

SCHOOL OF CULTURE AND COMMUNICATION

STUDENT SUPPORT AND FEEDBACK GUIDE



SUPPORT AND ADVICE

SCHOOL TEAMS

STUDENT INFORMATION AND SUPPORT

Your first point of contact in the School for questions regarding your studies - including programme transfers, module changes and suspension of studies. The team are also here to provide frontline pastoral and welfare support in-person or online.

studentsupport-cultureandcom@swansea.ac.uk

EXTENUATING CIRCUMSTANCES

Any queries for extenuating circumstances applications i.e., exam deferrals or coursework extensions.

extenuating-cultureandcom@swansea.ac.uk

STUDENT EXPERIENCE AND ENGAGEMENT

Support regarding the Student Reps system, feedback and engagement, societies, community and events.

community-cultureandcom@swansea.ac.uk

ASSESSMENT AND AWARDS

Queries about assessment timetables, exams, continuous assessment, assessment and awards regulations and appeals.

assessment-cultureandcom@swansea.ac.uk

EMPLOYABILITY

The Employability Team can help you find part-time or graduate roles, develop your skills, show you how to grab opportunities, plan your career goals... and more!

employability-cultureandcom@swansea.ac.uk
[Employability Canvas Hub](#)

STUDY ABROAD

Contact the School Study Abroad Team regarding any potential study abroad opportunities there may be as part of your programme.

studyabroad-cultureandcom@swansea.ac.uk



SUPPORT AND ADVICE

ACADEMIC SUPPORT

ACADEMIC STAFF OFFICE HOURS

A chance to meet one-to-one or in a small group with your Module Coordinators to ask questions about module content or to ask for feedback.

ACADEMIC MENTOR

Meet with your mentor throughout the year through compulsory individual and group sessions. They are there to provide support and encouragement to achieve your academic potential. Find out who your mentor is via your [Intranet](#) record.

SUPPORT FOR NON-NATIVE ENGLISH SPEAKERS

The [Centre for Academic Success, English Language Support webpages](#) contain a range of courses; they also offer [bookable online 1-2-1 Zoom appointments](#) for writing.

ONLINE AND REMOTE-WORKING

[Remote Learning Guide](#) - A comprehensive resource with advice on using Zoom, practical tips for learning online, a help section on home WiFi and Broadband connection, and more.

SUPPORT FOR WRITING, RESEARCH AND REFERENCING

- Online resources and Subject Librarian support via [LibGuides](#).
- [Avoiding Academic Misconduct webpage](#) with all University resources related to referencing guidance and academic misconduct/integrity.
- [Assignment Survival Kit Tool](#) - Type in your assignment due date and get a timeline and specific guidance to help you get through each step of your assignment and submit on time.
- [Centre for Academic Success writing for assignments resources](#) and [bookable 1-2-1 appointments](#).

MATHS AND STATISTICS SUPPORT

The [Centre for Academic Success, Maths and Statistics webpages](#) contain a range of workshops and online resources. They also offer [bookable online 1-2-1 Zoom appointments](#) to help with various maths and statistics topics.

EXAM AND ASSIGNMENT FEEDBACK AND PAST/SAMPLE EXAM PAPERS

Your Module Coordinators will release feedback on assignments and exams as well as past or sample exam papers via your module [Canvas](#) course pages.



SUPPORT AND ADVICE

UNIVERSITY SERVICES

See the [Support and Wellbeing webpage](#) for a full list of services with specific services detailed below.

MYUNI HUB | MYUNI SUPPORT

MyUni Hub - University-level administration e.g., enrolment, withdrawal, transcripts and council tax.
<https://myuni.swansea.ac.uk/myunihub/>

MyUni Support - COVID-19 related support and advice.
<https://myuni.swansea.ac.uk/myunisupport/>

MONEY@CAMPUS LIFE

Financial advice and support e.g., Student Finance and financial hardship.
<https://myuni.swansea.ac.uk/finance/money-campuslife/>

IT CUSTOMER SERVICE SUPPORT

Support with various IT topics such as device and software troubleshooting and installation, University WiFi, account and password queries and printing, copying and scanning.
<https://www.swansea.ac.uk/it-services/help>

INTERNATIONAL@CAMPUS LIFE

International student non-academic support and advice e.g., visas, international community, immigration and travel.
<https://myuni.swansea.ac.uk/international/international-campuslife/>

STUDENT'S UNION SUPPORT AND ADVICE CENTRE

Independent, impartial and confidential advice and representation for a number of legal issues and personal matters, across money, welfare, academic and housing.
https://www.swansea-union.co.uk/support/advice_support_centre/

PERSONAL AND WELLBEING SUPPORT SERVICES

- [Getting Help in a Crisis](#)
- [Disabilities and Long-Term Conditions](#)
- [Specific Learning Difficulties](#)
- [Autistic Spectrum Conditions](#)
- [Mental Health Support](#)
- [Emotional Support](#)
- [Faith@CampusLife](#)
- [Student Health](#)
- [Welfare@CampusLife](#)



MODULE FEEDBACK PROCESS

MODULE-LEVEL TOPICS MAY INCLUDE:

- Canvas module course content
- Teaching content
- Lecture recordings
- Specific coursework assignments or exams



01

- Module Coordinator

Students are advised to go directly, or via their Subject Rep. to their Module Coordinator (MC) as early as possible with any feedback.

02

- IT Services
- Student Support Team
- Mid or End-Of-Module Feedback

At that point, the MC or Subject Rep might refer the student back to another team or feedback mechanism as appropriate. Hopefully, most feedback can be worked on at this level.

03

- Programme Student Engagement Partner

If needed, the student and/or Subject Rep/s can contact their Programme Student Engagement Partner for guidance.

At any point, the following staff can be contacted for advice:

- School Student Engagement Partner - Dr Stephen Harrison
- Student Experience and Engagement Officers
- Student's Union Student Voice Team

PROGRAMME OR SCHOOL FEEDBACK PROCESS

EXAMPLE PROGRAMME OR SCHOOL-LEVEL TOPICS:

- Programme structure
- Programme assignment timetable
- School late submission policy



01

- Programme Student Engagement Partner

Students are advised to go directly, or via their Subject Rep, to their Programme Student Engagement Partner.

02

- School Student Engagement Partner (SEP)
- School Reps
- Unitu

If needed, the student and/or Subject Rep/s can contact their School Student Engagement Partner and/or School Reps for guidance. They may suggest posting on Unitu.

03

- School Senior Leadership

The SEP and/or School Reps can then raise feedback with the School's senior leadership for follow up.

At any point, the following staff can be contacted for advice:

- School Student Engagement Partner - Dr Stephen Harrison
- Student Experience and Engagement Officers
- Student's Union Student Voice Team

UNIVERSITY- LEVEL FEEDBACK PROCESS

EXAMPLE OF UNIVERSITY-LEVEL TOPICS:

- Bus services and travel issues.
- Parking facilities
- Sports facilities
- Catering facilities



01

- Contact the team
- MyUni Experience Feedback Form

You can contact the relevant team directly or use the MyUni Experience online feedback form. See the [MyUni Experience](#) webpage for guidance on how to do this.



02

- Unitu

You can also use the University's secure online student voice platform, [Unitu](#).



At any point, the following staff can be contacted for advice:

- School Student Engagement Partner - [Dr Stephen Harrison](#)
- [Student Experience and Engagement Officers](#)
- [Student's Union Student Voice Team](#)