University of Greenwich

School of Computing and Mathematical Sciences

Student Handbook
September 2012

UNIVERSITY
of
GREENWICH

Contents

Introduction

Welcome to the School of Computing and Mathematical Sciences at the University of Greenwich. The purpose of this guide is to provide students in the School of Computing and Mathematical Sciences with a summary of the important information that you need to know as a student at the University of Greenwich. This does not replace the formal information provided to you by the School or by the University e.g. the University Academic Regulations and the Project Handbook. For formal details on the areas outlined below please see the appropriate University document.

Please note that:

- **It is your responsibility to ensure that you are familiar with the contents of this guide and the relevant School and University documentation**. If there is anything that you do not understand then please consult your Personal Tutor.
- For continuing students, all information provided (including academic regulations and deadlines for submission of projects) may be changed at the start of each academic year and will override previous information you may have received. If you are unsure how this affects you then please contact your Personal Tutor.

A Web version of this guide, along with other essential information referenced in this document, can be found at: https://cms1.gre.ac.uk/student/. This page will be updated throughout the year as required.

Please note that ALL students who are also University members of staff (full-time or part-time) must inform Cos Ierotheou, the School Director of Learning & Quality by email (c.ierotheou@gre.ac.uk) of this fact at the earliest opportunity.

Terminology

You are enrolled on a "Programme" at the University which is the title of the award you are registered for. This might be, for example, BSc (Hons) Computer Science or MSc Computing and Information Systems. The individual modules that make up your programme are called "courses". For example, you might be taking courses like "Software Engineering" or "Computer Systems and Networking". In generall full-time undergraduate students take four courses per year and part-time students two or three courses (maximum credits allowed for part-time study is 90 per year – courses at undergraduate level are usually 15 or 30 credits, see later for details). Undergraduate full-time students take 120 credits per year, 360 credits for an Honours award. MSc students take 180 credits for a postgraduate award.

Locations and Phone Numbers

All phone extensions are preceded by 020 8331

CMS School staff	Queen Mary Court 2nd, 3rd and 4th floors
CMS School Office	Queen Mary Court 3rd floor room 345. Phone x8700
Office of Student Affairs	Ground floor of Queen Mary. Phone x7858
Library	Dreadnought building, all floors. Phone x7788
Lecture/Tutorial rooms	Queen Anne Court, King William Court, Stephen Lawrence Building and a few in Queen Mary Court

| Student Union | Cooper Building Phone x7629 |
| Refreshments (coffee bars) | Queen Mary Court lower ground floor; and ground floor entrance to Dreadnought. |

Terms Dates

Term 1
17th September to 21st September 2012: Session starts
24th September to 21st December 2012: Teaching period

Term 2
14th January to 22nd March 2013: Teaching period

Term 3
15th April to 10th May 2013: Teaching period
13th May to 31st May 2013: Assessment period
21st June 2013: 2012/2013 session end
Note: Assessment should be completed by 31st May 2013 however you are required to be available until the **end** of the term 3 for e.g. viva attendance.

Re-sit examinations are currently scheduled for the two weeks from Monday 19th August to Friday 30th August 2013 so please make sure you are available during this period. The expected deadline for the submission of resit coursework is Thursday 15th August 2013.

Personal Tutor and Other support

You will be allocated a Personal Tutor (an academic member of staff) whom you may contact for support during your studies. It is your responsibility to identify and meet your personal tutor within two weeks of starting your academic year. For details of these staff, please see the CMS School web site.

If you have any queries then the School Office is your first point of contact. This office is located in room 345 of the Queen Mary Building. If they are unable to answer your query and you need to speak to your Personal Tutor then they will arrange an appointment for you. Alternatively you may contact your Personal Tutor directly. All lecturers will have office hours when they are available. Access to a tutor during these hours is normally via an appointment. Whilst every effort will be made to accommodate emergency situations please respect this and do not assume that a tutor will be available to see you if you 'drop in' at another time without an appointment.

There are other staff in the School that you can talk to about particular issues:

Listening Ears – these staff will be happy to talk to you about issues such as equal opportunities, racial and sexual harassment. The listening ears for the current session are Elaine Major and Vreni Clare.

Disability Named Contacts –Tony Mann will offer support to disabled students throughout their studies.

Timetables and Rooming

Timetables and rooming information will be displayed on the CMS School web site. Please check this weekly as rooms and times may change. Also, please note that the university has now introduced a personalised timetable system. If you have any concerns or questions about your timetable then please contact your personal tutor.

