



Vice-Chancellor Professor Tim Middleton

Welcome to our small,
friendly community.

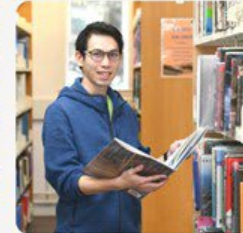
Enjoy our green
spaces, small class
sizes and supportive
atmosphere.





**Our beautiful
countryside
estate.**

**An excellent place
to live, study and
socialise.**





**Top university
provider in the
East of England
For student
satisfaction with
teaching.**





**Celebrating 130
years of success.
Our alumni
stretch back over
more than a
century.**





**I look forward to
celebrating your
achievements.
You will all make
the world a
better place.**





Caroline Flanagan Director of Higher Education

I hope you will come to
see our campus as a
home and our
community as a family.





**Our team will help
you to succeed
personally and
academically.**





**Our excellent
Facilities offer a
supportive,
professional
learning
environment.**





**I hope you will
enjoy your time
with us and make
the most of every
opportunity.**





Writtle
University
College

Good morning!





Writtle
University
College

Officers



Yamini (She/Her)
Vice President &
Welfare



Niamh (She/Her)
Community & Outreach



Elliot (He/Him)
President



Abi (She/Her)
Support officer



Ali (She/Her)
Administrator



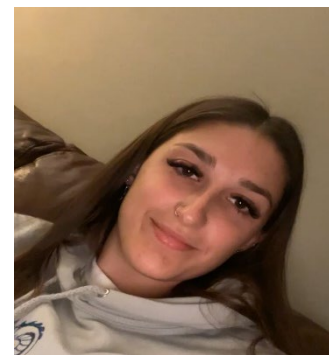
Renee (She/Her)
Vice President & Race
Equality (TBC)



Corran (He/Him)
Community & Outreach



William (He/Him)
Community & Outreach



Summa (She/Her)
Marketing & Engagement



Alice (She/Her)
Further Education



Writtle
University
College

We're not just social

- We represent you at all meetings and on all boards.
- We stand for what students really want out of our university.
- We run various campaigns throughout the year.
- We attend the NUS National Conference and other such conferences.
- We are the voice of Writtle University College students



Writtle
University
College

Student Cost of Living Fund

Support for students facing short term financial hardship

- Transport
- Food & Hygiene products
- Health
- Course equipment

Non Means-tested

Student Pantry

Student can now pick up free items to support them, such as dry cupboard foods, stationery and hygiene products.



Writtle
University
College

Summer Ball





Thank you, we hope you have a great rest of your day!



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Student Tutorial Session Quality and Registry

Student Handbook, Extenuating
Circumstances (EC's), Late Work & Academic
Offences

Meet the Team

- Lorraine Horne – Head of Quality and Registry
- Carl Hills – Quality Manager
(Student Admin and Assessment)
- Jon Morrison – Quality Manager
(Policy and Governance)
- Jack Stoddart – Quality Officer
- Leigh Arnold – Exams and Timetabling Manager
- Martine Howlett – School Quality Advisor
- Mariann Boha-Gabor – School Quality Coordinator
- Dominique Horwood – School Quality Coordinator
- Cara Hitt – Timetabling and Exams Support Officer
- Danielle Wojtylo – Timetabling and Exams Support Officer

How We Can Help You

- Change of personal details (address/phone number etc)
- Council Tax exemption letters
- Extenuating Circumstances and Late Work
- Transcript Queries/Requests
- Remarking Requests
- Appeals and Complaints
- Timetable Queries
- Exam Issues
- Academic Offences
- General Advice and Support

