Looking for Information, Help or Advice? Here’s where to find what you need:

**STEP 1:** Before you contact a member of staff, start by looking in one of the following places as most information can be found here:

<table>
<thead>
<tr>
<th>Student Handbook</th>
<th>Moodle Pages</th>
<th>Module Guides</th>
<th>MyBirkbeck Website</th>
</tr>
</thead>
</table>
| • About the Department of Criminology
  • Staff contact information
  • Student Support Services
  • Library & IT Services
  • Disability Support
  • Programme Overview
  • General assessment procedures
  • College policies and procedures
  • Important dates
  The Student Handbook is available on your Moodle Programme Page | • BSc Programme Page:  
  • Programme-related announcements  
  • Study resources & links  
  • Personal Tutor contact details  
  • Meeting dates and minutes of Student-Staff Exchange meetings  
  Module / Course Pages:  
  • Module guides & learning materials  
  • Detailed assessment Information  
  • Assessment submission links http://moodle.bbk.ac.uk/ | • General information about each module including learning objectives, assessment details, tutor contact info  
  • Weekly seminar / lecturer topics  
  • List of required books and weekly essential readings  
  • Further & recommended readings  
  • Referencing requirements  
  Electronic copies of all module guides are available on Moodle | • Login to your personal profile for your class timetable, examination timetable and your academic record  
  • Campus maps and class locations  
  • Search the MyBirkbeck website for College Policies and Regulations  
  • Access the Get Ahead, Stay Ahead Programme & Resources  
  • Access Academic Skills Resources and workshops http://www.bbk.ac.uk/mybirkbeck/ |

**STEP 2:** If you cannot find the information you need or require more specific advice, please contact the relevant staff person:

<table>
<thead>
<tr>
<th>Year Tutor</th>
<th>Personal Tutor</th>
<th>Module Lecturers / Tutors</th>
<th>Programme Administrator</th>
</tr>
</thead>
</table>
| Contact for information about:  
  • Programme related questions  
  • Queries relating to academic matters  
  • Addressing any problems / concerns  
  • Student-Staff Exchange meetings  
  • Disability-Related Extension Requests  
  Year 1 Tutor: Steven Hutchinson  
  Year 2 Tutor: Daniel Monk / Basak Ertur  
  Year 3 & 4 Tutor: Sarah Turnbull | Contact for information about:  
  • General academic advice / guidance  
  • Discussing any problems affecting your studies including attendance  
  • Advice on preparing for re-sits  
  • Advice on choosing your options  
  If you are unsure who your Personal Tutor is, check your MyBirkbeck profile in the ‘my studies’ section. | Contact for information about:  
  • Advice about course materials and assessment requirements  
  • Questions about lecture and seminar content  
  • Queries about materials on Moodle  
  • To notify your tutor of absences  
  Check the Module Guide or Moodle pages for staff contact info | Contact for information about:  
  • All administrative issues  
  • Timetable problems & queries  
  • Problems accessing Moodle  
  • Submitting requests for mitigating circumstances  
  • To notify of absences from class Carlos Coke: c.coke@bbk.ac.uk  
  Tel: 0207 631 8136 |

**STEP 3:** If your query still hasn’t been addressed, contact the Programme Director:

Programme Director / Assistant Dean for Criminology  
Sarah Lamble: crim-assistant-dean@bbk.ac.uk

---

**Important Note:** When sending emails to staff, please include the following information in your message, as this will enable us to respond more quickly:

1. Your full name & student number
2. Your mode of study, i.e., full-time (FT) or part-time (PT)
3. The year of study you are in (i.e. Year 1, Year 2, Year 3, etc.)

Staff aim to respond within 1-3 days but it may take longer during busy times.