

End of Welcome Week Checklist: September 2024

The end of Welcome Week is a good point to check how everything is going. You should hopefully be able to answer 'yes' to the questions below, however, if you can't, please refer to the further information provided to help you.

Question	Further Information
Do you know how to access your timetable?	Teaching timetables can be found here .
Are you using myHWU, the Student Portal?	myHWU is the student portal which provides access to everything you need at university. You can download the app for your phone or tablet or access it on any PC. You can use it to contact University services and get answers to any questions you might have. You can access the portal by going to http://portal.hw.ac.uk
Are you using your Heriot-Watt e-mail?	<p>If staff from the University need to contact you, they will e-mail you at your Heriot-Watt e-mail address, so make sure you log in and check it every day.</p> <p>You should also use your Heriot-Watt e-mail when contacting the University. Mail from non-Heriot-Watt accounts (like Gmail etc.) sent to Heriot-Watt staff can get caught in spam filters. Using your Heriot-Watt email also shows staff that they are communicating with a Heriot-Watt student rather than someone they don't know and can't share information with.</p> <p>If you are having any problems accessing or using your Heriot-Watt e-mail please contact The IT Helpdesk by e-mailing ISHelp@hw.ac.uk</p>
Are you able to log in to Canvas and see all your courses?	<p>Canvas is Heriot-Watt's Virtual Learning Environment (VLE) and is a vital learning and communication tool for you and your lecturers, so make sure you log in and check Canvas every day. On Canvas you will also find your discipline site, where you will find your programme handbook, discipline related content and the student voice area.</p> <p>Please see Canvas: help and support (sharepoint.com) for more information about using Canvas.</p>

<p>Do you know how to use the Library?</p>	<p>Make sure that you are able to access Library resources, including online material. You will also find a lot of information in Subject Guide for your School.</p> <p>Each Heriot-Watt School has a Liaison Librarian.</p> <p>Engineering and Physical Sciences Lucrezia Gaion l.gaion@hw.ac.uk</p> <p>School of Social Sciences (EBS, LINCOS and Psychology) Marion Kennedy m.l.kennedy@hw.ac.uk</p> <p>School of Social Sciences (Global College and PSE) Rachel Whittington R.Whittington@hw.ac.uk</p> <p>School of Mathematics and Computer Science Lucrezia Gaion l.gaion@hw.ac.uk</p> <p>School of Energy, Geoscience, Infrastructure and Society Sarah Kelly s.kelly@hw.ac.uk</p> <p>Global College Rachel Whittington R.Whittington@hw.ac.uk</p> <p>School of Textiles & Design Laurie Roberts L.Roberts@hw.ac.uk</p>
<p>Do you know how to find out about developing your academic skills?</p>	<p>You can find out about developing your academic skills here, including information about the Skills Hub and Effective Learning Advisors</p> <p>If you need help with maths or English language skills (whatever subject you are studying) you can access support at the Maths Gym or English Gym.</p>
<p>Do you know who your Personal Tutor or Student Advisor is and how they can help you?</p>	<p>At the start of the year, you will be allocated a Personal Tutor or Student Advisor, depending on which school you are in.</p> <p>A Personal Tutor is an academic member of staff able to act as a first point of contact for you if you need advice on academic or</p>

	<p>non-academic issues and can help if you are having any difficulties adjusting to university.</p> <p>A Student Advisor is your first point of contact for pastoral and wellbeing issues that may impact your studies and will support you with changes to your personal circumstances.</p> <p>If you have not already met or been in contact with your Personal Tutor or Student Advisor, you can find their details in the Student Self Service (go to the Student Record tile on myHWU, the Student Portal). If you have not yet been allocated a Personal Tutor or Student Advisor then make an enquiry using AskHWU on myHWU</p>
Are you aware of the Disability Service and how to access support?	<p>If you have, or think you may have a disability, specific learning difficulty (dyslexia, etc.), medical or mental health condition, sensory impairment or Autistic Spectrum Condition – the Disability Service is here to help.</p> <p>Please make an appointment to meet with a Disability Advisor by emailing disability@hw.ac.uk or through myHWU. The Disability Service can offer information, advice and support for students who have, or think they may have, a disability.</p>
Do you know about the content of your programme and how it is structured?	<p>You can find out all about your programme by referring to your Programme Handbook. This is available on Canvas on your discipline site, and contains all the essential information about your programme, including how to contact key staff and where to find help and resources.</p>
Do you know about all the clubs and activities that you can get involved in as a Heriot Watt student?	<p>You can find out more about the clubs and activities at Edinburgh Campus, Student Union, Sports Union, and Chaplaincy on their websites and social media channels.</p> <p>Wellbeing Activities give you the opportunity to take a small break from busy university life to focus on your own physical and mental wellbeing. Whether you want to meet other students or find techniques to overcome any stress or anxiety – we offer a wide range of activities and workshops throughout the semester.</p>
Do you know about all the support available to you as a Heriot-Watt student?	<p>Find out about support and services for students in the A to Z Guide for Students.</p>

<p>Do you want to talk to a recent Heriot-Watt graduate who can give you helpful tips and advice?</p>	<p>Nobody knows the Heriot-Watt student experience better than someone who has been through it all themselves. We have a dedicated team of recent graduates, the Student Success Advisors who are available to offer help and advice to students. Contact them at studentsuccess@hw.ac.uk</p>
<p>Do you need an answer to a question or need to talk to someone?</p>	<p>You can use the Ask HWU tile on myHWU, the Student Portal, to find answers to frequently asked questions, or to ask a question of your own. You can use the relevant tiles on the Portal to book appointments with a range of services including Student Wellbeing Services and the Careers Service</p>
<p>Have you registered with the doctor/dentist?</p>	<p>There is a General Practice on campus that students can register with while at university. The practice has a GP and dentist available. To register, please contact the practice reception desk.</p>