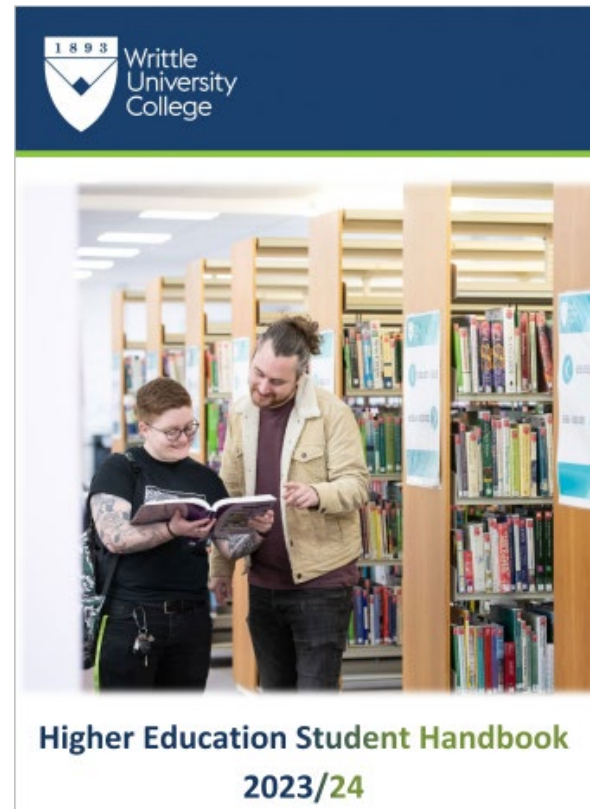
Where to Find Us

- L69 - Main Building
- Quality.registry@Writtle.ac.uk
- TimeTable@writtle.ac.uk
- exams@writtle.ac.uk
- Moodle – HE Quality and Registry



Student Handbook

- <https://writtle.ac.uk/HE-Regulations-&-Policies>
- Student Code of Conduct
- Discipline
- It is your responsibility



Attendance Reminders

What is the expectation?

- The Attendance Policy (among others) highlights the expectation that all students attend and engage with taught sessions.
- Students attendance should remain above 75%.

What happens if your attendance drops below 75%?

- The first time your attendance drops below 75%, you will be emailed by the Quality and Registry team to remind you of the expectation.
- If it remains under 75%, the course team will make contact with you to arrange a Fitness to Study level 1 meeting to discuss your attendance.

Things to remember:

- If you are absent, report your absence by email to HE.Absence@Writtle.ac.uk



Academic Offences

What is an academic offence?

- Plagiarism
- Self-Plagiarism
- Cheating in an Exam
- Collusion
- Contract Cheating
- Unauthorised use of Artificial Intelligence
- Fabrication of Falsification of Data Information
- Impersonation
- Attempting to Influence a Member of Staff



What do I need to know?

- It is **your** responsibility to know the rules. Read the guidance on Moodle and ask us if you have any questions.

Extenuating Circumstances (EC's)



What are Extenuating Circumstances?

- Extenuating circumstances are a medical or personal issue which a student cannot overcome or manage without an impact on their ability to attend teaching and undertake assessments because they occur suddenly, unexpectedly and are severe in nature.

How to apply?

- An application for EC's can be submitted either before or up to 10 working days after a submission deadline.
- If the application is **accepted**, a fresh uncapped attempt will be granted to the student at the next available opportunity.
- If the application is **rejected**, the coursework/exam will be recorded as a non-submission and a mark of 0 will be recorded.
- An EC application can be withdrawn, without prejudice, **prior** to being considered by the EC Committee

Things to consider when applying:

- EC's are not an insurance policy. If you submit a piece of work and your claim is then accepted, the work will be set aside, meaning you will have to re-do an assignment/exam.
- Claims made for Long-term conditions or claims submitted without supporting evidence are unlikely to be accepted.

Late Work Claim

What is a late work claim?

- A late work application applies to course work submissions only. Other types of assessments such as examinations or presentations, for example, are held on fixed dates and, therefore an extension is not applicable.

How to apply?

- A late work application (and the piece of work) must be submitted up to 7 calendar days after the original submission deadline.
- If the application is **accepted**, the mark will stand and no penalty will be applied.
- If the application is **rejected**, the submission will be capped at the pass mark (differs depending on the level of study)

Things to consider when applying:

- Submitting a Late work claim without submitting your assignment (or vice versa) will result in a claim being rejected and a non-submission being recorded, with a mark of 0 for that assignment.
- Claims made for computer issues on the final submission day are unlikely to be accepted.





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University
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Questions, Advice, Help!