Attendance

Research shows that a student's attendance at lectures, tutorials and lab sessions has a direct impact on the grades he or she eventually achieves. If you do not attend fully you are not giving yourself the best chance of passing your programme of study. As we want to ensure the greatest chance of success for all our students we expect full attendance. The School will monitor your attendance for all courses and it is your responsibility to ensure that your attendance has been recorded for the sessions attended. If for any reason you cannot attend a session please contact your tutor in writing. Non authorised absence or failure to submit coursework or attend examinations may result in you being withdrawn from the programme (and your visa being revoked if you are an international student) – withdrawing you is something the School wants to avoid so please attend your classes.

Changes to your Personal Details

It is your responsibility to make sure that we are kept informed of changes to your personal details such as your address. This must be done via the Student Portal to BannerWeb. If you don't maintain up to date contact details then written communications may be sent to the wrong address. This is even more important at the end of the year because we will post your results to your permanent address, not your term time address. If you want this correspondence to be sent to an address other than your permanent address, then this should be recorded as your mailing address.

Importance of Correct Registration

You will be informed of the core and option courses that you need to take for the current academic year and you will be attached to your course modules at the point of registration. It is vital that you keep the School Office informed of any changes. Please note that you MUST discuss any changes to your programme of study with your Personal Tutor to ensure that you are taking a valid set of course modules for your award. If you are taking an unusual programme of study e.g. retrieve a failed year or change your programme (degree award title), then you MUST obtain a signed agreement with advice on your programme of study, from your Personal Tutor. If you seek advice that is not put into writing then you will have **no redress** if there is any misunderstanding.

If you are not attached to the correct courses then you will not be able to access teaching materials, submit coursework or take examinations.

A change to the title of your programme award requires completion of a form which must be signed by your programme leader.

Project Supervision

If you are registered for a final year degree or masters project, in addition, you **MUST** submit your request for allocation of a supervisor through the CMS Website. Following this, it is your responsibility to check the website to confirm your supervisor and other related information. It is important that all communications between you and your project supervisor must be made through the project website and you need to maintain a weekly diary on the project website of your project progress. If you are unsure how to do this then please ask your project supervisor or project coordinator for guidance.

Communication between staff and students

An 'alert' system is in place on the CMS student intranet and it is your responsibility to read this information. Some information will be sent via email so it is vital that you check your email several times per week. It is also your responsibility to make sure that you are on the mailing list for your class. If this is not correct, then please speak to the CMS lab staff in the King William Building urgently.

Additionally, noticeboards are currently located on the 3rd floor of the Queen Mary building.

Industrial Placements

Full-time undergraduate degree programmes may be studied in "full-time" mode (three years) or in "sandwich" mode (four years). In the sandwich mode the whole of the third year is spent on an industrial placement working in industry. This is an optional, but strongly recommended part of the programme. The school has a Placements Office on the third floor of Queen Mary Court and has many jobs for you to apply for both in the UK and overseas. They will help you in arranging a placement; however, the School does not undertake or guarantee to find you a placement. You are welcome to find your own industrial placement however the job must be approved by the Placements Office in order for it to count towards a sandwich award.

Coursework

All coursework is individual work unless stated in writing that it is group work; for group coursework there will normally be a component that must be individually completed and submitted by each group member.

Submitting courseworks
Your coursework specification will identify what is required. All coursework, unless identified otherwise in the coursework specification, must be submitted electronically as detailed on the CMS student web site. Submission of a physical item of coursework is exceptional and usually reserved for items such as DVDs. For electronic submissions to the CMS intranet, once you have submitted your coursework the School takes responsibility for printing it (if required) and despatching your work to the appropriate tutor for marking.

If your coursework specification requires that a hard copy is submitted then it must be accompanied with a bar coded header sheet that uniquely identifies you and the item of assessment. It is for these reasons that you must not copy someone else's header sheet as you

will not be recorded as having submitted the coursework and it may get lost. The University will not accept responsibility for this loss. The header sheets are printed from the Banner web site and your course tutors will explain how to do this. Hard copy of coursework MUST be handed into the School Office Reception, located on the third floor of Queen Mary Court. You will be issued a receipt. **The hand-in times are between 9:30am-6:30pm Monday to Thursday and 9:30am-4:30pm on Friday.** Failure to meet the deadline will result in a penalty. It is your responsibility to check that the Office will be open when you submit your work. If you aim to get your coursework in with one minute to spare and the printer jams then your submission is likely to be late. **Late submission of courseworks will be subject to a mark penalty of zero**. Do not ask a member of staff to accept it on behalf of the School Office. If there is no record of your submission of coursework then a grade of non submission will be recorded for the item.

