

**All Student Email**  
**Friday 3 April**

Dear Students

I appreciate that you are receiving a high volume of university communications currently as we aim to keep you informed of changes to our delivery methods and access to services and resources, therefore I intend to keep this brief.

As promised in my last communication regarding an extension to SIZ service hours, we're now in a position to publish a list of **frequency asked student questions** relating to institutional level changes we have implemented as a response to the Covid-19 pandemic. This list will cover a broad set of areas and will be expanded and updated as further adaptations are required to ensure the safety of our community, quality of our provision and to remain compliant with the latest government guidance. These FAQs only cover institutional level queries, and deliberately do not cover subject level information or guidance. As always, please continue to liaise directly with your departmental contacts.

A direct link to the student Covid-19 FAQs can be found here: <https://help.chi.ac.uk/coronavirus-studentFAQs>.

As always, our wider [Help Pages](#) continue to be updated regularly with new information, help and guidance on accessing resources, troubleshooting IT and lots more. In addition, the Support & Information Zone (SIZ) continue to be there to support you and our latest services are available on the help pages.

I wish each of you the best possible weekend. We very much look forward to continuing to support you.

Kind regards  
Vito

Vito Mastrodonardo  
Head of Support & Customer Experience