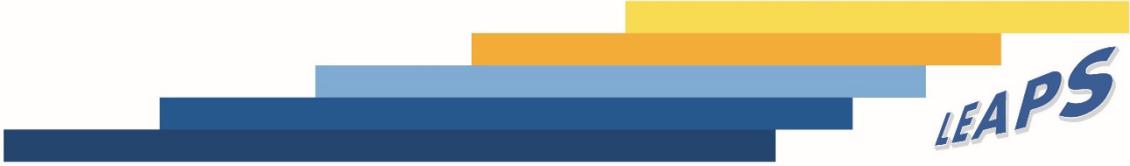


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Student Support on Summer School 2018

Introduction to LEAPS Summer School Support Team

Welcome to LEAPS Summer School. We hope you have a fantastic experience during our 2018 Summer School. If you come with an open mind, a positive attitude and enthusiasm we are sure you will make a success of the next 7 weeks and we are here to help you do that. Our student support team consists of five friendly LEAPS staff and we are the group you come to for information, advice, guidance and a friendly ear. You may also meet the wider LEAPS team from time to time and usually for specific purposes such as giving out travel passes or helping out with Graduation. We are all extremely friendly and helpful!

In this short document, we want to let you know a little about why we are here, how you can access us and the sort of thing we can help you with. You will also find out some more information about our service on our website and on LEARN but in the meantime read on

What student support will be in place for me during the Summer School?

So, we are a team of five: Alison, Gemma, Sarah, Joanne and Claire. We have all worked on a number of previous Summer Schools and have dealt with a whole range of different issues with students in the past so we are all very experienced. The important thing to remember is that we are here to support you throughout the seven weeks and you can access this support in a number of ways:

Summer School Hub

- We have a Summer School Hub Room especially designed for you to use! This is located in **Appleton Tower 205** and will be staffed from **9am – 5pm, Tuesday to Thursday** throughout the Summer School by one of us. You can drop in at any time and chat to whoever of the team is staffing it at the time. If you need to speak to any of us on Monday or Friday please contact us on the LEAPS main phone on 0131-650-4676 and we can arrange to meet you if you would like. Our office is based at Old Moray House which is near central campus so we won't be far away.

Email Contact

- Students can email a member of the student support team with questions or concerns at any time. Our dedicated email address is: leapssupport@ed.ac.uk. This email address will be checked regularly between 9 – 5 pm. **For any out of hours support please contact emergency services if necessary.**

Make an appointment

- Students can ask for an appointment at a specific time with a member of staff if they wish. We will do our very best to accommodate this.

What sort of things can the student support team help me with?

The student support team are happy to help you with any number of things that might come up during summer school. Issues could range from travel enquiries to concerns about future University plans. If we can't answer your query directly then we will signpost you to someone who will be able

to help so please do come to us to share any worries you may have. Issues that we have helped with in the past have included:

- Helping refer students to other useful organisations such as University student support services.
- Offering students encouragement and motivation to keep going with Summer School.
- Helping students find solutions to problems to do with issues such as time management or organisational skills.
- Helping pay for lunches if students are struggling financially.

The student support team will work together as a team: we want to give you the best support we can so that might mean we have to share information amongst the team but that's only to ensure we can provide the right sort of help and information you require. The student support team will also keep confidential records of all student interactions. These will be digital/ written records and they will primarily be there to share with the student support team. At the end of Summer School these records will be merged with the students' general LEAPS record and filed for up to 7 years as per the data policy agreements. Student support records will not be shared beyond LEAPS and the wider team which includes course co-ordinators. However, it is important to note that LEAPS reserves the right to contact the person named as your emergency contact on the main Summer School application form or any outside organisations deemed necessary if:

- The LEAPS team have good reason to believe that you or others may be at risk of serious harm.
- The LEAPS team believe that you have committed or intend to commit a serious crime, or are required to provide information to the police as part of an investigation.
- A member of the LEAPS team would be liable to civil or criminal court procedures if information was not disclosed.

Summer School Report

Just to reassure you, any issues which may affect your academic performance - e.g. health, family issues, caring responsibilities - will be taken into account when assessing your performance for the duration of the Summer School and the final report so it is best to let us know as soon as possible if you think you may be affected by any of the above.

The scheduled summer school interview

We do hope that everything goes really well for you in all aspects of summer school and if that is the case we will be delighted. Still, we would like to meet you and talk through your experiences – we would also like to take on board any of your feedback for us to improve the summer school. A few of you might want to discuss some parts of summer school which aren't going so well and which we could help you with. As already stated, we have a Hub and an open door policy so we do hope you wouldn't hold on to problems but in any case we will arrange a time to meet with every student on summer school for an informal chat during the first couple of weeks. This meeting will last 20 to 30 minutes.

We will ask you during the Summer School Induction day to choose a time for your interview from a range of times available. We will talk over this with you on Induction day but the more flexible you are with times, the easier it will be for us to accommodate you. We will then email you to confirm. Try not to miss this interview with us: it is important that we do meet up at least once! We are also

very happy to meet with you more than once – that is what we are here for of course - but this is completely voluntary.

Other staff members that you will come into contact with:

Academic staff - You will be taught by members of three academic course teams so whilst at summer school you will come into contact with a variety of university teaching staff. You will also work alongside **Student Tutors** – current undergraduate students who will work with you during the Academic Skills course. They will lead tutorials and workshops, help facilitate group discussion, offer ideas and talk from their own perspective of being a successful university student. You may feel that you wish to seek help or support from some of these members of staff. However it should be noted that academic staff and student tutors are there to only discuss and support issues with the learning, teaching and assessment aspects of Summer School. If you have any other issues or concerns, these members of staff will refer you back to the student support team.

Additional Support Requirements

By the time you start summer school we will (hopefully) already know what additional support you might need. You will probably have told us this on your original form or at the registration evening. **If you haven't done this and you need additional support while at summer school please let us know as soon as possible so that we can arrange this.** This might include: extra time in exams; use of a foreign language dictionary in exams; use of a scribe or reader in exams; printed lecture notes at start of lecture; strategies for dealing with anxiety during exams, etc. It's not too late to contact us! Just call either Sarah or Claire on 0131 650 4676 or by emailing us on - leapssupport@ed.ac.uk

Those students who have informed LEAPS of their additional support requirement will have received an '**Additional Support Agreement**' by email which will confirm the support that will be provided by LEAPS during Summer School. If you haven't already done so, please check this and get back to us ASAP.

Any information on a student's additional support requirements is then passed before the start of Summer School to the Course Co-ordinators for the three courses that the student will be studying whilst at Summer School. The Course Co-ordinator will then share this information with any other teaching staff on their course. If you find during the course of Summer School that the support put in place by LEAPS is not working for you we would urge you to get in touch with Sarah or Claire or pop in to the Hub and have a chat with the student support adviser there so we can find a better system to help you.

Additional support for residential students

For those of you living in university residential flats over summer school you will be aware already that during the 7 week programme, support is provided by Emily – our Residential Assistant - and the student support team. Residential students can contact Emily when she is on call – her schedule will be displayed on the door to her flat. Students will also be able to use the Accommodation Security team based at Pollock Halls 24 hours a day should a problem arise out with office hours. The students will be given further information and support in the form of a handbook and clearly displayed information in the flats on what to do in an emergency.

Accommodation Security will have access to emergency contact details for the students should they feel it is necessary during an incident. This information is held under the LEAPS Summer School Data Policy.