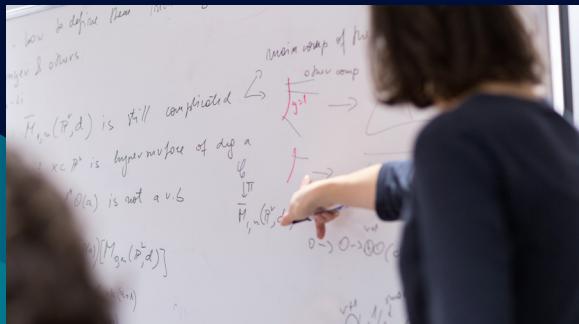


Department of Mathematics

New students' welcome pack 2022



Welcome to the Department of Mathematics at Imperial College London

This Welcome booklet is for students starting in October 2022, under the codings of G100, G102, G103, G104, G125, G1F3, G1G3, GG31 and G1GH. Students on the Joint Mathematics and Computing programme (JMC) will have different arrangements set up by the Computing department.

We look forward to welcoming you to the Department and hope you have a wonderful time studying with us! Please do not hesitate to contact the relevant person from the contact list given in this document prior to your arrival / any time you are with us with any questions you have.

Please note that the information in this welcome booklet is subject to change – please make sure to check emails and Blackboard Learn module “Maths Pre-Arrival Course” as noted below for any new information.

Things to do now!

Register with the College on MyImperial

Please make sure you officially REGISTER online on MyImperial as soon as possible (from 30 days before the start date of your course) as per the instructions College will send you via email. For more information, look on:

www.imperial.ac.uk/students/new-students/undergraduates/before-you-arrive/registration/

Do some MATHS!

Pre-arrival maths support and induction information will be posted on the Blackboard Learn VLE page “Maths Pre-Arrival Course”. You should have received information on how to access the page in an email from the Admissions Team. If not, please contact: maths.admissions@imperial.ac.uk.

New Student Welcome

Take a look at College-wide welcome information, accommodation updates and Student Union Welcome Fair on: www.imperial.ac.uk/students/new-students/



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Where do I go to get help with...

Welcome letter from Head of Department Professor David van Dyk



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**Professor David A van Dyk
Head of Mathematics Department**

August 2022

Dear First Year Student,

It is my pleasure to formally welcome you to the Mathematics Department at Imperial College London!

Going to University is a big step and I am sure that you will remember your time at Imperial as a milestone in your life. Imperial College London is a fantastic place to study and it is highly competitive to get a place here. You have done well to gain entry! And, I am delighted that you decided to take up our offer of admission and join us.

I hope that you continue to excel, to enjoy Mathematics, and that you take advantage of the lectures, facilities and teaching support available. It is important to realise that College is very different from school and this time is a transition to a more mature style of education and learning. Of course, this will require a considerable commitment from you - it is a challenging course. I hope you enjoy it.

Again, welcome!

Best wishes for your first year with us.

Yours sincerely,

A handwritten signature in blue ink that reads "David A. van Dyk".

Welcome letter from Departmental Student Representatives (Dep Reps), Xialu Zheng and Christine Zhang

Hi, everyone!

Welcome to Imperial and congratulations on making it to becoming part of our Mathematics Department and the wider Imperial community.

We are Xialu and Christine, your Departmental Representatives for the year, and we will be leading the incoming team of year representatives. We are here to be the link between the students and the faculty, help solve any problems you have, and improve student experience at Imperial. If you have any issues, questions, or suggestions, feel free to drop us an email or approach us in person once the term has started!

There may be many changes to adapt to when you enter university. To stay on top of your work, it's important for you to be attending your tutorials, watching your lectures, and doing the problem sheets. Mathematics is not a spectator sport! Problem classes provide excellent opportunities for you to collaborate with others, understand different perspectives and develop new ways of thinking. Most importantly, don't be shy to ask the lecturers or seniors questions when you need any help. We are all here to learn!

Of course, there is much more to student life than just studying all the time. Along with MathSoc, there are over 370 Clubs, Societies, and Projects you can join at Imperial – these are a fantastic way to try new things and to build connections with others who share the same interests as you. Make sure to go to Welcome Fair and to take advantage of the free tasters that will run in the first few weeks. Beyond Imperial, there are also endless places and events in London to explore! Finding a good study-life balance can be difficult at first, but remember that quality downtime is equally as important as ensuring your problem sheets are done. We are always here to talk to about anything – please do reach out if you need to.

