

## Mathematics Support Centre: Fair Usage Policy

Due to the high volume of requests for support within the Mathematics Support Centre, we are introducing a **'Fair Use Policy'**. While we do not wish to discourage any student from using the Centre, we are increasingly aware of instances where Tutors are unable to see students due to the volume of demand from students who are visiting the Centre on a daily basis to receive help from multiple tutors on the same topic, or to obtain assistance with entire problem sheets. This type of usage is not within the spirit of how the Mathematics Support Centre operates.

While the Centre will seek to support all students, it has been established primarily to provide drop-in support aimed at foundation and first-year undergraduate students from all disciplines and programmes of study within the University. It also supports undergraduate from other year groups who have been identified as having particular difficulties with basic mathematical and statistical techniques. Tutors will not give you the answers, but will work with you so that you can understand how to apply the techniques to find the answers **yourself**. They can help you to develop **your** mathematical skills so that **you** are able to complete **your** studies successfully.

For some students, this support and facilitation approach to mathematical development can be challenging. Some students can feel that they do not learn effectively when they are not given the answers. However, whilst giving the answers may be successful in the short term, it inhibits independent and deep learning and, therefore, limits your mathematical skills development.

In light of this, we are introducing a **Fair Use Policy**, the details of which are outlined below:

- You may make as many visits to the Support Centre as you wish; however, tutors have been trained to only spend a maximum of 10-15 minutes with any one student in one session. This allows students to be seen equally and fairly. Furthermore, we operate a queuing system whereby a student will take a numbered card so that those who have been waiting longest for support are seen first.
- Tutors have been trained to prioritise their support as appropriate. For those using the Mathematics Support Centre multiple times each week, this may well mean that other students are seen ahead of you.
- The Centre has primarily been established to help first year students. We will not turn anyone away and Tutors will aim to help any student whose query falls within their area of expertise, but we also reserve the right to prioritise those where we believe there is greatest need.

You are reminded that the Mathematics Support Centre is provided to augment the support provided within Schools and Departments. It may be that Maths Support Centre Tutors are unable to help fully with your query. In such instances you are advised to avail yourself of the support opportunities available within your School or Department, including discussion with your Personal Tutor or relevant module contact.

By using the Centre you are agreeing to the above.