



## Student Resources & Support Services

### IT Support

Should students have any IT questions or problems, please contact the College's IT Support Department via email: [ithotline@halesowen.ac.uk](mailto:ithotline@halesowen.ac.uk)

Alternatively, students can email their personal coach and/or tutor, who can forward your requests to the College's IT team.

### Careers support

Should students have any careers questions or queries, please contact the College's Careers Department via email: [careers@halesowen.ac.uk](mailto:careers@halesowen.ac.uk).

The College's Careers Moodle pages have extensive resources for students next steps, including apprenticeships, employment and traineeships. Please ensure you visit the site for information. There is also a dedicated area for students who have already applied to university, including how to complete Student Finance applications, and for First Years who may be starting to explore their own university options.

**For students holding university offers:**

We appreciate some students are worried about meeting the conditions of their university offer, and/or have specific queries relating to the submission of work, or portfolios. We ask these students to please refer to their chosen universities' websites for further guidance. Most universities are being very responsive to enquiries. [Deadlines for Accepting University Offers | UCAS](#)

## Community HUB

Should students have any HUB queries, including library services, please contact the College's Community HUB via email: [library@halesowen.ac.uk](mailto:library@halesowen.ac.uk)

We have renewed all HUB items currently on loan until 14<sup>th</sup> September 2020. This includes textbooks, so please do not worry about items becoming overdue.

The HUB resources catalogue is available from home, via either the College Moodle homepage or here: [The Hub Resources](#). Here you can find:

- **E-books** covering all subject areas.
- **Gale PowerSearch**, to find journal and newspaper articles.
- **SpringerLink** for journal articles and eBooks.
- **Issues Online** for articles, statistics and facts on a range of topics.
- **ClickView**, a TV recording service with hundreds of programmes on a variety of subjects and current affairs issues.
- links to public libraries and their online resources.

The HUB is setting up a Moodle page of free to access resources:

[Moodle - Free Resources & Services](#)

## Learning Support

Should students have any learning support questions or queries, please contact the College's Learning Support Department via email: [learningsupport@halesowen.ac.uk](mailto:learningsupport@halesowen.ac.uk).

All keyworkers will contact students via email to offer online support, and senior learning support assistants can contact you to discuss any concerns you may have.

## Admissions

Should students have any admissions or finance questions or queries, please contact the College's Student HUB via email:

**Admissions queries:** [admissions@halesowen.ac.uk](mailto:admissions@halesowen.ac.uk)

**Financial queries:** [studentservices@halesowen.ac.uk](mailto:studentservices@halesowen.ac.uk)

The team are available if applicants have any questions about their application or their choice of courses for September.

If existing students in receipt of financial support are concerned about their financial situation, they should contact the team for advice.