

Foundation Degree Science – Student Support

This document provides details of the different support services that are available to you as a foundation degree student at Birkbeck. We strongly encourage you to make full use of these services.

Academic Support

Tutors

Module tutors should be your first port-of-call for academic help relating to specific modules. Module tutors will answer questions on specific learning points, learning materials, activity instructions, assignments, deadlines, etc.

Contact

Tutors will provide contact details at the start of a module. You can also use the *Participants* option in Moodle to send an email to your tutor. You can also speak to your tutors during breaks, or at the end of a class.

Personal Tutors

[Personal tutors](#) are members of our academic staff, who are available to talk to you or meet you throughout your course,

Your personal tutor is there to advise and support you with all sorts of problems. You'll be able to talk to your tutor about things like:

- Modules and your course of study
- Difficulties meeting deadlines
- Exam revision and study concerns
- Timetabling difficulties
- Problems outside of Birkbeck that may have an effect on your studies

All FdSc students are assigned a personal tutor at the start of each academic year. If you're not sure who your personal tutor is, or you want to find out more about the help your personal tutor can provide, please talk to the Programme Administrator.

Please read the [Birkbeck policy on personal tutoring](#) for more details.

Contact

Most matters can be discussed and resolved via email. However, for more complex issues, you can arrange a Skype, telephone or face-to-face meeting.

Programme Director

The Programme Director is there to help you in instances when your personal tutor or other team members cannot assist. This includes providing assistance on your programme of study, your study schedule, progression, programme rules and regulations, time-tabling, appeals, option modules, absence from studies, etc.

Contact

Most matters can be discussed and resolved via email. However, for more complex issues, you can arrange a Skype, telephone, or face-to-face meeting.

Gordon McIntyre

gordon@dcs.bbk.ac.uk

Malet St. 258

020 7631 6851

Skype: gordon.birkbeck

Administrative Support

Programme Administrator

The Programme Administrator provides first line administrative support to all students on the FdSc. This includes matters connected to enrolment, fees, study schedules, mitigating circumstances claims, option choice, progression, break-in-studies, withdrawal from the Programme, etc. The Programme Administrator works with other administrative services within the College to deal with student enquiries, including [Registry Services](#) and [Student Finance](#).

Contact

Most matters can be discussed and resolved via email. However, for more complex issues, please call or visit during office hours.

fdadmin@dcs.bbk.ac.uk

Malet St. 263

020 7631 6724

Study Skills Support

College

The College offers a wide range of [study skills support services](#) (e.g. academic writing, mathematics, exam technique, presentations, etc.). This includes:

- Workshops.
 - Essay writing
 - Report writing
 - Research
 - Mathematics
 - Online support
- One-to-one tutorials.
- Drop-in sessions.
- Online resources.

Department

The Department also offers more tailored study support in the form of [study skills workshops](#). There are also two [departmental learning coordinators](#) who can help you should you require additional learning support.

Please note that it is up to you to access and take advantage of the above services. We can recommend that you attend. But, the onus is on you to show up and learn.

IT Support

College

Support for College IT services is provided by [Information Technology Services](#) (ITS).

ITS is responsible for:

- College account usernames and passwords.
- [College workstation rooms](#).
- Moodle.
- My Birkbeck.

Contact

Tel: 020 7631 6543

Email: its@bbk.ac.uk

Student Centre, Ground Floor, Malet Street Main Building.

Department

Support for departmental IT services is provided by [Systems Group](#).

Systems Group is responsible for:

- Departmental account usernames and passwords.
- Departmental workstation rooms.
- Department intranet.
- Department web services (e.g. FTP).
- VPN.

Contact

sg@dcs.bbk.ac.uk

Room 261, Malet Street Main Building.

Wellbeing Services

Disability and Dyslexia Service

The [Disability and Dyslexia Service](#) can provide advice and support to students with conditions that impact their ability to study, such as:

- Specific learning difficulties (Dyslexia, Dyspraxia, Dyscalculia, AD(H)D)
- Sensory impairments (blind/partially sighted, d/Deaf/hearing impaired)
- Mobility conditions (including RSI, arthritis, neck back and knee conditions etc.)
- Medical conditions (e.g. HIV, CFS, diabetes, cancer, chest and respiratory conditions etc.)
- Autism spectrum conditions (Autism or Asperger's Syndrome)

Support available includes:

- Additional time for coursework completion.
- Additional time for exams.
- Sheltered exam conditions.
- Assistive technologies (e.g. Hearing loop).
- Scribe services.

Contact

You can contact the Disability & Dyslexia Service by emailing disability@bbk.ac.uk, or calling 020 7631 6316.

Counselling Service

The Counselling Service provides assistance to students who are experiencing emotional difficulties which may be impacting upon their studies, or overall experience at Birkbeck. It offers a range of services, including:

- One-off consultation.
- Individual brief focused counselling.
- Self-help resources including MP3 downloads, a self-help library and useful web links.
- Referrals to other services.

The service aims to respond to the needs of students struggling with emotional and psychological issues, and to allow students to maintain emotional wellbeing by developing effective coping strategies at times of stress.

Contact

You can contact the Counselling Service by emailing counselling-services@bbk.ac.uk.

Mental Health Service

The Mental Health Service provides support to students who have a formally diagnosed psychiatric condition or other form of mental health difficulty, such as anxiety or depression, we encourage you to seek support in your studies from the Birkbeck [Mental Health Service](#).

Contact

You can contact the Mental Health Service by emailing mentalhealth@bbk.ac.uk, or by calling 020 7631 6316/0020

Student Union

The [Birkbeck Student Union](#) provides a focal point for the social and cultural life of the College. The Union also provides a political focus for students, and provides advice and counselling services.

Childcare

If you are studying in central London or Stratford during the evening, you can use the Birkbeck [Evening Nursery Service](#). The nursery is open from 5.30 – 9.00 pm (Monday to Friday) and accepts children aged 2-6 years (or older if your child is already attending the nursery). The cost is £15.00 per evening for block bookings, or £20 for one-off bookings.

Contact

nursery@bbk.ac.uk

Birkbeck Library

The [Birkbeck Library](#) provides a substantial collection of general and subject specific resources. This includes:

- Books
- Periodicals
- Journals
- E-resources.

The library also offers a quiet and convenient place to study.

The subject librarian for computing is Aidan Smith.

020 7631 6062

am.smith@bbk.ac.uk

The subject librarian can advise on the availability of resources on specific topics, and order new resources where demand dictates.

Careers and Employability

The [Careers and Employability Service](#) is Birkbeck's in-house service for enhancing career development and employability. The service provides a comprehensive careers advice, events and information services for current students, both in person and online. This support includes:

- Individual career counselling
- Workshops
- Job updates

