



# Department of Information Studies

## Start of session information 2022-23

### BEFORE YOU ARRIVE

#### 1. UCL USER ID AND PASSWORD

As a new student you should receive an email from UCL with information on pre-enrolment and instructions on how to get your UCL user ID. The email is usually sent out at the beginning of September.

To get your UCL user ID and set a password, please use the link within the email and follow the instructions on that web page.

#### **Your UCL user ID**

Your user ID is your key to accessing your computer account (such as your email) and other UCL systems and resources. It is made up of seven characters. For example: ucaaxxx. Your user ID is unique to you and cannot be changed.

#### **Use MyAccount to change your password**

You can use [MyAccount](#) to change your password to something only you know. Your password automatically expires between 100 and 350 days after you set it (depending on the strength of the password you choose). **Don't forget to register your mobile or email!** If you know your UCL user ID and password you should register your mobile phone number or personal email address by going to the web page - [MyAccount Register Phone](#). This will allow you to reset your password should you forget it.

#### **Get extra support at the start of the academic year**

IT Services information points are available to assist with queries relating to your UCL user ID. The closest to Foster Court (where the department is based) is in the Science Library, DMS Watson building. Make sure you take your UCL ID card or statement of student status along with you.

Find out more by watching the ISD help video:

- [Getting started with your user ID and password.](#)

#### **Late enrolment**

If you miss the enrolment process and have not got your UCL user ID, you should notify [IT Services](#) as soon as possible. If you let them know before 4pm, they will normally be able to get you registered and have your details ready for collection by 10am the next working day. Any enrolment notifications received after 4pm can take up to two working days to process.

## **Returning students**

You will not need to register again and can continue using your same UCL user ID. This applies whether you are a returning Undergraduate, or if you are a previous UCL undergraduate returning to start a Postgraduate course - you will keep the same credentials.

If you are a returning student and have not previously received a UCL user ID, visit [IT Services](#).

**I can't remember my user ID.** If you're not sure what your user ID is, go to [MyAccount](#) (make sure you've got your UCL ID card to hand). Enter the required information on the MyAccount page, and your user ID will be displayed.

Further information can be found here: <https://www.ucl.ac.uk/isd/services/user-ids-passwords/new-student-and-staff-registration/student-registration>

## **2. IT ESSENTIALS FOR STUDENTS**

ISD have put together a very useful [IT essentials for students](#) guide, which includes everything IT-related that you will need to know such as how to connect to the wifi and UCL printers, how to download software from the UCL software database, how to borrow a laptop etc.

## **3. DIGITAL ACCESSIBILITY HUB**

The [Digital Accessibility webpages](#) provide information, and access to advice and resources, for all staff and students at UCL who have identified that they have a disability, or an ergonomic need, and require support with IT.

## **4. ACCESSING YOUR EMAIL**

The easiest way to access your email is via [Microsoft Outlook Web Access](#).

You will need to log in with your UCL user ID and password. Your user ID needs to be entered in the following format: [userID@ucl.ac.uk](#).

You will be set up with an email alias, usually in a format such as: [firstname.surname.21@ucl.ac.uk](#). An email from [postmaster@ucl.ac.uk](#) will be sent to your UCL email with details of your alias. This is what you should use for sending and receiving email. But don't worry if someone does send an email to your '[userID@ucl.ac.uk](#)' address, it will end up in your Inbox too.

## **5. UCL SUPPORT SERVICES FAIR**

The Student Support Services Fair will take place in the North Cloisters and you will be able to find out information about Students' Union UCL, Student Support and Wellbeing, Academic Support Services, Register UCL and UCL Security.

Details: 10:30am- 3pm, 26th, 27th, 28th September, [UCL North Cloisters](#)

## **6. PAYING YOUR FEES**

The [UCL Fees website](#) contains useful information about ways to pay, payment deadlines, and what you need to tell UCL if you are fortunate enough to be fully or partially funded.

## **Self-funded students**

If you are a self-funded full or part time student you can make your fee payments in three instalments. You will not receive an invoice but you will be able to see what you owe in Portico. You should then pay online or by bank transfer, quoting your student number on all payments. If you are a self-funded modular student, your fees will

be generated and charged on Portico after you have chosen your modules and the module selection deadlines have passed. The fee is based on the number of modules you are taking in that year.

### **Students funded by Student Finance England**

The Student Loans Company (SLC) will contact UCL Registry to confirm your registration. Once this is done, your Portico account will show a sponsorship record for the amount of your fee loan. Your loan will be paid directly into your bank account according to your payment schedule (this can be found in your SLC account), and you will then pay your fees in the same way as self-funded students (see above).

