



Masters Programmes

Important Information Handbook 2020-21

Although the information contained in this document is believed to be accurate at the time of production, changes in circumstances may require modifications during the year.

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THE YEAR AT A GLANCE

week		w/b Monday	
w0	Orientation	4	January
w1	Semester 1	11	January
w2	Semester 1	18	January
w3	Semester 1	25	January
w4	Semester 1	1	February
w5	Semester 1	8	February
w6	Semester 1	15	February
w7	Semester 1	22	February
w8	Semester 1	1	March
w9	Semester 1	8	March
w10	Semester 1	15	March
w11	Semester 1	22	March
w12	Vacation	29	March
w13	Vacation	5	April
w14	Vacation	12	April
w15	Revision	19	April
w16	Revision/exams	26	April
w17	Revision/exams	3	May
w18	Semester 2	10	May
w19	Semester 2	17	May
w20	Semester 2	24	May
w21	Semester 2	31	May
w22	Semester 2	7	June
w23	Semester 2	14	June
w24	Reading Week	21	June
w25	Semester 2	28	June

week		w/b Monday	
w26	Semester 2	5	July
w27	Semester 2	12	July
w28	Semester 2	19	July
w29	Semester 2	26	July
w30	Semester 2	2	August
w31	Revision/exams	9	August
w32	Revision/exams	16	August
w33	Vacation	23	August
w34	Vacation	30	August
w35	Vacation	6	September
w36	Vacation	13	September
w37	Semester 3	20	September
w38	Semester 3	27	September
w39	Semester 3	4	October
w40	Semester 3	11	October
w41	Semester 3	18	October
w42	Semester 3	25	October
w43	Semester 3	1	November
w44	Semester 3	8	November
w45	Semester 3	15	November
w46	Semester 3	22	November
w47	Semester 3	29	November
w48	Semester 3	6	December
w49		13	December
w50		20	December
w51		27	December

PART 1. ACADEMIC INFORMATION

Studying for your MSc

Awards

The MSc programmes consist of a **taught stage** (assessed from 120 credits) and a **project stage** (worth 60 credits). The taught stage consists of several courses, delivered over two semesters. Assessment of the taught stage is completed in April (for first semester courses) and August (for second semester courses). Some second semester courses may also be assessed through in-class tests during the teaching weeks.

- MSc students take part in the taught stage and the project. Only students who have performed sufficiently well in the taught stage may progress to the project stage and be eligible for the award of MSc. (12 months full-time)
- Postgraduate Diploma students only take part in the taught stage, as this is an early exit route. (9 months full-time)
- The Postgraduate Certificate is an early exit route only. (9 months part-time)

Students may opt to complete only the Postgraduate Diploma or Postgraduate Certificate and may leave the programme after the Semester 2 (Summer) examinations. This is typically done by a small proportion of the class each year.

A student may be awarded an **MSc Merit** award if (a) the average of the 120 taught credits is at least 14 (C1), and (b) the project is awarded at least C1, and (c) the average over all 180 credits is at least 15 (B3).

A student may be awarded an **MSc Distinction** award if (a) the average of the 120 taught credits is at least 17 (B1), and (b) the project is awarded at least B1, and (c) the average over all 180 credits is at least 18 (A5).

The full official requirements for the awards are given in Appendix A.

Full-time and Part-time study

Full time students should expect to spend five full working days engaging with courses each week during term time. It is not possible for full time students to also engage in full time employment.

Part time students must complete the program over a two year period. They will study around 30 credits of material for 4 semesters and must sit the examinations for their courses in the same academic year in which they enrolled for these courses. They must pass their first year taught courses at a satisfactory level before being able to continue with their studies. The Masters project can be completed over two project semesters rather than one.

It is not advisable for part time students to also engage in full time employment since this will result in a heavy workload for 2 years. Students who are working should endeavour to schedule their work so that they can attend all classes and engage with all course activities and material. In exceptional circumstances, they may be given permission to miss a small number of classes provided they discuss the matter with their advisor and undertake to make up the missed classes through personal study. Part time students should be aware that it is rarely possible to schedule taught courses over a restricted number of days. Dependant on your chosen optional courses, you may expect to be engaging in learning activities on most week days.

Courses

Enrolment

You must enrol on MyCampus for all 180 credits of your MSc programme by 25th January 2021. By this date, you must be enrolled in exactly 180 credits: 120 credits of taught courses and the 60 credit MSc project. It is your responsibility to ensure that you are correctly enrolled in the correct courses. If you can, please enrol before the date of 25th January: it is important that we can finalise the class lists on 25th January.

You must attend the timetabled online classes from 11th January; we will be monitoring attendance at these sessions. You need to demonstrate that you are engaging with the online teaching sessions before 25th January so that we know that you are actively involved in, and committed to, your MSc studies. If you do not do this, we will not be able to include you on our class lists

More information on enrolment can be found at <https://www.gla.ac.uk/myglasgow/registry/enrolment/>

Attendance at timetabled sessions

Your timetable is available on MyCampus. You are strongly advised to attend all timetabled sessions. The Zoom links will be advertised on the relevant Moodle course pages.

