



## Welcome to the University of Leicester!



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# Commonly Used Terms

University	The University of Leicester (UoL) as a whole.
College	UoL is made up of 4 colleges – College of Social Sciences, Arts and Humanities (CSSAH) College of Science and Engineering (CSE) College of Business College of Life Sciences (CLS) This is not something you will need to be knowledgeable about, but it's good to know the distinction.
School	An alternative word for department.
Cohort	The group of students on your module and/or course.
Undergraduate	Those studying Certificates, Diplomas and BA/BSc degrees
Postgraduate	Those studying Postgraduate Diplomas, Postgraduate Certificates and Masters level (MA/MSc/MBA/LLM) degrees
PGR	Postgraduate Research – at UoL this means those studying for a PhD
DL	Distance Learning/Distance Learners

# Commonly Used Terms

<b>Course</b>	The full course you're studying for (e.g. BA Archaeology, MA Human Rights and Global Ethics)
<b>Level</b>	The level of study you are currently in. You can tell your level by your module code, AH1XXX = Level 1, PL2XXX = Level 2, AR3XXX = Level 3. MA/MSc Students will have module codes beginning with 7, MA/MSc are not split by level.
<b>Module</b>	The specific unit/s you're studying this term (e.g. AR1601 – Aims and Methods in Archaeology or PL7542 – Intelligence Failure)
<b>Blackboard</b>	The dedicated site to access all distance learning materials
<b>Module Tutor</b>	The staff member that is running your module
<b>Personal Tutor</b>	The staff member assigned to be a point of contact throughout your time at Leicester
<b>Mitigating Circumstances</b>	Circumstances which have affected your ability to meet the assessment deadline, which means you require an extension. The term can also be used in settings such as academic appeals, but this is the primary use for the term.

# Which School/College am I in?

## School of Heritage and Culture

College of Social Sciences, Arts and Humanities (CSSAH)

- Ancient History and Classical Archaeology BA, DipHE, CertHE
- Ancient History and Classical Archaeology MA, PGDip, PGCert
- Archaeology BA, DipHE, CertHE
- Archaeology and Heritage MA, PGDip, PGCert
- Museum Studies (Hong Kong) MA, MSc, PGDip, PGCert
- Museum Studies MA, MSc, PGDip, PGCert
- Socially Engaged Practice in Museums and Galleries MA, MSc, PGDip, PGCert

## School of Education

College of Social Sciences, Arts and Humanities (CSSAH)

- Applied Linguistics and TESOL MA
- International Education MA
- Master of Education MEd, PGDip, PGCert
- Postgraduate Certificate in Education (International) iPGCE

## Leicester Law School

College of Social Sciences, Arts and Humanities (CSSAH)

- Employment Law LLM, PGDip

# Which School/College am I in?

## School of History and International Politics (HyPIR)

College of Social Sciences, Arts and Humanities (CSSAH)

- Human Rights and Global Ethics MA, PGDip, PGCert
- Intelligence and Security MA
- International Relations and World Order MA, PGDip, PGCert
- The Politics of Conflict and Violence MA, PGDip, PGCert
- Security, Conflict and International Development MA
- Urban Conservation MA

## School of Psychology and Vision Sciences

College of Social Sciences, Arts and Humanities (CSSAH)

- Coaching Psychology MSc
- Occupational Psychology MSc
- Psychology of Coaching MSc
- Psychology of Work MSc/PGDip
- Psychology MSc

## School of Media and Communications

College of Social Sciences, Arts and Humanities (CSSAH)

- Media and Public Relations MA

# Which School/College am I in?

## School of Business

College of Business

(you may see the two used interchangeably, as industry guidelines prevent the use of "College of Business" in certain contexts)

- Diploma in Human Resource Management
- BSc in Human Resource Management
- Business and Management MRes
- Human Resource Management and Training PGDip and MSc
- Risk, Crisis and Disaster Management MSc
- Finance MSc

## Population Health Sciences

College of Life Sciences (CLS)

- Diabetes MSc, PGDip, PGCert

## School of Chemistry

College of Science and Engineering (CSE)

- Forensic Science and Criminal Justice MSc

## School of Criminology, Sociology and Social Policy

College of Life Sciences (CSSAH)

- Security and Risk Management MSc, PGDip, PGCert

# Starting Distance Learning



You've enrolled, your course is due to start soon, now what?

