**From:** HUMS Doctoral Academy <HUMS.doctoralacademy@manchester.ac.uk>
**Sent:** 28 February 2023 16:44
**To:** HUMANITIES-PGR@listserv.manchester.ac.uk <HUMANITIES-PGR@listserv.manchester.ac.uk>
**Subject:** [HUMANITIES-PGR] Thank you for your patience – and how you can contact your Doctoral Academy team

Dear Postgraduate Researchers

I hope Semester Two has begun well and that you’re making good progress with your studies.

Thank you for your patience as we continue to make the transition to your new Doctoral Academy.

We all know that change can be challenging and, like other parts of the University that have gone through transformation as part of the Student Experience Programme, we find ourselves establishing new relationships, adopting new approaches and undertaking training to improve the service we provide to you.

These changes will enable us to offer you enhanced support and understanding with issues including mental health, safeguarding and disability equity.

In the short term, these changes may affect how promptly we can respond to your queries and requests. We appreciate that this is not ideal, but we’re grateful for your continued patience as we make these improvements.

More than half of the queries we receive are responded to within three days but there are requests that are more complex and require work from more than one team. Please allow additional time while we deal with these. The member of staff handling your query will tell you if it’s likely to take longer than three days to reply to you.

We also want to make sure you are aware of the useful sources of information available online:

* [Programme handbooks](https://www.humanities.manchester.ac.uk/pgr-handbook/) –provide information about policies and regulations, programme structures, funding support for your research, how to apply for change to programme, submission pending period, fieldwork, etc.
* The [Student Services Centre](https://www.studentsupport.manchester.ac.uk/student-services/) provides information on issues such as registration and tuition fees, confirmation letters, council tax exemption and student cards.
* The main [Student Support portal](https://www.studentsupport.manchester.ac.uk/) provides information on a range of issues and services, including mental health and wellbeing, academic support, financial support and immigration and visas.

**How you can contact us**

You can contact our support teams at the following email addresses. You can also book a slot at one of our regular drop-in sessions on Zoom or request a meeting with one of our team in person or online. Please email the relevant team member to find out more and make an appointment.

* **General enquiries, including communications, PGR events and PGR reps**

Anusarin, Lynne, Jo and Kristin on HUMS.doctoralacademy@manchester.ac.uk

* **Progression and Welfare, including eProg, mitigating circumstances and change of programme**

Ann, Jackie and Rachel on HUMS.doctoralacademy.support@manchester.ac.uk.

* **Thesis examinations**

Jessica and Zhichao on HUMS.doctoralacademy.exams@manchester.ac.uk.

* **Funding**
* David and Kim on HUMS.doctoralacademy.funding@manchester.ac.uk.
* **Applications for ESRC/AHRC funding (including +2 queries)**

Tasleem, Mark, Rachel and Romy on HUMS.doctoralacademy.admissions@manchester.ac.uk.

* **For all PGR in Doctorate in Counselling Psychology queries**, please contact Liam on Hums.dcp@manchester.ac.uk.
* **For all Doctorate in Child and Educational Psychology queries**, please contact Christopher on Hums.decp@manchester.ac.uk.
* **For all Doctor of Business Administration queries, please contact Paul at** dba@manchester.ac.uk.

We will be in touch again next week with an update on progress with your new Doctoral Academy.

We look forward to continuing to support you through your PhD studies.

Best wishes,

Bernadette O’Connor, Faculty Postgraduate Research Services Manager

Jared Ruff, Head of Faculty Research and Business Engagement

Sue Heath, Associate Dean for Postgraduate Research