Quality.registry@Writtle.ac.uk

L69, Main Campus

Student Success Team

Donna Franklin

Head of Student Success

*Helping empower you to:
stay on track with your academic study,
embrace opportunity,
and achieve personal **success***

SUPPORTING YOUR SUCCESS

www.writtle.ac.uk/success-bookings (1-1 with any team member)

Maths Skills



Digital Skills



Academic
writing



Success Coach



Left to right:

Angela Bower, Sandra Watts, Nikolas Barrall, Kelly Bishop, John McMahon, Charlotte McLeod



Academic Writing & English Language Support



**workshops run 1.30-4pm
on the following dates:**

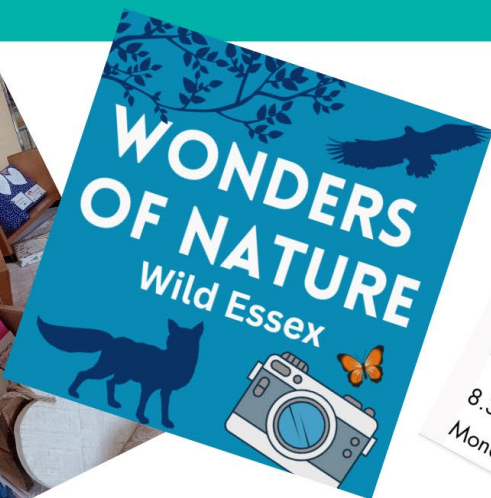
- Wednesday 4th October
(Undergraduate)
- Friday 6th October
- (Postgraduate)



Writtle
University
College
Student Success

Dedicated HE Study Hub for ALL university level students 5.45am-11pm (including weekends)





Library catalogue: librarycatalogue.writtle.ac.uk

Library website: library.writtle.ac.uk

Find us on Moodle

Email: thelibrary@writtle.ac.uk



SUPPORTING YOUR CAREER

Impartial
Careers Advice



Employability
Manager



Business
Mentor



*Left to right:
Mark Yates, Tara Simpson and David Bell*

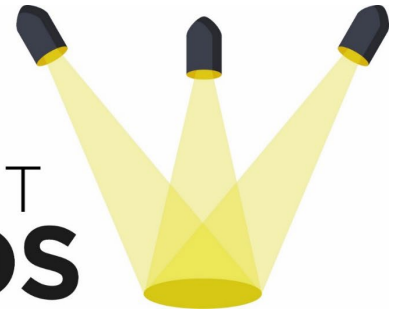


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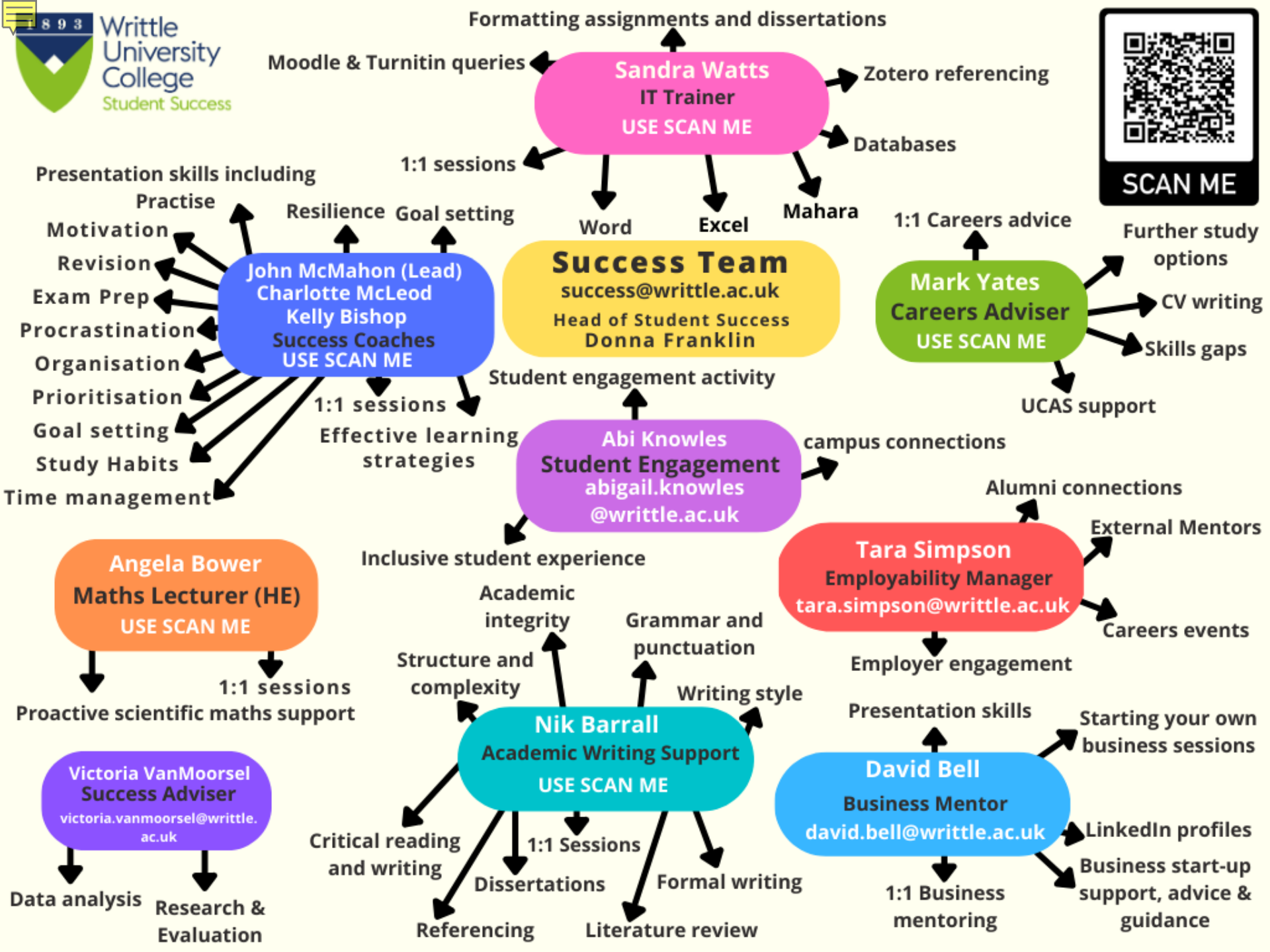
Call for new Board members: Student Success Advisory Board