PLEASE DO NOT ASK STAFF TO ACCEPT COURSEWORK OR PUSH IT UNDER THEIR OFFICE DOOR UNDER ANY CIRCUMSTANCES.

If your performance was affected by extenuating circumstances (see section on Extenuating Circumstances below), follow the appropriate procedure by submitting evidence - this will be considered by the Extenuating Circumstances Panel, whose decision will be considered by the Progression and Awards Board. This will not result in your mark being changed but the Board may compensate marginal failure or consider a deferral depending on your circumstances.

Penalties for late submission
If you have extenuating circumstances you may submit your coursework up to two weeks after the published deadline without penalty but this is subject to acceptance of your claim by the School Extenuating Circumstances Panel. If your claim is rejected then you will receive a capped grade for your work. Coursework submitted less than two weeks after the published deadline <u>without</u> an extenuating circumstances claim will receive a penalty. For Undergraduate work worth more than 40% - this work will be capped at 40%. For Postgraduate work worth more than 50%, this work will be capped at 50%. No extensions to published deadlines will be given so please do not ask your tutor.

Coursework submitted more than two weeks late will be given feedback however a grade of non-submission will be awarded regardless of any extenuating circumstances. If your Extenuating Circumstances claim is accepted and your coursework is submitted more than two weeks late then the Extenuating Circumstances Panel will recommend an appropriate decision to the Progression and Award Board. Please note that it should not be assumed the decision taken by the Board will be that the Extenuating Circumstances will be accepted.

Please note:
1. You should aim to get your coursework in one week early. In other words you should plan for brief periods when the lab may have to shut, or your printer breaks down etc. You must keep backup copies of your courseworks and do not submit Extenuating Circumstances claims for trivial problems such as a computer failure at the last minute as these will be rejected. You should plan for these inconveniences.
2. Under no circumstances can coursework be accepted for marking after the coursework has been returned to other students as you may gain an advantage from viewing their marked work.

3. Please note that you may not submit any item of work for more than one assessment unless you have written approval from your course tutor.

Returning courseworks
You may collect coursework from the CMS Student Office Reception. Coursework will not normally be kept for longer than 8 working weeks after it is available for collection. The CMS Intranet allows you to identify when your coursework is available for collection.

What to do if you think there is a problem with your coursework mark
If you think there is an error in the marking:
- Ask your tutor to check it. You can find your tutor's office hours on the CMS intranet. (Errors sometimes happen, but very rarely. You should check for yourself the marking, adding up etc.).

Don't plead for extra marks unless there has been a clear error

Examinations

There are several kinds of examination:

1. Unseen (the norm) – you don't know in advance what questions you will be asked, but you will have sample papers to give you some idea of the format of the paper and the style of questions to expect.

2. Seen paper – the question paper is issued in advance and you can research and prepare your answers (but you will not usually be allowed to bring notes into the exam).

3. Practical – a computer will be available and some of your answers may be submitted electronically rather than on paper.

Most examinations are "closed book" – you may not bring any notes, books or other material into the exam. If the examination is "open book" you will be given precise guidance on what you may bring into the examination room. If a course includes an examination, the Course Coordinator will give you full information about the format of the examination at the beginning of the course.

Most tutors will provide guidance in terms of course examination revision that you should focus on and issues of examination technique. However you should not assume that examination questions will be solely based on this or on questions in previous papers.

Examination dates will be displayed on the University web site. Some January examinations may be scheduled on a Saturday. It is your responsibility to find out the date of your exam and turn up to the allotted room. Please check regularly for changes as these do sometimes occur. If you miss the exam without a good reason then you will be awarded zero. If you have a good reason then you must follow the procedure outlined in the extenuating circumstances section. Please note that NOT ALL EXAMINATIONS WILL NECESSARILY BE SAT AT THE MARITIME GREENWICH CAMPUS AND THAT MORE THAN ONE EXAMINATION MAY BE SCHEDULED FOR THE SAME DAY. WHILST WE TRY TO SPREAD THEM AS MUCH AS POSSIBLE, IF THIS OCCURS IT IS NOT GROUNDS FOR APPEAL OR COMPENSATION.

If you wish to apply for special arrangements in an examination, then this must be done through the formal channels and well in advance of the examination period, normally at the commencement of your studies at the University or the start of the year. Information on how to apply is available from the Office of Student Affairs. If you leave this too late then the University will refuse your request.

