

# Welcome to the School of Science & Technology.

There is a lot of support available, both within the School and across the wider University, to see you through your time at City St George's.



## Support within the School

### Personal Tutor

An academic member of staff, allocated to you to help support you through your studies and signpost you to the services and support available.

### Course Officer

A member of the Professional Services team who can assist with any programme-related queries, including questions about timetables, assessments and results.

### Programme Director

The academic staff member who has oversight of your entire programme.

### Module Leaders

Academic staff who have oversight of specific modules, so can help with module-related queries.

### Student Reps

Fellow students who liaise between staff and students, providing a way for you to voice your concerns and offer feedback at our regular Student Staff Liaison Committees (SSLCs).

### Student Welfare Officer

A staff member within the School who can provide pastoral support, information and guidance on practical and personal issues: contact our Student Welfare Officer if you are experiencing difficulties which are impacting your studies, welfare, or general wellbeing (or even if you are just unsure what support might be most suitable). Contact them via [support.city.ac.uk](mailto:support.city.ac.uk).

### Student Engagement Officers

To help students get the best out of their studies, they may reach out when there are signs of disengagement or non-attendance. [SST-Engagement@citystgeorges.ac.uk](mailto:SST-Engagement@citystgeorges.ac.uk).

### Programmes Office

We are based in Room A302 (Level 3, College Building), open Monday to Friday, 09:00–16:30, during term time (except on Wednesday afternoons, when we close at 13:00). This is where your Course Officer, Student Welfare Officer, Student Experience Officer, and Student Engagement Officer are all located.



#### Undergraduate students

[UG.CS@citystgeorges.ac.uk](mailto:UG.CS@citystgeorges.ac.uk)  
[UG.Maths@citystgeorges.ac.uk](mailto:UG.Maths@citystgeorges.ac.uk)  
[UG.Engineering@citystgeorges.ac.uk](mailto:UG.Engineering@citystgeorges.ac.uk)

#### Postgraduate students

[SST-PGOffice@citystgeorges.ac.uk](mailto:SST-PGOffice@citystgeorges.ac.uk)  
[PGAviation@citystgeorges.ac.uk](mailto:PGAviation@citystgeorges.ac.uk)  
[PGR.SST.Enquire@citystgeorges.ac.uk](mailto:PGR.SST.Enquire@citystgeorges.ac.uk)



Telephone enquires  
02070406273

School of Science  
& Technology

[citystgeorges.ac.uk](http://citystgeorges.ac.uk)

# Support across City St George's

Support@City is our online system, accessed via [support.city.ac.uk](https://support.city.ac.uk), allowing you to submit and track your queries through a dedicated portal and connect with the following support networks.

## Accommodation

They can help you with your accommodation queries, whether halls of residence or private landlords.

## UniCares

Our dedicated support network for care-experienced students, young adult carers, estranged students, refugees and asylum seekers.

## Student Funding

Advising on student loans, grants, scholarships and hardship funds.

## Student Health and Wellbeing

Provides practical, emotional and specialist disability- and neurodiversity-related support. Download their app and further specialist resources to find out more about the support on offer.

## Student Advice team

They act as your first port of call to receive friendly, professional and efficient advice and guidance on anything related to your life as a student.

## Visa Advice and Compliance

Offering confidential immigration and visa advice sessions.

## Student Support Hub

Our primary location at Northampton Square to access central support is based on Level 1, Drysdale Building. Student Support Hub Advisers are available (Monday to Friday, 09:00–18:30) and students can arrange to meet with our support services.

You can also find details of the below teams and a list of confidential specialist organisations, helplines and services through our dedicated Student Support Services page at [studenthub.citystgeorges.ac.uk/student-support-services](https://studenthub.citystgeorges.ac.uk/student-support-services).

## IT Services

If you are having issues with Wi-Fi, laptops, or your email account, contact IT for expert guidance by phone on 020 7040 8181, online at [cityuni.service-now.com](https://cityuni.service-now.com) or face-to-face in the Student Support Hub (Level 1, Drysdale Building).

## Academic Skills

The team runs workshops and webinars (as well as one-to-one tutorial support) to help you become a more effective learner. Topics covered include time management, academic reading skills, referencing, critical thinking, teamwork and much more.

## Cost of Living support

To help reduce the impact of the current cost of living crisis, you can find everything you need on our dedicated hub at [citystgeorges.ac.uk/cost-of-living-support](https://citystgeorges.ac.uk/cost-of-living-support).

## Report and Support

This online tool allows students and staff to confidentially report unacceptable behaviour, either experienced by themselves or by someone else. It is simple to use, and ensures that users receive the support they need as quickly as possible. Access the platform via [reportandsupport.city.ac.uk](https://reportandsupport.city.ac.uk).

## City St George's Students' Union

Run for students, by students, the SU provides support, representation, facilities, services, entertainment and activities for all City St George's students. You can find more information about the Union at [csgsu.co.uk](https://csgsu.co.uk).

## GetHeard

Our digital platform for Student Voice which allows you to ask questions to your Programme Reps, discuss your experiences with other students, and give feedback.

This is just a starting point for all the available resources to support you through your studies. For more information, use the QR code to familiarise yourself with the Student Hub at [studenthub.citystgeorges.ac.uk](https://studenthub.citystgeorges.ac.uk)