Look out for emails about elections if you would like to become part of the student representative team!

Xialu Zheng, Academic Dep Rep, xialu.zheng21@imperial.ac.uk
Christine Zhang, Wellbeing Dep Rep, christine.zhang19@imperial.ac.uk



Welcome letter from MathSoc President, Carlos Cardoso Correia Perello

Hello everyone, welcome to Imperial!

Firstly, I'd like to congratulate you for getting in - it is not an easy feat and something you should be proud of! I'm Carlos, and I'm this year's MathSoc President. MathSoc is a student-run society that represents all Maths and JMC students here at Imperial. We host multiple events throughout the year, ranging from Game nights and Career fairs to our famous Christmas Dinner.

In our first event of the year, you will be introduced to your Maths Mums & Dads: older students that will help you navigate through your first steps at Imperial. After this, we aim to host multiple events throughout the year, which will be advertised through our [Instagram](#) and [Facebook pages](#), as well as our [mailing list](#). Additionally, feel free to check out our [website](#) and the [Imperial MathsWiki](#); they both have information about the modules you will take, as well as some tips and tricks!

We always love to hear from you, so if you have any questions, comments, suggestions, or just want to say hi, you can always contact us through Facebook, Instagram or via email at rcsu.maths@ic.ac.uk. If you see me or any other members of the committee around campus, come and say hello! We want to get to know as many of you as possible! Additionally, if you have any suggestions for events, please get in touch with me (cac19@ic.ac.uk) or Sorina (sa1319@ic.ac.uk) and Gautam (gj120@ic.ac.uk), our social events officers.

We hope you enjoy Welcome week as much as possible, and don't miss the Welcome fair - we'll have a stand there, so come check it out!

Have a great rest of the summer, and I'll see you around soon!

Carlos A.C.C. Perello



Term dates

The term dates for the 2022-2023 session are:

Autumn term (Term 1):

Saturday 1 October- Friday 16 December 2022

Spring term (Term 2):

Saturday 7 January - Friday 24 March 2023

Summer term (Term 3):

Saturday 29 April - Friday 30 June 2023

www.imperial.ac.uk/admin-services/registry/term-dates/

Mathematics Department Induction

Induction for all first year maths students will start on:

Monday 3 October 2022:

Register with the Department of Mathematics (in-person) - Huxley Building, Room 342, 9-10.30am.
180 Queen's Gate, South Kensington Campus

Welcome to the Department, Clore Lecture Theatre, level 2 Huxley Building at 10.30am.

The full induction programme (including other events on the first Monday) will be posted on the Blackboard module "Pre-Arrival Maths Course" by the end of September.

The first week will include welcome talks, important information on the degree programme, meeting your Personal Tutor in addition to social activities.

Your first module, Introduction to University Mathematics, will start on Wednesday 5 October.

ID cards - if living in College student halls, these will be given to you at your accommodation. Otherwise these will be available for pick up from the Department in the first week of term. Please look out for emails to know when these will be available for you.

Please contact maths-student-office@imperial.ac.uk with any concerns regarding the start of year.

1st Year Programme

1st Year Modules

The first year of all Imperial maths degrees, regardless of the coding, is the same. We want you to have a good foundation of knowledge enabling you to study more advanced maths in the later years.

Your first year programme will start with the module Introduction to University Mathematics (IUM). This module occupies the first four weeks of the first Term.

IUM is an intensive introduction to the ways in which you will be thinking about Mathematics at Imperial. Alongside the lectures for the module, there will be a number of problem classes per week. During the classes you will work in smaller groups with other students developing your understanding of the material from the lectures. The module is assessed by a number of components, culminating in a final test in week 4. The module is pass/fail, encouraging you to really delve deep into the material.

After the completion of this module, you will study the following core modules throughout the rest of the Autumn Term to the end of the Spring Term:

Core/compulsory topics (for all students):

- Analysis I
- Linear Algebra and Group Theory
- Calculus and Applications
- Probability and Statistics
- Introduction to Computing

In the Spring Term, you will also study the shorter module:

- Introduction to Applied Mathematics

To support your learning, you will have regularly scheduled lectures and problems classes for your core modules. You will need to take considerable time outside of these timetabled sessions to review the material and complete the problem sets given to you.

