

## Department of Music Tutoring Statement

### **Q: How do I know who my Personal Tutor is?**

Contact the Departmental Administrator or see the notice board outside the office.

### **Q: How often will I meet my Personal Tutor?**

You should see your Personal Tutor *at least* twice a year: once in the first semester and at least once in the second semester. You can of course email your Tutor at any time to organise a meeting.

### **Q: What is the job of a Personal Tutor?**

The key rolls of your Personal Tutor are:

- To give academic advice such as guidance on module choices and general feedback on essays and exams.
- To advise on procedural issues, such as the Department's rules and regulations and extenuating circumstances process.
- To give general pastoral support.
- To act as a 'gateway' to access student support.
- To write a reference and to be a point of contact for questions about careers.

### **Q: Will I meet other students with the same Personal Tutor?**

Yes, you will meet up with your Tutor's other first-year tutees in Week One. You'll get the chance to share ideas and chat through issues with your peers and the Tutor.

### **Q: Help! I don't know what Music modules to choose! Can I get some advice?**

You can discuss Music module choices with your Personal Tutor. For *non-Music* module choices, you are encouraged to consult with the School(s) or Department(s) offering the module(s).

### **Q: Will he/she advise me on my coursework, and give me feedback about my marks? When will this happen?**

Yes he/she can. However, the Department suggests that in the first instance you should contact the marker of the essay/exam or the module convenor.

N.B. Marks can't be negotiated. You can get further explanation and clarification of the written feedback as soon as your essays have been returned and you have had your exam marks.

### **Q: Should I go to my Personal Tutor if I have personal circumstances affecting my studies? Are my discussions confidential?**

Yes, you should in the first instance talk about the situation with your Personal Tutor who can advise you further. Personal information you disclose is regarded as confidential and you will, if at all possible, be informed before it is passed on to another person within the University. However, Personal Tutors do not have a duty to maintain absolute confidentiality *within the University* in respect of students.

It is University policy that personal information (including, e.g., addresses or telephone numbers) about you will not be disclosed to anyone outside the University, even parents or other close relatives

### **Q: I think I might be dyslexic. Is it my Personal Tutor that I go to?**

Although it is a good idea to notify your Personal Tutor, in the first instance you should contact Student Services (B Floor Portland building) t: +44(0) 115 95 13710 e:ssc@nottingham.ac.uk

### **Q: I don't get on with my Personal Tutor. What should I do?**

You should email the Head of Department to arrange a meeting to discuss this issue.



**Q: How do I contact my Personal Tutor urgently?**

Probably the quickest way is via email. If you need help urgently but can't reach your Personal Tutor the best thing to do is contact the Departmental Administrator.

**Q: I am thinking of changing course. Should I go to my Personal Tutor?**

You can talk through any concerns you have about studies with your tutor. However, the person who needs to talk through the mechanics with you is the Admissions Officer.

**Q: I am thinking of leaving University. Who should I speak to?**

You can talk through any concerns you have about studies with your Personal Tutor. However, the person who needs to talk through the mechanics with you is the Director of Undergraduate Studies.

**Q: I have extenuating circumstances which have affected my study. Who should I speak to?**

You can talk through any concerns you have with your Personal Tutor or the Assessment Officer, and should submit an Extenuating Circumstances Form to the Admin Office.

**Q: I wish to appeal against an Exam Board decision. Who should I speak to?**

You can talk through any concerns with your Personal Tutor or the Assessment Officer. However, you'll need to consult the University Quality Manual which has details on the appeal procedure, forms and who to contact.

<http://www.nottingham.ac.uk/quality-manual/appeals/appeals.htm#procedure>

Note point 1.3.4 in particular: "An appeal may not be made against the actual mark awarded for a piece of assessed work, which is a matter of academic judgement, except where the case rests on a claim of error in calculation or other procedural irregularity".

**Q: If I can't get in touch with my Personal Tutor, who is my next port of call?**

If it is about a module then contact the module convenor; if it is about seminars then the seminar leader. If you need general advice or can't get hold of either convenor or seminar leader then you should contact the Director of Undergraduate Studies.