Apply to be a member of the Student Success Advisory Board (SSAB) TODAY!

Email: success@writtle.ac.uk for details



Be inspired www.writtle.ac.uk/student-spotlight



Meet the team



We are based in L28 on the main campus.

We all have a range of experiences and expertise to help you with whatever you bring to us



JO



TRACY-
ANNE



SUE



LEANNE



SAM



RACHEL

What we do



We offer a range of services to all students:

COUNSELLING

CBT REFERRALS

SIGNPOSTING

**WELLBEING
ADVISOR SUPPORT**



Our WUC counsellor sees students who are referred to her by wellbeing advisors. If you are referred you'll have 6 weekly sessions.

What we do



We offer a range of services to all students:

COUNSELLING

CBT REFERRALS



SIGNPOSTING

**WELLBEING
ADVISOR SUPPORT**

CBT is another form of talking therapy that focuses in on how your thoughts effect your behaviour. This is provided by Health assured.

What we do



We offer a range of services to all students:

COUNSELLING

CBT REFERRALS

SIGNPOSTING

**WELLBEING
ADVISOR SUPPORT**



The Wellbeing Team interacts with every other department in the institution. Therefore even if you're not sure if your difficulty is Wellbeing related, we can direct you to who can help you.

What we do



We offer a range of services to all students:

COUNSELLING

CBT REFERRALS

SIGNPOSTING

**WELLBEING
ADVISOR SUPPORT**

Wellbeing Advisors will be the first people you meet. We can support you in a multitude of ways. This may be: emotional support, signposting, providing tips and advice or self-help resources.

We are here to support you



Last year's students said wellbeing were...

Easy to engage with – **98%**

Gave relevant and practical advice – **89%**

Were well informed in the subject area – **84%**

Signposted to relevant agencies – **81%**

We are here to support you



We were also told that these were the most relevant topics for our students...

Anxiety

Eating disorders

Depressions

Suicidal thoughts & actions

Panic attacks

Bereavement

Self harm

Sexuality

We want to hear from you



Please look out for an **email from the Wellbeing Team** to complete our very quick survey.

No longer than **5 minutes!**



Get in touch



Getting in touch is really easy. Just head to moodle and click on 'Student- Self refer to wellbeing'

**Student - Self refer
to wellbeing**

wellbeing@writtle.ac.uk

L 28

[@wuc_wellbeing](#)

Chaplaincy support: for students of all faiths and none - we care



Father John Bloomer
chaplain@writtle.ac.uk

- *pastoral support*
- *non judgmental listening and conversation*
- *spiritual support*
- *inclusive*

On campus most Wednesdays
- can meet at other times if you contact



Writtle
University
College

HE Disability Team

Who do we support?

A disability is an impairment or condition which has **substantial long term adverse effects** on normal day-to-day activities

WUC has about 30% of students declaring a disability; almost double the national average for higher education!