## Familiarise yourself with Blackboard

Blackboard contains all the information you'll need for your course.

Your module site will open on the start date of the module, don't worry if it's invisible or inaccessible until then.

See P. 32 for how to preview the reading lists early!

## Check your access to your university email

Your university email will be where all communication is sent, and it is important that you check this frequently to avoid missing important information.

This link will take you to a page which provides easy access to your email, Blackboard, MyStudentRecord, the library and more

<https://remote.le.ac.uk/>

## Visit The Centre for Academic Achievement

The Centre for Academic Achievement contains lots of resources for note taking, studying, critical reading/thinking, and assessment structure help.

You can also book a one-to-one appointment with an advisor if you think it would benefit you, this can be done at any point in your studies.

To log into MyStudentRecord you will need a username and password.

Your username is normally the first part of your university email address (abc23@student.le.ac.uk = abc23 username), your password is the same as your university email.

If you cannot log into MyStudentRecord, please contact IT at [ithelp@leicester.ac.uk](mailto:ithelp@leicester.ac.uk)

## Your Details

Here you can update your personal details, including your contact information, emergency contacts, disability disclosures and your consent preferences (relating to contact and data collection)

## Applications

Any ongoing applications will show here so you can track their progress.

## Study

Under the “Study” tab you will find your course details, including expected start and end dates (not including any extensions or suspension of studies)

You can also view your module results in full here.

Overall progress/award result will show at the end of the academic year when the Board of Examiners have met. This usually happens in January and June.

## Fees and Funding

There are several links detailing how to make a payment, payment schedules and methods of payment. If you are self-funded, the link to make a payment is here.

## My Requests

You can apply for mitigating circumstances, withdrawal and temporary suspension here.

You can discuss all of these with your DL team or your personal tutor before you apply.

# IT Help and Software

The University of Leicester provides access to many different programs for use during your studies.

## Workshops

IT don't offer live workshops but offer an alternative "[IT Training for Students](#)"

These include short online courses via Blackboard and video or text-based tutorials.

Academic librarians can teach you how to use referencing software and are bookable via the [Centre of Academic Achievement](#) (requires UoL sign in).

A full list of programs for home use can be found [here](#)

## Endnote

This software can be used to create references; this may be useful for long assessments or long-term projects.

Further information can be found [here](#)

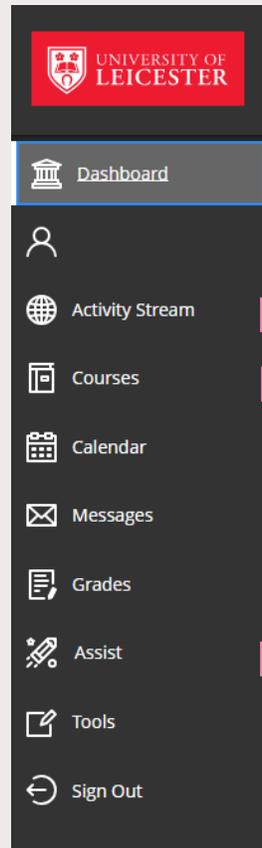
## Microsoft 365

You can access multiple Microsoft programs, including Office (Word, Excel, PowerPoint and EndNote), OneDrive, Teams, and more.

A full list of Microsoft programs can be found [here](#)

# Blackboard

Blackboard is where everything relating to your studies is contained. You're encouraged to explore each section, but the most important are -



The Activity Stream highlights anything new, including resources being added to modules, announcements from staff, and assessment marks.

This is where you'll find your completed and active modules, and some other useful pages.

Here you'll find links to resources which may help with time management, assessment writing, and study skills.

There are also links to the Students' Union, Library and Disability Support.

