

Troubleshooting

Issue	Who can help
I want to know how to improve my essay writing.	Learning Development (CELT)
I need some advice on my financial situation.	Student Advice
I can't log in to Turnitin to submit my work.	Digital Learning (CELT)
My laptop won't turn on.	IT Services
I don't know where to find the reading for my course.	Library
I feel like I am struggling with managing all my commitments.	Student Advice and/or the SU
I want to 'jazz up' my CV to help me get a job after my degree.	BG Futures
I have an idea for a project that will improve my course.	Student Engagement (CELT)
I'm not sure how to use WorldCat to search for resources.	Library
I have an issue with the way my course is run.	The SU

Support at BGU

The staff at BGU are all dedicated to helping you learn and ensuring that your experience is a positive one. There are a number of teams who can offer support in different ways in order to make your learning experience the best it can be.

CELT (Centre for Enhancement in Learning and Teaching)

CELT is a team of staff who can help to support and enhance your learning. They can help with most issues that are academic in nature.

Find them:	In the CELT Centre (next to Curiositea)
Email them:	celt@bishopg.ac.uk
Phone them:	01522 563866

Learning Development

You can gain advice and support from our Learning Development tutors in one-to-one tutorials, either booked or by drop-in. LD also deliver workshops in module sessions.

Digital Learning

Our Digital Learning Developers can support you with using **Blackboard** and **Turnitin**. They can also work with you on a one-to-one basis to develop your own digital capabilities.

Student Engagement

The Student Engagement Facilitator works to ensure students get a say in creating positive change in the University. Check out the Student Engagement Blackboard site for information on current projects.

CELT run free academic skills workshops at 3pm on Thursday afternoons called 'Live and Learn' – no booking required!

Student Advice

Find them:	In the Cornerstone Building
Email them:	studentadvice@bishopg.ac.uk
Phone them:	01522 583600

Student Advice can offer non-judgmental, confidential, and professional advice and support to all students. This includes advice on finance issues, accessibility requirements, counselling, or health queries.

The Library

Find them:	In the Cornerstone Building
Email them:	library@bishopg.ac.uk
Phone them:	01522 583790

The Library is the place to find all your resources for completing your assignments, but it is also a place where you can find a team of staff to assist you.

Use the LibGuides to navigate the Library and use WorldCat to search for resources. You can also arrange for individual support from the Library staff – contact them to let them know whatever you need.

IT Helpdesk

Find them:	In the CELT Centre
Email them:	helpdesk@bishopg.ac.uk
Phone them:	01522 563666

Our IT team can help you with any technical queries you might have, such as problems with equipment or issues with tech support.

BG Futures

Find them:	In the BG Futures building
Email them:	bgfutures@bishopg.ac.uk
Phone them:	01522 583605

The BG Futures team can support you with all questions and issues relating to your career. They can offer ways to improve your employability, such as writing a CV or preparing for interviews, as well as general careers advice.

The Students' Union

Find them:	In the Students' Union building
Email them:	su@bishopg.ac.uk
Phone them:	01522 583714

The Students' Union – or 'SU' – represents your interests within the University. As well as putting on social events and coordinating societies, the SU offer welfare services to support you and are an outlet for you to voice any issues, complaints, or compliments that you might have regarding your time at BGU.

The Chaplaincy

Find them:	In the Chapel or the Chapel rooms in the SU building
Email them:	chaplaincy@bishopg.ac.uk
Phone them:	01522 583604

Our Chaplaincy team offer spaces for quiet reflection, as well as pastoral support and opportunities to socialise with fellow students.