**Q: Are there set times when my Personal Tutor is available?**

Some Tutors have regular 'drop-in hours'. The times are posted on their office doors. If your Tutor does not have set times, then you should email him/her to make an appointment.

**Q: I don't understand my marks. Who do I speak to?**

In the first instance the module convenor. If you still want to discuss things, then contact your Personal Tutor. If you still want to discuss things, or the others aren't available, contact the Director of Undergraduate Studies.

**Q: I am struggling with a module. Who do I speak to?**

That will depend on why you are struggling. In most instances you should talk to the module convenor. If you still want to discuss things then contact your Personal Tutor. If you still want to discuss things or you can't contact the module convenor or your Personal Tutor, then contact the Director of Undergraduate Studies. If your concern is with the way a module is run, then the module convenor or the Director of Undergraduate Studies.

**Q: I've received a letter about plagiarism. Who should I speak to?**

You can discuss the issues with your Personal Tutor. However, you should discuss any concerns with the Assessment Officer.

**Q: I would like an extension for my coursework. Who do I talk to?**

The Music department doesn't give extensions. If there are extenuating circumstances which mean that you are unable to submit your work by the deadline, you should talk to your Personal Tutor, and submit an Extenuating Circumstances Form to the Admin Office.



**Q: I would like general guidance on how to write.**

The first-year module Critical Thinking I includes guidance about writing about music. In addition, there are basic style guidelines in the Undergraduate Handbook, and some module convenors include an essay-writing session in their first-year modules. If you need further help, then you should talk to your Personal Tutor.

**Q: I've missed, or am going to miss a seminar. What should I do?**

You should email the relevant module convenor. If you are going to miss (or have missed) more than one class and there are extenuating circumstances, then you should talk to your Personal Tutor, and submit an Extenuating Circumstances Form to the Admin Office.

**Q: I'd like a reference. Who do I ask?**

Your Personal Tutor can provide you with a reference and we suggest you talk to him/her about this. However, you may feel that a module convenor or seminar leader knows your work better. If so, you are free to approach him/her.

**Q: I have a question relating to the exams. Who do I contact?**

If it is about the general organisation of exams, you should contact the Assessment Officer. If it is about the format of a particular exam, you should contact the module convenor.

**Q: I'm thinking of applying for the study abroad programme. Who do I talk to?**

You should talk to the Study Abroad Officer (a role usually covered by the Director of Undergraduate Studies).

**Q: I'm interested in doing postgraduate work. Who should I talk to?**

You can chat this through with your Personal Tutor. However, you should also talk to the Postgraduate Recruitment Officer.

**Q: I'm trying to decide what to do after my degree.**

Your Personal Tutor and the department Careers Officer can give you advice. You should also visit the Centre for Career Development in the Portland Building. They will be able to give you up-to-date detailed information and general advice about preparing a CV, interview techniques, etc.

**Q: I've heard about the University Advantage Award, who do I talk to?**

You can chat this through with your Personal Tutor. However, you should also check out the Award website: <http://www.nottingham.ac.uk/Careers/Students/AdvantageAward/Index.aspx>

**Q: I have a disability. Who should I talk to?**

Although it is a good idea to notify your Personal Tutor, in the first instance you should contact Student Services (B Floor Portland building) +44(0) 115 95 13710 [ssc@nottingham.ac.uk](mailto:ssc@nottingham.ac.uk)

**Q: My question still hasn't been answered.**

Please contact the Director of Undergraduate Studies.



## General FAQ

**Q: I cannot access my modules on WEBCT.**

Email the module convenor

**Q: I want to change the modules I have chosen for next semester.**

Go and see the Departmental Administrator about the process.

**Q: My modules and/or exams are not showing on my portal.**

Please go and see the Departmental Administrator who will check the information for you.

**Q: I have lost my module guide/reading pack.**

Go to WebCT or email the module convenor.

**Q: When and where do I get my results?**

Feedback reports and a transcript of marks will be put in your department pigeonhole. The Departmental Administrator will email students towards the end of each semester with a date for this. Module marks are usually available on the portal two weeks after the end of the exam period.