

Dear Informatics student,

Important information from Dr Kate Howland, Director of Student Experience

Welcome to the Department of Informatics. I'm the Director of Student Experience in the School of Engineering and Informatics. One of my responsibilities is to make sure that all students in the School have the support they need to learn and achieve their best. There are many people and services at the University dedicated to helping you overcome any challenges that could interfere with your studies. This isn't an exhaustive list, but here are some of the most common points of first contact:

Your **Academic Advisor** is often your first contact, especially if you have a general question about your course. Your Academic Advisor is your Course Convenor, whom you will meet during Welcome Week. Your Academic Advisor can refer you on to many other sources of information and support.

Module tutors are the best people to provide module specific information — contact them after a teaching session, during their student consultation times or via email.

For any welfare issues, you can contact the **Student Life Centre** – see their website at <http://www.sussex.ac.uk/studentlifecentre>. Do contact them straight away if you are experiencing any personal difficulties, especially if they are impacting on your studies. The Student Life Centre advisors handle a wide range of issues including: course transfers, financial issues, disability issues, personal concerns, budgeting, fees, funding, exceptional circumstances claims, and so on.

If you feel you are struggling academically, you can contact the **Informatics Senior Tutor, Dr Simon Bowes** (S.C.Bowes@sussex.ac.uk) for advice and to find out more about the support available within

_____ as staff availability may be limited while we still have restrictions in place due to Covid-19.

In your first week in Sussex, you may be deluged with information about the University, including a great deal about student support, but here are a few key points you should know about now:

