



CONNECTIONS

Support from BCU Central Services

INTRODUCTION

Central services in the University are working hard to find ways to support your efforts to ensure a high quality student learning, teaching and assessment experience under the current difficult circumstances. Each department has made both resources and staff available to you through email, iCity, Moodle, and through the ever expanding use of MS Teams.

This document draws together key information so that you can find that support more easily, having a single document to navigate.

We anticipate updating this document at regular intervals, so please check the version number to ensure you have the latest information.

If there is anything missing that you would like to see included, please contact the relevant department.

Heads of Central Service Departments

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Centre for Academic Practice in EDS

Teaching & Learning Online support

Our main channels of online information are as follows:

1. Dedicated [iCity Page for Teaching and Learning online](#) containing information about using MS Teams for teaching (lectures, seminars, and tutorials), recording video lectures and putting video lectures on MS Stream and linking to Moodle. Also contains information about contingency planning for assessment. We will add to this page new information and guidance as it becomes available.
2. General [iCity page for TELT support](#) including guidance on the basics of using Moodle and Mahara. We will be adding more videos and guidance on designing for a better look and feel to Moodle spaces in the coming days.
3. Drop-down Staff Support menu on Moodle itself including [guidance on accessibility](#), setting up assignments and a series of 32 (and growing daily) [5-minute CPD](#) videos and help-sheets on making teaching more interactive in Moodle.
4. Learning Enhancement Group – regular open discussions around online teaching. A LEG is an open discussion that anyone can join in with to share ideas and generate solutions. We usually manage LEGs face-to-face but we are going to use Teams during this period. To join in the discussion, contact carole.anderson@bcu.ac.uk who will send you an invite to the group and a list of dates and times.

Consultancy

We are offering email and MS Teams consultancy to individuals and groups of academic staff on the following issues:

- Anything related to using education technology for teaching – Designing Moodle courses, screen casting, recording lectures, setting up assignments etc: telt.support@bcu.ac.uk – this is monitored by Rozeena Mazhar and Maaryia Hussain
- Anything to do with online pedagogy, learning and teaching approaches, structuring modules and student experience of online delivery: graham.lowe@bcu.ac.uk
- Anything related to the Academic Professional Apprenticeship, taught sessions moving online, tripartite meetings, mentoring, compliance issues etc.: APA@bcu.ac.uk – this is monitored by Paul Cammack, Steph DeMarco and Elodie Wakerley
- Anything to do with assessment design including thinking about how to change assessment types, how to focus on learning outcomes and the guidance students will need: Graham.lowe@bcu.ac.uk or carole.anderson@bcu.ac.uk
- Anything to do with curriculum design, especially if you are in the middle of developing new programmes or re-vamping existing ones: graham.lowe@bcu.ac.uk or Rachel.curzon@bcu.ac.uk
- Anything to do with our SEDA accredited CPD courses, especially if you are in the middle of one: Rachel.curzon@bcu.ac.uk
- Anything to do with HEA Fellowships: carole.anderson@bcu.ac.uk
- All other Learning, Teaching and Assessment support: graham.lowe@bcu.ac.uk

We anticipate that many queries and responses will be bespoke to particular contexts, however, should we notice particular patterns or recurring issues, we will collate and create general guidance to be put on the iCity pages.

Library and Learning Resources

Our digital library offer is even more important at this time, we look forward to supporting you and your students digitally over the coming weeks.

Key Online Resources

E-Book Orders: We still have funds available in the book budget and I would like to develop our e-book collection further to provide additional online resources. Please feel free to send me your e-book suggestions. We regret that due to staffing levels and Covid-19 we are not able to order print materials currently.

Electronic resources: Some good news is that certain publishers are offering more digital content free of charge due to the Coronavirus and our academic library community worldwide is responding positively. We are assessing each one in turn and if suitable, making it available via our library search tool. **Your one stop shop for digital...**<https://www.bcu.ac.uk/library>

Digitisation: We can digitise book chapters and journals articles for you. Please let us know if you have any specific materials that you would like us to investigate. Digitisation service website: <https://www.bcu.ac.uk/library/services-and-support/digitisation-service>

Tutorials: Online tutorials can be arranged with your learning and teaching librarian. Tutorial booking system: <https://libcal.bcu.ac.uk/appointments>

Library Subject Guides: We have a number of online library subject guides providing easy access to subject specific resources <http://libguides.bcu.ac.uk/?b=s>

