



Peer Support 2016/17 Leader's Pack

Includes:

- Signposting information
- Boundaries and confidentiality advice
- Facebook group guidance
- Weekly planner
- Ideas for sessions



Key contacts:

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Thank you for becoming a Peer Support Leader!

What do Peer Support leaders do?

Working in pairs, session leaders...

- plan, prepare and deliver each Peer Support session
- manage the group and facilitate discussion
- provide advice and guidance

What don't Peer Support leaders do?

Peer Support leaders are not required to...

- Teach- instead you facilitate discussions between first years
- Be counsellors- there are support services on campus that you can signpost students to. Details of the services available can be found in this pack.

Skills you may develop as a Peer Support leader include:

- Facilitation
- Leadership
- Communication
- Organisation
- Structuring group discussions
- Effective listening
- Thinking and learning
- Using Facebook in an educational setting



Don't forget that being a Peer Support leader counts towards the Exeter Award!

Just complete your volunteer form in the Exeter Award progress screen in My Careers Zone at the end of the term/year and cite Andy Pye as your supervisor so he can verify your hours!

Signposting

When a student is experiencing problems which require help that you believe to be beyond your abilities, remit or role, it is important to consider what other support is available to them and to signpost them to someone more appropriately trained. Such services may be within or outside the University.

It is good practice to encourage the student to take responsibility themselves for contacting support agencies. In some circumstances, you may feel it is appropriate to do this, but always get the student's permission. The only exception is when the student is at risk of harming themselves or others. When in doubt, contact the Senior Tutor (Dr Andy Pye).

Students who struggle academically often do so because of underlying personal problems which are beyond the remit of the student/tutor relationship. If you are thinking about signposting a student it may be a good idea to discuss this with the appropriate service and clarify what help might be available. This can be done in confidence and without identifying the student. It is important to continue to maintain contact with the student until they have established the help they need, or until their problem has been resolved in another way.

To signpost a student on to other agencies is not an admission of failure but recognition of your understanding of your role and boundaries. For some students it is helpful to have a variety of support from different agencies that can provide for their different needs e.g. academic, health, finances, accommodation. It is also important that signposting to other services should not be seen as a punitive sanction to address academic failure or non-attendance. Instead by just signposting and involving other services, a joint approach can provide an effective and supportive network which enables the student to progress in the academic setting.

If the student is at serious risk of harming themselves or others then speak to the student's personal tutor or the senior tutor, Andy Pye.

There are a number of student support services provided by the University, FXPlus and FXU. Details can be found in the table on the following pages.

Service	What can they help with?	Contact information
The Compass	<ul style="list-style-type: none"> • Everything and anything! • Provide advice and can refer students to a number of teams and services 	Located on the ground floor of The Exchange Website: http://www.fxplus.ac.uk/find/compass Email: thecompass@fxplus.ac.uk Twitter: @CompassPenryn
ASK: Academic Skills	<ul style="list-style-type: none"> • Academic writing • Referencing • Presentation skills • Dealing with exams • English language courses (for students whose first language is not English) 	Located in Tremough House Annexe Website: ask.fxplus.ac.uk Email: ask@exeter.ac.uk Phone: 01326 370438 Twitter: @ASKFalUoE
Dyslexia Skills	<ul style="list-style-type: none"> • Effective study skills • Managing workload • Clarifying thinking • Reading for research • Improving memory 	Located in Tremough House Annexe Website: http://dyslexia.fxplus.ac.uk/ Email: dyslexia@fxplus.ac.uk Phone: 01326 370460 Twitter: @FalUoEdyslexia
IT Services	<ul style="list-style-type: none"> • Email accounts and passwords • Laptop clinics to assess and repair problems • Laptop loan • Printing and photocopying 	Located next to the IT suite in the Library Website: www.fxplus.ac.uk/study/it-student-support Email: servicedesk@fxplus.ac.uk Phone: 01326 213822 Twitter: @FalUoEIT
Student Support Services	<ul style="list-style-type: none"> • Living Support team- general student life, academic issues, housing, personal relationships, general worries • Wellbeing Services- support for students with disabilities, physical, sensory, mental health and long term health conditions, advice on claiming Disabled Student Allowance, counselling • Multifaith Chaplaincy- spiritual and emotional support to all students of all faiths or none 	Located in Tremough House Annexe, Level 1 Website: http://www.fxplus.ac.uk/study/student-services Email: studentservices@fxplus.ac.uk Phone: 01326 370460 Twitter: @FXStudents Multifaith Chaplaincy Located in Tremough Cottages Website: http://www.fxplus.ac.uk/study/student-support-services/multi-faith-chaplaincy Twitter: @FXMultifaith

