



## Support for Students: Assessment and Feedback

The following table provides a quick reference guide to where face to face support can be given based on particular queries:

Module Leader / Tutor	Faculty Helpdesk	IT Help (via Chat for Help or ext. 3333)	Library Help	The Bridge (Adsetts Library, City) and Collegiate Library
Where to find module information in Blackboard	Requesting another submission attempt in Blackboard	Problems with logging in to IT systems	Searching for library resources	Academic skills workshops and 1:1 appointments: exam preparation, referencing, group work, etc.
Understanding an assessment task and the assessment criteria	Physical submission of work to Faculty Helpdesks	Problems with system availability	Printing, scanning and photocopying	TESOL staff: help with English (masterclasses)
Correct referencing and understanding Turnitin reports	Advice on alternative methods of submission for large electronic files		PC and resource booking	Maths and Stats Support
How to submit your work electronically to Blackboard and Turnitin	Requesting an extension or advising of extenuating circumstances (illness and difficult circumstances)		Referencing advice	University English Scheme & Language Advisory Service: for international students and those for whom English is not their first language
Accessing marks and feedback via Blackboard	Guidance on reassessment (referral/deferral) and progression to next level of study		24/7 support available: via online library chat	
Understanding your module results	Guidance on student appeals and complaints: process and forms			
Understanding and using feedback effectively	Advice on Assessment Regulations			
Providing feedback on your modules				

## Additional signposting:

*Student Wellbeing Services* - counselling, mental health and chaplaincy. Self-help resources, wellbeing tips and workshops, 1-1 appointments and e-counselling are all available (0114 225 2136)

*Disability Student Support Team* - help with any disability queries including learning contracts (0114 225 3964)

*International Experience Team* - help with any international student queries (0114 225 3813)

*Distance Learner Support Service* - extended borrowing periods, postal book loans, etc (0114 225 2127)

*Students Union* - student advice and help (0114 225 4148)

*Careers & Employability Service* - CVs, applications, interviews, meeting with advisors (0114 225 3752 City) (0114 225 2491 Collegiate)