Throughout the Autumn and Spring Terms, you will have tests and assignments to help you gain feedback on your understanding. Final exams on all core modules will take place in the Summer Term.

In the module Introduction to Computing you will learn to programme using Python. No previous computing experience is necessary. Programming is a useful tool for mathematics and you will use it in assignments in later years.

The teaching day for UGs runs weekdays from 9AM to 6PM UK time (except Wednesdays where no teaching is scheduled for after 12noon to allow you time to take part in extra-curricular programmes). You could have classes or meetings scheduled at any time between these times. You are expected to be attending regularly and should arrange any extra-curricular activities or other commitments outside these scheduled hours.

After exams, the Year 1 culminates in the Individual Research Project, a chance for you to delve deeper into a specific area of mathematics based on your interests and options from the project supervisors.



Learning at University

When you join Imperial, be prepared to challenge yourself and your thinking. You are here to learn and learning often comes from reflecting on and revising from your mistakes.

Entering university, you are expected to be an independent learner, managing your timetable and a possibly very different workload than you have had to manage in the past. The best way to get the most out of your experience is making sure that you keep on top of the material assigned to you so that you can engage well and ask questions to gain support.

Lectures

In your lectures you will need to be taking good notes so that you can review these and identify questions you want to ask on material you don't fully understand.

Problems Classes

Each module will give you a number of problem sheets to tackle. It is very important to spend adequate time on these. You will probably have found Mathematics relatively easy at school or college. Don't be surprised if you find that you need to work much harder at Mathematics at university, where the subject is more about problem solving and rigorous proof than about tackling routine exercises and calculations. **You should expect to be challenged.**

The main purpose of the weekly problems classes is to discuss the lecture material and to sort out any difficulties arising from question sheets set by the lecturers. These sessions allow you to engage in group work or other interactive work, investigating the maths and working on questions together.

Make sure you have attempted problem sheets and questions from lectures before coming to these classes so that you can get the help you need, engage with the extra questions being asked, and know what to ask yourself. You may need to rethink how you plan your week and ensure that you work "backwards" from set deadlines in order to allow you time to work on problem sheets and assessments both prior to the deadline as well as prior to the times set in your schedule to ask questions and get help (such as problems classes).



Other support

To help you with the transition from school to university level Mathematics, we try to give you as much support as possible in the first year.

Many of your lecturers will use a **Blackboard Learn page** (the College VLE system) to display module information (e.g. notes, problem sheets, recommended reading or pre-lecture reading material), but some will use separate websites. Information will be given at the start of year lectures.

Each module lecturer will offer an '**office hour**', where you can ask individual questions. In addition, all modules will be supported by a monitored discussion forum via a **platform called Ed Discussion**.

Personal Tutor and Academic Tutorials: Every student is assigned a Personal Tutor in the Department, a member of the teaching and academic staff. The Personal Tutor will meet with students individually a few times a year, to discuss transition to university, general progress, and provide support and sign-posting around the programme and College.

In addition to these individual meetings, in Year 1, you will meet in a small group with your Personal Tutor every two weeks to discuss and work on mathematical thinking and problem solving skills.

Peer tutorials: Along with module-specific support, you will have weekly peer tutorials starting from week 5, where you will meet with a smaller group of students from your cohort and an older-year student to work together on your mathematics in a more informal environment, learning from each other and from the older student.

Typically, you will need to spend around 40 hours per week on Mathematics (including lectures and tutorials). You will find, however, that solving problems and understanding concepts is more satisfying and productive without time constraints. As a previous student has said—first year is all about learning how to “struggle” with a question, to really understand how to break it down and solve it. We expect you to spend as much time as necessary to understand Mathematics. The hour guideline is set for the typical student, you may need less or more time to understand the material depending on your personal background, knowledge and engagement. The first year is as much about learning about yourself, the way you study, as well as it is about the Mathematics!