List of Databases: <https://libguides.bcu.ac.uk/az.php>

List of eJournals:

<https://be6rq4tf5u.search.serialssolutions.com/ejp/?libHash=BE6RG4TF5U#/?language=en-US&titleType=JOURNALS>

Online Reading Lists: <https://bcu.keylinks.org/#/>

Communications

Library Live Chat Service: Our Customer Services Librarians are available to assist you and your students <https://www.bcu.ac.uk/library>

Library social media accounts for updates:

Twitter: [@BCUlibrary](https://twitter.com/BCUlibrary)

Instagram: [@BCUlibrary](https://www.instagram.com/BCUlibrary)

[Find us on Facebook](#)

[BCU Library blog](#)

Our Collection Management Librarians are here to assist in your planning. Please do not hesitate to contact them if you need any help. A list of all our Librarians is on our web page – scroll down to contact us. <https://www.bcu.ac.uk/library/services-and-support/services-for-staff>

Centre for Academic Success in EDS

As a result of the necessity for remote working and study, all CAS support provision has been reviewed and online/electronic alternatives put in place. CAS remains committed to supporting students and staff however possible during this challenging time.

Student support

Where embedded (within a module) **workshops** for Maths and English for Academic purposes (EAP) have begun to be provided using Teams. We will increase the numbers of workshops provided in this way in the next few weeks. Workshop materials will be offered to the relevant module leaders to add to their Moodle pages.

In addition, CAS is expanding its offer of individual student **tutorials**. All tutorial availability has been converted to email/teams for now and we have added further tutorials at times when the team would normally be delivering workshops. To book, students need to go to the usual booking link: <https://bcu.iinsight.org>, select the relevant subject and topic and choose a tutorial slot. As we consider flexible working opportunities we are also looking to offer weekend tutorial support for students to create opportunities when students might have time to best engage.

Student Resources

Wherever possible the information and **resources** that would have been available to students through workshops are available in an electronic format. A Moodle site has been newly created to house resources for students to access remotely at:

<https://moodle.bcu.ac.uk/course/view.php?id=78194>

The site provides

- **Videos** – short videos and animations on a selection of relevant topics. Often these are introductory and provide initial information that can be followed up with more in-depth workshop resources or study guides. We are intending to develop further videos to be added.
- **Workshop slides and activities** from open access workshops delivered/planned for this academic year. Subjects include English Language, Referencing, Academic writing, Dissertations, Critical Analysis, Presentation Skills, Study Skills, Computing, Maths and Statistics. In coming weeks, staff will be adding voiceovers to the slides wherever this is feasible.
- **Study guides** – written guides to the many subject areas that students have queries about. Often these guides provide enough information for students and are useful as a first step in accessing our services. They can be downloaded as pdfs. The team will be working on reviewing and updating these guides in the coming weeks.
- A **chat room** for students and staff to bring queries to the CAS team. The chat will be manned from 10 – 4 every working day. We anticipate this being mainly used for quick questions and signposting. This could be extended to wider hours as we better understand engagement online patterns of student working.
- The **Success2019 course** is a transition course designed particularly for incoming Level 3 and 4 students, but is available to all students. It is entirely Moodle based and covers introductory study skills, writing skills and numeracy, along with an inbuilt assignment planner and feedback tracker. Available at <https://bcu.ac.uk/cas>
- **Life coaching** for retaking first years will be provided through phone, Teams and email meetings. Students will be contacted directly with this information and the level of service will be maintained.

Staff support

The **email** address (success@bcu.ac.uk) is available for staff queries and is accessible by all CAS staff.

Our **Staff resource** Moodle site provides resources that staff can use in their teaching and add to their Moodle pages to assist with the development of academic literacy skills etc. Available at: <https://moodle.bcu.ac.uk/course/view.php?id=2094>

Assessment Centre operations are suspended at present for on campus examinations and academic colleagues have been contacted to explore alternative assessment opportunities.

The **chat service** on the student resource Moodle page is also available to staff at: <https://moodle.bcu.ac.uk/course/view.php?id=78194>

The Disability Support Team

Services available

The Disability Support Team is still here to support students and staff. Please email disability@bcu.ac.uk with any questions or queries.

We can speak to students, applicants and staff via MS Teams and other online platforms.

We can still assess students' support needs and draw up Disability Support Summaries for students. Please be aware that our work-rate is slower as we are working off-site.

