**Student support services**

**Manaaki study group** is a student-led group that supports Social Science students at all levels. It meets in the Social Sciences building level 4 Student Space – watch out for adverts in class as to what time to attend. Join the group at any time during the semester for study, peer support and free food!

**The Tuakana Arts Programme** (<http://www.arts.auckland.ac.nz/en/for/maori-and-pacific-students/tuakana-arts.html>) provides support for Māori, Pacific and other students who would like assistance with study habits, essays writing and exam preparation through a peer mentoring arrangement. Listen out in lectures/emails for information about how to attend workshops or mentoring office hours.

**Arts+ Programme** (<https://www.auckland.ac.nz/en/arts/current-students/student-support/arts-plus.html>) aims to quickly integrate first-year students into campus culture, making the transition to university study smoother. It involves first year students being assisted by a mentor who will attend your first tutorial of SOCIOL 103 to help you get to know each other. Your mentor will let you know how to meet the expectations of your courses and help you to be an active learner by developing your confidence and academic skills. They will work with you to develop key skills for successful university study like referencing, note-taking, and searching the library databases.

**Learning and Teaching Development** (<https://www.library.auckland.ac.nz/services/student-learning/undergraduate>) offers help to undergraduate students in developing effective academic learning and performance skills, and helps those who encounter difficulties in their studies. Both online resources and workshops are available, covering topics like critical reading, planning and writing essays, finding resources, English language assistance etc.

[**English Language Enrichment (ELE)**](http://www.auckland.ac.nz/elsac) (<https://www.library.auckland.ac.nz/services/student-learning/ele>) offers students effective English language support in an electronic learning environment.

* You can meet with a personal language advisor who will give you advice on the best way to learn English
* You can use the 1000+ language learning materials in your own time
* There are group activities and workshops to give you further practice
* ELE is free to university students

**Guidelines for dealing with problems and complaints**

Sometimes, in the course of studying, students can encounter issues or problems with an aspect of their learning experience that they would like resolved. The kinds of problems students encounter can be diverse: it might be an issue with lecture content, or a belief that an assignment or mark has not been marked fairly, or a feeling that a tutor or lecturer is not behaving respectfully. When such problems arise the university recognises that it is usually best for the matter to be resolved promptly and informally. There are a number of people within Sociology and in the university who can assist you resolving problems or complaints.

When the problem is related to a course – its content, a mark for an essay/assignment, or feedback on an essay/assignment – then it is usually preferable to speak to the person most directly concerned, which will normally be a tutor or lecturer. Should the matter remain unresolved following such a conversation and it is serious enough to warrant a complaint, then contact the Head of School, Professor Simon Holdaway ([sj.holdaway@auckland.ac.nz](mailto:sj.holdaway@auckland.ac.nz)).

When the problem is one of lecturer behaviour, the matter should be taken directly to the Head of School, Professor Simon Holdaway ([sj.holdaway@auckland.ac.nz](mailto:sj.holdaway@auckland.ac.nz))

Before formulating a complaint, students may wish to seek the advice from the following:

* Student Learning Services
* A WAVE advocate
* Disability Services
* A University Counsellor
* A University Chaplain
* The University Mediator

They might also want to consult:

* The AUSA Student Advice Hub

<https://www.auckland.ac.nz/en/for/current-students/cs-student-support-and-services/cs-personal-support/student-advocacy-service.html>

and/or

* The guidelines on Academic Disputes and Complaints

<https://www.auckland.ac.nz/en/students/forms-policies-and-guidelines/student-policies-and-guidelines/academic-disputes-and-complaints.html>