- Visual impairments
- Hearing impairments
- Mobility impairments
- Neurodiversity (Autism, ADHD)
- Mental Health conditions
- Specific Learning Difficulties
- Long Term Health conditions

Even if you do not think you fit one of these criteria now, you may develop a condition, sustain an injury or discover a new diagnosis while you are a student.



We advise on:

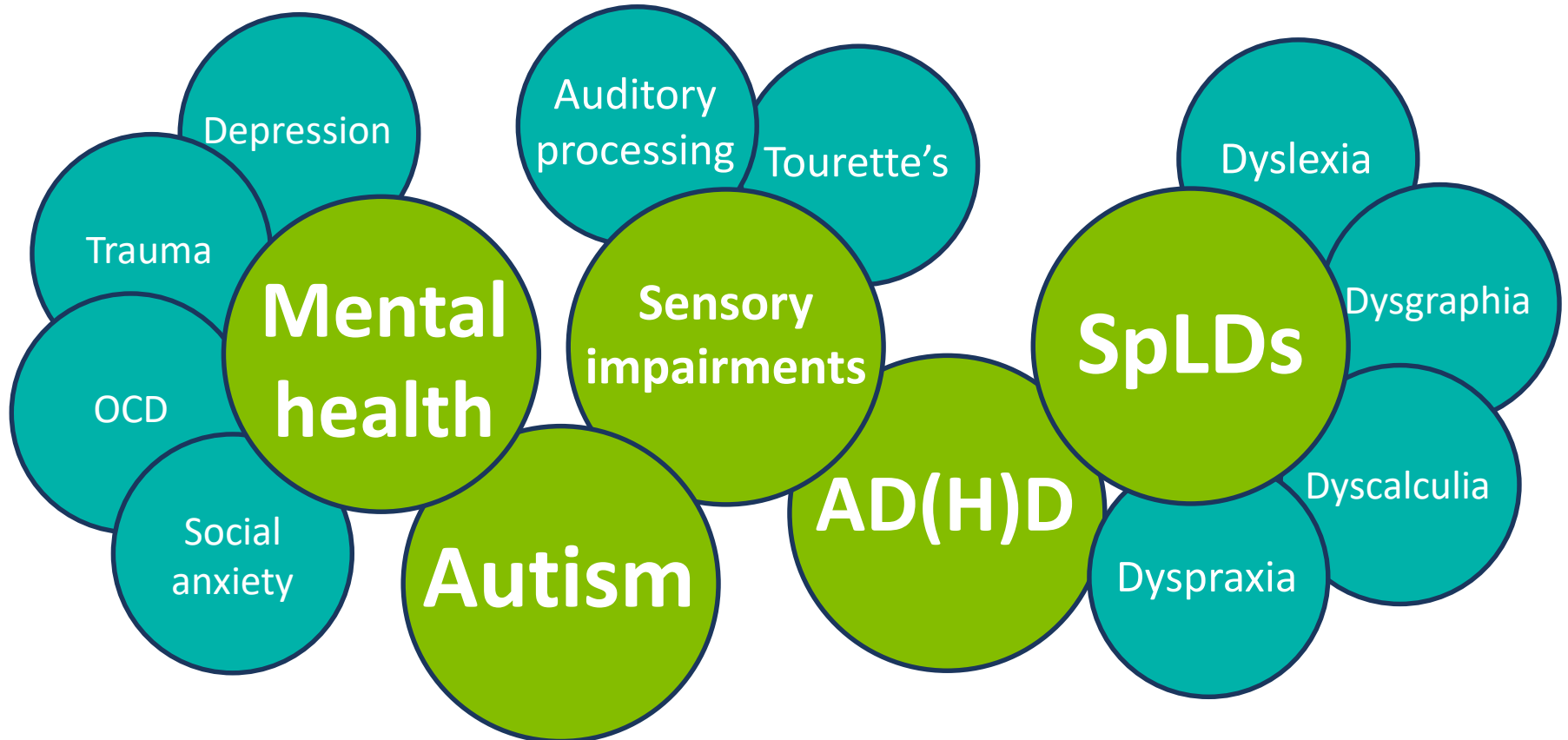
- Reasonable Adjustments
- Disabled Students Allowance (DSA)
- Medical Protocols
- Personal Emergency Evacuation Plans (PEEPs)
- Assistance Dogs
- Risk Assessments

These are changes to the environment, teaching and assessment which remove barriers experienced by disabled students.

