

Peer Guidance – Week 1

Getting Connected

This week will cover getting connected, 'flexible learning' and the use of Microsoft Teams. To view guidance notes on the remaining weeks, please view the [Peer Guidance student intranet pages](#).

In order to engage with your learning and your peers, you will need to download Microsoft Teams. This software enables you to attend virtual seminars and lectures, to chat to students within your department and school and to interact with your Peer Guide and Personal Tutor. Below is guidance on a number of features within Microsoft Teams that will help you get started. For more information, explore Microsoft's own [Teams support pages](#).

Using Microsoft Teams

When joining a Microsoft Teams call, there is no obligation for you to use your device's webcam. In seminars, lectures and other larger events you should keep your microphone on mute to prevent any background noise disturbing the call. It's also highly recommended that you make use of the chat function to ask questions or share information, particularly when interacting with your Peer Guide.



Within Microsoft Teams, there are **teams** (larger groups, such as your department or course) and **channels** (smaller groups, usually private, such as your Peer Guide group). There is no obligation to remain in your Peer Guide channel though we would highly recommend that you do so as they are an important resource for you in your first few weeks. More information on Peer Guide channels and Teams etiquette can be found via the Peer Guide Terms of Reference document ([LINK](#)).

Alongside Microsoft Teams, Moodle will be the other main way you access your course content. You will be automatically enrolled on your courses within Moodle and you'll be able to access information such as your course outlines, reading lists and notes from your lecturers. You will be able to access Moodle from [the webpages](#) and soon from inside Microsoft Teams itself.

You will be given more information about Microsoft Teams later in the term.

Our IT Service Team

At Royal Holloway we have a dedicated team who are available to help you with any IT-related issues you may encounter. The [IT Services pages](#) on the Student Intranet are an excellent resource and contain information on [free software to download](#), a series of [frequently asked questions](#) and much more.

The IT Service team operate an online chat known as [LiveHelp](#). This is a quick and easy way to get in contact with the IT Service Desk to ask any questions and solve queries.

As well as the information on the Student Intranet, a number of videos have been created to help offer guidance on IT. You can meet our IT Services team in [this video](#).

Learning and Connecting Virtually

This year Royal Holloway have adapted all courses to ensure **Flexible Learning**. The exact way that this flexible learning offer has been applied to departments may vary, but the premise remains the same across the university: all students will be able to engage with their learning in the first term virtually.

Microsoft Teams will enable you to join lectures and seminars without requiring in-person attendance on-campus. If the option is available to you and you do choose to attend teaching in-person, all teaching rooms have been adapted to ensure that they are safe and accessible for students and staff alike.



Alongside your studies, Peer Guide channels and Personal Tutor groups, Microsoft Teams will also enable you to contact with other students on a more social level. A number of events organised for Welcome Week by Hall Life, departments and, of course, the Students' Union, were hosted in a virtual environment. These events will be set to continue throughout the first term, so keep an eye out for virtual opportunities.

Drop-ins and appointments organised by services such as Student Wellbeing, CeDAS, Careers and the Student Services Centre will be hosted in a virtual environment. Details on this will be contained within the **Welcome to RH app**, a useful piece of software that you should download onto your device. This app contains several guides each of which houses useful information, a full events schedule and much more.

You can download the Welcome to RH app by [clicking here](#).