We have observed a strong correlation between lecture attendance and course pass rates. Thus, merely by attending the timetabled sessions you will be able significantly to increase your chances of passing. Do not be tempted to skip classes in order to complete assessed coursework; you will lose out by having to spend extra time mastering the work. *Do not expect lecturers or tutors to explain material to you just because you have chosen not to attend the relevant sessions(s) or engage with relevant course material.* Lecturers will sometimes provide slides or handouts for lectures, but these do not usually comprise a complete record of the course; you should expect to take additional notes during lectures (both recorded and delivered live).

Recording of timetabled sessions

Online live sessions may be recorded and made available through the course Moodle page. If an online session is being recorded live, you will be informed of this at the start and will be asked to provide consent.

You may make audio recordings of on-campus lectures for personal use under the following conditions:

1. You must personally ask the lecturer if they mind having their lectures recorded and get their permission. If the lecturer does not give their permission you should respect that and not record the lectures.
2. The recording is for your use only. Please note that lecture recordings and ALL course materials provided are for **your own personal use** and can only be used in relation to **your own** studies. Any unauthorised distribution of course materials, including emailing them to fellow students, uploading them onto unauthorised web sites and social media sites, such as YouTube or Course Hero, will be considered in breach of the Student Code of Conduct and will be subject to disciplinary action.

For more information, please consult the University of Glasgow policy on lecture recording:

<https://www.gla.ac.uk/myglasgow/senateoffice/policies/studentssupport/lecturerecordingpolicy/>

Academic Writing Skills programme

All PGT students are required to take part in the Academic Writing Skills programme. This is run by LEADS (the Learning Enhancement and Academic Development Service), not by the School of Computing Science. You will be invited to take part by email sometime during the year. More information can be found at <https://www.gla.ac.uk/myglasgow/leads/awsp/forstudents/>

Assessment

Coursework

Each core and elective course usually entails two lectures per week, although many lecturers will organise additional tutorials or laboratory sessions if appropriate. Lecturers may provide or suggest extra reading material, but for courses at the Masters level, students are expected to be proactive in finding further material to enhance study.

All courses will normally include some summatively assessed coursework, assessment of which will count towards the final mark for the course. This coursework might be either practical laboratory exercises or written work. A course may also require a student to complete additional practical or tutorial exercises, and to do extra background reading and revision.

The submission dates for some coursework may extend beyond the end of semester. Students will normally be given feedback on their coursework within three weeks (15 working days) of submission. Note that because of the tight timetabling of the programme, this may mean that you may not get feedback from coursework before needing to make decisions on further course selections. If this is the case, any student who is concerned about their choices is encouraged to speak to the lecturers concerned for information and advice.

Note that the marks or bands awarded for coursework reflect students' achievement on that particular item of assessment. They should not be interpreted as predictors of the final grades for the overall course, which will also take into account students' achievement in the examination. The exact division of marks between the coursework and the examination will vary between different courses. Individual lecturers will make their choice explicit (see separate course descriptions for details).

Students cannot request that an academic decision regarding marks allocated to assessed work be changed, although they may request correction of administrative errors.

Important:

- Credit will only be given for courses in which a student has submitted at least 75% by weight of the assessment (including examinations). Note that many of the examinations have a weight less than 75%, so only submitting the examination will not be sufficient for credit.
- Losing credit in just one course will mean that you will not be eligible for either a Postgraduate Diploma or a Masters award. This means that it would be very unwise for you to decide to not submit any specified items of coursework.
- All items of assessment have strict submission deadlines. Marks will be deducted for late submissions that are not accompanied by a valid notification of Good Cause¹. Coursework that is 5 or more working days late will be awarded 0 (band H). Submissions that are made after coursework is returned to the rest of the class will be awarded 0 (band H) – even if this is less than 5 working days from the hand-in deadline. In the case where components or sub-components are marked in percentages, an equivalent reduction of 10% per day will be applied, with a cut-off of five days.
- Coursework cannot be redone unless explicitly stated otherwise by the course coordinator.
- A Declaration of Originality form must be signed online at <https://studentltc.dcs.gla.ac.uk/> for EVERY submission. The only exception is when coursework is submitted via Moodle. In this case students will “sign” the own work form when submitting on Moodle. Students must click the submit button otherwise work may not be marked.

¹ <http://www.gla.ac.uk/services/senateoffice/policies/studentssupport/absencepolicy/>

Assessment bands

A student's achievement on assessed exercises or on examination questions within a course may be expressed as either a *band*, or as a numerical *mark*: this will vary according to the course.

In order to achieve credit in a course, students must complete at least 75% of the course summative assessment.

There are eight grades: A (highest), B, C, D, E, F, G, H (lowest). Grades A-G are subdivided into bands; for example, grade B is subdivided into bands B1 (highest), B2, B3 (lowest).

If an item of assessment is expressed as a numerical mark, it will be translated into a band. The mapping table is available on the Computing Science Moodle pages.

Each band corresponds to a *score* (0 to 22), as determined by the university's assessment code:

Band	A1	A2	A3	A4	A5	B1	B2	B3	C1	C2	C3	D1	D2	D3	E1	E2	E3	F1	F2	F3	G1	G2	H
Score	22	21	20	19	18	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1	0

A *weighted aggregation score* (WAS) over a set of assessment items within a course is the weighted average of the scores associated with the bands assigned to the assessment items. The WAS is used to determine the final band for the course.

