

UNIVERSITY OF SUSSEX

DEPARTMENT OF ENGINEERING & DESIGN

HANDBOOK

for

PRODUCT DESIGN

CREATIVE TECHNOLOGIES & DESIGN

2019-2020

## **Courses covered by this handbook**

[Creative Technologies and Design \(with a foundation year\)](#) (BSc)

[Product Design](#) (BSc)

[Product Design \(with an industrial placement year\)](#) (BSc)

# Product Design at Sussex



## **Head of Department of Engineering & Design**

Dr Romeo Glovnea

[R.P.Glovnea@sussex.ac.uk](mailto:R.P.Glovnea@sussex.ac.uk)

It is a pleasure to welcome you to our Product Design programme and to the Department of Engineering and Design.

Over your course of study, you will be supported in developing new abilities and discovering new insights about yourself and your work. You'll be working in a forward-thinking, inclusive and friendly environment. You will explore how to design for future formats and to make a difference in helping to solve real world problems, using design principles and strategies that have earned our Product Design programme its reputation for excellent and innovative design education.

You will have the opportunity to work on live briefs and work with leading experts from a broad range of industries such as IBM, Aardman Animations, Dyson, Lush Cosmetics, Viva Magazines, Surfers Against Sewage and Brighton Museum. Our programme offers an industrial placement year, which includes industry leaders such as Rolls-Royce cars, IBM and Black & Decker. This allows you to apply your knowledge and skills in a commercial environment and gain invaluable experience of the real-world applications of product design.

We very much look forward to meeting our new students and continue working with existing ones. We are committed to helping you throughout your academic journey where you will develop new skills and explore emerging technologies and the exciting opportunities they create for a new generation of multidisciplinary 'makers' and creative practitioners.

To conclude my welcome please refer to this handbook throughout your studies as it sets up the complete framework of your activity as students. Finally please come and share with me your experience whenever you need to. You do not have to worry about making an appointment, I will always find time for you.

Romeo Glovnea  
September 2019

## Aim and Contents

This handbook will give you some useful information about the Department of Engineering and Design at the University of Sussex – where to find things, who does what, and where you can access further help and support. All the information given here, and much more, can be found on the [Engineering and Informatics](http://www.sussex.ac.uk/ei/internal/forstudents) website: [www.sussex.ac.uk/ei/internal/forstudents](http://www.sussex.ac.uk/ei/internal/forstudents).

For more specific information about your course, modules, timetable etc. you should refer to Sussex Direct and Canvas, the University online learning portals.

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Further information is provided in the Student Handbook published by the Student Services Division, and available online at <http://www.sussex.ac.uk/students/essentials/studenthandbook/>.

Another good source of general information and support resources for students can be found at: <http://www.sussex.ac.uk/students/support/>

## SECTION ONE: Academic Information

### Term Dates – 2019-20

|                          |   |                                       |
|--------------------------|---|---------------------------------------|
|                          | Arrival Weekend                         | Sat 21 Sep 2019 - Sun 22 Sep 2019     |
|                          | Autumn term begins                      | Mon 23 Sep 2019                       |
|                          | Welcome Week                            | Mon 23 Sep 2019 - Fri 27 Sep 2019     |
| <b>Semester One</b>      | <b>Semester One begins</b>              | Mon 30 Sep 2019                       |
|                          | Teaching begins                         | Mon 30 Sep 2019                       |
|                          | Teaching ends                           | Fri 13 Dec 2019                       |
|                          | Autumn term ends                        | Fri 13 Dec 2019                       |
|                          | Winter vacation                         | Sat 14 Dec 2019 - Sun 5 Jan 2020      |
|                          | Spring term begins                      | Mon 6 Jan 2020                        |
|                          | Semester one assessment period begins   | Mon 6 Jan 2020                        |
|                          | Semester one assessment period ends     | Sat 18 Jan 2020                       |
|                          | <b>Semester One ends</b>                | Sat 18 Jan 2020                       |
|                          | Intersemester week                      | Mon 20 Jan 2020 - Fri 24 Jan 2020     |
|                          | Winter graduation                       | Wed 22 Jan 2020 - Fri 24 Jan 2020     |
| <b>Semester Two</b>      | <b>Semester Two begins</b>              | Mon 27 Jan 2020                       |
|                          | Teaching begins                         | Mon 27 Jan 2020                       |
|                          | Spring term ends                        | Fri 27 March 2020                     |
|                          | Spring vacation                         | Sat 28 March 2020 - Sun 19 April 2020 |
|                          | Summer term begins                      | Mon 20 April 2020                     |
|                          | Teaching resumes                        | Mon 20 April 2020                     |
|                          | Teaching ends                           | Fri 1 May 2020                        |
|                          | Revision week                           | Mon 4 May 2020 - Fri 8 May 2020       |
|                          | Semester two assessment period begins   | Mon 11 May 2020                       |
|                          | Semester two assessment period ends*    | Sat 6 June 2020                       |
|                          | Summer term ends                        | Sat 6 June 2020                       |
| <b>Semester Two ends</b> | Sat 6 June 2020                         |                                       |
|                          | Summer vacation                         | Sun 7 Jun 2020 - Sun 20 Sept 2020     |
|                          | Summer graduation                       | Mon 20 July 2020 - Fri 24 July 2020   |
|                          | Summer vacation assessment period (TBC) | Mon 17 Aug 2020 - Sat 22 Aug 2020     |

