

# Info skills

## Where to find help?

---



### Library Learning Services Support

#### Library Help Desk

The library helpdesk is where to go to if you have enquiries when you are in the library. Each of the library helpdesks are staffed by experts available to help you with your queries on the services and the resources it has available. Help is available on topics such as subject-related queries, Athens accounts, online databases and citations/referencing. The library helpdesk is staffed during the following hours (term-time only):

- Monday – Friday: 9am - 9pm
- Saturday - Sunday: 10am - 5pm.

You can also visit the [library website](#) for further help and guidance.

#### Subject Librarians

Subject Librarians are available to students to provide you with specific support and guidance on issues related to your subject of study. Subject Librarians can help you make more effective use of the library and library resources, including e-Books, e-Journals and journal databases.

Subject Librarians are closely linked with University Schools in order to fully support learning, teaching and research. Each school has dedicated Subject Librarian who is happy to discuss your needs and work with you to provide information support. Further detail on the support provided by Subject Librarians is available from the [Subject Support](#) web pages.

#### Ask-A-Librarian

The Ask-A-Librarian service is an online enquiry service available to all students from 1-7pm during the week and from 1-5pm at weekends (term-time only). Ask-A-Librarian can be used by any student on-campus or off-campus and uses instant chat to contact a librarian directly. Visit [Ask-A-Librarian](#) to access this service.

#### European Computer Driving Licence

The European Computer Driving Licence (ECDL) is a recognised qualification that will improve your basic IT skills, help you with your coursework and provide you with the IT skills you will need in the work place. ECDL is free to UEL staff and students. Further details on the ECDL qualification are available from the [ECDL](#) web pages.

### Additional Support Services

#### Skillzone

The Skillzone is a service for students, providing additional support in key areas such as essay writing, researching and IT skills. At the Skillzone, students can work with expert tutors or use a variety of self-study methods to learn in their own time. Students have free access to a wide range of services and materials for successful study, including books, software, leaflets, one-to-one tutorial help and specialist workshops.

Further information on Skillzone activities is available from the [Skillzone](#) web pages.

## English Language Centre

The English Language Centre offers English courses for international students. The English Language Centre provides 3 types of courses:

- **Pre-sessional Academic English Courses** - For international students who want to study a degree or foundation course and need to improve their academic English.
- **In-sessional Academic English Classes** - Current students at UEL can get help with academic writing and research skills, listening and note-taking, giving presentations and academic vocabulary.
- **General English Courses** - These courses are for students who want to improve their English for everyday situations.

Further information on English Language Centre activities is available from the [English Language Centre](#) web pages.

## Disability, Dyslexia & Access Centre

The Disability, Dyslexia & Access Centre (DDAC) is committed to promoting genuine equality of opportunity for disabled people and to creating a learning, working and living campus environment in which everyone can achieve full participation.

The DDAC provide Dyslexia Study Skills Workshops and Dyslexia Advice Drop-in Sessions throughout term time. Further information on DDAC activities is available from the [DDAC](#) web pages.

## Academic Staff and Personal Tutors

Your tutors and module leaders are available to support you with any academic or subject related queries you may have. Each member of academic staff will have office hours available for you to visit them. Please check with individual schools as to academic office hours.

## Academic Integrity

The University of East London is committed to the values of Academic Integrity. Any work that you submit for publication, presentation or assessment must be presented with appropriate references. The university has an academic integrity policy that encompasses honesty, integrity, responsibility, trust/trustworthiness, respect/self respect and fairness/justice. For further information please visit the [Academic Integrity](#) web pages.

## IT Services Helpdesk

UEL offers a support service to all IT users, with IT Service Desks located on all three campuses. The IT Service Desks provide advice and guidance on all aspects of the IT systems provided by the university.

IT Service Desks are located at Stratford, Duncan House and Docklands and provide face-to-face, email and telephone support. Further details on the IT Service Desk are available from the [IT Service Desk](#) web pages.

## Student Liaison Officers

The Student Liaison Officer team consists of two Student Liaison Officers. The SLOs are here to help you in your university journey and enhance your student experience. They work directly with students and staff, aiming to provide clarity, support, and where possible, resolution of any issues that arise.

Further information on the SLOs, including the weekly drop in sessions, is available from the [Student Liaison Officer](#) web pages.

For a complete list of pastoral and personal support available for students at UEL please visit the [Student Services](#) web pages.