In the top right of the Activity Stream there is a cog icon, this will open your notification settings.

These can be adjusted so you can be notified for various things in multiple ways.

# Your Module

## How does my module work?

Modules can be found on the course list, and once open you'll be able to access the materials.

Content   Calendar   Announcements   Discussions   Gradebook   Messages   Groups

Each module is split into sections, with additional sections for assessments and the reading list.

Your module tutor will be listed under "course staff" on the left-hand side.

This is your first point of contact for anything to do with the module.

A message board which tutors can open to allow discussions about the module.

If this isn't available when the module starts, ask your module tutor if it can be opened.

When you receive assessment marks and feedback, they will be here.

Your tutor may put their topic introduction emails here. You can also use this to message other students and discuss ideas about the module.

For any questions which need the response of a tutor, emailing them is best.

# Your Module Tutor

You will have a tutor for each module you take on your course. They are your main point of contact for the duration of that module.

## Your tutor should

Send you emails frequently to introduce topics, offer advice and link additional resources where appropriate.

Offer, or be available for, optional chats to discuss the assessment questions and/or module.

Look over assessment plans and discuss your ideas with you.

Help you understand assessment feedback if needed.

You are welcome to ask your tutor for a one-to-one session to discuss assessment plans or the topic in general.

Please bear in mind that tutors usually lead multiple modules and are also conducting their own research so include the module code in the email subject line to prevent any confusion.

They will, of course, do their best to accommodate requests for one-to-ones.

## You can

Email your tutor at any time with questions or thoughts about the material, topics, or assessments.

Use the message function on the module page to interact with other students.

Join any optional chats that the tutor offers, if your schedule allows.

Read the assessment questions early on and bear them in mind as you continue to study, even if they don't make sense straight away.

# Your Personal Tutor

At the beginning of your course, you will be assigned a personal tutor. This is a staff member who you can contact throughout your time at Leicester.

## Your personal tutor should

Send you an email around once a month to “check-in”.

Provide support if you feel you need it or signpost you to the university services which can.

This can be personal or academic support.

Offer guidance in understanding the university process if you're new to higher education and/or distance learning.

If you aren't sure who your personal tutor is

Log into MyStudentRecord

Under the “Study” tab, click “Study”

Your personal tutor is listed on the bottom of the left side.

## You can

Reply to their check-in emails.

This is 100% optional but may help you build a rapport with your personal tutor.

Ask them to help you understand assessment feedback.

Ask them about possible dissertation topics and resources to help with researching.

Reach out to them if you are having difficulties, whether they be academic or personal.



## Policy Check!



Personal Tutors must contact their tutees once a month during term time.  
(page 7 of the policy)



# Assessments

Assessments come in many forms, including essays, source commentaries, criticisms, short questions, posters and more.

## What, when, and how?

Your assessment deadlines will be listed on the module Blackboard site, an assessment brief/s should also be available from the start of the module.

It's not expected that all, or any, of the questions will make sense from the start. As you study they will become clearer, and your module tutor will offer guidance.

## I can't meet the deadline

If you're unable to meet the deadline you may be able to apply for mitigating circumstances. If accepted this will usually provide a new deadline and remove any penalties for late submission.

If you are unable to meet the deadline, reach out to your module tutor, personal tutor, or your DL Admin team to discuss your options.

## Policy Check!

All assessment feedback must be given within 20 working days of the deadline.

Students must be informed of exceptional circumstances which prevents this.  
(first page of the policy)



# Mitigating Circumstances

Distance Learning students can apply for mitigating circumstances and in some cases are able to self-certify

## What are mitigating circumstances?

Mitigating circumstances are significant events, beyond your control, which have affected your health and/or personal life and stopped you from submitting an assignment or attending an exam on time.

You can submit a mitigating circumstances form, with evidence, via MyStudentRecord within 7 calendar days of the assessment/exam deadline.

## Can I self-certify?

Self-certification allows students affected by short-term minor illness (such as flu, food poisoning, menstrual pain and migraines) to apply for mitigating circumstances. Distance students can also cite employment related pressures for self-certification.