We continue to work with disabled applicants to get them ready for university. Please give disabled applicants our email address or ask them to complete our [online profile form](#). Our Pre-Entry Disability Adviser can be contacted for advice at Darren.martin@bcu.ac.uk

We will put important updates about our services on Twitter @BCUsupport and iCity <https://icity.bcu.ac.uk/student-affairs/health-and-wellbeing/disability-support>.

Dyslexia screenings and diagnoses

Face-to-face dyslexia screenings and dyslexia diagnostic assessments cannot go ahead at present. We are using other information to assess whether students are likely to have dyslexia. If we think they might, we will implement temporary reasonable adjustments which will be in place until we can screen and diagnose them. For these students, we will create a Disability Support Summary as per usual on MySRS. When life returns to normal, the students will be expected to resume the diagnostic process by a given deadline.

If you know students who want a screening, they should contact us and we will make alternative arrangements as described above.

For queries about dyslexia screenings and diagnoses, staff and students should email caroline.wall@bcu.ac.uk or liam.cuin@bcu.ac.uk.

Personal Assistance Scheme

Our specialist support workers (mentors and study skills tutors) will deliver support sessions to students via online platforms where possible. If you know a student who receives support from a study skills tutor or mentor who has not been able to arrange remote support, please ask them to email us.

If you are planning any 'live' online delivery of teaching, please give the students and the Disability Support Team as much notice as possible – some students will be reliant on note takers, British Sign Language interpreters, or other types of human support, and they will need us to arrange that support for them so that they can access the sessions. Note takers and other support workers are not permitted to support students in their own homes, so we will need time to arrange remote support where possible.

For queries about one-to-one support, staff and students should email nicola.haycox@bcu.ac.uk.

Support for staff with online teaching and assessments

We are available to help you make your online teaching and assessments accessible to disabled students.

Whilst preparing your materials, please consider the following:

- Students with autistic spectrum conditions, anxiety and depression will particularly need very clear and timely guidance about the online teaching and assessments and what is expected of them.
- Please use this [style guide](#) to assist with fonts and layout.
- Online teaching that includes audio visual material must have subtitles or transcripts available.
- Please ensure sets of slides and other material without audio can be accessed by screen-reading software.
- You are welcome to show your materials to eric.neil@bcu.ac.uk and chris.ross@bcu.ac.uk who will advise on accessibility.

Accessible online teaching

The resources below may assist with ensuring accessible teaching online:

<https://docs.microsoft.com/en-us/stream/hotkeys-and-accessibility>

<https://support.office.com/en-us/article/accessibility-support-for-microsoft-stream-8f6a57ec-74f8-4b5e-bc9f-3d9e3691a54f>

<https://screencast-o-matic.com/blog/accessible-video/>

www.jisc.ac.uk/guides/ensuring-continuity-of-learning-during-enforced-absence

Graduate+ Online

Accessing Graduate+

We continue to be committed to working towards getting the Grad+ Award embedded into the curriculum which is growing at great pace. We are more than happy to arrange a virtual meeting to discuss this as and when convenient. Students can continue to work on their Graduate+ Award by accessing <https://graduateplus.bcu.ac.uk/> or via the Graduate+ tile on iCity.

Key Contacts

Please contact either lesley.taylor@bcu.ac.uk or Jack.hogan@bcu.ac.uk in the first instance to discuss further.

Quick Links

In addition to this, please see below a range of extra on-line resources, some of which are already being used within the curriculum, some stand-alone. These might prove useful to provide extra support to students as and if appropriate and could support the online learning offer.

- Potential.ly – Online strengths & personal development indicator <https://bcu.potential.ly/>
- Rosetta Stone – Online language learning <https://graduateplus.bcu.ac.uk/information-and-resources/rosetta-stone>
- Curriculo – Online Career & Leadership programme - <https://graduateplus.bcu.ac.uk/static/4719/curriculo>
- Qlik – Online Data Analytic Software programme (students and staff) <https://graduateplus.bcu.ac.uk/static/5127/qlik-academic-program->
- JobFit – Online employability game developing skills via decision making challenges <https://graduateplus.bcu.ac.uk/static/jobfit>
- Information Portal – Online personal & professional skills & careers info. Students are auto-registered for this via the link below. Happy to register you for this too. <https://bcu.careercentre.me/Members> More hyperlinked resources to share from Understanding Attitude to Understanding LinkedIn and everything in between, can also be obtained [here](#)

In addition to the above the Graduate+ team are offering virtual 1:1 student sessions Mon-Fri 10-4pm, commencing 23rd March onwards. <http://bit.ly/2WnoR5H> so please spread the word.

