

Degree and Higher Education Students

Course teams are working hard to ensure that teaching continues post-Easter through a range of online tools and other options. The specific mechanisms used will depend on the exact nature of the programme you are studying but will include full online materials and online tutorials/seminars. Blackboard (at Norwich) and Moodle (at Easton) will continue to be the starting point for online work and you will continue to submit work through ATS.

Academic and Pastoral Support

Tutors will be in touch with you individually to offer regular online and telephone tutorials and support. If you need to speak to an academic member of staff, or your Academic leader, please email them in the first instance to arrange a convenient time.

Additionally we are re-deploying staff from other student facing roles to provide a second level of pastoral support and wellbeing triage. Your tutor may refer you to these colleagues for an additional tutorial.

The School Leadership team are also on hand for any queries

Name	Role	Area of responsibility	Contact email
Ed Rose	Director of HE		Edward.rose@ccn.ac.uk
Fern Jest	Deputy Director of HE		Fern.jest@ccn.ac.uk
Simon Rhodes	HE Development Manager		Simon.rhodes@ccn.ac.uk
Alison Roberts	Academic Leader	HNDs, Sport, Public Sector and Business Management/CMDA	Alison.roberts@ccn.ac.uk
Alex Guy	Academic Leader	FdSc Health Studies, Nursing Associates, Humanities	Alexander.guy@ccn.ac.uk
Lucy Emms	Academic Leader	Mental Health, Childhood Studies and Early Years, Integrated Health & Social Care (Top-Up)	Lucy.emms@ccn.ac.uk
Russ Board	Academic Leader	Easton programmes	Russell.board@ccn.ac.uk
Andrew Chappel	Programme Manager	Professional Aviation Engineering Practice	andrew.chappel@ccn.ac.uk
Tina Fuller	Senior Academic Administrator	Programme administration, regulations, student finance	HE_Office@ccn.ac.uk

Online Learning

The College has added Blackboard Collaborate, a virtual classroom tool, so that we can replicate, as far as possible, the interactions that you would experience within classroom sessions, such as asking questions, and working in groups online. These collaborate sessions will also be recorded to allow you to watch at a time that suits you, as we know that many of you will have other responsibilities,

such as childcare or looking after relatives, which may prevent you attending these virtual lessons at a set time. In addition, Course teams will use tools such as discussion boards to enable you to ask us questions, so that we can fully support your studies. Not all of these tools will be up and running in all courses immediately so please bear with colleagues as they look to upskill themselves on the technology – we're all working hard on remote working.

Some Blackboard collaborate sessions may be recorded. If a session is to be recorded the lecturer will make this clear at the beginning of the session. Sessions will be stored on Blackboard and will be accessible to staff and students attached to your Blackboard course. By taking part in the session you are consenting to being recorded. Please note, however, that you do not have to verbally contribute or post a message if you do not wish to. You can merely observe the session.

Assessments

The majority of assignments will continue as normal with submission through ATS. Marking and feedback will be available through the same system with Module Assessment Boards continuing as normal and results being posted to you via e-ILPs.

There will be some assignments however which will need to be changed or amended.

- **Presentations** - these will take place online through Blackboard Collaborate (Norwich) or MS Teams (Easton). You will be able to present as you would to a physical audience with your presentation visible and being able to see your lecturer.
- **Exams** – closed book examinations cannot continue in the same manner as previously and we will be outlining in more detail the new mechanisms in due course.

Regulations

We are continuing to work to ensure that regulations and procedures reflect the new ways of working. It is already the case that Extenuating / Mitigating Circumstances evidence requirements have been relaxed for this period and there are other amendments which will be made to move to an online method of working. We will release information about these on Blackboard or Moodle as appropriate.

Library Services

At the current time, we are unable to access physical stocks of books. Course teams and Library staff are reviewing reading lists to ensure that as many of these as possible are available as eBooks.

Our Library staff are also still available to support you via Skype, email or over the phone. Please get in touch via tis@ccn.ac.uk with your support requests.

If you have returns that are overdue, please renew via the website or contact us on the above email address. Fines that occur will be waived.

Software

We are working to ensure that software required to continue your studies effectively is available to you. We have worked with suppliers to provide student access to Matlabs for Engineering students and will update you about use of SPSS offsite.

Remember that you can access the full Office 365 suite on up to 5 devices as a student.

Student Services and General Information – HE students

Although we are working very differently at this time, with teaching and learning happening online, our information, advice and guidance services (The Advice Shop), and Wellbeing services are still available should you need to contact them.

Information, Advice and Guidance

You can continue to contact Alison Honeybone in the Advice Shop for careers and IAG support at Alison.honeybone@ccn.ac.uk who will be able to offer you support via phone, skype or email. Alison has also recommended Prospects as an excellent HE careers resource to use at home: <https://www.prospects.ac.uk/>

Wellbeing

Our Wellbeing team are available to support students with any aspect of their wellbeing, offering support via telephone, email and Skype appointments.

Our Wellbeing advisers, Counsellors, and Mental Health Adviser are available during normal working hours to offer advice and guidance for anything affecting your wellbeing, not just coronavirus related. If you already have an appointment with us we look forward to supporting you.

You can contact the Wellbeing team by emailing wellbeing@ccn.ac.uk

Additionally, in response to the coronavirus outbreak, Mind has produced information to help you manage self-isolation: <https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

Finance

If you have any finance queries, you can contact Jane Simpson (jane.simpson@ccn.ac.uk) or Rachel McGrath (Rachel.mcgrath@ccn.ac.uk).

IT support

On the staff and student portal (accessible via the CCN website > Contact Us > Staff and Student Links) you can find lots of information on how to access Blackboard and other resources.

James Eardley, our technician, is happy to assist students with IT queries, during normal office hours. As he has childcare commitments in the mornings, if we can ask you to email him

(James.eardley@ccn.ac.uk) before 13:00hrs, or either email or call him on 01603 773803 (after 13:00hrs)