We work with other teams to develop more inclusive approaches and ensure that students are given an *equitable opportunity to succeed*



Specialist support one-to-one mentoring and study skills support
(usually via DSA funding)





Writtle
University
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HE Disability Team

How to access us



HEDisability@Writtle.ac.uk



writtle.ac.uk/Support-for-Higher-Education-Students



Including our ND screening tool



Find us in the Wellbeing Hub



We have weekly drop-ins – dates/times on posters



Welcome - Your student account

A Student ID Card is issued to all students, together with a lanyard – please make sure you wear it all times whilst on campus. Your ID card serves as your library card, access buildings, prove your identity in exams and much more. Your ID card is fully operational once you have registered as a student. Your login credentials will also allow access to WIFI.

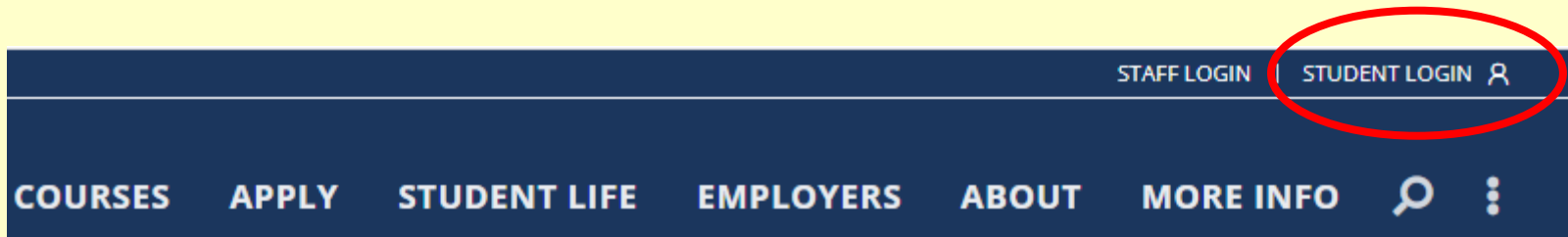
Wi-Fi

- Wireless access points are located throughout WUC and Halls. Login using your WUC username and password.
- For a full guide download information from the Virtual Welcome hub – Information Services and Technology

How to get on to WUC Wifi

For off campus access to student facilities

- Go to our WUC website www.writtle.ac.uk
- At the top of the page click on **STUDENT LOGIN**



This will take you to Student web facilities links page writtle.ac.uk/Student-Login

Use your WUC ID to login and access emails and timetabling information.

Web Facilities

Access to these services is password controlled, and only available to staff and students where appropriate user rights have been granted. All are available both on and off campus.

[MyWi](#) (Writtle intranet)

[Email](#)

[Moodle](#)

[WFA - Writtle File Access](#)

[Library](#)

[Reset Password](#)

[Online Print Credit Purchase](#)

Other Useful Links

[Term & Semester Dates](#)

[Timetables](#)

[Careers](#)

[Money Matters](#)

[IT Induction Information](#) - (Information on how to login to WUC systems)

[IT Training & Support](#) - (Log in required)

GOT A QUESTION?
Contact our IT Support Desk

Address

Writtle University College
Chelmsford
Essex
CM1 3RR

Telephone

01245 424211

Email

supportdesk@writtle.ac.uk

We are here to help

For advice and support on all IT-related matters, contact us.

 **REPORT
HARMFUL**

Induction guides

wuc-welcomhub.co.uk/information-services-technology-is-



1893 Writtle University College

VIRTUAL 2023 WELCOME HUB

Here's a bit of information about the computer facilities – you'll need these for your assignments (not just for social networking!)

GETTING STARTED

Each student receives their own network account and email address. Your user ID is your student number, and initially your password will be Wuc followed by your date of birth in DDDMMYYYY format (e.g. 15 December 2000 would be Wuc15122000). You are advised to change this password as soon as possible.

USING YOUR OWN COMPUTER

You can bring your own computer onto campus. Ensure you have adequate anti-virus protection and all updates to the operating system, applications etc. have been applied. The IS&T Support Desk can assist in troubleshooting problems on personal PCs. This service is free and as such is limited in terms of the amount of time spent on each individual problem – you may be referred to an external company for assistance. Some software is available for use on your own PC. Your lecturers will inform you when a specific piece of software is required and whether it is available to you. Media/licensing information can be obtained from the Library.