Before any course bands are formally assigned, all courses are subject to a moderation process at the internal examiners' meeting, which ensures that assessment is appropriate for the session, and that students' awards are not dependent on their elective choices. Such moderation may entail adapting the mark-band translation table.

The University Code of Assessment can be found in section 16 of at:

www.gla.ac.uk/services/senateoffice/policies/assessment/codeofassessment/guide/

Credits

Each course has its own requirements for completion. These requirements include submission of assessment components amounting to at least 75% of the overall weight of assessment, i.e. if you don't hand in at least something for each piece of assessed coursework you risk not getting credit for the course. Some courses have other specific requirements; see Moodle pages for details of particular courses at each level.

- If you complete a course, you will be awarded the appropriate number of credits and a band/grade in the range A1 to H.
- If you are ill you may be awarded an MV (subject to the provision of a notification of Good Cause, along with any appropriate evidence), and you can take the August resit exam as a first attempt.
- If there is some reason why a result cannot be returned at the time of the Exam Boards, this will show as a 7. This 7 will be updated once the matter has been resolved. This may be because a conduct matter is being investigated, or there is a valid reason why your work has not yet been able to be marked.
- If you fail to complete a course, you will be classed as:
 - CW (Credit Withheld) if the situation can be redeemed in a resit exam, or
 - CR (Credit Refused) if the situation is irredeemable.

Transcript / HEAR

Your academic achievements are recorded in your Transcript, also known as your Higher Education Achievement Report (HEAR). You can generate your own electronic version of your Transcript through MyCampus, at any time. Please refer to the following page for more information on accessing your Transcript: <https://www.gla.ac.uk/myglasgow/students/sset/transcripts/>

Examinations

Timetable

Examinations will be held in April/May 2021 for Semester 1 (Spring courses) and in August 2021 for Semester 2 (Summer) courses. The exact examination timetable is determined by the University Registry (not the School of Computing Science) and the examination timetable will be published on the Registry Website (<https://www.gla.ac.uk/myglasgow/registry/exams/>). The results of the examinations are released on MyCampus after official Exam Board meetings, which take place several weeks after the end of each of the examination periods.

Exam Format

You may experience a combination of online and in-person exams during your MSc programme. In-person exams will typically take place under closed-book conditions on campus. Online exams may take a variety of formats, including open-book exams with an appropriate time limit: you will be informed in advance as to the nature of your specific exams, which may vary from course to course. For more information about exam formats, please see the University Registry website: <https://www.gla.ac.uk/myglasgow/registry/exams/>

Resit exams

Resit examinations will be offered to any student who achieves a band D1 or worse in any of the taught courses. Resit assessments will take place in October. Students may only resit an examination once. Students are not obliged to take resit examinations that they are automatically enrolled in. Please ensure that you are registered for the resit exams you wish to take on MyCampus, and inform Registry if you are enrolled in resit examinations that you do not intend to take

Both the first attempt and the resit grade will be shown on the students' transcript. When recalculating the Taught GPA after resits, the highest grade of the two grades achieved for a course is considered, but the maximum number of grade points used in the recalculation is 12 (C3). Thus, for example, if the first attempt is a D2 and the resit is a C1, then 12 points (not 14) will be used in the Taught GPA calculation.

Resit examination grades are used to decide whether or not you progress to the project stage, but are not used when deciding if you are eligible for a merit or distinction grade. Taking resits that are not required for progression is therefore not advised, unless there is a particular reason why you want to improve your transcript grades.

Use of Dictionaries and Calculators in Examinations

Overseas students for whom English is not their first language are permitted to use dictionaries in on-campus examinations. Only paper dictionaries may be used; no electronic devices of any form are permitted. English dictionaries are not permitted. All dictionaries are subject to inspection by an invigilator. Electronic calculators are typically not permitted in any Computing Science examinations. However, if a calculator is permitted in an examination, you will be advised by the course coordinator and it will also be noted on the front of the exam paper.

Projects

The **project** is a key component of the Masters programmes undertaken by all students who have performed sufficiently well in the taught programme and who wish to be considered for a Masters award. The project is not undertaken by students exiting with a Postgraduate Diploma or Postgraduate Certificate award.

The project is taken over 12 weeks in Semester 3 (Autumn), starting in mid-September. The project outcome is the submission of a dissertation.

The project requires full-time study for 12 weeks, and cannot be done while undertaking full-time employment. Taking a full-time job results in your losing your full-time student status, and University regulations are that the minimum period of study for the award of a Masters degree is 12 calendar months full-time study. If you are seeking full-time employment after your MSc studies, please tell prospective employers that you will not be available before mid-December 2021, since the dissertation is due at the beginning of this month. The project cannot be deferred to later years.

Students are typically required to stay in Glasgow while undertaking their project; guidance will be revised as we learn more about the ongoing situation in the summer of 2021 and beyond. Students are required to meet with their supervisor regularly.

In the project, you will work with your supervisor to both develop a feasible project plan and complete the project. You are expected to work independently with guidance from the supervisor. You will meet your supervisor regularly and must be able to demonstrate continuous progress at these meetings. By the submission date, you must submit a dissertation that represents the work undertaken for the project – to be acceptable, the dissertation must reflect work of a Masters character and quality.

