

SSAS

FAQs

Q: Who is the SSAS Team?

A: The SSAS team are academic tutors that support students with their studies and help facilitate students' development of academic skills and learning strategies that could be used to enhance their work and manage their studies. SSAS team also run community events, keep an eye out on our socials or email communication for dates and further information.

Q: How can the SSAS Team help me?

A: We provide general advice and guidance on a range of academic skills; such as academic writing, essay writing, critical analysis, time management etc. We are not subject specialists, we are experienced teachers who guide and advise students using a range of different methods. Occasionally, you may work with a different tutor as we are a small team and a particular tutor's availability cannot always be guaranteed.

Q: Where can I find the SSAS Team.

A: The SSAS Team are located in LF271 inside the Wright Building, College Lane campus. Do check our drop-in availability before coming to the office because we may be out running a workshop, in a 1 2 1 or working from home.

Q: Do you provide specialist English language support?

A: While we do not offer English language support as a specific service, we occasionally run projects that cover English for Academic Purposes (EAP). We also offer academic skills workshops which provide guidance on academic writing, reading skills, as well as offering tips for academic presentations which you might find useful. If you require general English language support or assistance with specific academic English tasks, we recommend seeking support from The Centre of Academic English (CAE) in the LRC.

Q: Do you only help students who are finding their studies challenging?

A: No, we provide support for all HSK students to further develop themselves and achieve the best results they can.

Q: Do you provide specialist support for students with specific learning disabilities?

A: We are able to support you with your studies in general, but if you are seeking specialist support because you have a specific learning disability, then you need to contact the following people for further information: Student Wellbeing Team/Disability services

Q: Do you have any resources I can use?

A: Yes, you can access our resource hub via Canvas – join our module and stay up to date with all workshops and community events. (link to canvas page)

Q: What referencing system does HSK use?

A: APA 7th Edition.

Q: Do you proofread essays/assignments?

A: No, we do not proofread your whole work, we can read up to 2 paragraphs or 500 words.

Q: Can you tell me what grade I might get?

A: No, our team does not get involved in the marking process nor can we influence the markers. We can provide support for you to improve your work.

Q: What are 1 2 1 bookable appointments?

A: A 1 2 1 bookable appointment is an allotted time the student books to spend with an academic tutor where they can ask questions relating to their assignment.

Q: How do I book an appointment?

A: There are links on our website and Canvas page. Choose the slot that fits your schedule, fill out your student details and then you will receive a confirmation email.

Q: How far in advance can I book an appointment?

A: We release our appointment slots at the beginning of every month, so you could potentially book one 4 weeks in advance.

Q: Can I book an appointment on the same day?

A: Depends on availability of appointment slots on the day – best to try and book in advance or if on the day try using the drop-in service instead.

Q: Are 1 2 1 appointments online only?

A: No, you can choose in-person or online on the booking form. Location or Online meeting link will be sent closer to the date of the appointment to your UH inbox.

Q: Do I have to use my UH credentials to book appointments?

A: Yes, all appointment details are sent to your UH email address because of cyber security reasons. Make sure you have access to and check your UH inbox regularly.

Q: What happens if I miss my appointment?

A: We request that you cancel your appointment 24hours beforehand, this allows another student to be able to book. If you have to cancel with shorter notice, we will expect an explanation as to why you did not attend before you can book again.

Q: How long are the appointments?

A: UG students 20mins and PG students 45mins.

Q: How many appointments can I book in an academic year?

A: Each student can book up to 3 appointments in an academic year (they reset every academic year).

Q: What if I need more than 3 appointments in an academic year?

A: The drop-in service is unlimited you can use that as an alternative. If you need further assistance this will be judged on individual needs. For example, students with SNAs in place.

Q: What should I bring?

A: Depends on your query. You'll need something to take notes on, pen & paper or a digital device, this is your preference. If you want to discuss an assignment, the assignment brief will be very helpful. If you want feedback on a couple of paragraphs then select the paragraphs and have them ready. If you want to understand your feedback the bring that document, digital or hard copy.

Q: What is a Drop-in?

A: Usually a 1-hour slot for short academic queries, usually lasting about 10mins per student.

Q: Will there be other people in the Drop-in?

A: No, drop-ins are 1 2 1, only the student and tutor will be present, it is not a group session.

Q: Are Drop-ins online only?

A: No, check our drop-in schedule. Drop-ins can be in-person or online. Our schedule can be found on our website and on Canvas. The drop-in schedule changes monthly.

Q: What is a workshop?

A: Workshops usually involve academic staff presenting themes or concepts related to the course. Workshops are usually more hands-on learning that allow discussion regarding the given topic.

Q: Can staff members request for academic skills sessions for their students?

A: Yes. We are able to deliver academic skills sessions for staff within lectures and seminars, or staff can arrange these sessions outside of class time if required. Staff can using this booking form to ask for embedded sessions: [link to MS forms](#)

Q: What is Coaching?

A: Coaching is a conversational method where the student with the support of the coach thinks of strategies on how to achieve their goals.

Q: Is Coaching therapy?

A: No, coaching should not be confused with counselling or therapy.