The SU Advice guide to mitigating circumstances can be found [here](#), and you're encouraged to read this if you are unable to meet a deadline.

## The Outcome

Accepted – If a claim is accepted the outcome may vary dependent on your course or school. This may include the removal of any late penalties, a revised deadline or a disregard of the assessment.

The outcome will include guidance on this, and detail how to proceed.

Rejected – If a claim is rejected, you cannot appeal the outcome directly. You have the [right to appeal](#) (see academic appeal) if it affects your progression or degree classification.

# Assessment Marking and Feedback

Assessments are marked and sent back within 20 working days of the deadline

## Undergraduate Marking

85+	-	Outstanding
84-70	-	Excellent
69-60	-	Very Good
59-50	-	Good
49-40	-	Competent
39-35	-	Developing
34-30	-	Limited
29-20	-	Unsatisfactory
19-10	-	Poor
9-0	-	Very Poor

A mark of 40 or above is considered a pass

## Feedback

All feedback should be easy to understand, useful, and polite.

If you do not understand or agree with the feedback, you are encouraged to speak to the marker (usually the module tutor).

If that is not possible, your personal tutor can also be contacted.

## Postgraduate Marking

90+	-	Outstanding
89-80	-	Excellent
79-70	-	Very Good
69-60	-	Good
59-50	-	Competent
49-45	-	Developing
44-40	-	Limited
39-30	-	Unsatisfactory
29-20	-	Poor
19-0	-	Very Poor

A mark of 50 or above is considered a pass

# Course Structure

The actual structure will vary depending on course and school, but can be broken into some basic terms

## Credits

Each module that you take will be worth a certain number of credits.

Each course is made up of a specific number of credits that you must obtain to progress or pass.

Bachelor degrees (with honours) are typically made up of 360 credits, 120 per level.

Masters degrees are typically made up of 180 credits.

## Weighted Average

If you have more than one assessment in a module, they may be “weighted”.

Weighting means some of your assessments will be worth more than others when your end of module grade is calculated.

Your assessment guidance will detail if, and how, your assessments are weighted.

## Dissertations

Dissertations mark the final part of both a Bachelors and Masters degree.

Usually, a dissertation will enable you to propose a research question and write about your findings.

You will have the help of a supervisor, a member of academic staff who can guide your research and give advice.

# Progression and Awards

There are certain requirements you must meet to progress or complete the course

## The Board of Examiners

The Board of Examiners meet twice a year, in November and June.

The job of the Board is to confirm assessment marks and if a student can pass onto the next level of study. They also confirm award classifications at the end of the course.

You will receive an email when they've met, and your progression/grades will be available to view via MyStudentRecord

## Credit Weighted Average

At the end of each level your marks will be used to calculate your average grade across the level. This is also called your "credit weighted average".

## Credit Weighted Average Explained

A detailed breakdown of how this is calculated can be found [here](#)

## Award Classification

At the end of your course your credit weighted average will be used to determine your award classification.

For Bachelors students, only levels 2 and 3 credit weighted averages are counted towards this – with weights of 33.33 and 66.67 respectively (i.e., your final level counts for the most)

The boundaries for classification vary between Bachelors and Masters courses and should be available to view in your course structure or student handbook.

All DL students are welcome to visit the on-campus library if they're able to.

## Postal Loans

All DL students (including those overseas) are eligible for postal loans under certain circumstances.

If the book is only available in print form, anyone can request it to be sent to them.

If the book is available in e-book and print form, you can request the print version to be sent out if you have an accessibility requirement.

This can be registered with the library or added into the comment box when requesting the loan.

Postal loans are sent out with pre-paid return labels. The default loan term is 8 weeks, but this can be renewed if no-one else requests the item.

## Digitization

All students can submit a digitization request for book chapters or articles, these will be sent to your university email. Chapter and article requests are limited to one chapter per book or journal due to copyright law.

## SCONUL Access

UK based DL students can apply for a scheme called [SCONUL](#).