### **Externally funded students**

If the Student Fees team is expected to invoice your external sponsor directly, you will need to provide written evidence of sponsorship before or during the enrolment period. Please email this evidence to [fees.sponsor@ucl.ac.uk](mailto:fees.sponsor@ucl.ac.uk) with the subject heading 'Sponsorship evidence - STUDENT NUMBER' (please ensure your UCL student number is quoted in the subject heading). An invoice will then be issued to your sponsor in Term 1 and they're expected to pay in full for the academic year within 28 days.

### **7. DIS STUDENT HANDBOOK**

The [DIS Student Handbook](#) (Moodle link, UCL username and password required) is an important resource for the year ahead and contains information about the department in general, key members of staff, your teaching and learning at UCL, the resources and facilities available to you, marking and classification, extenuating circumstances procedures and much more. Please make sure you look through the handbook and refer back to it during the year.

### **8. UCL GO APP**

[UCL Go](#) is an app for students to access UCL University and Union information directly from their mobile devices. You can access information about timetables, library services, maps, PC availability, study space availability and more. The app is available on both iOS and Android, and can also be accessed via the web.

ISD have had reports of problems running UCL Go on recent models of Huawei phones, especially those purchased in China. This is due to restrictions imposed by the US government which forced Google to limit the access Huawei had to its services. Until this problem is resolved we suggest that you use the browser on your phone to access the web version of UCL Go.

## **AFTER YOU ARRIVE**

### **9. ID CARD AND BRP CARD COLLECTION**

New students will have been invited to book an appointment to collect their new student ID card in their enrolment confirmation letter. Returning students who need to replace their student ID card, or have never collected their student ID before can find information on how to collect it here:

<https://www.ucl.ac.uk/students/new-students/your-journey-joining-ucl/pre-enrolment-explained#id%20card%20brp%20collection%20faqs>

If you require a visa to study in the UK, follow this link for information on how to obtain your Biometric Residence Permit (BRP): <https://www.ucl.ac.uk/students/immigration-and-visas/student-visa/biometric-residence-permit/how-obtain-your-brp>. If you have any queries related to the BRP, please contact the Student Immigration Compliance Team via [AskUCL](#).

## **10. STATEMENT OF STUDENT STATUS**

A Statement of Student Status is as an official letter that can be downloaded from Portico and used as proof of your enrolment at UCL. You may need this for opening a UK bank account and to prove that you are eligible for council tax exemption.

A standard Statement of Student Status confirms your enrolment status, mode of attendance, programme of study, programme start date and programme end date. For a Statement of Student Status, you must ensure that your home, contact and term-time address details in Portico are correct as these are included in the statement.

Further information on the [Statement of Students Status can be found on the UCL Students website](#).

## **11. G12 FOSTER COURT (DEPARTMENTAL OFFICE) OPENING HOURS**

The Departmental Office is room G12, Foster Court. The Teaching and Learning team (Ian Evans, Laura Keshav and Sarah Davenport) are based here and you can drop in during opening hours which are Monday – Friday 10:00-12:00 and 14:00-16:00.

## **12. TEAMS APPOINTMENTS**

As well as visiting the Departmental Office, you are welcome to contact your Programme Administrators via Teams. Please use the links below to book an appointment:

Sarah Davenport:

<https://outlook.office365.com/owa/calendar/SarahDavenportInformationStudies@ucl.ac.uk/bookings/>

Ian Evans: <https://outlook.office365.com/owa/calendar/IanEvansOfficehours@live.ucl.ac.uk/bookings/>

Laura Keshav:

<https://outlook.office365.com/owa/calendar/LauraKeshavInformationStudies@ucl.ac.uk/bookings/>

Please note that while we are happy to meet with students via Teams, we will not communicate with students via the Teams chat function. Please use email for any written communication.

## **13. DIS COMMON ROOM**

The Department of Information Studies Common Room is located in G20 Foster Court. The room is open Monday-Friday, 9:00-18:00, and is available for all our PGT students to use. The room is equipped with four PCs (these can't be booked and are available on a first-come, first served basis), a kettle and a microwave.

## **14. LOCKERS**

Please follow this link for the latest information on lockers at UCL: <https://www.ucl.ac.uk/library/ucl-lockers-students>. DIS does not have lockers for students to use.

## **15. PERSONAL TUTORS**

Each student will be assigned a Personal Tutor during Induction Week. Once your tutor is assigned they will contact you via email to invite you to a first meeting. Further information on what to expect from your Personal Tutor can be found in the [Personal Tutoring Guide for students](#).

## **16. UCL MAPS**

UCL is a large campus and can be tricky to navigate! [The UCL maps](#) are a good way of finding your way around. You can find all UCL locations, get directions from one part of campus to another, and download PDF copies of the printed maps. There is also information about [accessible campus routes](#) including photo and audio walking guides of accessible routes.