MSc(Data Science) students sponsored by the Data Lab may be given an opportunity to apply for an internship, which needs to be approved by the MSc Projects Coordinator. Other students may propose to do a project with an industrial partner, but this needs agreement from the Programme Director, and such arrangements must be discussed and agreed before the start of Semester 2 (Summer) . Note that approval is not automatically given for such projects, as both academic and practical matters need to be considered.

You will be allocated a project and supervisor before the Semester 2 (Summer) examination period. More information about the projects, and the project allocation process, will be provided during Semester 2 (Summer).

PART 2. ADMINISTRATIVE INFORMATION

School of Computing Science Student Support and Enquiries

Student Support and Enquiries Office, Ground Floor, Sir Alwyn Williams Building (when COVID19 restrictions allow)

Opening Hours: Monday - Friday: 09:00 – 16:30hrs

Mrs Gail Reat

PGT Administrator

Face-to-face Masters queries 13:00-16:30hrs.

Outwith these hours please email Gail.Reat@glasgow.ac.uk

Direct: +44 141 330 6042

MSc Programme Directors

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MSc CS+ Programme Director

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Deputy Director, MSc programmes

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Miss Maria Evangelopoulou

MSc IT+ Projects Coordinator

Sir Alwyn Williams, M101

Email: Maria.Evangelopoulou@glasgow.ac.uk

Phone: +44 141 330 6056

Student Support Officer

I'm Una Marie, the Student Support Officer for the School of Computing Science.

My role is to improve the support and welfare provisions available to all students on computing science plans.

I will be able to provide advice, information and first line support to help ensure that you feel supported during your studies and so that you have the best experience possible here at the University.

You can contact me in the following ways:

Email : UnaMarie.Darragh@glasgow.ac.uk

Phone: +44 (0)141 330 8783

You will also find me in the Student Support and Enquires Office in the lobby of the Sir Alwyn Williams Building.



Important Websites

School of Computing Science Online Website: <i>Sign Own Work Forms, Get Coursework Bands, Apply for Extensions</i>	https://studentltc.dcs.gla.ac.uk/
Moodle: <i>Course Info, Lecture Notes</i>	https://moodle.gla.ac.uk/login/index.php
Ethics approval for projects	http://www.dcs.gla.ac.uk/ethics
Programme Specifications	http://www.gla.ac.uk/services/senateoffice/programmesearch
MyCampus	http://www.gla.ac.uk/students/myglasgow/
Library: <i>Books, journals,</i>	http://www.gla.ac.uk/services/library/
Past Exam papers	https://frontdoor.spa.gla.ac.uk/pep/search
Complaints	http://www.gla.ac.uk/services/senateoffice/studentcodes/students/complaints/
Code of Assessment	http://www.gla.ac.uk/services/senateoffice/policies/assessment/codeofassessment/
University IT Regulations	http://www.gla.ac.uk/services/it/regulationscommitteesandpolicies
University Fees and General Information for Students	http://www.gla.ac.uk/services/senateoffice/policies/calendar/
Tuition Fees	https://www.gla.ac.uk/study/fees/
Regulations for MSc programmes	http://www.gla.ac.uk/services/senateoffice/policies/regulationsandguidelines/genericpgtregulations/
Academic Appeals	http://www.gla.ac.uk/services/senateoffice/studentcodes/students/academicappeals/
University Policies	http://www.gla.ac.uk/services/senateoffice/policies/
Enrolment	http://www.glasgow.ac.uk/enrolment
Examinations	http://www.glasgow.ac.uk/exams
Graduations	http://www.glasgow.ac.uk/graduation
Registration	http://www.glasgow.ac.uk/registration
Tier 4 Visa	http://www.glasgow.ac.uk/tier4
Student finance	http://www.glasgow.ac.uk/registry/finance
Financial Aid	http://www.glasgow.ac.uk/registry/finance/funds
US federal loans	http://www.glasgow.ac.uk/registry/finance/federalloans
Registry contacts	http://www.glasgow.ac.uk/registry/contact
Student counselling Advisory Service	http://www.gla.ac.uk/services/counselling/
International Students Adviser	http://www.gla.ac.uk/international/support/
Chaplaincy Centre	http://www.gla.ac.uk/services/chaplaincy/index.html
Student Disability Service	http://www.gla.ac.uk/services/disability/

In an emergency, if assistance is required the telephone numbers are as follows:

- **0141 330 4282: Main Security Gatehouse (or 4282 from an internal phone)**
- **0141 330 4444: Emergency number for FIRE, POLICE or AMUBLANCE (or 4444 from an internal phone)**

Communication

Moodle

You must familiarise yourself as soon as possible with the online learning environment Moodle: <https://moodle.gla.ac.uk/login/index.php>. Students should be automatically enrolled in Moodle course pages after they enrol for a course on MyCampus. However, enrolment to the relevant Moodle pages can take up to 48 hours from when you enrol for the course on MyCampus. If, after this time, you still cannot access your courses on Moodle you should contact the IT helpdesk.²

It is very important to ensure that you are registered for your courses on Moodle and that you are able to access the Moodle resources as important information will be posted there (lecture notes, tutorial and laboratory sheets, course descriptors, deadlines, regulations, etc.). Information on the recommended texts for each course is available on the Moodle web page for that course.