Please find links below to our video guides and information leaflets to help you get started with our IT systems at Writtle University College.

- WUC Internet and Wifi access
- Student IT Information
- Installing Office 365
- IT Support and Training
- IS&T Induction Leaflet

Laptop for their studies at Writtle University College. There are a number of important considerations that you should take into account to ensure that you have a suitable machine and are able to run the software provided as part of your course.

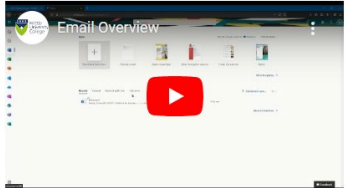
Laptop Specification Guide

GOT A QUESTION FOR THE TEAM?

During the rest of your time at Writtle please feel free to contact the support desk (U51 in the Main Building) with any issues or queries you may have between 9am and 5pm Monday to Friday.

Contact Support Desk 

How to access your WUC email



Logging in to IT Systems



Reset Password



Introduction to Moodle





Writtle
University
College

Reset/change your password

<https://writtle.ac.uk/passwordreset/>



**Insert your student number
starting with 98.....click**

Submit

Reset Password

Step 1 of 3

Insert your User ID

98123456

Submit

Enter your date of birth.

Then your **Home** post code that was on your original application – not term time post code

Submit

Reset Password

Step 2 of 3
Enter your Date of Birth

1 Jan 2000

Enter your Home Post Code

CM1 3RR

Submit

Type a new password




Reset Password

Step 3 of 3
Insert your New Password

Confirm your New Password

Submit

- Minimum 8 characters to include:
- Minimum one uppercase letter;
- Minimum lowercase letter;
- Minimum of one number.
- Retype to confirm 

Your new password is valid for:

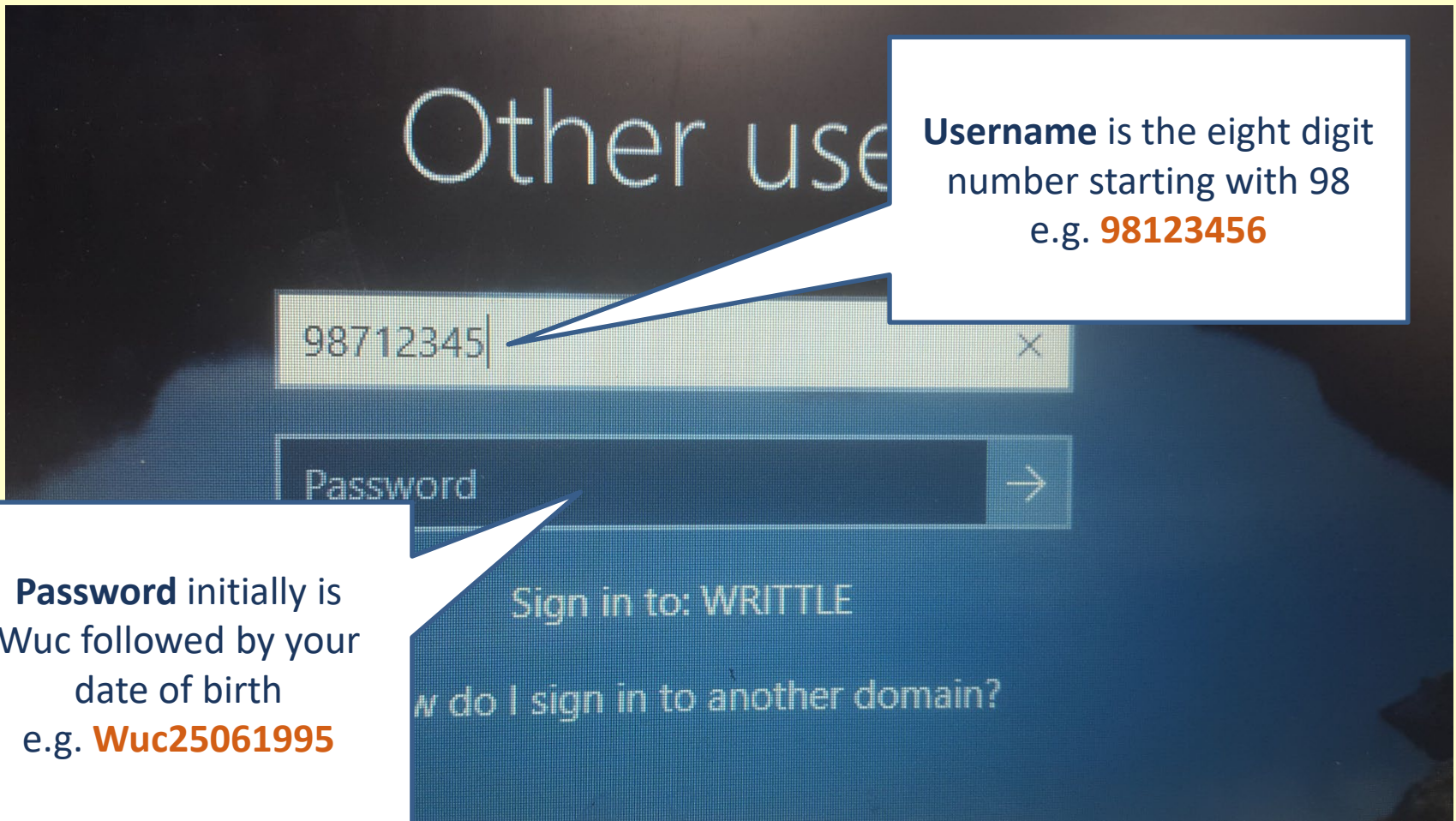
- Email
- Moodle
- Pro-Portal
- Campus Network
- WiFi
- Writtle File Access
- Library resources

