

All student email
Tuesday 28 July

Update for September 2020

Update from the University of Chichester [message from the Vice-Chancellor and SU President]

Dear students,

We hope that this communication finds you, your friends, and family well.

We are very much looking forward to welcoming you back to our spacious and safe campuses this coming September, and reuniting our learning community.

Our top priority is to continue to deliver for you the high-quality, personalised and accessible experience of university life that we are known for. This was confirmed recently in our successful National Student Survey 2020 results where we are ranked in the top-third of 153 higher-education institutions for overall satisfaction, the top quarter for the quality of teaching, 19th for academic support and 11th for learning community.

Accordingly, this coming academic year we will be supporting you by putting in place a range of appropriate safety measures and social distancing arrangements to ensure that you have the best possible experience with us. As you might expect, some things will be a little different from the outset. It's understandable that you will have questions about studying from September, so we wanted to write to you with some detail about what you can expect. Therefore, we hope that you find the following information helpful:

1. **Your safety.** We will always put the safety of our students and staff first and ensure that we are adhering to the latest Covid-19 guidance. To help ensure that you can have an excellent experience we've made our campuses as safe as possible, introducing a number of new measures. These include additional cleaning of key touchpoints, putting one-way systems in place, setting up sanitising/hygiene stations throughout both campuses and installing equipment in certain specialist areas which can clean shared peripherals (e.g. keyboards, mouse etc.) with UV-C light. We've already completed risk assessments for all of our operations, buildings and spaces.
2. **Your learning experience.** There will be a 'hybrid' (or 'blended') approach when it comes to teaching delivery; providing you with an excellent in person learning experience, supported by some online delivery. This means that, as far as possible, our seminars, practical sessions, laboratories and other activities will be 'face-to-face'. However, some activities, including lead lectures, will be online or delivered remotely to ensure that all of our students have on-campus teaching activities, which adhere to social distancing guidelines, and to help those students who may be shielding or quarantining for a period of time.

Our academic areas are finalising induction sessions and will communicate with you about these in due course.

If your course involves a placement these will be able to continue in locations which are, according to government guidelines, 'Covid-Secure', and where we can be sure of your safety.

3. **Your registration.** You will receive an e-mail in mid-August directing you a task in your ChiView account. This will contain a link to the re-registration site. Once you have submitted the form then your registration status will automatically change to 'current' and then, where relevant, your record will be uploaded to Student Loan Company to ensure payments are released at the start of your course.
4. **Our support services remain ready to help you.** As always, our support services on campus will be open, with appropriate safety measures in place. Our libraries will be open and you will be able to order books from them (with an appropriate time period in place before you are able to collect them). Again, and as always, the range of our Student Support and Wellbeing services will be available and can be accessed as follows:
 - The Student Money Advice service is running and ready to provide guidance. The best way to contact them is via email at: stumoneyadv@chi.ac.uk
 - The Nurse Health Advisors will be available to support you. Once you arrive you can contact them at: studenthealth@chi.ac.uk
 - You can access a wide range of support from the Wellbeing team including mental health advice, counselling and student wellbeing advice and mentoring. Please email: wellbeing@chi.ac.uk and an adviser will get in touch
 - International and EU students can access advice and support by contacting the International Student Advisory Service at international@chi.ac.uk
 - You can contact our Disability and Dyslexia Support Service to access a range of additional support to meet your individual needs. Please email: disability@chi.ac.uk or dyslexia@chi.ac.uk
 - The Support & Information Zone (SIZ) is available for extended hours, 7 days a week, to provide general support on University life and to provide access to a wide range of professional services. Please email help@chi.ac.uk, call 01243 816222 or visit us at our service desk located on the ground floor of each Learning Resource Centre (LRC)
 - The Chaplaincy is here for the benefit of all students, those of all faiths and none. You can contact the chaplain, Alison Green, by email at alison.green@chi.ac.uk or by phone 01243 816041

We also want to encourage all students to check-in with their student ChiView homepage where you will find additional information about who to contact in terms of academic-related queries and student support queries, as well as useful links to further guidance and information.

5. **Students living in University managed accommodation.** If you are joining our residential community living in halls you'll ordinarily be able to move into your new accommodation from Wednesday 9th September through to Sunday 13th September. If you are travelling from overseas and need to quarantine for 14 days, please contact the accommodation office who can assist with this.

For your arrival, you'll be able to book a 3-hour arrivals slot online when you complete your e-induction later on in the summer; there will be 3 or 4 slots available per day, depending on the site, to enable you to move in safely. Your flatmates will become your new household for social distancing purposes, and you will be able to mix freely within that household. We will expect you to follow government guidance over mixing within and outside of your

household. In conjunction with the Students' Union, we are planning activities within and across households to help you to make friends and socialise safely.

6. **Your social life.** We appreciate how important peer support and friendships are to university life. The University is working closely with the Students' Union (SU) to plan a wide variety of social activities to ensure you can make and retain close friendships. Your Students' Union (SU) has been working hard to plan for the new academic year and will continue to support and represent you as well as providing a range of social spaces and activities. The SU is planning for an on-campus Freshers Fair on Wednesday 16th September at the Chichester Campus. This will operate in the Zee Bar and the marquee outside the SU. Some of our other activities will operate slightly differently due to social distancing requirements and the SU will be writing to you in the coming weeks to update you on this. Keep an eye on your inbox, and from mid-August, check out the SU website (ucsu.org) and social media for more information.
7. **Next steps.** We know that clear and regular communication is vital. Therefore, your academic department will be in contact with you again in early August.

Following this, there will be another University communication to all students in early September with any updates, welcome information and more detail about your timetable.

In addition to these communications, we shall be writing separately to certain groups of students with additional information relevant to them. These groups will include students studying for PhD and research degrees as well as our international and degree apprenticeship students. For those students studying at one of our partner institutions or colleges, they will be in contact with you to explain more about their own arrangements.

We hope that you find this information helpful and reassuring. Once again, we very much look forward to welcoming you back to our University community this coming September.

With our very best wishes,

Vice-Chancellor Professor Jane Longmore and SU President Moyin Ekundayo