

College of Arts, Social Sciences and Celtic Studies

Students: Raising a query on teaching issues – recommended stages:

Dear Student

This document is a short outline of the recommended stages you should proceed through in raising queries about online teaching (or indeed teaching at any time). You can raise queries individually, as a group, through your Student Union subject representative, or the Students' Union College Convenor. Queries should be raised via email, so that a paper trail is established from the outset. When emailing, you should observe the appropriate conventions and be respectful. It is important to keep in mind that the lecturer concerned may be genuinely unaware of a problem until it is brought to his/her attention. It should be possible to resolve the majority of issues at the level of the Discipline or School. The Students' Union particularly emphasises its role in supporting you in this regard.

1. Raise the query first with the **relevant lecturer** to whom the issue refers. If you do not receive a response, or you receive a response that you are not satisfied with, you should proceed to the next level.
2. If the lecturer is not the module co-ordinator, the next level is the **module co-ordinator** (the person who has main responsibility for the module, and whose name and contact details appear on the module outline).
3. The next stage is the **Year Co-ordinator**; this person is often in charge of a core (compulsory) module. His/her contact details will appear on the Year Handbook and on the Discipline website.
4. The **Head of Discipline** is the next level. His/her details will be available on the Discipline website.
5. This is followed by the **Head of School**, whose details will be available on the School's website.
6. Disciplines or Schools may also have a **staff-student liaison officer or committee**, who will relay queries to the staff member in question, or to the Head of Discipline or Head of School.
7. The next level is the **Dean's Office**. It should not be necessary to escalate an issue to this level.

1. Lecturer	
2. Module Co-ordinator	
3. Year Co-ordinator (Name)	
4. Head of Discipline (Name)	
5. Head of School (Name)	
6. Staff-Student Liaison Officer (Name)	
7. Dean's Office	

Coláiste na nDán, na nEolaíochtaí Sóisialta agus an Léinn Cheiltigh

Mic Léinn: Ceist a ardú maidir le fadhbanna teagasc – céimeanna molta:

A mhic léinn, a chara,

Tá cur síos gearr sa cháipéis seo ar na céimeanna molta ar cheart duit a ghlacadh chun ceisteanna a ardú faoin teagasc ar líne (nó fiú faoin teagasc ag am ar bith). Féadfaidh tú ceisteanna a ardú tú féin, mar ghrúpa, trí d'ionadaí ábhair i gComhaltas na Mac Léinn, nó trí Thionólaí Coláiste Chomhaltas na Mac Léinn. Ba chóir ceisteanna a ardú ar ríomhphost, ionas go mbeidh rian páipéir ar fáil ón tús. Agus ríomhphost á sheoladh agat, ba cheart duit cloí leis na nósmaireachtaí cuí agus a bheith measúil. Tá sé tábhachtach a thabhairt faoi deara go bhféadfadh nach mbeadh an léachtóir lena mbaineann ar an eolas go bhfuil fadhb ann go dtí go ndéanfar sin a chur in iúl dó/di. Ba chóir go mbeadh sé indéanta formhór na gceisteanna a réiteach ag leibhéal an Disciplín nó na Scoile. Cuireann Comhaltas na Mac Léinn béim ar leith ar a ról tacaíocht a thabhairt duit maidir leis an ábhar seo.

1. Déan an cheist a ardú ar dtús leis an **léachtóir ábhartha** lena mbaineann an cheist. Mura bhfaigheann tú freagra, nó má fhaigheann tú freagra nach bhfuil tú sásta leis, ba chóir duit dul ar aghaidh go dtí an chéad leibhéal eile.
2. Murab ionann an léachtóir agus comhordaitheoir an mhodúil, is é **comhordaitheoir an mhodúil** an chéad leibhéal eile (an duine a bhfuil príomhfhreagracht an mhodúil air/uirthi, agus a bhfuil a (h)ainm agus sonraí teagmhála le feiceáil ar imlíne an mhodúil).
3. Is é an **Comhordaitheoir Bliana** an chéad chéim eile; is minic a bhíonn an duine seo i gceannas ar chroímhodúil (éigeantach). Beidh a c(h)uid sonraí teagmhála le feiceáil ar Lámhleabhar na Bliana agus ar láithreán gréasáin an Disciplín.
4. Is é an **Ceann Disciplín** an chéad leibhéal eile. Beidh a c(h)uid sonraí ar fáil ar láithreán gréasáin an Disciplín.
5. Ansin tá an **Ceann Scoile**, a mbeidh a c(h)uid sonraí ar fáil ar láithreán gréasáin na Scoile.
6. D'fhéadfadh go mbeadh **oifigeach nó coiste teagmhála idir foireann-mic léinn** ag Disciplíní nó Scoileanna, a chuirfidh ceisteanna ar aghaidh chuig an gcomhalta foirne lena mbaineann, nó chuig an gCeann Disciplín nó Ceann Scoile.
7. Is é **Oifig an Déin** an chéad leibhéal eile. Níor cheart go mbeadh sé riachtanach ceist a chur ar aghaidh chuig an leibhéal seo.

1. Léachtóir	
2. Comhordaitheoir an Mhodúil	
3. Comhordaitheoir Bliana (Ainm)	
4. Ceann Disciplín (Ainm)	
5. Ceann Scoile (Ainm)	
6. Oifigeach Teagmhála idir Foireann-Mic Léinn (Ainm)	
7. Oifig an Déin	