We are also looking to secure the [CV360](#) online CV builder and hoping that this will be available over the next two weeks as it provides an opportunity for students to initially self-assess their CV before obtaining more in-depth support and of course this can count towards their Grad+ Award.

Finally, we will update the Graduate+ Newsletter which goes out to all students every Friday at 2pm. We will be promoting internal central services so as to complement and reinforce messages of support, advice and information. Please contact lesley.taylor@bcu.ac.uk if you also wish to be registered to receive this Newsletter.

Student Governance, Mental Health & Wellbeing

Student Governance

(EC's, complaints, appeals, disciplinary, fitness to practise)

Staff are available by email or MS Teams. All procedures and associated forms are published on iCity. Additional guidance on EC's in the current circumstances is also published on iCity; note that the requirement for claims to be supported by evidence is currently suspended in light of the difficulties students will face in obtaining evidence. Contact us at:

<https://icity.bcu.ac.uk/student-affairs/appeals-and-resolutions/index>

AppealsandResolutions@bcu.ac.uk

ADM.StudentGovernance@bcu.ac.uk

BLSS.StudentGovernance@bcu.ac.uk

CEBE.StudentGovernance@bcu.ac.uk

HELS.StudentGovernance@bcu.ac.uk

Individual contacts can be found here: <https://icity.bcu.ac.uk/Directory/Section/student-affairs#sect-1478>

Student Support (student financial advice)

All staff are working from home but attending to arrange food bank collections. Staff can be contacted via email; iASK; or on MS Teams. Contact us at:

<https://icity.bcu.ac.uk/Student-Affairs/Finance-and-money-matters>

<https://icity.bcu.ac.uk/Student-Affairs/Child-care>

Student.Support@bcu.ac.uk

Individual contacts can be found here: <https://icity.bcu.ac.uk/Directory/Section/student-affairs#sect-1480>

Mental Health & Wellbeing

(Student mental health and wellbeing advice and guidance)

Staff can be contacted via email and MS Teams. A duty phone line is available for students and staff to use (**0121 331 5188**) and is monitored during standard office hours. There is a significant volume of resources available on iCity for mental health and wellbeing issues, including issues associated with COVID-19 (e.g. loneliness in isolation, anxiety).

<https://icity.bcu.ac.uk/Student-Affairs/Health-and-Wellbeing/Mental-Health-and-Wellbeing/Index>

<https://icity.bcu.ac.uk/Student-Affairs/Safeguarding-students>

sa.wellbeing@bcu.ac.uk

Individual contacts can be found here: <https://icity.bcu.ac.uk/Directory/Section/student-affairs#sect-1481>

Modality Healthcare

On-site surgeries have been moved to telephone appointments and the Advanced Nurse Practitioner (Celia Moore) has been recalled to Handsworth Wood practice. There are no on-campus healthcare appointments taking place.

Chaplaincy

Fully suspended until further notice.

Careers+

Student Support

Careers+ services are available to students and recent graduates online at <https://careersplus.bcu.ac.uk/> via single sign on and be accessed immediately with their BCU log in details if they are not already logged into iCity. They will be asked a few preferences questions the first time they visit and then can start using all the services.

Students and graduates can book appointments which will be provided via MS Teams through video and telephone conferencing and where a student does not have access to broadband can be provided over the phone. Information on how students can set up a Microsoft Teams account on a computer or via an app on their phone will be emailed to them prior to their appointment and is available on our website

Students and graduates can submit queries or CVs/applications using the "Submit a Query" function. A member of staff will check their CV/respond to their query within 2 working days, and often quicker.

Students and graduates can search for jobs and placement opportunities by visiting the "Find Opportunity" link. Employers are still sharing opportunities with us and they will be advertised on our website, via Moodle and social media.

Students and graduates can view and book on to Events including webinars and virtual chats by visiting the Events page. These will be taking place after Easter.

For updates on services, events and opportunities students can follow the @BCUCareersPlus twitter account or BCU CareersPlus on Facebook and LinkedIn

We are aware that students may have many concerns at present, which may include their career options if they are final years, and placement options if they are second years. We will do all that we can to support, encourage and motivate them during this time.

Academic staff support

All Careers + sessions that have been planned in to the curriculum are being updated so can be delivered remotely. Staff will work with academic colleagues to plan and confirm details.