<p>Penryn Surgery</p>	<ul style="list-style-type: none"> • Health care for students and staff on the Penryn Campus 	<p>Appointments held in Tremough House Annexe Website: http://www.penrynsurgery.co.uk/ Phone: 01326 372502 Email: docs@penryn.co.uk Facebook: https://www.facebook.com/Penryn-Campus-Health-by-Penryn-Surgery-478342205544719/timeline/</p>
<p>FXU Advisers</p>	<ul style="list-style-type: none"> • Student funding • Benefits advice • Financial problems • Housing queries • Consumer advice • Employment • Institutional/academic related problems 	<p>Located next to the gym, opposite The Stannary Website: www.fxu.org.uk Email: advice@fxu.org.uk Phone: 01326 255861 Twitter: @FXUtweet</p>



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Boundaries

It is advisable for boundaries to be agreed between you and your students, for reference and information. Having boundaries about the kind of relationship you have with students, its purpose, when and where you meet, what you can and can't help with, can provide a reliable framework for both yourself and your tutees.

Setting these boundaries at the beginning can help you to avoid difficulties in the future. It is also important that you do not encourage your tutees to become emotionally dependent on you. You will need to be accessible but also encourage them towards self-reliance. You cannot be a substitute teacher or parent.

Confidentiality

If you enter into discussion with a student about a serious problem, the nature of any confidentiality being offered by you must be made clear and if you consider you need to share information about the student with someone else, you should first seek the students' consent in writing. Nevertheless, confidentiality is an important factor in building up a trusted relationship with Peer Support students.

In general, the Data Protection Act does not allow the release of information about students to third parties without the explicit consent of the student.

There are a number of areas where you will need to use your judgement. **In ALL cases we recommend that you speak to a student's personal tutor or the Senior tutor Dr Andy Pye:**

- If a student reveals that they are, for example, suicidal or self-harming in any way, you should encourage the student to seek immediate professional help from their GP. If necessary, offer to assist them in making an appointment by offering to ring the service with them. The student may decide however they do not want to access support at that time. You can contact Student Support Services to talk the situation through, to clarify if there is anything else that can be done at this stage and to receive support for yourself.
- If a student divulges involvement in matters of a criminal nature you must be careful not to become an accessory by concealing information, especially since you are not covered by professional codes of ethics. Advice on contact with police and law enforcement agencies can be obtained from Student Support Services.

Using Facebook as part of Peer Support

Facebook can be really useful in Peer Support for...

- Sharing links, ideas and files
- Notifying your group of changes in timetable/location/hand in dates
- Discussing thought, ideas and concerns
- Clarifying issues and ambiguous information
- Scheduling events



If you choose to use Facebook for Peer Support, we suggest setting up a **group**. Groups allow you to connect, collaborate and interact with specific others, they can be private and you don't have to be 'friends' with other group members to take part in the group.

Privacy

Below is a brief list of things you should think about when using Facebook as part of Peer Support. Your privacy and how you choose to use Facebook is very important and is up to you.

University staff will not have access to your Facebook group- it is yours to do with as you wish and you are responsible for deciding the privacy and visibility settings of it.

With that in mind here are some things to think about...

1. Working with your Session Group, decide if/how you are going to use Facebook and determine your expectations of who will use it and how it will be used and so on. Be clear of your intentions at the start and do what works best for you.
2. By using Facebook Groups, students do not need to be 'friends' with other group members, therefore it is suggested that this is the best way of using Facebook for your group.
3. Consider what privacy setting you use for the group: Public (anyone can join and see what members post, not recommended); Closed (anyone can ask to join but only members can see post, recommended setting); Secret (only current members can search for and see the group and you must be friends with people to add them)
4. As individuals, check your Facebook profile's privacy settings in order to protect any information that you do not want others to be able to see on your profile if you are not 'friends' with them on Facebook - to do this go here:

www.facebook.com/settings/?tab=privacy

Don't forget that not everyone has Facebook! Be sure not to exclude anyone – communicate in a way that is suitable for everyone in the group.

Peer Support 2016/17 Term One

The following order and content are suggestions only. Please feel free to move things around and add/remove content as you wish. It might be a good idea to talk the first years through the proposed schedule in your first session to check they are happy with what you will be covering.

Remember to be flexible. Ask the first years if there is any additional information/help they want and be sure to include it in a session!