The College has an online resource for learning and study skills support - take a look on: www.imperial.ac.uk/students/success-guide/ug/

Year Abroad students (G104 coding)

Students taking the Year Abroad course G104 intending to go to one of our European partner universities need to have at least a GSCE (or equivalent) in their chosen language and they MUST register for classes in their chosen language as soon as possible after registration opens. More information can be found on: www.imperial.ac.uk/languages/year-in-europe

The enrolment form is through the Horizons page, on www.imperial.ac.uk/horizons/enrolment. You will need your CID number and make sure you indicate that you are a Year Abroad Student on enrolment form.

International Students

If you are an international student and your first language is not English, studying mathematics in English, especially if doing so for the first time, can be a challenge.

To support you, special English language classes are offered to students in Term 1. Students will be selected to attend based on a language test. You may also wish to request to join the classes.

The Centre for Academic English also offers extra classes and 1-to-1 support for students. These are free to attend and are an excellent way to hone your language skills.
www.imperial.ac.uk/academic-english

Imperial Horizons

The optional Imperial Horizons programme allows you to take an additional non-maths module from a number of different options, including modules such as: Criminal Minds: The Psychological & Social Causes of Crime, Video Production for Mobile Devices or Korean. The programme has been designed to broaden students' education and enhance their career prospects. It is a great opportunity to expand your knowledge (and CV!) and to meet new people. The modules run on Tuesdays from 4-6 PM and do not interfere with your maths lectures. Please read more about the programme on: www.imperial.ac.uk/horizons. You need to apply to the programme separately, registration will open in September. In Year 1 Horizons modules are not for credit; in Year 2, you will take one I-Explore module (Horizons are included in these) for credit as part of your degree. www.imperial.ac.uk/study/ug/i-explore.



Contacts in the Department



Director of Undergraduate Studies: Dr Chris Hallsworth

Dr Hallsworth oversees the academic side of the undergraduate experience. He can be emailed at maths.dugs@imperial.ac.uk.



Senior Tutor: Dr Chris Ford

The Senior Tutor oversees student welfare and student progression, including mitigating circumstances and interruptions of study. Dr Ford can be emailed at: c.ford@imperial.ac.uk



Year 1 Tutor: Dr Pietro Siorpaes

The Year 1 Tutor works with the Senior Tutor to oversee their year. You should contact the Year Tutor with any concerns about absences, missing tests/courseworks due to illness, and personal academic progression.



UG Liaison Officer: Inkeri Hibbins (she/her/hers)

The UG Liaison Officer oversees the undergraduate student experience in the Department, supporting students throughout their academic journey. You can see Inkeri at any point for either welfare or academic issues. She can be emailed at i.hibbins@imperial.ac.uk.



Student Experience Coordinator: Sai Nathan (she/her/hers)

The Student Experience Coordinator works closely with the Student Wellbeing Reps and student leadership activities. Sai is also the Departmental Disabilities Officer. If you have had special exam arrangements in the past or need support around your study, please contact her for a discussion. She can be emailed at sai.nathan@imperial.ac.uk.



Undergraduate Education Office

The Education Office is the student hub for all undergraduate students studying in the Maths Department. The staff in the office deal with a range of student enquiries which include:

- General enquiries relating to student studies and the Department
- Module and programme registrations
- Examinations and in term tests
- Coursework submission/return support
- Mitigation requests
- Timetabling and room bookings
- Student record enquiries/changes such as change of degree code applications
- Help with College IT systems such as Blackboard, MyImperial, Outlook Calendar
- Requests for important letters such as reference requests
- UG admissions

The main email for all enquiries to the Education Office is maths-student-office@imperial.ac.uk.



Education Office Manager: Helen Haines

The Education Office Manager manages the work of the Education Office, therefore overseeing and managing the work the team do. If you have any enquiries on these areas of work, please email Helen on h.haines@imperial.ac.uk or one of the Education Office Team below:

Undergraduate Teaching Administrator: Valerie Nicol

The Undergraduate Teaching Administrator looks after student queries for all UG Programmes. Valerie can be emailed on v.nicol@imperial.ac.uk

Undergraduate Teaching and Admissions Administrator: TBC

The Undergraduate Teaching and Admissions Administrator deals with student queries for all UG Programmes and helps with the admissions processes.

