Let’s Talk
Modern technology provides many ways in which we can communicate with each other. Having a range of contact points is fine for talking to your friends but you also need to understand how the University talks to you. This leaflet explains how we send important communications to you.

University Website and GO portal
The University website provides access to a variety of information including Support Services information and University policy documents, as well as announcements and details of major events. The GO portal (http://go.edgehill.ac.uk) provides secure online access to all your e-services including University email, VLE, Library, ePayments, Student Records and Administration systems, as well as news and events, ‘message of the day’ and University notice boards, forums and blogs.

Your University email address
All students are given a University e-mail address at enrolment, and this is accessible via the GO portal. We will use this e-mail address to send general messages to all or large groups of students about campus closures or changes to parking arrangements for example. Some tutors may use your University e-mail address to send messages to a seminar group or personal tutees. You will also receive messages from the Students’ Union through your University e-mail address. You should check your University e-mail on a daily basis.

Blackboard
Blackboard is the University’s Virtual Learning Environment (VLE). In addition to providing access to basic course and module information, many tutors will expect you to engage in some form of on-line learning through the VLE. This may involve taking part in on-line discussion groups or taking and submitting assessments. Blackboard provides group messaging facilities and your module tutors may leave messages about the module for you here.

Timetable Changes
Generally, timetable changes which are known about in advance will be issued by tutors during lectures and seminars or through Blackboard. Whilst we try to keep these to a minimum, some changes are inevitable to accommodate special events or known staff absences. Occasionally, late room changes may be notified by a note on the door of the original room. Remember, you can check your up-to-date timetable through the link on the GO portal.

Short notice Class Cancellations
Class cancellations are rare. If it is necessary to cancel a class at short notice, because of staff sickness for example, we will endeavour to contact you by your University e-mail address, or by phone using the contact information you give us at enrolment. Please ensure that you tell us about any changes to this information by going online to amend your address and contact details using the ‘Student Central’ tab within the GO portal.

Letters
Even with the range of communication techniques available, sometimes only a letter will do. We will write to you from time to time, usually in relation to formal processes where we require a response. **Please make sure the address information we hold is up-to-date.** You can do this online using the ‘Student Central’ tab within the GO portal.

Help
If you require any assistance updating your address details or require any further information regarding changing your personal details please contact the Faculty of Health and Social Care on 01695 650726.