Session number	Week number	Topic	Additional Info
1	2/3	Welcome and Academic Introduction- academic support, primary literature, referencing, library help, Bart and Turnitin	Allow time for Genetics group problems Discuss setting up a Facebook group
2	4/5	Student life- what to expect, clubs and societies, budgeting No meeting in week 6	Genetics Group Problem hand in: check!
3	7/8	Course specific advice- poster and presentation skills – help with Key Skills project	
4	9/10	House hunting	Key skills conference in Week 10?- check!
5	11/12	Exams and revision	

Peer Support 2016/17 Term Two

The following order and content are suggestions only. Please feel free to move things around and add/remove content as you wish. It might be a good idea to talk the first years through the proposed schedule in your first session to check they are happy with what you will be covering.

Remember to be flexible. Ask the first years if there is any additional information/help they want and be sure to include it in a session!

Session number	Week number	Topic	Additional Info
1	2/3	Welcome back - exam reflection, house hunting, plans for the term, jobs and volunteering	
2	4/5	How to make the most of your tutor meetings – prepare questions etc	
3	6/7	Course help - ID walks/quiz	
4	8/9	Module choices - what to expect in second year	
5	10/11	Tutor meetings - module choices	

- A module fair will be held in mid-March?

Peer Support 2016/17 Term One

Remember, these lists are designed to help leaders and include information that you might find useful to relay to your group. They are by no means exhaustive, but you also shouldn't feel like you have to cover everything if you don't think it's relevant. Be flexible to the needs of the first years! Avoid standing in front of the group and reading the information off the sheet. Make the sessions interactive and use your own experiences to offer help and advice.

Session 1- Academic Introduction

What to expect in first year:

- Lectures, seminars and lab practicals- **it might be good to explain differences and the level of input required**
- Tutors- first year students will have two tutor meetings each term, which will be scheduled into Peer Support sessions
- SSLC (Student Staff Liaison Committee) meet twice a term
 - Comments (good and bad) can be raised with SSLC Reps
- Athena SWAN- this is a charter recognising advancement of gender equality
 - CLES Cornwall has recently received a Silver Award recognising their commitment
 - Two videos have been produced by students:
 - <https://www.youtube.com/watch?v=kciBO94TDaI>
 - <https://www.youtube.com/watch?v=8W29WR3pdwE>

Academic support:

- Personal tutor- group meetings will be held as part of Peer Support but they can also be contacted if students have personal concerns
- ASK: Academic Skills (based in Tremough House)- for support with a variety of things including academic writing, referencing, maths and stats, and exams. <http://ask.fxplus.ac.uk/>

Finding primary literature:

- Use the University of Exeter library catalogue to access all of the electronic journals that Exeter subscribes to- <http://library.fxplus.ac.uk/> -> Exeter Resources -> University of Exeter Library Catalogue -> Library Article Search
- Or search sites individually- <http://library.fxplus.ac.uk/> -> Exeter Resources -> Electronic Library -> search for 'Biosciences' and 'Electronic journals'
- Particularly useful sites: ScienceDirect, EBSCO, Nature, Wiley Open Access, JSTOR
- Google Scholar
- Biosphere Magazine- produced by a recent bioscience Alumni, this magazine covers the latest natural history news and research

Referencing:

- Harvard Referencing for most assignments
- Video tutorials available on the ASK website: <http://ask.fxplus.ac.uk/students/video-tutorials>
- CLES referencing guide and word count guide on Key Skills ELE page
- Plagiarism is covered in Key Skills module

Using the library:

- Bioscience books located upstairs in the quiet section
- Library open 24/7
- Use website to check the book you want is available or request a book
- Books can be borrowed for 6 weeks (unless recalled then 7 days)
- No fines on overdue standard loans (but fines of 50p per day on overdue recalled items or overdue high demand items)
- If there is a book that you think is relevant to the course but either not available in the library or available in low numbers, this can be raised with SSLC/Library Champion

Course/Module tips:

- Share information on which books/websites/resources you found most useful
- Offer time in Peer Support sessions to do Key Skills project
- Share advice on using Bart and Turnitin to submit assignments

Campus tour:

Places to point out include... Teaching Lab, Chapel LT, Peter Lanyon, Bioscience Corridor, FXU, The Compass and Careers Zone, Library and computer room- Bioscience books, Route to ASDA

The first year students might know where all of these things are but it is worth asking if they are unsure about finding anything

Keeping up to date:

