

## College of Arts, Social Sciences and Celtic Studies

### Students: Raising a query on teaching issues – recommended stages:

Dear Student

This document is a short outline of the recommended stages you should proceed through in raising queries about online teaching (or indeed teaching at any time). You can raise queries individually, as a group, through your Student Union subject representative, or the Students' Union College Convenor. Queries should be raised via email, so that a paper trail is established from the outset. When emailing, you should observe the appropriate conventions and be respectful. It is important to keep in mind that the lecturer concerned may be genuinely unaware of a problem until it is brought to his/her attention. It should be possible to resolve the majority of issues at the level of the Discipline or School. The Students' Union particularly emphasises its role in supporting you in this regard.

1. Raise the query first with the **relevant lecturer** to whom the issue refers. If you do not receive a response, or you receive a response that you are not satisfied with, you should proceed to the next level.
2. If the lecturer is not the module co-ordinator, the next level is the **module co-ordinator** (the person who has main responsibility for the module, and whose name and contact details appear on the module outline).
3. The next stage is the **Year Co-ordinator**; this person is often in charge of a core (compulsory) module. His/her contact details will appear on the Year Handbook and on the Discipline website.
4. The **Head of Discipline** is the next level. His/her details will be available on the Discipline website.
5. This is followed by the **Head of School**, whose details will be available on the School's website.
6. Disciplines or Schools may also have a **staff-student liaison officer or committee**, who will relay queries to the staff member in question, or to the Head of Discipline or Head of School.
7. The next level is the **Dean's Office**. It should not be necessary to escalate an issue to this level.

1. Lecturer	
2. Module Co-ordinator	
3. Year Co-ordinator (Name)	
4. Head of Discipline (Name)	
5. Head of School (Name)	
6. Staff-Student Liaison Officer (Name)	
7. Dean's Office	