E-mail – can be accessed



- Welcome hub: [How to set up your WUC email](#)
- Directly: <https://outlook.com/owa/writtle.ac.uk>
- Via <https://Moodle.Writtle.ac.uk>
- Via <http://MyWi.Writtle.ac.uk>
- Login with your email address 98123456@Writtle.ac.uk and network password
- Download Free Office365 [Installing Office 365](#)
- Teams access
- OneDrive cloud storage

On Campus Network Access



Moodle Dashboard - your learning

<https://moodle.writtle.ac.uk>

Writtle University College Moodle

Dashboard Events **My courses** Staff Accessibility

ANNOUNCEMENTS To report any Moodle or IT issue please go to <http://esd.writtle.ac.uk>

My Courses Student Services IT Help and Support

My Course Timetable Email Library Wellbeing

Accessibility

Course or Module search

My courses

Course overview

All (except removed from view)

Course name Card

3rd Year Tutoring Canine ^21

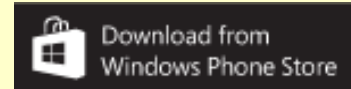
Academic Skills

Advanced Principles and Practice of Hydrotherapy (H0260736^21)

Example Archive Module^19

Moodle APP for phones and devices

- Moodle Mobile is the Moodle official mobile application for Android, iOS, and Windows Phone
- App available in Google Play, Apple Market, and Windows App Stores. You can install the app directly from your Mobile device, search for "**Moodle Mobile**" the author/owner *must* be "**Moodle Pty Ltd**"



IT Training

- In group tutorials
- One to One tutorials
<https://Writtle.ac.uk/success-bookings>
- Go to www.writtle.ac.uk/ITTraining for all IT information

Any problems?

Contact the Support Desk:

Room U51, 1st floor Main building

E-mail: supportdesk@writtle.ac.uk

Telephone: 01245 424211

01245 424200 ext 25632

Visit www.writtle.ac.uk/ITTraining (login required)



Writtle
University
College
Student Success

All you need to know!

Live chat FAQs



VIRTUAL
2023 WELCOME
HUB



Everything to help you settle into
student life with us!

wuc-welcomhub.co.uk



You will find:

- Your Welcome Guide
- Welcome from our Vice Chancellor
- Subject equipment lists
- Meet our fantastic support teams
- Key contact information
- FAQ forum
- Campus maps
- IT induction

**Download our
Writtle Health App!**

- Take part in challenges
- View and book gym sessions and
exercise classes
- View and book events
- STAY CONNECTED!



Download now: wix.to/e0CVA3I



- 11.15-1pm Course Induction (breakout rooms)
- 1-1.40pm FREE Mediterranean lunch (JTR)
+ IT help / Meet Students' Union
- 1.45-3pm PG study at WUC (NLT)
(joined by 4th year MSc VP)
- 3-4pm International Admissions/enrolment
- 4-5pm Wellbeing and HE Disability drop-in