Your login details for Moodle are the same that you have been given for MyCampus: your login will be the seven digits of your student number followed by the first character of your surname (e.g. 08040503h) and your password has already been sent to you.

Communications from staff

Communication to students about matters pertaining to the MSc programmes and courses will typically be sent by email: all students are required to become familiar with the university's electronic mail system as soon as possible, and **you are expected to check email daily** throughout the year. You should also check the *General MSc info* Moodle page regularly. Please do not email members of staff from personal email accounts: please always use your University of Glasgow email address when contacting members of staff.

Adviser of Studies

You have an Adviser of Studies for the duration of this programme who is available by appointment to provide confidential advice and act as your advocate if required. He/she can assist you in making applications for financial support to University Access or Hardship funds or applying for career development loans.

² <http://www.gla.ac.uk/services/it/helpdesk/>

Study/Lab Spaces

Individual study spaces are available for use during the Covid-19 situation. You must book a space in advance, follow instructions and stickers to identify the usable spaces, and make sure to use the self-service cleaning stations to clean your hands and surfaces in the study space before, and after, use.

There are bookable study spaces that are available to all University students, situated in the University Library and McMillan Reading Room. These can be booked using the UofG Life app. For information about booking and using these study spaces, please refer to:

<https://www.gla.ac.uk/myglasgow/library/updates/#bookablestudyspaces>

The study spaces for exclusive use by Computing Science students include the Islay and Jura labs on level 4 of the Library, Boyd Orr 1028, and the Study Zone in the QMU. Book using: <https://lab-booking.dcs.gla.ac.uk/>. We will be closely monitoring usage of these study spaces, and have plans to open up other Boyd Orr spaces later where possible.

See <https://www.gla.ac.uk/schools/computing/informationforstudents/labsandfacilities/> for more information on the School of Computing Science lab facilities.

In these study spaces and labs, the following are prohibited:

- Using the equipment for commercial purposes
- Playing games
- Consuming food or drink the labs
- Having your mobile phone on with an activated ring tone
- Accessing offensive material
- Installing or using unapproved software
- Copying software without approval
- Tampering with the equipment
- Storing excessive amounts of non-teaching material
- Sharing your password
- Listening to music during a timetabled lab or lecture session
- Locking the machine for more than 10 minutes while you are away
- Storing or manipulating data in contravention of GDPR. For example, if you store other people's personal data (perhaps from evaluations of your project or coursework) you must anonymise it.

You are allowed to

- Connect your memory Stick
- Access and use email (but note that the privacy of your email is not guaranteed). See <https://www.gla.ac.uk/myglasgow/it/policy/email/>
- Connect your personal devices (e.g. laptops, phones etc.) to the university wireless network
- Listen to music with earphones outside of timetabled lab or lecture sessions

Note that the privacy of files in your filestore is not guaranteed. Support staff may, in the course of their duties, be required to explore and read files in your file store.

Any software copied from file servers onto your own discs for the purpose of an exercise must be deleted at the end of the exercise. Similarly, you are not allowed to take copies from the hard discs out of the lab. You must not install your own software, and licensed software must not be saved on file servers.

Any technical problems experienced with the equipment in the School of Computing Science labs (Islay, Jura, QMU, BO) should be reported by emailing support@dcsgla.ac.uk

Failure to follow the regulations will lead to your access to these study spaces being withdrawn.

The School uses the University's central Pull Printing system.³ There is a pull-printer in Boyd Orr Room 1028, Boyd Orr Room 620 and in the foyer of level 7 of the Boyd Orr building. The printers also have functions for scanning and copying. Printing costs 5p/7p for back-and-white single/double, and 15p/27p for colour single/double.

³ <http://www.gla.ac.uk/services/it/studentclusters/printing/printingscanningandcopying/>

School of Computing Science Teaching Administration Information

Retention Policy of Teaching Assessment Records

In line with the University's Data Protection Policy, hard-copy coursework submissions not collected by students will be destroyed after the Examiners' meetings.

The University has a strict policy regarding the retention of records that relate to teaching and assessment. This includes information for students on the availability of assessment information which academic schools must release to them on request.

For further details, see: <http://www.gla.ac.uk/services/senateoffice/policies/assessment/retentionpolicy/>

Viewing of exam scripts

Details and instructions on how to view exam scripts may vary with different exam diets. Information on how to request to view your scripts will be distributed by The Student Support and Enquires Office via email and Moodle after the publication of results at each exam diet. There will be a 2 week period from the publication of results during which you may ask to see your script(s).

Please check on the Course Moodle page before requesting to view your script as general feedback on the exam will be provided to all the class by the lecturer. You are encouraged to read this before asking to view your exam script.

If you do ask to see your exam script, you can only ask questions if one of the following administrative issues arises:

- The marks have not been added up correctly;
- The marks have not been transferred properly to the front cover;
- You believe that some of your answers have been missed.

Please note that academic judgement cannot be challenged. This means that you cannot question any of the actual marks awarded.