This allows you to gain access to any participating university library and borrow books which may not be readily available at Leicester.

# The Library – Searching

Learn how to search the library effectively here

## Finding Academic Resources

Outside of your reading lists you may like to search for additional academic sources.

The library have video introductions into how to use the library search and Google Scholar [here](#)

There are also subject guides which provide specialised guidance for individual subjects [here](#)

## Advanced Searching Techniques

If you aren't finding the resources that you need or want via normal library searches, then you may benefit from using advanced searching techniques – a guide to these can be found [here](#).

## Additional Info

All information about library searching can be found [here](#)

Alternatively, you can book an appointment with your school's academic librarian by contacting them at [librarians@le.ac.uk](mailto:librarians@le.ac.uk)

## What is the CAA?

The [Centre for Academic Achievement](#) is dedicated to helping you develop your academic, information seeking and mathematical skills.

The team is made up of maths advisors, academic librarians, and academic skills advisors. They also develop guides and other resources so you can develop your skills whenever and wherever it suits you.

## How can DL access the CAA?

The Centre frequently run workshops on topics such as essay writing, critical analysis and time management. These are available to join live or watch pre-recorded online.

You can also book one-to-one appointments with an advisor or librarian to discuss anything relating to your studies.

## I'm in a different time-zone

No problem! If you can't join an online live workshop, you can watch a pre-recorded version whenever is convenient for you.

If you'd like an appointment with an advisor or librarian outside of the available times, fill out the request form and the team will work with you to find an appropriate time.

## The Careers and Employability Service is available to all students

The service works closely with each school to provide a targeted service within each course. This ensures students get the right advice and support for their own interests and goals - it's not 'one size fits all' approach.

You can request a one-to-one appointment with an advisor, join an online event, or read through their online guides at -

<https://mycareers.le.ac.uk>

Through the service you can get help with –

- CV coaching
- PhD guidance
- Mock interviews
- Business coaching
- Create and maintain a LinkedIn account
- Cover letters/Job Applications
- Changing/Starting a career
- Choosing a career path
- Life after university

# Additional Support

Blackboard has two optional modules which provides additional support for all students

**ESU010 - Essential Skills to Succeed**  
**ADX178 – Academic Integrity Tutorial**

These optional modules are available to all students and contains a huge amount of information about how to navigate your university experience.

As they are available to all students, not all the content will be applicable to DL students, such as information about in-person lectures.

Plagiarism

How to navigate resources

Introduction to support services

Understanding assessment language

Practice submitting assessments

# The Students' Union

Leicester Students' Union is independent from the university, it is run for students and primarily led by students



Its goal is to make your university experience better, and advocate for change where it's needed.

Through the Students' Union website, you can join societies, check events, vote in elections and more.

You can also access academic representation, which can provide a voice for students on a higher platform.

<https://www.leicesterunion.com/>

# The Basic Structure

Most students don't need to know the full structure of the Students' Union, but knowing the basics will help you navigate it.

## Full-time Officers

These officers lead the Students' Union and drive the direction that it goes in, including lobbying for change, hosting events, supporting students in projects, and much more.  
They sit at the top of the Students' Union structure

## Part-time Officers

These officers are responsible for specific areas, whether it's sports, arts, international students, or distance learners.  
They work to improve their individual remits and represent those students.

## SU Departments

The main departments of the Students' Union are Activities, Voice and Advice.  
All contain a mixture of full-time staff and student-staff and all work in different ways to support and represent students.

## Councils

These are groups set up to look at ideas, proposals, and projects and offer advice or support.  
There are four councils – Sports and Societies, Liberation, Academic, and Sustainability.



There are 3 full-time officers

Full-time officers are UoL students who are either taking a year out of their studies or graduated in the last academic year.

They are elected in the Student Elections and work full-time at the Students' Union.

Individual introductions are available on the [Students' Union website](#).

Each full-time officer has an area that they work in, and they take on large scale projects across the year to improve the overall student experience.

They are also involved in events, providing support to (and expanding) existing campaigns and policies and running the Students' Union.