Timetabling and Undergraduate Data Officer: Antoine Kaiserman

The Timetabling and Undergraduate Data Officer deals with teaching and exam timetables and student queries on module selections and registrations. Antoine also looks after student record keeping and can be emailed on a.kaiserman@imperial.ac.uk.

Admissions and Exams Administrator: Gertrud Levit

The Admissions and Exams Administrator looks after the UG admissions for the Department and deals with the running of the yearly end of module examinations. Gertrud can be emailed on g.levit@imperial.ac.uk



ICT information

For information about computing facilities in the College and software go to www.imperial.ac.uk/ict. You will be sent details of how to activate your College Computer Account and email address before you arrive.

All communications from the Department will be sent to your College email address from the end of September onwards. Please check this daily.

Once you have completed Imperial's online registration process, you can use your College credentials to get Microsoft Office 365 software for free. This allows you to install the latest version of Microsoft Word, Excel, PowerPoint, MS Teams, OneNote and much more on compatible, personally-owned devices. Read more and access training on: www.imperial.ac.uk/admin-services/ict/self-service/connect-communicate/office-365/

Computer requirements

The Department has three computer labs that are available for students to use for study when the rooms are not in use for classes/tutorials. In addition to this resource, it is recommended that students have a laptop (or desktop computer) to use to access study material and completing computing exercises outside lectures.

It is up to you the type of computer you have, students in the past have had various devices, but we would suggest should be at least comparable to the laptop we offer for loan; HP EliteBook 840 G7, i5-10310U processor, 16Gb RAM, 256Gb solid state disk, 14" HD screen, Windows 10 Pro 64, webcam; see <https://www.8hp.com/h20195/v2/GetDocument.aspx?docname=4AA7-6811ENUC>.

You will need reliable internet connection with a minimum of sustained 10 MBps down/upload speed and you may need to be able to use Microsoft Teams (requiring access to a webcam and microphone) for certain activities.

Some students will have a graphics tablet to allow digital notes annotation, however, please note that this is not required and you will be given printing credit in order to print off problem sheets and lecture notes. You will also be able to add more funds to the printing account if needed. <https://www.imperial.ac.uk/admin-services/ict/self-service/computers-printing/printing-photocopying-and-scanning/buy-credit/>.

Some assessments will be completed at home and will need to be scanned (using a scanner, document camera or smartphone) and submitted digitally.

What to review prior to arrival

We expect you to have a very good understanding of school mathematics when you start at Imperial. The work at Imperial is demanding and fast-paced. Even in topics you are already familiar with, you may be presented with very challenging problems. So it is very important that you consolidate and practice your knowledge of mathematics before you arrive. This is particularly important if you have had a gap year.

The Pre-Arrival Maths Course on Blackboard will allow you to refresh your memory on a number of important topics prior to the start of term.

Most topics on the course will hopefully be very familiar, however, some may even be new to you - students come to Imperial with different educational qualifications. We also understand that many of you will have had various interruptions to your study the last few years.

We like to say that "mathematics is not a spectator sport". The best way to learn maths is to do maths. The videos and supplementary material in the Pre-Arrival Course on Blackboard will include number of maths problems and quizzes. How to approach some of the questions may not be self-evident, so take some time to think about them. Pause videos/write out the problems, think about what they are asking, and what methods and knowledge you have to solve the question. Don't worry if you can't do all of them, but do try them out - get your brain working again after a long break!

We know that you will of course be busy preparing for your transition this coming month, spending time with family and friends and some of you may also be doing some part-time paid work or volunteering. Thus we have tried to choose the topics and questions carefully; do take some time to engage with the material prior to arrival!

Extra Recommended Reading

If you have a bit of extra time over the break, a few excellent books, which will help you to prepare for the different style of mathematics that you will study here, are:

How to Study for a Mathematics Degree by Lara Alcock, published by Oxford University Press (ISBN: 978 019 966 1329)

A Concise Introduction to Pure Mathematics by Martin Liebeck, published by Chapman and Hall (ISBN: 1 58 488 193 3)

This book is an excellent support for your first year mathematics programme and will be referred to in your Introduction to University Mathematics module.