Academic feedback on exam performance

Lecturers shall provide generic exam feedback via the course Moodle page, within 3 weeks of publication of exam results. This shall include:

- Comment on how well students coped with each question
- A mapping from learning outcomes to exam questions, so that students can see where they did not achieve the learning outcomes. Where necessary, a pointer to the course slides/textbook will be provided.

Only students who **are required to take a resit exam** in order to progress or the MSc project or to graduate with a final award may seek academic feedback on their first exam attempt in that course. To do this:

- Email the lecturer within the 3 week cutoff period to request more feedback. In this email you must state that you have read the generic feedback provided.
- After the cutoff period, the lecturer will arrange a feedback session, which can be either individual or in a group.

- Feedback sessions will be student-driven. Students must attempt the exam questions themselves before the session. Students have to ask specific questions; the lecturer will then explain and clear up misunderstandings. For example, we will not respond to: “*How do you do question 2?*” We will respond to questions such as “*I attempted question 2 using a BubbleSort. Why was BubbleSort the wrong choice?*” or “*I thought I should use a While loop to do question 2 – should I have used a For loop?*” or “*I got stuck doing the SQL query in 2(d) – I couldn’t make it work with a join. What am I missing?*”

Complaints

If you have a complaint please raise it with a member of staff in the area concerned.

- (a) If your query relates to administration, contact the PGT administrator.
- (b) If your query relates to a specific course contact the course lecturer or relevant MSc Director.
- (c) If your query relates to your project, contact your project supervisor or relevant MSc Project Co-ordinator.

The School of Computing Science aims to provide a response to the complaint within five working days. This is **Stage 1**. It is hoped that consultation with tutors, lecturers and/or the year head will resolve any difficulties or disputes that may arise.

If you are not satisfied with a Stage 1 response (or if your complaint is complex) you may proceed to **Stage 2**, when the University will undertake a detailed investigation of the complaint, aiming to provide a final response within 20 working days. You can raise a Stage 2 complaint in the following ways by emailing complaints@glasgow.ac.uk, phoning 0141 330 2506, or in person to The Senate Office, Gilbert Scott Building, The University of Glasgow. The SRC Advice Centre is available to provide advice and assistance if you are considering making a complaint or appeal. (Tel: 0141 339 8541; e-mail: advice@src.gla.ac.uk)

Complaints do not have to be made in writing but you are encouraged to submit the completed Complaint Form whether it is at Stage 1 or Stage 2. This will help to clarify the nature of the complaint and the remedy that you are seeking.

Staff–Student Liaison Committees

The Staff-Student Liaison Committees meet regularly throughout the year; they are an opportunity for student representatives to give staff valuable feedback on the MSc programmes.

Student representatives will be recruited towards the beginning of Semester 1 (Spring). You should think carefully about whether you would like to undertake this role. As well as providing valuable experience, including CV points, such participation will be recorded on your academic transcript, subject to the completion of SRC training (which lasts half a day).

Any student on the MSc programmes who wishes a matter to be raised at one of these meetings should contact one of the class representatives before the meeting.

Student representatives are encouraged to raise issues of immediate concern directly with the lecturer or Programme Director concerned, so that these issues can be dealt with promptly, rather than waiting to raise minor issues at the SSLC meeting. Only if these issues are not dealt with satisfactorily do they become a matter of concern for the SSLC.

Each SSLC provides a forum for students and staff to discuss issues relating to the management of teaching. In particular:

- The SSLC allows students to raise issues of immediate concern, including problems with the delivery of teaching, coursework, overall workload, provision of resources, and project supervision.
- The SSLC provides a mechanism for staff to give immediate feedback on problems that can be solved quickly, clarify points raised, and agree remedial actions.
- The SSLC identifies issues of long-term significance that may require action by the Learning and Teaching Committee and, in some cases, lead to changes in a programme or school practice.
- The SSLC provides a forum for obtaining student input on issues of school or University-wide concern, for example consultation regarding major programme changes or University-wide structural changes.

Minutes are taken at all meetings and appropriate actions are identified, whether immediate actions on lecturers or the Programme Director or references to relevant school committees. The Learning and Teaching Committee monitors the minutes of all SSLC meetings.

Course Evaluation

We continually improve and develop our programmes and courses over the years. To help us, we ask you to respond to questionnaires, at least one for every course. For each course you study you are asked about the content, lectures, organisation and practical work, and are given the opportunity to make comments – a link to the online end-of-course questionnaire will be emailed to you. We hope you will take the time to provide us with this information.

In addition, we may sometimes ask you to comment on the introduction or removal of courses in our curricula. We would be grateful for your input on these matters.

Attendance monitoring

The University has a legal responsibility to monitor attendance and has issued the following guideline:

“All students are expected to attend all their timetabled learning and teaching sessions and to report absences as set out in the appropriate university absence policy.”

Accordingly, we will be checking your attendance at labs, lectures, project supervision meetings and other relevant timetabled sessions. Absences of two consecutive weeks without Good Cause will result in action being taken. We will contact you for an explanation and, if, after a further short period we don't hear from you, you will be withdrawn from the programme.

The aim of this procedure is to ensure that you are given an opportunity to provide an explanation for the absence. The ultimate sanction is withdrawal from the University by Registry if no acceptable explanation for continued absence is received. However, you should be aware that, as long as you keep the School informed of any legitimate absence, the Attendance Monitoring policy need not be a cause for concern.