You will be informed by your course tutor if the use of a calculator is permitted in an examination. Please note that only approved calculators can be used, that is ones that do not have programmable and communications functionality. Please make sure you purchase and familiarise yourself with an approved calculator in advance of the examination.

Any query relating to an examination you have sat must be made as soon as possible after the event. University policy is that **examination scripts are kept for one year** and then securely destroyed.

University Grading

Regulations and grading policies found in the Academic Regulations for taught awards will apply. Currently these are:

Undergraduate:

Mark on a 0-100 scale	Comments
70+	Work of exceptional quality
60-69	Work of very good quality
50-59	Work of good quality
40-49	Work of satisfactory standard
30-39	Compensatable fail
0-29	Failure

Postgraduate:

Mark on a 0-100 scale	Comments
70+	Work of exceptional quality
60-69	Work of good quality
50-59	Work of satisfactory standard
40-49	Compensatable fail
0-39	Failure

Postgraduate awards:

The pass mark is 50%, Merit 60%, and Distinction is 70%. To obtain a MSc with Merit, students must achieve an average of at least 60% across the programme as a whole. To obtain an MSc with distinction, students must achieve an average of at least 70% across the programme as a whole.

Extenuating circumstances

Extenuating circumstances are normally defined as circumstances which are unexpected, significantly disruptive and beyond a student's control, and which may have affected his/her

academic performance. Please note that a long term or foreseeable condition or problems DO NOT count as Extenuating Circumstances and these will normally be rejected. If you have a good reason for poor performance in coursework or examinations and you would like the Progression and Award Board to take the reasons into account, then you need to fill in an extenuating circumstances form which is available from the Office of Student Affairs or you can download a copy from the university website. Please refer to the School Office, the Office of Student Affairs or the University Website for further details and deadline submission dates. You are advised to talk to your Personal Tutor as well.

Please note that all extenuating circumstances forms should be submitted with documented supporting evidence. Failure to provide the necessary documentation within two weeks of the claim being made may result in the Extenuating Circumstances Panel rejecting the claim.

If your circumstances are accepted by the Progression and Award Board then you will be given a different piece of work to do over the summer. Please refer to the University website for further detail regarding the University Academic Regulations concerning Extenuating Circumstances claims.

Process of Grading Items of Assessment

The setting and marking of all items of assessment are subject to a rigorous process involving course tutors, moderators and external examiners.

Your Results

At designated times during the year a Progression and Award Board (PAB) decides your results. This is where decisions about retakes, deferrals, fails and passes are made. No other body is authorised to make these decisions.

For completing students your results will be posted to you by the Office of Student Affairs to your **mailing** address if it exists, otherwise your **permanent** address. If you do not receive your results one month after the exam board date or before the graduation ceremony date (whichever is the soonest) then it is your responsibility to contact the School Office immediately. For non completing students your results will be made available through BannerWeb. **It is your responsibility to find out your results if you have not received them.** No results will be released over the phone so please do not telephone your tutor or the School Office as they will be unable to provide this information. Course grades may be viewed through BannerWeb during the year but these may be subject to change or ratification until confirmation by the PAB; PAB decisions may also be viewed through BannerWeb.

Retakes and Deferred work

Progression and Award Boards are the only bodies authorised to make reassessment decisions. No member of staff can make this decision. Below is a guide to help you interpret the terminology used on results letters:

Deferred – This means that you will be allowed to take the assessment as though you are sitting it for the first time. You will be awarded your actual mark for the assessment. The

letter may offer you reassessment during the summer period or the next academic year and may apply to an individual item of assessment e.g. coursework or exam, or the entire course.

Fail – Retake permitted before next session – This means that you have failed the assessment component and are being given a chance to retrieve it. If you pass the re-sit then your actual mark will be recorded but the maximum mark that will carry forward for the course (note course, not item of assessment) in calculating your stage grade average is 40% for undergraduate courses and 50% for postgraduate courses.

Fail – Retake permitted next session – This normally means that you must attend and retake the entire course in the following academic session, not just the items of assessment within a course that you may have failed. You cannot proceed to the next stage of the course until you have passed this retake unless the Board decision specifically permits this. If you pass the retake then the actual mark awarded for each course retaken will be carried forward in the calculation of your stage average and award classification. **Please note that fees are charged for all retakes not undertaken during the summer. If you have any queries please consult your Personal Tutor.**

It is at the discretion of the Progression and Awards Board as to whether a student will be given an opportunity to retake and pass any failed courses. In addition and again at the discretion of the Board, the maximum number of opportunities permitted by the Board to achieve a pass in a course is three. Resit coursework and examination questions will normally be different from those previously set.