- Centre for Ecology and Conservation
 - Facebook: <https://www.facebook.com/UniversityofExeterCEC?fref=ts>
 - Twitter: @UoExeterCEC
- CLES Cornwall
 - Facebook: <https://www.facebook.com/clescornwall?fref=ts>
 - Twitter: @CLESCornwall
- Penryn Campus
 - Facebook: <https://www.facebook.com/UoEPenrynCampus?fref=ts>
 - Twitter: @UoEPenrynCampus

Session 2- Student Life

Student Life:

- Exeter share a campus and facilities with Falmouth University
- FXU (Falmouth and Exeter Students' Union) represents all students on the Penryn, Falmouth and Truro Campuses
 - There are four presidents (Exeter, Falmouth, Student Experience, Community and Welfare) who are voted in by the student body each academic year
 - Tom Murray-Richards is the Exeter President
- Lots of information about campus services on the FXPlus website: <http://www.fxplus.ac.uk/>

Budgeting:

- **Share any tips for budgeting and making money go further**
 - Possible tips: making meal plans, taking cash on nights out rather than a card, weekly budgets, could cook with flatmates or buy in bulk

Clubs and Societies:

- FXU oversee student-run clubs and societies- http://www.fxu.org.uk/sport_soc/socs/
 - ECOSOC- <https://www.facebook.com/groups/44243270827/?fref=ts>
 - Wild Doc Soc- <https://www.facebook.com/WildDocSoc?fref=ts>
 - BEE Soc- <https://www.facebook.com/groups/FXUBeeSoc/?fref=ts>
 - Life Magazine- <https://www.facebook.com/lifenaturemagazine?fref=ts>
 - **Share society experiences- which did you join? Which events would you recommend? Are you involved in any committees?**
- Join Facebook pages for latest updates (many are also on Twitter)
- If you have an idea for a new club or society you can set it up through FXU

Places to visit:

- **Give advice on trains and buses**
- Truro, Plymouth, St Ives
- Local beaches- Gylly, Swanpool, Castle, Maenporth
- Coastal paths
- Ferry to St Mawes
- **You could also give advice for travelling home for weekends/holidays via public transport**

Session 3- Course specific advice

- Ask the first year students what assignments they have coming up that they might like advice about
- However, avoid bringing your own work to sessions to show the first years as this may cause plagiarism problems

Presentations:

- Help available on the ASK website: <http://ask.fxplus.ac.uk/students/presentations>

Posters:

- Guidance and examples in the Key Skills Handbook, as well as the poster mark scheme
- Share any advice that you have from first year

Career Zone:

- Offer employability training and events, including Effective Presentation Skills and Time and Stress Management
- <http://www.exeter.ac.uk/careers/events/>
- Attending these events contributes towards The Exeter Award- <http://www.exeter.ac.uk/exeteraward/index.html>

Session 4- House hunting

Where to live

- Discuss benefits and costs of living in Falmouth or Penryn
- Share your experiences of house hunting and with your second year house so far

Who to live with

- How did you go about choosing who to live with? Course mates or flat mates? Other friends made through societies?

Where to look

- Townsend
- Lewis Haughton Wills
- Digs
- Rightmove
- Maritime Studio Apartments (single apartments)

Falmouth and Penryn Student Pad

- <http://www.fxplus.ac.uk/live/private-sector-accommodation/private-sector-information-students>
- Run by the Accommodation Office
- Database of properties will go live in January
- There is also a "Housing Advice" section on the Student Pad site with useful information about various issues such as: *Your rights, Contracts, Safety Issues and Tenancy Deposits*
- Richard Wilkins, Private Sector Liaison Officer, can give advice and support

Tips and advice

- Don't panic! The houses don't all go at once.
- Don't rush into anything you're not 100% happy with
- Use the house hunting checklist- http://www.fxplus.ac.uk/sites/default/files/documents/house_hunting_checklist_2012_booklet_form.pdf
- Try and come up with a budget in your groups to help searching for houses easier
- Talk to current residents if possible to ask about bills, mould, damp and any other problems
- Check if bills are included, and if not ask how much these will be
- Be aware of any extra/hidden costs when going through an agency
- Read your contract carefully
- Check when your contract starts- is it in July or September?
- Make an itinerary when you move in and take photographs- send these to the agency or landlord (this will help you prove what state the house was in when getting your deposit back)

Session 5- Exams and revision

Exams:

- Explain what to expect
- Calculator checking
- Advice and help available from ASK: <http://ask.fxplus.ac.uk/students/exams>

Revision:

- Share your revision tips- suggest using the session to go through practice papers or make revision notes in a session
- Show students where to access past papers
- Some students might find group revision useful- you could design a quiz using past paper questions
- Genetics problem set 2 (available on the ELE page) can be used for exam practice