Education

Aishwarya  
Kote

President

Matt  
Schofield

Communities

Cleo  
Cornou

# Part-Time Officers

There are 12 part-time officers

Part-time officers are UoL students who study alongside their officer role.

They are elected in the Student Elections and work part-time with the Students' Union.

Individual introductions are available on the [Students' Union website](#).

**Sustainability**  
Mohammed  
Siddiqui

**Distance Learning**  
Natalie  
Hayward

**LGBT+**  
Issabelle  
Obrey

**Womens**  
Aysu  
Aghaei

**Trans and Non-Binary**  
Heath  
Burns

**Accessibility**  
Louise  
Hyland

**Arts**  
Donokhon  
Abdulkhamidova

**Societies**  
Ellie  
Stobirski

**Sports**  
Ben  
Carpenter

**Ethnic Equity**  
Patrick  
Abor

**International**  
Margarita  
Panteleli

**PGR**  
Edith  
Malemba

Each officer has an area that they work in, and they take on projects to improve the experience of students in their remit. They also serves as a point of contact for expertise in that area for both students and staff.

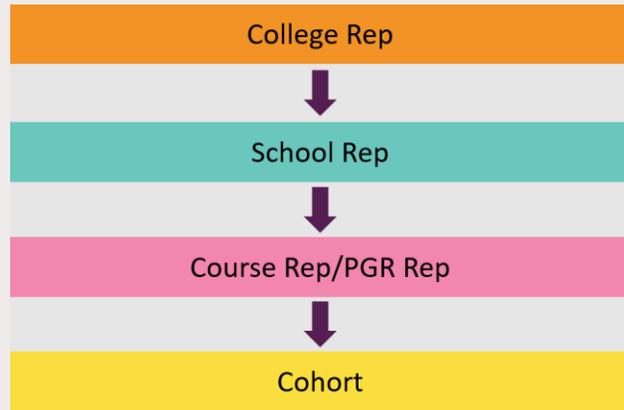
They are also involved in ongoing projects, events, representation and inclusivity.

# Academic Representation



DL Students have access to many different forms of academic representation

Academic representation is part of the “Voice” department



This is you

Course reps are the point of contact for anything module related. They are split by course and then again by level.

Their primary goal is to gather feedback to present at the Student-Staff Committee (SSC), but they can also attend forums to represent student views and experience.

College reps represent the students from each college. They deal with larger issues relating to the student experience, including college wide problems with assessment and access to services.

School reps are a point of contact for all students in their school and take on projects to improve their school.

They also deal with issues that haven't been adequately resolved at the SSC and create projects which serve to improve the student experience.

# How to use Academic Representation

A full list of course reps can be found on the Students' Union website

If you would like to use academic representation but aren't sure how, this may help.

Problem with your current module?

Issues accessing materials, or unhappy with

how things are structured in the module?

Does something work well, or does something your module tutor do make a big difference to your experience?

Let your **course rep** know!

Both course and school reps may reach out to you via email or social groups for feedback, if you have time to reply then please do – academic reps rely on student feedback to do their jobs!

Not sure who to talk to about a problem?

Found something which affects students outside of your module?

Questions about future modules, or classification?

Want to get more involved, but don't know how?

Let your **school rep** know!

All academic reps are there to make the experience better for both new and existing students – your feedback is welcome and wanted!

# Student Wellbeing

There are various sources of support, if you need them during your studies

## Your Personal Tutor

You can reach out to your personal tutor if you feel you are struggling with any part of your studies, whether it be for health reasons, life circumstances or anything else.

They will work with you to either adjust deadlines, gain access to other university services or offer support.

## AccessAbility

If you have a long-term condition, a disability, are neurodivergent or have a specific learning difference then the [AccessAbility Centre](#) may be able to offer additional support.

## Advice Service

The [UoL Student Support](#) service offers advice on disability, finances, safeguarding, and mental health.

The [Students' Union Advice](#) service are independent of UoL and handle questions and concerns about all aspects of your time at UoL.

Both services are available to DL students free of charge.

