommend that you book a tutorial. You can do this by visiting the Dean of Students' Office Reception or calling them on 01603 592761.

When and where are drop-ins?

Our drop-in sessions are held on Monday to Thursday from 16:00-17:00 in the Dean of Students' Office (times may vary during the summer vacation). No appointment is necessary and a tutor will see you for 10 minutes.

What can I discuss in a drop-in?

Drop-ins are for quick questions or, more commonly, to talk about how we might be able to help you.

Drop-ins are really busy. What can I do?

There is often very high demand for our service from students across the University. At these times the tutor may not be able to see everyone who attends a drop-in. If you have tried attending drop-ins but have been unable to see a tutor please let us know, by sending an email to dos.help@uea.ac.uk. In your email please also tell us your School of Study, degree course and how you think we can help you.

How long do I have to wait for a tutorial appointment?

We will try to see you as soon as we can. However, when demand for our service is very high you may have to wait over a week for an appointment. Leaving work until the last minute may mean we are unable to help. If you would like to speak to a Learning Enhancement Tutor about your work, therefore, it is important to plan ahead and book early.

Can I cancel my appointment?

Yes. If you would like to cancel or re-arrange your appointment please let us know *before the day of the appointment* by visiting the Dean of Students' Office Reception or calling them on 01603 592761.

How many tutorials can I have?

Only one tutorial can be booked at a time. We cannot usually offer more than one tutorial per week.

How long is a tutorial?

Tutorial appointments last for up to 50 minutes and are usually individual appointments.

Do I need to bring anything to my tutorial?

Yes. The more material you can give us, the more useful our advice can be. Bring with you copies of any of the following that are relevant: any work in progress which you would like to discuss; marked work with feedback; module handbooks; assignment instructions; essay questions; lecture notes; problem sheets; past exam papers.

Can I send my work to the tutor in advance of my tutorial?

No. Owing to the very high demand for our services from students across the University we cannot look at your work before your tutorial appointment. Instead, you should bring to your appointment a copy of the work you wish to discuss.

Will you look at my entire assignment?

No. Our role is to help you become an independent learner. As such, we will usually look at a section of your work and then encourage you to apply our suggestions and advice to the rest of the assignment.

Will you proofread my work?

No. Our role is to help you become an independent learner. We can indicate areas of English for you to work on, but we won't 'correct' your work for you. If you would like to employ someone to correct your English grammar, spelling, punctuation (etc) you can collect a list of proofreaders from the Dean of Students' Office Reception.

Can you help me to improve my English language skills?

Yes. We have tutors with specialist expertise in supporting students with English as a Second Language. You can also register for classes on the University's English Language Support Programme (ELSP), which aims to help international students develop the English language skills necessary for successful academic study. To find out more, visit www.uea.ac.uk/services/students/let/elsp.

Are you open during the vacations?

We are open during term time and holiday periods when the University is open.

I'm working away from UEA. Can you still help?

If you are unable to attend face-to-face tutorials for work, placement or family reasons, please email us at dos.help@uea.ac.uk to discuss ways that we might be able to help you.

Can I come to a tutorial with my friends?

Usually our tutorials are individual appointments. However, if you and a group of friends would like help with a particular aspect of your course or a particular assignment, we may be able to offer a small group tutorial. If you would like to do this please speak to a Learning Enhancement Tutor or email your request to dos.help@uea.ac.uk.

