

## ASK – what we offer. A brief guide for Academic Staff.

The ASK team support teaching and learning at University of Exeter, Penryn Campus and Falmouth University. Our expertise lies in advising students about study skills and writing. We offer:

### Direct To Students

1. **general drop-in sessions (Info-Perch)** –the Library at Penryn Campus on Tuesday and Thursday afternoons and at Falmouth Campus on Mondays and Thursdays.
2. **one-to-one appointments** – available at Penryn and Falmouth. Students book direct via the website [ask.fxplus.ac.uk](http://ask.fxplus.ac.uk). 40 minutes of individual advice and support. Increasing demand is putting pressure on this service particularly near dissertation deadlines.
3. **website resources**– ([ask.fxplus.ac.uk](http://ask.fxplus.ac.uk))under continuous development and review with a view to making them more ‘user friendly’ and accessible. Most used is our guide to referencing (at Falmouth).
4. **‘Focus On’ sessions** – a new development in conjunction with Library, Inclusive Learning, Languages and Technology teams. Short sessions each week focussing on specific topics and directing students towards our services – open to all.
5. **NEW ‘Study Hub’ guides to resources and services** – Designed to complement the sessions and signpost to the Study Hub website (see above).

### Through Course Teams

1. **bespoke taught sessions** to coincide with specific assessments or generic – can be co-delivered with course teams or library teams
2. **drop-in sessions** in your departments to coincide with deadlines
3. **negotiated support programmes** for individual students with particular need
4. **feedback to course teams** on patterns of student engagement with our services
5. **training and evaluation** for peer assisted learning/peer mentoring schemes

We (ASK) have a high level of demand for individual appointments at peak times (when deadlines coincide) and we can not always meet the demand. We like to work with course teams as much as we can to ‘head off’ the demand for individual support and we are also offering as many general sessions and drop-in sessions as possible.

In our experience, taught sessions offered to cohorts work best if they are planned in conjunction with course tutors to be timely and appropriate to student need. Our job is to support the course teams’ teaching so it really helps us to know as much as possible about what the intentions and expectations are. While we are always happy to advise and deliver sessions on all aspects of academic writing (reports, essays, dissertations, referencing) and general study skills (time management, presentations etc), we are also keen to explore and help develop new kinds of assignment and writing tasks and new forms of engagement with learning.

We prioritise teaching requests so it really helps us if you can let us know well in advance if and when you would like to use our services. We can, however, generally fit in individual sessions at short notice if necessary.