Towards Higher Mathematics: a Companion, by Richard Earl, published by Cambridge University Press (ISBN: 978 131 661 4839)

How to Think Like a Mathematician by Kevin Houston, published by Cambridge University Press (ISBN: 978 052 171 9780)

Lecturers will usually recommend a selection of books at the start of a module. These will generally be available in the main College Library (including digital copies) or can be ordered if necessary. Through the library you will also have access to numerous e-journals, e-books and newspapers.



Social Activities in the Department

The Department's Mathematics Society, **MathSoc**, run by undergraduates, organises social and careers events and talks by visiting speakers. Look out for regular activities and special events like the annual formal dinner.

The Union's Mums and Dads scheme is one where new first year students are placed into a "maths family" with older students acting as the "parents" - a great way to get the "insider" information on the course and College! More information to come in the coming month from the Union/MathSoc.

Plus! is an informal club which meets to chat about interesting and unusual mathematical problems. If you took part in the Mathematics Olympiads in the past, you may be interested in joining Plus!

The **UG Colloquium** is a weekly lecture series run by undergraduates for undergraduates. Join in and listen to talks about independent research your fellow students are undertaking (or just an interesting problem they have come across and looked into), or present a talk of your own!

Women in Maths hold regular events with socials and talks from academics and alumni in an informal social atmosphere. All welcome regardless of gender.

Other events such as **wellbeing events** and **research and inspirational talks** by academics will take place regularly, look out for adverts and come along to hear something new and meet other students and staff.

External Activities

Look out for all of the external activities and clubs events happening in the Student Union - <https://www.imperialcollegeunion.org/activities>

Or talks and workshops around College: <https://www.imperial.ac.uk/whats-on/about-imperial-events/>

Workshops and events at the Enterprise Lab: <https://www.imperialenterpriselab.com/> or Careers services: <https://www.imperial.ac.uk/careers/whats-on/>.

And of course if living in Halls, you will have Halls events to enjoy.

And don't forget that you are in the heart of London - enjoy your surroundings, with the V&A, Science Museum, Natural History Museum, Royal Albert Hall, Hyde Park and other great locations just minutes away - make sure you take some down time to enjoy your other passions in addition to maths!

Getting around campus

Maths classes primarily take place in the Huxley Building at 180 Queen's Gate.

The main lecture theatre is the Clore Lecture Theatre. This is on the right hand side on the same level you enter the building from on Queen's Gate.

Your classes will take place across rooms on levels 1, 2 and 3, with computing classes on level 4. Tutorials may also take place on levels 5, 6 and the "in-between floor" 6M.

The two main Departmental rooms undergraduates can use for working are the Maths Common Room next to the Clore, and the Maths Learning Centre (MLC) on level 4. There are also two other smaller computer rooms, 408 and 410, that students can use when they are not being used for classes or tutorials.

Most of the maths academic and administrative staff offices are on levels 5, 6, 6M and 7 of Huxley Building, although as we are a large department, a few of your tutors may be in different buildings around South Kensington. The Mathematical Finance section is located in Weeks Building.

Please see: www.imperial.ac.uk/media/imperial-college/visit/public/SouthKensingtonCampus.pdf for the South Kensington Campus Map. The Huxley Building is point number 13.

There are a number of study spaces on campus for students to use. In addition to the rooms in the Department, many students choose to study in the Library or in the Go Study spaces around campus. www.imperial.ac.uk/admin-services/library/use-the-library/our-libraries/gostudy/

The campus and the surrounding areas near South Kensington, Gloucester Road and High Street Kensington have various food shops, restaurants and cafes. You can also bring your packed lunch to eat on campus.

Take some time in your first few weeks to wander around the campus, go for a workout at Ethos, grab a smoothie from the College Cafe, find out how to register at the Health Centre, pick up a Careers booklet from Sherfield, have some curly fries at the 568... Ask older year students for their favourite spots on campus and in the area!





IT'S ALL ABOUT YOU.

Have a Concern?

College Support services information can be found in the Student Support Zone
<https://www.imperial.ac.uk/student-support-zone/>

FAQ: Where do I go to get help with...?

With many places to get help at Imperial for various questions, it can be difficult to identify where to go. You can always speak with your Personal Tutor or the UG Liaison Officer in the Department and we can help sign-post you to appropriate support. You can contact us by email to set up an appointment. When emailing staff, make sure to include your name and CID and send the email from your Imperial email address.

Below are some FAQ on “where to go for help with....?”

