

GCU is getting ready to welcome you to what will be a great new academic year in 2020/21. We will be doing everything we can to make sure you can enjoy learning, create new friendships and feel part of our GCU community, even if part of this is online! Our dedicated lecturers, support staff and Students' Association are working hard to give you the very best possible University experience. Wherever feasible this will include interactive, face-to-face engagement as well as classes delivered remotely through GCU Learn, our dedicated online learning environment.

### All Students

- 1. Q. How will Trimester A teaching be delivered?**

**A.** For Trimester A (Oct-Dec) we plan to deliver our teaching in a blended mode using our Virtual Learning Environment GCU Learn and where possible, in line with government guidance, laboratory work, skills classes and some seminars will take place on campus.
- 2. Q. How will Trimester B teaching be delivered?**

**A.** Initially, in Tri A the amount of face-to-face teaching we can offer will be restricted by physical distancing rules, but we anticipate that on-campus academic activity will increase as the rules are eased. Should these rules be eased in time for trimester B, we plan to increase the level of face-to-face accordingly.
- 3. Q. How will I know when to ensure I am online?**

**A.** Students will be allocated a timetable as normal, which will detail when your teaching will take place and when you should be online. You will receive guidance on the total number of notional learning hours each of your modules will require. In addition your module tutors will give guidance as to when they are available to answer questions, engage in discussion etc.
- 4. Q. What academic support will be put in place while online teaching is being delivered?**

**A.** Module leaders will post all teaching materials, handbooks, reading lists etc on GCU Learn as well as guidance for learning outcomes and what is expected of each student on a week-to-week basis. Students may post questions or raise points for discussion, which will be answered through GCU Learn or by using other technologies. Module tutors will set 'office hours' detailing their availability and how students can contact them. In addition to this you will also be allocated a Personal Tutor.
- 5. Q. How can I get information on how to use GCU Learn?**

**A.** There are many resources to support you to learn online for those new to learning in this way and on how to navigate GCU Learn. The key source of information on how to make the most of learning online is available to you by clicking on the Student Help tab when you log into GCU Learn.
- 6. Q. Will my placement be going ahead this year?**

**A.** Students will attend their placements this year, unless otherwise informed by their placement provider or academic school.
- 7. Q. How will I be assessed?**

**A.** Your modules will be assessed using a range of assessment methods applicable to your programme of study and in some cases as required by Professional, Statutory and Regulatory Bodies. Depending on your level of study, assessments will differ. Information on assessments per level, can be found [here](#).
- 8. Q. Will the Library and study spaces be open?**

**A.** Access to the Library on campus, safe study spaces and IT labs will be facilitated from the start of term, but will be managed in line with government guidance and observing physical distancing requirements. Students will be advised as these restrictions are eased.
- 9. Q. What safety measures will be put in place for my return to campus?**

**A.** The health, safety and wellbeing of our students and staff is our highest priority. Please be assured that enhanced safety measures including one-way systems, hand sanitising facilities and deep cleaning will be in operation as soon as we start our return to campus and will continue for as long as needed.
- 10. Q. Will facemasks be required when returning to campus?**

**A.** We will adhere to government and public health rules in relation to whether facemasks are required for returning to campus.

11. **Q. Will I be able to access student support services?**  
A. Our support services are all available online and further information on how to access these can be found [here](#). As we move to a phased return to campus our services will also be phased back, while adhering to government guidance and observing physical distancing rules.
12. **Q. What mental health and wellbeing support will be provided?**  
A. Our Student Wellbeing Service is here to help you with mental health and wellbeing support and advice online. Further information on how to access the services can be found [here](#). The Service includes a range of self-help tools, resources and guidance. One to one appointments will be delivered online or by telephone but a face-to-face service will resume as part of our phased return to campus.
13. **Q. What financial support can I access if I am unable to work part time during my studies this year?**  
A. The [Students Awards Agency for Scotland \(SAAS\)](#) or your Local Authority, if resident elsewhere in the UK, have support options available to help with course fees and the cost of study. GCU also offers a range of financial support. Information on what support is available from GCU can be found by clicking [here](#).
14. **Q. What IT equipment will I need?**  
A. To access our online learning platform, GCU Learn, you need internet access. In addition to this we do recommend that all students have access to a laptop, PC or tablet. If you are unable to access IT equipment or fund the purchase you should contact student services by emailing [studentsupport@gcu.ac.uk](mailto:studentsupport@gcu.ac.uk) and alert your Programme Leader. GCU offers a range of support for students. Further information on what support is available can be found by clicking [here](#).
15. **Q. Will I be able to apply for residential accommodation?**  
A. Yes. Caledonian Court, our on-campus accommodation, will be open with health and safety arrangements in place to ensure a safe environment in accordance with government guidance. For further information and for details of how to book this accommodation, click [here](#).
16. **Q. What will induction and fresher's week look like?**  
A. Our dedicated lecturers, support staff and Students' Association are busy planning induction and freshers. All sessions and events will be virtual this session, however we can assure all of our new students that you will be fully supported in your induction and transition to GCU and will have the opportunity to meet and engage with other students.
17. **Q. Will there be events and social activities for students?**  
A. Yes. We plan to deliver events and social activities throughout the academic year. These will be virtual initially but will increase on campus as government restrictions ease.
18. **Q. What will happen if the university has to close due to a 2nd outbreak of COVID-19?**  
A. Should a 2nd outbreak of COVID-19 occur, all on-campus activity will be reassessed in line with government guidance issued at that time. Should we be unable to continue with our blended online and on-campus approach we will continue with online learning. Should this become an issue the University, your Programme Leader and Module Tutors will communicate immediately with you explaining any impact on your experience this scenario may have.
19. **Q. Can I/ should I defer my place for October 2020?**  
A. In these unprecedented times continuing your education is a positive step. We are working hard to ensure that all students do not need to put their lives on hold and can either start or continue their studies with us in October 2020. There is therefore no need to defer your studies. However, if for whatever reason, you think you will be unable to join us in October 2020 or if you want to discuss your options, please contact us and we will do whatever we can to advise. If you are a new student you can defer your offer by emailing [postgraduate@gcu.ac.uk](mailto:postgraduate@gcu.ac.uk) for postgraduate applications or [undergraduate@gcu.ac.uk](mailto:undergraduate@gcu.ac.uk) for undergraduate applications. Or if you are a current student you can contact your Programme Leader who will advise you.
20. **Q. I am an international student; do I need to come to Scotland to study?**  
A. International students, who are able to travel safely to Scotland, should do so. Students who are unable to travel safely to start their course can begin their studies online if they have access to IT and the internet. Students can then join their programme in person later if travel restrictions have been lifted. For further information please contact our International Office at [studentenquiries@gcu.ac.uk](mailto:studentenquiries@gcu.ac.uk)
21. **Q. Are GCU accepting alternative English Language Tests during COVID-19?**  
A. Yes, GCU is now temporarily accepting a range of alternatives to our current English language requirements to allow a more flexible route for you to achieve your English language standard for entry to one of our courses. Find out more information [here](#).