**<Admin only: Series of 3 emails/forum posts for students>**

**<Admin only: Email 1 / Student forum post 1>**

**<New enrolments/start semester>**

Dear <Student first name>

Before you get into your studies this semester, remember that getting ‘stuck’ is a normal part of University learning.

But it’s important not to struggle over a problem to the point of frustration or stress. Remember that The University is here for you 24/7.

That’s why we provide free ‘YourTutor’ access for you, as part of your enrolment. It’s live, one-to-one help, right when you need it.

**Next step**: Quickly familiarise yourself with the location of the online ‘YourTutor’ service inside Blackboard now.

Whether you get help with a writing file or connect live to a tutor, there is always an expert at ‘YourTutor’ who will help you think about your own work, without doing the work for you.

Kind regards,

<Head of Department/Faculty>

Connect to the YourTutor service here: <Blackboard link>

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**<Admin only: Email 2 / Student forum post 2>**

Dear <Student first name>

Do you ever need study help at 11pm, or on a Sunday afternoon, or during breaks?

That’s why The University gives you free access to the 24/7 ‘YourTutor’ service.

**Next step**: Quickly familiarise yourself with the location of the online ‘YourTutor’ service inside Blackboard.

How does it work? When you can’t reach on-campus support, you can get help with writing and referencing - for any course - in less than 24 hours.

You can also connect live 3pm to midnight for help with a question right away, in English, maths, science, business, and other core skills areas.

Kind regards,

<Head of Department/Faculty>

Connect to the YourTutor service here: <Blackboard link>

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**<Admin only: Email 3 / Student forum post 3>**

**<before mid-semester break>**

Dear <Student first name>

As mid-semester approaches, remember that The University still supports you throughout the break.

With the ‘YourTutor’ service, you can connect live online for help right when you need it, 3pm - midnight. You can also get help with a writing file in less than 24 hours.

**Next step**: Familiarise yourself with the location of the ‘YourTutor’ service inside Blackboard.

Here are some examples of actual questions other students got help with recently:

*"I think I need help! Is my structure right? How can I improve my conclusion? Is it strong and relevant?"*

*“I really need help with my prediction of the standard molar entropies for ammonia and nitrogen trifluoride at 298K”*

*“I want to understand how to calculate the F-statistic for an ANOVA test!”*

Kind regards,

<Head of Department/Faculty>

Connect to the YourTutor service here: <Blackboard link>