# Student Handbooks

If you need specific information about your school, you can consult your student handbook

## Where is my Student Handbook?

Your Student Handbook should be accessible via Blackboard. If you are unable to find it, please contact your school's DL admin team and they can email you a copy.

## What is a Student Handbook?

The Student Handbook is written by individual schools for their students and includes detailed information about courses, contacts, guidelines, awards, support, and many other things.

There are separate handbooks for undergraduate and postgraduate students, to reflect the differences in course and experience.

## How can I use my Student Handbook?

If this guidebook hasn't answered your questions, the answers can probably be found in your Student Handbook; check the contents list!

It should always be the first port of call for questions about how things work!

## Is the Student Handbook up-to-date?

Yes! The Student Handbooks are checked and revised every summer for the next academic year.

# Frequent Student Worries

## I haven't studied for a long time, can I get help?

Absolutely! There are lots of resources for new and returning learners.

You can also read the online guides available through the Centre for Academic Achievement.

If you feel that talking an advisor would be beneficial, you can book an online appointment (attended via Teams) on the website.

Multiple appointments are listed, so you can pick a date and time which suits your schedule. Alternatively, you can request an out of hours appointment.

## I feel overwhelmed with reading and assessments!

This is a regular occurrence amongst university students, you are not alone!

The best advice is to not panic, as hard as it may seem.

Take some time to assess what your priorities are, whether it be what you want to read most, or which assessment needs attention and focus there first.

If you feel that it's still too much, reach out to your personal tutor for a chat. That's what they're there for!

There are always alternatives, extensions and methods of support. You do not have to navigate it alone.

## My module isn't on my course list

If the module has not officially started, it may not appear until the start date. This is normal.

If it has not appeared by the start date, or you are locked out of it, contact your DL admin team (linked in Useful Contacts). It is an easy thing to fix and can be done within a day or two.

## When do I get assessment feedback?

The assessment feedback guideline is 20 working days after the submission deadline.

The feedback return date may be listed on your assessment schedule.



# Frequent Student Worries

## I'm not UK based, is this a problem?

Not at all!

Although The University of Leicester and its staff are based in the UK, the DL programmes have been designed to be accessed whenever suits you best.

If you feel you would benefit from an informal session with your module tutor to discuss topics, or your personal tutor to discuss concerns, please reach out to them and they'll do their best to accommodate.

Distance learning is flexible, and those who are not UK based will not be at a disadvantage.

## I have a problem but don't feel like anyone is fixing it

You can contact your personal tutor, course rep or school rep to discuss any issues which you feel aren't being properly dealt with.

## I want to read ahead for my next module!

It's good to embrace some downtime, but if you want to get an idea of what to expect you can look up the module reading list here

<https://leicester.rl.talis.com/index.html>

Please be aware that the reading lists may change before you start and should only be used to provide a look at potential topics and areas of interest.

## DL Admin Team

Any admin related questions or worries about your studies.

Examples include – advice on mitigating circumstances, issues with accessing course materials, questions about placements/field schools.

They are also happy to signpost to other people or services if you aren't sure who to talk to.

Find your schools DL Admin team [here](#)

## Academic Staff

You can find a list of academic staff and their roles by [clicking through](#) to your school and looking for “people”

## Personal/Module Tutor

Remember that your module tutor is your first point of contact for anything about the module.

Your personal tutor is there to offer support throughout your time at Leicester and can be contacted whenever you need.

## Academic Reps and Officers

Student reps can be contacted if you have feedback on your modules, course, school or college.

Academic reps and officers can offer signposting to services or advice if you have an issue which isn't being addressed.

## DL Officer

If you would feel more comfortable talking to another student, rather than a staff member, you can email the DL Officer.

You can also email them if you believe there's an ongoing issue which affects DL students or want to offer feedback on events or projects.

The DL Officer for 25/26 is Natalie Hayward.

[su-dlofficer@leicester.ac.uk](mailto:su-dlofficer@leicester.ac.uk)

## Support Staff

You can find a list of services and support, with contact details, [here](#)