If you are a student at the University on a Tier 4 visa, you should be aware that failure to attend and sufficiently evidence engagement with your courses will lead to follow-up e-mails, potential withdrawal from studies and your permission to remain in the UK will, as a consequence, be withdrawn by the Home Office. Administrative staff within the school will follow up by email, in the first instance, before any action of this nature is taken.

Students who decide (at any time of the year) that the programme does not suit them, and wish to withdraw, should inform the Programme Director in writing, and also advise Registry.

University Administration Information

Personal Details

It is important that the University has up to date information on your student record. Therefore, if any of your personal details change after you have registered with the University (i.e. change of permanent or term address, status, etc), please remember to update this information immediately on MyCampus.

Safety

Make sure that you know the procedure in case of fire or other emergency for evacuation of the Boyd Orr Building and any other building in which you are attending classes.

Computer equipment that is not functioning properly may be a safety hazard. If you discover any equipment that is out of order, or in any other unsafe condition, please report this immediately to your tutor/lecturer or another member of staff. Hardware faults should be noted in the hardware fault book in the lab.

Security

You have been placed in the privileged position of having access to a buildings and labs holding a large amount of expensive equipment. Therefore **under no circumstances** should you admit anyone to the buildings or labs who has no right to be there – especially out of hours. If you suspect that unauthorized persons have gained access then you must phone security on Extension 4444.

Graduation

Students who have been awarded the MSc will be entitled to attend a graduation ceremony to receive their degree. Normally, a student will attend the ceremony following the final Masters Examiners' Meeting, although students may choose to graduate *in absentia*. The University does not hold graduation ceremonies for students who have achieved the Postgraduate Diploma or Postgraduate Certificate – their certificate will be posted to them.

If you think that your name may be mispronounced at the graduation ceremony, you can add a phonetic pronunciation of your name in the graduation section of MyCampus.

University Student Support Services

The Student Representative Council (SRC)

Advice Centre:

The SRC employ professional advisers to help you through any problems you might be having. These can range from welfare issues such as money and accommodation to representation in academic appeals and disciplinary matters. This is a free service, no appointment is necessary and their doors are open from 10-4 (Mon-Thurs) and 10-3 (Fri). You can also contact this service via advice@src.gla.ac.uk

Student Representatives:

During the early weeks of each course, you will select student representatives who receive training from the SRC and represent your views on Staff-Student Liaison Committees. The role of these students is very important and it's imperative that you keep them advised as to how the courses are progressing so that they can keep the school informed on everything from teaching to facilities, to help ensure that there is continuous improvement.

The University's Code of Practice on Student Representation is set out in:

<https://www.gla.ac.uk/myglasgow/senateoffice/policies/studentengagement/studentrepresentation/>

Vice President (Education)

The VP-Ed oversees the whole course representative system, including providing the training. They also represent the views of all students to the University on a variety of Committees. If you have a matter relating to Education, either within the University or beyond, which you feel requires attention, do not hesitate to get in touch via vp-education@src.gla.ac.uk or by dropping in to the SRC offices.

This and any other information about the SRC is available from the SRC website at:

<http://www.glasgowstudent.net/>

Learning Enhancement & Academic Development Service (LEADS)

Advisers in the Learning Enhancement and Academic Development Service (LEADS)) will help you throughout your University career with your academic skills. We work to enhance your learning experience and help you achieve your full academic potential.

- All students are welcome at our classes and small group sessions
- One-to-one consultations are available to discuss how to approach your studies
- College-specific guidance is offered on essay writing, exam preparation, dissertations and research
- College-specific guidance is offered on essay writing, exam preparation, dissertations and research
- Dedicated International Writing Advisers for Undergraduate and Postgraduate Taught students
- provide bespoke classes and one-to-one consultations
- Dedicated classes and one-to-one consultations for postgraduate research students from our Postgraduate (Research) Writing Adviser
- Dedicated Royal Literary Fund Fellow Postgraduate Taught Writing Adviser provides one-to-one consultations
- Specialised guidance for mathematics and statistics courses.

For more information, see: <https://www.gla.ac.uk/myglasgow/leads/students/>

Student Welfare

A GP service, including a travel clinic, is available from the Barclay Medical Centre, on the ground floor of the Fraser Building.

The Counselling and Advisory Service is a confidential service available to all students including international students at Glasgow University. You can seek information and guidance on a wide variety of personal problems. You can make an appointment yourself or ask to be referred by a University doctor in University Health Service.

The Student Counselling and Advisory Service website includes several useful links:

<http://www.gla.ac.uk/services/counselling/index.html>

The International and Postgraduate Services Office, Student Recruitment and Admissions Service, provides a welfare service to assist overseas students during their period of study at Glasgow University. The International Students' Adviser is able to help students with the practical aspects of living and studying in Glasgow. This office organizes an Orientation Events at the beginning of the session, at which you will find useful information on a wide variety of matters. The website of the International Student Adviser includes several useful links: <http://www.gla.ac.uk/international/support/>

You can also consult your Adviser of Studies especially if your concerns are related to the programme.

Financial Support Available for Students

The University of Glasgow Financial Aid Team offers financial support to registered students who are experiencing financial difficulties or hardship during the course of their studies.

