## **Resolving Timetable clashes: User Guide**

In the coming year, in order to address the capacity and distancing restrictions in classes it may have been necessary to create additional instances of labs (or other practical classes), and there may be an increase in the occurrence of clashes.

**As students are unable to continue with their enrolments until clashes are resolved, prompt responses are vital to enable them to progress and avoid further complications.**

As usual, students will be asked to log a call via the helpdesk system if they have any problems during enrolment, including clashing events. Management and resourcing of helpdesk call resolution is, therefore, critical.

## Timetable clash scenarios

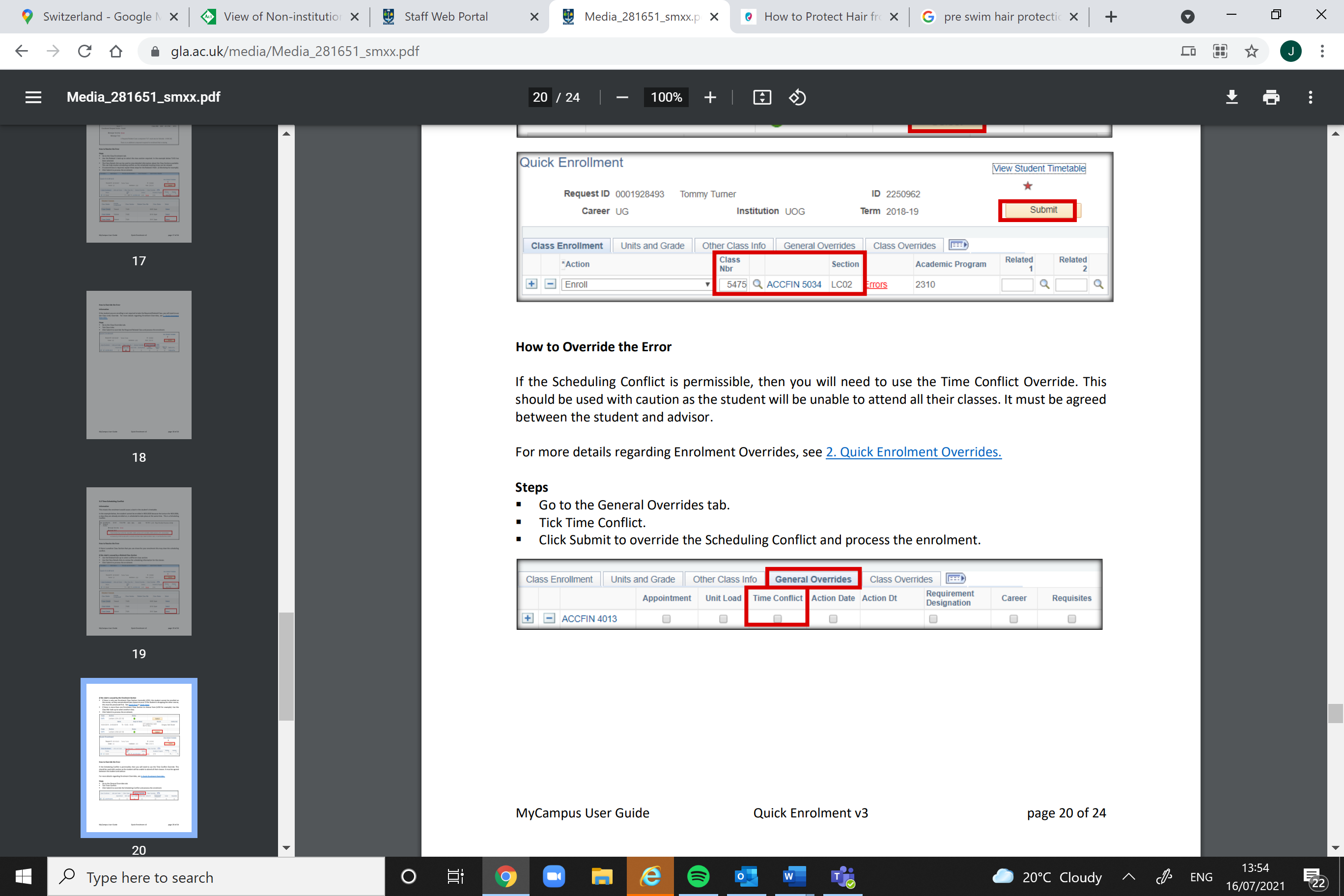
* Where the clash is between a lab and an asynchronous lecture this should be allowed (using the over-ride function in MyCampus) as the student/s will be able to access the lecture content at any time of their choosing. See [‘Permissible Clash – Action’](#_Permissible_Clash_-) below.
* Where the clash is between a lab and a synchronous but online event (sometimes referred to as a ‘live’ event) you should check with the relevant School or Course Co-ordinator to ensure that the content will be available after the event and therefore whether the clash will be permissible. *NB Please ensure classes are accurately identified as online/on-campus synchronous/asynchronous.*
* Where the clash is with another on-campus event, or on-line ‘live’ event where no recording will be made available, the student should be supported in finding an alternative, clash-free time-slot. See ['NOT Permissible Clash - Action'](#_Time_Scheduling_Conflict) below.

Excerpts from <https://www.gla.ac.uk/media/Media_281651_smxx.pdf>

## Permissible Clash - Action

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## NOT Permissable Clash - Action