## **17. ACTIVE BYSTANDER**

[The Active Bystander Programme](#) aims to train UCL students to recognise and challenge problematic behaviours, such as bullying, harassment and sexual misconduct both on- and off-campus. The programme is part of our journey towards social and cultural change and compliments other initiatives across the Students' Union and UCL, such as UCL's Respect and Inclusion module or sexual harassment training provided for clubs and societies by the Union.

The programme was originally launched as part of the Full Stop Campaign, which called for the UCL community to come together and say no to bullying, harassment and sexual misconduct. We recognise that to prevent these behaviours, we must address them as a community in which each member can do their part to challenge bullying, harassment and sexual violence. A great way to start is by becoming an Active Bystander.

We strongly encourage all DIS students to complete the Active Bystander training and we have arranged some department-specific workshops, details below (links will be provided during Induction Week). Please book yourself onto one of these sessions. If all these sessions are full you can still book a place on one of the UCL-wide workshops. Please note that you must complete the online module component of the training before attending a workshop.

- Wednesday 12th October  
Two workshops: 14:30-15:45 and 16:15-17:30
- Wednesday 19th October  
Two workshops: 14:30-15:45 and 16:15-17:30
- Wednesday 26th October  
One workshop: 14:30-15:45

# **UCL STUDENT SYSTEMS**

## **PORTICO (and module registration)**

Portico is the UCL student record system. It is where all your information is stored while you are a student at UCL – name, contact details, module registrations, marks, final degree award etc. You register for all your modules via Portico and it is also where you submit any requests to change programme, withdraw from or interrupt your studies.

[https://evision.ucl.ac.uk/urd/sits.urd/run/siw\\_lgn](https://evision.ucl.ac.uk/urd/sits.urd/run/siw_lgn)

## **MODULE REGISTRATION**

### **All full-time students**

You will find your core modules have already been programmed into your Portico profile. You need register the optional modules you will be taking, including any running in Term 2.

### **All part-time students**

You will need to register for all the modules (core and optional) that you will be taking in Terms 1 and 2 in 2022/23 only. Next year, you will repeat the process, but register for the remaining modules you will have left to take.

### **All flexible students**

You will need to register for any modules you will be taking in 2022/23 only. You will be charged fees on the basis of the number of credits you register for in 2022/23. It can take up to 2 months for your fee statement to appear in Portico. The Fees Office know that owing to this delay you may not be able to meet the first payment instalment, so please do not worry about this.

### **PG Diploma (part-time) modular students**

On some programmes, part-time attendance is not officially offered by UCL to PG Diploma students. Instead, for those programmes non-full-time PG Diploma students are enrolled on modular attendance. PG Diploma students wishing to complete in two years, please register for all the modules (core and optional) that you will be taking in Terms 1 and 2 in 2022/23 only. Next year, you will repeat the process, but register for the remaining modules you will have left to take.

### **HELP IN CHOOSING MODULES**

The [Module Catalogue](#) provides a brief description of every module taught at UCL. It includes the name of the Module Leader and the term in which the module is being offered.

The [Common Timetable](#) gives you some information about which afternoon or morning in person attendance on campus is required. The Common Timetable displays modules as running in weeks, which can be confusing for new students. To better help you understand the information that will appear, this is what the weeks mean:

**Term 1** = Weeks 6–10 mean 3 Oct - 6 Nov 2022, and Weeks 12-16 mean 14 Nov - 18 Dec 2022

**Term 2** = Weeks 20-24 mean 9 Jan - 12 Feb 2023, and Weeks 26-30 mean 20 Feb - 26 Mar 2023.

Please use the Common Timetable along with the Moodle pages for each module for the most up to date information regarding timings and locations of sessions. The Common Timetable is indicative of the general pattern of face to face teaching but for some modules there may be some weeks where remote synchronous sessions are necessarily replacing face to face, so where available please check each week on Moodle, to see what the module plan is. At DIS we allow students to visit module teaching pages in Moodle, using Guest Access. To view information on how to visit DIS Moodle pages using Guest Access.

The deadline for module registration is Friday 14 October 2022, so you have three weeks to settle on a final decision on your modules. There is an opportunity in December to amend your Term 2 module selections.

### **MOODLE**

Moodle is the e-learning platform used at UCL. A Moodle page exists for each module and you will be auto-enrolled onto the pages for those modules you are registered on in Portico. Moodle is where you will find all the course materials and reading lists for your modules, and it is where you will submit your coursework. If a module that you have registered for on Portico does not appear in Moodle, please let your Teaching & Learning Administrator know. There is no need to try resolve the problem by yourself. Your Teaching & Learning Administrator will fix the problem for you.

**Auditing modules**

Some students want to sit in on extra modules for their personal interest. These will not form part of your qualification, will not appear on transcripts and no credits will be gained. If this is what you want to do, please email the relevant module tutor to check that he or she is taking auditing students and has space for you. Once you have approval from the module tutor, let your Teaching & Learning Administrator know and they will instruct you on what to do next.