Regulations and what you have to do to pass your programme

In addition to the current University Academic Regulations for Undergraduate Taught Awards and the Academic Regulations for Graduate and Postgraduate Taught Awards, the assessment of students is carried out according to the regulations of the programmes on which you are registered. Within the School of Computing and Mathematical Sciences, additional regulations and procedures may apply. **It is vital that you familiarise yourself with the regulations under which you will be assessed.**

Assessment Offences - Cheating and Plagiarism

The university has a high expectation of academic and professional standards and will NOT TOLERATE cheating or plagiarism. Where students are found blameworthy of an offence then penalties are severe. For example, the normal penalty for a major offence in a project is a zero grade with no opportunity to repeat. This would have significant ramifications e.g. you may fail your degree. It is your responsibility to make sure you understand what constitutes an assessment offence.

Cheating includes: bringing unauthorised material into an examination, communicating with other students during an exam, or seeking to gain an unfair advantage in any other way.

Plagiarism is presenting somebody else's work as your own. It includes: copying information directly from the Web or books without referencing the material; working with one or more other people on an individual coursework and submitting the joint coursework as your own individual effort; copying another student's coursework; paying someone else to do the work for you; stealing coursework from another student and submitting it as your own

work. The person you copy from could be another student, a lecturer or someone outside the university.

As a student of the CMS School, you should also have received a copy of "THE LITTLE BOOK OF PLAGIARISM - What it is and how to avoid it". Copies are available electronically on the CMS School web site or from the School Office. Where appropriate your Personal Tutor will also provide you with information and guidance about assessment offences.

What happens if I'm accused of plagiarism?

You will be asked by the CMS Academic Conduct Officer to attend an Investigative Interview. If the outcome of the investigative interview is that you are found to be blameworthy of an assessment offence then a penalty may be issued immediately. Alternatively, severe cases are referred to an Assessment Offences Panel. The regulations governing Assessment Offences can be found on the university website.

Guidelines for terminating your studies part way through an academic year

If you are unable to complete your studies in the current academic year, for whatever reason then you need to inform the university and, in all cases, speak to your Personal Tutor to ensure that you receive the appropriate advice. There are several possibilities such as the following:

Interrupted study
Interruption of study from a programme means that you wish to terminate your programme of study at the university. The university will contact you prior to the start of the next session to confirm if you wish to re-register. There are procedures that you must follow and there is a deadline for doing this, beyond which, you will be classified as failed instead of interrupted study. You will liable for fees in accordance with the conditions of registration. Once you have interrupted study, access to university facilities/resources are terminated.

Withdrawal
Withdrawal from a programme of study means that you wish to terminate your programme of study at the university permanently i.e. you have no intention of returning at a later date. There are procedures that you must follow and there is a deadline for doing this, beyond which, you will be classified as failed instead of withdrawn. You will be liable for fees in accordance with the conditions of registration. Once you have withdrawn, access to university facilities/resources are terminated.

Guidance Note
If you have extenuating circumstances and feel unable to complete the session, you should not interrupt study or withdraw as this has financial implications. You should submit an extenuating circumstances claim, with the relevant evidence requesting a deferral in all uncompleted items of assessment. If your circumstances are accepted then you will be informed and allowed to complete your studies in the following academic year without additional payment of fees. Please note that there are deadlines for the submission of extenuating circumstances claims. If your claim is rejected then you should consider

interrupting study; in this case the full tuition fees will be payable when retaking your programme of study.

Personal Development Plan (PDP)

The PDP is a structured and supported process undertaken by all students enabling you to reflect upon your own learning, performance and/or achievement and to plan for your personal, educational and career development. It is an essential part of all programmes in the School and the satisfactory maintenance of a record of this is a core requirement of all awards. The CMS Student Intranet provides the supporting infrastructure for this and your tutors will assist you in this ongoing process throughout your studies.

Introduction to the Computer Laboratories

There are a large number of computing facilities on the Maritime Campus available for your use. Campus computing facilities operated by the Library and Information Services (LIS) Department are available in the Dreadnought Building, the 4th floor of the Queen Mary Court and the Queen Anne Court. CMS have their own labs which are mainly located in the King William Court on the 1st and 2nd floors. More in depth documentation pertaining to the CMS labs will be available in other handbooks, please refer to the CMS Lab Handbook which you will receive.

