

## Drop-In Guidelines for Students

Please read this document carefully, particularly the 'Policy on Lateness' section and 'Cancellation Policy'. If students have questions about the points below, they should email [englishlanguage@lincoln.ac.uk](mailto:englishlanguage@lincoln.ac.uk) for further clarification.

### About the Service

- A drop-in/consultation service for University of Lincoln EU and international students requiring assistance with any form of the English language primarily in an academic context. Although the majority of students use the service for academic writing, it is not limited to this one feature.
- The sessions are primarily based around language. However, students can also request guidance on study skills e.g. referencing. Students interested in improving their study skills may also benefit from visiting the University of Lincoln Library and Academic Subject Librarians who also offer drop-in sessions.
- All English Language Centre tutors are experts in English language and will provide as much support and guidance as they can.

### Eligibility

- Students who meet all the following criteria are eligible to use the drop-in service:
  - Enrolled on a degree course at the University of Lincoln
  - First language is not English
- If you are unsure of your eligibility to use this service, please email [englishlanguage@lincoln.ac.uk](mailto:englishlanguage@lincoln.ac.uk), providing your full name and Student ID number.

### Schedule

- Appointments are available **Monday – Friday, 12:00pm-2:00pm** (4 x 25 minute sessions). For all appointments between 12:00pm and 2:00pm, students should report to the **Student Support Centre** (ground floor, Minerva Building). Students **must wait** for the tutor to collect them.

- At certain times during academic year, evening appointments are offered on **Thursdays 5:00pm-7:00pm** (4 x 25minute sessions). For evening appointments, Students should report to the **Student Wellbeing Centre** (first floor, Marina Building)

### Timings

- A student can book a **maximum of 2 x 25 minute appointments per week**, depending on availability; these 2 appointments **cannot** be on the same day, they must be on different days.
- Each appointment is **no more than 25 minutes long**. This is to allow time for the teacher to collect the next student.

### Booking Procedure

- Online booking service through the ELC website: <http://elc.lincoln.ac.uk/drop-in>

### Policy on Lateness

- **Students are expected to attend all their appointments on time.** They should arrive **5 minutes before their appointment.** It is considered disrespectful to be late.
- If a student is **late by 10 minutes or more**, the session is **automatically cancelled.** This applies to both 1 x 25 minute appointment and the start of 2 x 25 minute appointments. For example, if a student has booked 2 appointments at 12:00pm and 12:30pm, they must arrive no later than **12:09pm.** Students arriving any later than this will not be provided with an appointment.

### Cancellation Policy

- Students have the right to cancel sessions. They should cancel by either:
  - Clicking the **cancellation link** in the appointment confirmation email
  - **sending an e-mail** to [englishlanguage@lincoln.ac.uk](mailto:englishlanguage@lincoln.ac.uk) **ideally 24 hours before the appointment.**

### Absence Policy

Students are expected to notify the ELC if they think they cannot attend their appointment. If students are absent from **2 sessions in a term** without formally cancelling, the ELC has the right to suspend the student from booking sessions for **2 weeks.**

## Session content

- The drop-in sessions are intended to advise students on how to improve their work. We do **not** provide a **proofreading service**.
- **Students should be aware that not every language error will be corrected.** Tutors will identify and provide input on common/persistent errors, which the student can then apply to the rest of their assignment, and also subsequent assignments.
- Students are expected to be engaged, active participants during the session and are encouraged to ask specific questions.
- To get the most from this service, students should send in their work and the task/assignment rubric/brief/guidelines to the ELC 24 hours prior to their session. This allows the tutor to prepare before the appointment.
- If the writing sample is forwarded less than 24 hours prior to the session, tutors are not obliged to have looked at the sample before meeting the student.
- Students are not, however, obliged to send in written work prior to attending a session. If students choose to bring in written work to the session on the day, it should be printed.
- Tutors can only check up to a maximum of approximately **500 words** for each 25min session. This is to ensure the service provided is fair and consistent for all students.
- Students can stipulate which 500 words are to be checked. If this is not communicated and the sample provided exceeds 500 words, the tutor will read the first 500 words.
- Although as a general rule 500 words can be checked, students **should send in/bring the full piece of written work so that the tutor can fully understand the context of the sample.**