Staff can have access to the Careers+ website- please email careers@bcu.ac.uk using your BCU email address and an account can be set up.

Placements

If you have any questions or concerns about placement students (not related to Health or Education courses) then please get in touch with the Careers+ team for the relevant faculty using the email addresses below:

Email Careers+

Team Email addresses

ADM Careers email admcareers@bcu.ac.uk

BLSS Careers email blsscareers@bcu.ac.uk

CEBE Careers email cebecareers@bcu.ac.uk

HELS Careers email helscareers@bcu.ac.uk

Key Points of Contact for information and services, please contact:

Head of Careers – Jo.Howell@bcu.ac.uk

Head of Employer Engagement Andrew.Davis@bcu.ac.uk

ADM Careers+ Manager – Jane.McAllister@bcu.ac.uk

BLSS Careers+ Manager – Helen.Wright@bcu.ac.uk

CEBE Careers+ Manager – David.Bond@bcu.ac.uk

HELS Careers Manager – Katie.Whitehouse@bcu.ac.uk

Graduate Outcome Survey and Volunteering/Mentoring queries – Sara.Flack@bcu.ac.uk

BCUSU

Due to the Covid-19 pandemic BCUSU will move to delivering core activity in the following areas:

- Academic Advice
- Representation
- Community
- Wellbeing
- Accommodation

Academic Advice

BCUSU Advisers will continue to support students as normal, but all advice will be delivered remotely.

The Advice Team specialises in Academic, Money and Housing but we anticipate the majority of enquiries to be academic e.g. assessment questions, complaints, extenuating circumstances etc.

For more information on the Advice Centre and for students to log an enquiry visit <https://www.bcusu.com/advice/>

To log an enquiry students just need to click the log an enquiry button, fill out the form and submit it. The Advice Team will then pick this up and contact the student within 2 working days.

Student Representation System

The Student Voice Team will continue to coordinate School Reps and Student Academic Leaders.

If students want to provide feedback on their new learning experience, as opposed to make an official complaint or require advice, then the Rep System would be the best place to direct them to, which is covered below.

For University colleagues who have any questions or require support in regards to The Student Representation System (Student Academic Leaders, School Reps) please log an enquiry via I-ask.

Community

BCUSU will continue to encourage student communities, particularly during these challenging times. Societies, School Reps, the Societies, Sports and Volunteering Team and BCUSU Marketing will encourage community building through a variety of means.

Societies are being encouraged to continue activity, albeit digitally, plans include:

- WhatsApp groups with members
- Run online sessions e.g. Yoga lessons, Language classes

The Societies, Sports and Volunteering team are planning to deliver activities such as:

- Online Group leader quizzes
- Committee Catch Ups
- A whole new stream of activity for all students, regardless of Society membership, including gaming competitions and others
- Student blogs or vlogs

For any issues accessing Societies or if you are interested in the new activities please log a call via i-ask.

To keep up to date with BCUSU Social media follow:

- <https://twitter.com/bcusu>
- <https://www.instagram.com/yourbcusu/>
- <https://www.facebook.com/BCUSU>

All SU information is on <https://www.bcusu.com/>

Wellbeing

Staff

BCUSU are doing all they can to support their staff during this difficult time. All staff have been moved to a working from home arrangement, where possible.

We are honouring all normal pay, including our casual student members of staff up to the Easter Break, and will continue to review the situation on an ongoing basis. Alongside the practical arrangements we are also providing lots of advice and support for staff wellbeing as we all adjust to the circumstances.

Students

To access University support call 0121 331 5188 or for more information including other organisations that can support your mental health visit <https://icity.bcu.ac.uk/Student-Affairs/Health-and-Wellbeing/Mental-Health-and-Wellbeing/Index>

Financial advice is also available via the University. For more info check out <https://icity.bcu.ac.uk/student-affairs/finance-and-money-matters>

Students who are in financial hardship can apply for the University Hardship Fund and Short term loans. All applications will be considered digitally with more information available via <https://icity.bcu.ac.uk/Student-Affairs/Finance-and-money-matters/Financial-Support>

Accommodation

Birmingham City Student Homes

BCSH is responsible for the continued maintenance of Student Block and Houses directly managed by them. BCSH can be contacted via calling 0121 202 4696 or through <https://properties.bcusu.com/contact-us>

BCU Accommodation (Halls of Residences)

Information is available on <https://www.bcu.ac.uk/student-info/accommodation>