The priority for our Technical staff is to support students with technical queries. They will also try to advise students who have software queries such as debugging problems however they will not write solutions for students. Courses tutorials are scheduled to provide opportunities for you to seek course specific advice from your tutors. If you are stuck and don't know where to start with a problem then you will need to seek advice from your tutor (either by appointment or during their office hours) or attend the relevant support surgeries.

Lost property:

Each CMS computer lab has a lost property box that will contain such items as pens, documents, books and other less valuable items. Other lost items such as mobile phones, watches etc. will be kept in a safe place by the lab manager.

Library

The Library is based in the Dreadnought building. It provides a large variety of electronic resources including e-books, as well as the more traditional services and facilities, such as book lending, photocopying and study spaces. Should you have any problems or queries, please contact your CMS Librarian, Ms Karen Richardson by e-mail k.e.richardson@gre.ac.uk, or by phone 0208 331 9153.

Student Support Services

There are many support services available to help you through your studies. For example the Office of Student Affairs and the Student Union offer a range of services between them such as counselling, careers advice, study advice sessions, English lessons, medical centre, financial advice, a Job Shop to help you gain employment to support you through your studies, social activities. For further information see the University Guide for new students available on the university web site.

Complaints and Problems

If you have any problems or complaints please speak initially to the following staff **in this order** if issues remain unresolved:

1. Personal Tutor
2. Programme leader (This person oversees your programme of study)
3. Undergraduate or Postgraduate coordinator
4. Head of Department (This person has overall responsibility for managing a group of programmes and staff within the School)
5. Dean of School or Director of Learning & Quality

If you do not know who these people are then please ask the School Office. A formal complaint form can be collected from, and submitted through, the Office of Student Affairs.

Personal Conduct

Most programme awards are recognised and accredited by appropriate professional bodies. In addition to completing an academic programme of study successfully there is a requirement that you abide by professional standards. You are expected to behave in a professional manner at all times. Inappropriate, offensive or aggressive behaviour towards any member of the University will not be tolerated under any circumstances and will be dealt with severely and may negate professional body award accreditation.

Useful Web addresses and phone numbers

The School of Computing and Mathematical Sciences (CMS) web site is https://www.cms.gre.ac.uk/

The CMS Student web site is at:
https://www.cms.gre.ac.uk/student/

This contains a great deal of helpful material for students. It has links to:
- the Library web site
- general teaching resources supplementing the Moodle course pages
- useful student administrative information (staff contact details, timetables and so on)
- detailed technical information on how to use the computing laboratories

You will need to use your university computer user id and password in order to access this site.

The University of Greenwich web site is
http://www.gre.ac.uk/
Regulations for taught awards, information on cheating and plagiarism, the student charter, complaints procedure, Academic Appeals, Extenuating Circumstances, Applying for loans etc can be found on this site.

The University main switch board is 020-8331-8000. The CMS School Office is 020-8331-8700.

Key Student Responsibilities

Below are reminders of some of your key responsibilities. Please note that this is not a definitive checklist. It is your responsibility to:

- Log your attendance.
- Find out information regarding timetables, rooming.
- Find out examination dates and locations (not all are on the Greenwich campus) and arrive in good time for the exam.
- Submit your coursework on time.
- Make all coursework queries immediately after the coursework has been returned to you.
- Submit extenuating circumstances by the deadline set by the Office of Student Affairs.
- Make sure that you find out your results and details of how to retrieve failed courses. You may find out your marks and progress decision from BannerWeb. If you are a completing student then you will receive a letter in writing from us, but if you have not received the letter one month after the exam board date or before the graduation ceremony date (whichever is the soonest) then it is your responsibility to contact the School Office (do not wait until the end of August!). Ensure that you are available for re-sit examinations during the August weeks and make sure that you find out your results in good time to prepare.
- Ensure that you are attached to the correct courses for your programme. You can check this via BannerWeb. If you are not, then you will be unable to access teaching materials, submit coursework or attend examinations.
- Fill out option forms for the following academic year when requested to do so by Personal Tutors.
- Attend classes and examinations.
- Keep the university informed of changes to your circumstances such as name and address via BannerWeb.
- If appropriate adhere to any agreed tuition or accommodation payment plans; failure to do so will result in withdrawal of access to University facilities including coursework submission.

We hope you find the information in this booklet useful. If anything changes we will keep the web site up to date, so please check it frequently.

Policy on Staff Gifts

It is the School policy that staff should not accept gifts from students whilst they are still students at the University.