Section 5 Keeping in touch

5. Keeping in touch

_details of how UCL and the department will communicate with students through their studies._

5.1. Central and Faculty communication channels

We will communicate with you primarily through the following channels:

<table>
<thead>
<tr>
<th>Channel</th>
<th>Descriptor</th>
</tr>
</thead>
<tbody>
<tr>
<td>UCL student email</td>
<td>You have a UCL email account (via Microsoft Office365), which is the primary channel through which the department and wider university will communicate with you. You should check your email regularly.</td>
</tr>
<tr>
<td>Moodle</td>
<td>UCL’s online learning space, used by module organisers, programme leaders, departments and faculties to provide essential information in addition to learning resources. Each module’s Moodle page has a forum that is used by staff to communicate updates.</td>
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<tr>
<td>myUCL</td>
<td>A weekly term-time e-newsletter to all students (undergraduate and postgraduate) at UCL, which covers key internal announcements, events and opportunities.</td>
</tr>
<tr>
<td>Instagram</td>
<td>UCL’s official Instagram channel, featuring news, events, competitions and images from across the UCL community.</td>
</tr>
<tr>
<td>Twitter</td>
<td>Sharing highlights of life at UCL from across UCL’s diverse community.</td>
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</tbody>
</table>

5.2. Computer Science communications

5.2.1. Email, Moodle, and Teams

You will receive the vast majority of important correspondence via your UCL email account and through your modules’ Moodle pages (in particular via the forums, where teaching staff and assistants will post updates and information about the module.) The CS Teaching & Learning Team will always contact you via your UCL email account.
You should check your UCL email account on a regular basis. Important instructions, including those regarding module registration, assessment, and other essential Departmental and UCL information, will be circulated via email. It is your own responsibility to ensure that you check your email account regularly and respond to messages as appropriate by any deadline given.

Mailing lists

You will be registered onto several mailing lists, including: programme and year of study; level of study (all undergraduates, all taught postgraduates); and per module. Access to sending to these lists is restricted to key staff in order ensure that you do not receive the same message multiple times. However, there will always be some emails that do not apply to all students and some overlap in communications.

Teams, Zoom, and other app-based channels

Connected delivery will make use of a range of applications, such as Microsoft Teams and Zoom. You should not contact staff via one-to-one direct messaging unless that member of staff has specifically indicated otherwise. By default, queries about module-specific matters (for example, guidance on materials or assessment) should be posted to the module’s Moodle forum; this ensures that all students on the module can benefit both from the question and the answer, enables TAs and other staff on the module to access/respond to queries, and avoids the risk of missed messages going unanswered.

Access and technical support

Access to email and other UCL services depends on having a working UCL account. Current UCL policy requires passwords to be changed regularly and students need to pay attention to this. The ISD Helpdesk can provide support for account related issues.

5.2.2. Unitu (a student voice platform)

Unitu is an online communications tool that enables you to raise and discuss ideas and issues with your peers and Academic Representatives. Items can be discussed, voted on, and optionally escalated by Academic Representatives for the attention on the department’s staff. Where appropriate, the department will respond and provide feedback on any actions it has taken to address or take forward ideas and issues raised.

You will be automatically enrolled into two groups: one for the department as a whole and one for your specific programme of study. You will be able to create, discuss, and vote on issues in both areas, communicate directly with your peers from across the department and with your Academic Representatives.

Guidance on appropriate use by students

Unitu has proven best suited for discussion of matters relating to programmes as a whole, sets of modules, departmental policy, or over-arching regulations. Matters relating to the day to day operation and delivery of specific modules, for example queries about teaching materials, assessment tasks, TA support, the office hours, and provision of feedback, are usually best resolved with the relevant lecturer, and ideally posted via the module’s Moodle discussion forum. This ensures that all students on the module can benefit both from the query itself and the response. (If a student has posted to Moodle and has not received a response within a reasonable timeframe then they should contact the Module Administrator for advice.)

This guidance is neither absolute nor exhaustive, and it is ultimately down to you to choose the forum you feel most appropriate for a given query or issue. We do however encourage you to think critically about this and not to default to one particular channel. Any comments deemed inappropriate may be moderated or removed by the department’s Board Administrators.

How the department will respond
Once a post has been raised to the department, the department will seek to assign a member of staff to be responsible for taking it forward. A post may be ‘seen by’ multiple members of staff prior to it being assigned. This does not mean those staff are ignoring the post; they may not be in a position to make an assignment decision or provide a response. The department will aim to assign a post within 5 working days and to let you know that the matter is being taken forwards.

Depending on the nature of the matter, the department may be able to provide a response quickly, or may need to refer it to a future Departmental Teaching Committee or to central college. Policy decisions, in particular, may take a weeks or months to resolve. In any event, the department will aim to keep students apprised of any actions we are taking.

**Unitu and the Staff Student Consultative Committee**

The Departmental Staff Student Consultative Committee may elect to review issues raised since a previous meeting and the actions taken by the department. However, Unitu is a live resource and both students and their Academic Representatives can review posts and progress at any time.

Further information:

- Unitu - Student Voice Platform

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**5.2.3. Social media**

Computer Science is active on the following social media channels:

- **Computer Science Twitter** – the department's official Twitter channel.
- **Computer Science YouTube** – the department's YouTube channel.
- **Computer Science LinkedIn** – the department's LinkedIn page.