Settling in/adjusting to life at University

Your Personal Tutor is your main point of contact on most issues, especially settling in at University. If you have any concerns/feeling low/homesick, not settling in/meeting people, make sure to speak with your Personal Tutor or the UG Liaison Officer (i.hibbins@imperial.ac.uk). If you are living in the Halls, you could also speak with your Hall Senior or Warden. Just make sure you talk to someone! Also, if you notice any of your friends feeling low, encourage them to speak to someone.

Transitions can be really exciting, but also at times difficult and unexpected (learning how to live independently, go shopping, cook, etc. for yourself), and can be especially so after the recent challenges with Covid-19, so do talk to people about how you are feeling and think about ways to engage with the community, find some maths study friends, join a society in the Union, get a group together to cook or go Hyde Park together, join halls events or outings. If living at home, it may be a challenge adjusting to a new routine and the demands of university study - talk to your Personal Tutor or external family and friends who can relate to your situation and support you.

Computer/IT issue

Contact information for the ICT Helpdesk is on www.imperial.ac.uk/admin-services/ict/ - you should log your support query via the website form (ASK ICT) to ensure the right person responds. The pages also link to information on software you can access through your account. Information for new students is on: www.imperial.ac.uk/admin-services/ict/new-to-imperial/students/.

Language Support for International Students

Your Personal Tutor can help you identify any concerns with your language skills, and may refer you to the Centre for Academic English. The Centre for Academic English offers short classes and 1-2-1 appointments –please take a look on: www.imperial.ac.uk/academic-english/current-students/undergraduate. For international First Year students, an English support module runs throughout the year. If you have not been asked to attend the module based on your English test results, but would like to do so, please contact the Undergraduate Liaison Officer.

Study skills (exams, lectures, writing reports)

Your Personal Tutor or the UG Liaison Officer can help you identify your needs and can work with you to improve your study skills. You can also look at the Imperial Success Guide for support: www.imperial.ac.uk/students/success-guide/.

Disability Advisory Service & Learning Difficulties

If you have a registered disability/a long term health issue or if you had special arrangements during school exams, please look at support information on www.imperial.ac.uk/disability-advisory-service/prospective-offer-students/start/. The Disability Advisory Service email is disabilities@imperial.ac.uk.

Please also contact Sai Nathan (Student Experience Coordinator) who is the Departmental Disabilities Officer. You can email her on sai.nathan@imperial.ac.uk. She can help go through the procedures required. You may also need to meet with the Disability Advisory Service. It is important that the College has all of the paperwork in place in order to support you in the most appropriate manner (exam arrangements are not automatically transferred over).

You may also discuss concerns around your learning with your Personal Tutor or UG Liaison Officer.



Health issues interfering with studies (body or mind)

You should alert your Personal Tutor or the UG Liaison Officer as soon as you can if you are facing health issues (body or mind) that are interfering with your studies; this may be discussed with the Senior Tutor to help assess the likely impact on your studies.

All students should make sure that they are registered with a Doctor either at the Imperial College Health Centre (if living in campus accommodation/in the catchment area) or near their home. Contact the Health Centre via: www.imperialcollegehealthcentre.co.uk/ and phone: 020 7584 6301. The College has a Counselling service that is free for students to use: www.imperial.ac.uk/counselling/ contact them via email for appointments: counselling@imperial.ac.uk. There is also a Dental Clinic on campus—call 020 7589 6623 for information.

Wellbeing Support

The Faculty Wellbeing Advisors can help provide you with general guidance on managing your wellbeing and can talk with you about wellbeing-related concerns that you would like to discuss in relation to your studies.

You can find out more and self-refer to their service via our webpage at www.imperial.ac.uk/natural-sciences/education-and-teaching/wellbeing-support/resources-for-students/advice-team/

Stress

The Faculty Wellbeing Advisors can meet with you to discuss your concerns www.imperial.ac.uk/natural-sciences/education-and-teaching/wellbeing-support/resources-for-students/advice-team/, or you can reach out to your Personal Tutor or the UG Liaison Officer or the Senior Tutor, and we can help you to find possible solutions. The College runs a number of stress management workshops and the Health Centre has helpful information on their website: <https://www.imperialcollegehealthcentre.co.uk/health-wellbeing/exams-and-stress/feeling-stressed/>. You may also contact the Student Counselling Service for support, www.imperial.ac.uk/counselling/.