For more information, see: <http://www.gla.ac.uk/services/registry/finance/funds/>

SAAS HEI Discretionary and Childcare Funds:

Government funding available via the University to home UK undergraduates and postgraduates who have received their full Student Loans Company (SLC) loan entitlement (when eligible). Provides support across the academic session under several categories: accommodation; childcare; disability; mature student. Students who live with their parent(s) are ineligible for funding. Funding does not cover tuition fees and is not intended as a primary source of income. Applicants must demonstrate clear hardship i.e. a monthly shortfall between income and expenditure across the academic session, in order to be considered. Applicants must also take reasonable steps to reduce outgoings before submitting an application e.g. reducing budget for socialising; food budget; club memberships etc.

University Hardship Fund:

University funds available to part-time and full-time registered students. Students should exhaust all other resources available to them before submitting an application e.g. personal loans, overdraft etc. The fund will not provide ongoing support to any single individual. Payments can be made as a loan and/or a grant. Applications from students undertaking a one-year Masters programme will only be considered in exceptional circumstances. International students should refer to the International Student Support team before completing an application.

Crisis Loans:

Cash loans of up to £200 available from the Financial Aid Team, Level 2 Fraser Building, 2-4pm Monday-Friday. Loans are available to cover one-off unexpected hardship e.g. excessive bill, delayed/reduced payment from employment etc.

Full information on eligibility and application processes is available via the links above. If you have any questions regarding any of the funds please contact the Financial Aid Team: reg.finaid@glasgow.ac.uk

English Language Support for Overseas Students

All students need to be proficient in the use of English, both in speech and in writing. These are very fast paced and intensive programmes and so you need to start with a high level of fluency in English language in order to cope with the initial stages.

We support overseas students wherever possible but many overseas students are disadvantaged, irrespective of their technical ability, if they do not have adequate English language skills. Attaining the minimum requirement for University entry is no guarantee of sufficient skills for study on our programmes and so if you were close to the minimum, further intensive practice is your best bet.

The EAS Unit here at the University offers year round student support for Overseas/EU students wishing to improve their English skills. They run a series of workshop on the following three topics: English Orientation, Reading & Writing, Listening & Speaking. More information can be found on the EAS website: <http://www.gla.ac.uk/schools/mlc/eas/>. Any student who is concerned about their English should discuss this with their Adviser of Studies as soon as possible.

Appendix: Progression & Award Rules for MSc degrees

Progression to the Masters project requires:

- a Taught GPA of at least 12.0 over 120 credits of taught courses, and
- a total of at least 120 credits, and
- at least 90 credits at level M, and
- at least 90 credits are grade D or above, and
- no credits at grades G or H.

The award of Postgraduate Diploma requires:

- a Taught GPA of at least 9.0 over 120 credits of taught courses, and
- a total of at least 120 credits, and
- 90 credits at level M, and
- at least 80 credits at grade D or above.

Students who satisfy the criteria for progress to the Masters project, but choose not to take this option will be awarded the Postgraduate Diploma. They may be eligible for Merit (Taught GPA at least 15.0) or Distinction (Taught GPA at least 18.0).

A student who does not satisfy the award of Postgraduate Diploma may be eligible for a Postgraduate Certificate by selecting the 60 credits with the highest achievement. Of these 60 credits, at least 40 must be at level M.

The award of Postgraduate Certificate requires:

- a Taught GPA of at least 9.0 over 60 credits of taught courses, and
- a total of at least 60 credits, and
- at least 40 credits at level M, and
- at least 40 credits at grade D or above.

The Postgraduate Certificate may be awarded with Merit (Taught GPA at least 15.0) or Distinction (Taught GPA at least 18.0). Note that the Postgraduate Diploma and Certificate are **exit awards only**.

Completing the Masters Project Stage

Students who have been given permission to proceed to the Masters project stage of the programme will carry out a project which involves three months of full-time study. At the end of this period students submit a dissertation which is awarded a band by the examiners.

The award of MSc requires:

- satisfying the criteria for progression to the MSc project, and
- a project grade of at least D3.

The award of MSc with Merit requires:

- a Full GPA over 15.0 in all 180 credits⁴, and
- a Taught GPA over 14.0 in the 120 taught credits, and
- a band of at least C1 in the project

The award of MSc with Distinction requires:

- a Full GPA over 18.0 in all 180 credits,⁵ and
- a Taught GPA over 17.0 in the 120 taught credits, and
- a band of at least B1 in the project

Since all students who are allowed to proceed to the Masters phase of the programme have already satisfied the requirements for the Postgraduate Diploma, any student who does not achieve a band D3 in the project will be awarded the appropriate Postgraduate Diploma.

Students who achieve an E1 or worse in the project may be permitted to resubmit it, under conditions specified by the Board of Examiners.

Note that all grade requirements for Merit and Distinction awards are for first sitting only; that is, they do not take into account results from resit examinations.

⁴ The Board of Examiners will have discretion on whether a Merit award should be given if the Full GPA over 180 credits is between 14.1 and 14.9.

⁵ The Board of Examiners will have discretion on whether a Distinction award should be given if the Full GPA over 180 credits is between 17.1 and 17.9.