Accommodation issues

If living in the Halls, speak with the Warden/Sub-Warden/Hall Seniors with any concerns. Your Personal Tutor or the UG Liaison Officer can discuss issues with you to help you find avenues of support and refer you to the Accommodation Office. The Senior Tutor can also help identify the likely affect on your work. If living off campus and having issues around housing rights/your landlord, you can also seek support from the Union Advice Centre at advice@imperial.ac.uk. Information on accommodation options and support is available on www.imperial.ac.uk/study/campus-life/accommodation/



Family troubles

Your Personal Tutor or the UG Liaison Officer can discuss your concerns with you, as well as the Senior Tutor or the Faculty Wellbeing Advisors. If the issues are likely to interfere with your work, the Senior Tutor can help to identify possible routes of support.

Support for LGBTQ+ students

Within the Department you can talk to the Faculty Wellbeing Officers, your Personal Tutor, UG Liaison Officer or Senior Tutor with any questions you may have. You can also contact the Union Society IQ: www.imperialcollegeunion.org/activities/a-to-z/iq-imperial-college-lgbt.

International Student Concerns

Extensive advice is available for international students on the International Student Support Office Website: www.imperial.ac.uk/study/international-students/ and students are encouraged to see the staff in the office for any questions regarding their visa or their stay in the UK.

Absence from college

If you are unable to attend/engage with your studies for one or two days, you can self-certify your absence. For three or more days you must inform your Year Tutor, and for a week or more you must request permission from the Senior Tutor. Where this is due to mitigating circumstances, and where this interferes with an assessment, you must complete a Mitigating Circumstances form (more information on forms will be given at start of year).

Statements for Council Tax Exemptions/Letters to open up Bank Accounts, etc

You can download statements to confirm your registration as a student directly from MyImperial. This can help with opening up a bank account, confirming your student status for council tax exemptions, etc. In the summer after your first year you will also be able to download your transcript from this online service. www.imperial.ac.uk/student-records-and-data/for-current-students/request-an-official-document/



Financial concerns

The Student Hub can direct you to talk to someone in the Student Financial Support office, www.imperial.ac.uk/fees-and-funding for assistance. There may be hardship funds available depending on your circumstances: www.imperial.ac.uk/students/fees-and-funding/financial-assistance/student-support-fund. The Union Advice Centre may be able to sign-post you to support as well: advice@imperial.ac.uk. You should discuss the situation with the Senior Tutor or the UG Liaison Officer if the situation is severe and is affecting your studies.

Students also have access to free resources on the Blackbullion website for support around money management www.imperial.ac.uk/students/fees-and-funding/managing-your-money/budgeting/.

Course concerns

If there are any potential concerns with your course of study, be it content, difficulty or structure of deadlines and/or workload, the Director of Undergraduate Studies, Dr Chris Hallsworth, is happy to discuss the concerns with you. Your Student Year Reps, Departmental Representative and the UG Liaison Officer are also here to help liaise between the students and the staff, so you can always approach them with concerns over the academic programme.

Working while studying

If you are studying full-time, the College recommends that you do not work part-time during term time so that you can fully concentrate on your studies. Many students work in the summer to help pay for expenses during the year. If you do need to work during term time, the College advice is to work no more than 10–15 hours per week, which should be principally at weekends and not within normal College working hours so as to not interfere with your lectures and classes. Please be careful with your time and ask for help if you are finding that work is interfering with your studies. Your primary objective while at Imperial should be your academics!

References

Your Personal Tutor is your primary referee, so you should make sure that they know you well enough to write a reference for you. Other good people to ask for references are: Project Supervisors (especially Year 2, 3 and 4 project supervisors) and the Year Tutor. The Senior Tutor may provide a reference if you are unable to gain a reference from any of the above. You should always make sure you ask people who know you well and thus can write a good reference for you.

Any other questions/concerns, please do contact your Personal Tutor, the UG Liaison Officer, the Year Tutor or Senior Tutor - we are all here to help sign-post you as needed - not just in your first year, but throughout your time at Imperial.

We look forward to welcoming you to Imperial!

**Imperial College
London**