\* 1-6 June 2020 may be used for resit assessments.

Students should consult their assessment information on Sussex Direct. Please note that exams may be scheduled during evenings and on Saturdays and Bank Holidays. For future term dates and University closure days see: [www.sussex.ac.uk/aboutus/keydates](http://www.sussex.ac.uk/aboutus/keydates)

## Communication

We often send official University communications via email (to your University of Sussex address only), rather than on paper. It is essential that you check your email at least twice each week during teaching periods. University emails will always go to this account in the first instance and not to any other personal email accounts.

Official University communications are sometimes sent to you by post, so it is vital that you keep your term-time address and contact details up to date on [Sussex Direct](#). Paper-based communications are also sent via the student pigeonholes, so you will need to check regularly. The Engineering and Design undergraduate pigeonholes are located at the boundary between the Chichester 1 and Chichester 2 buildings on level 2 (on the 2<sup>nd</sup> floor, just off the photocopier room). Please look at the noticeboards in the Engineering & Informatics School Office foyer area in Chichester 1 for information on examinations, student reps, student mentors, careers and placements, competitions etc.

Teaching faculty are encouraged to use an automated text messaging facility to issue emergency messages to class groups in cases of cancellation of classes, e.g. due to staff illness. Therefore you are advised to ensure that your mobile phone details are up to date on [Sussex Direct](#).

## What we expect from you

You are expected to be 'in attendance' at the University for the full duration of the published term dates for your course of study. That means you should be regularly attending lectures, seminars, labs etc. and committing your time to your studies to be in a position to comply with academic and administrative expectations. If you are on a taught course you will enrol on modules and are expected to attend all scheduled classes and other associated activities.

If you are unable to attend the University you should send an email to: [enginf-attendance@sussex.ac.uk](mailto:enginf-attendance@sussex.ac.uk) – please give details of your absence and expected return date. In the event that you are absent from the University due to illness, incapacity or other emergency for more than 6 days you will need to supply a medical certificate or other suitable evidence.

Research shows that students who attend regularly are more likely to achieve a better degree result than those who do not. Your attendance will be monitored throughout and poor attendance and/or poor performance in assessment will lead to discussion with your tutors to identify the reasons and any possible remedies. If your attendance continues to give rise to concern, your case may be brought to the School Student Progress Committee which may then recommend that you be required to withdraw from the University either temporarily or permanently. For further detail, please see the Attendance, Engagement and Absence policy at:

<http://www.sussex.ac.uk/adqe/documents/aea-policy-for-taught-students.docx>.

**Prepare for teaching sessions.** Just turning up is not enough. You need to have done any specified work in advance and be prepared for the session. This is particularly important for labs, where the time for practical work is limited and cannot be spent in reading the lab script to find out what you should be doing.

**Co-operate with your fellow students.** You can learn a lot and help each other by sharing resources, such as reading material and notes. In many cases you will be working in pairs or teams and need to work co-operatively to achieve the objectives of the assignment. Students often set up their own study groups and revision groups and there are plenty of places for you to work together, including Labs 1 & 2 in Chichester 1 and the mezzanine space in John Clifford West. When working together on assignments, keep in mind, however, the rules about academic misconduct, addressed on page 8 of this handbook.

**Use the Library.** Sussex has one of the best [University libraries](#) in the country, and it is especially good in its support for undergraduate teaching. To get the best from the Library, you should arrange to attend one of the tours during Welcome Week.

### **School Policy on unacceptable behaviour**

The University of Sussex is committed to creating a learning environment free of harassment, discrimination, victimisation or bullying, where every person is treated with dignity and respect. All students have the right to work and study in an environment which encourages harmonious relationships.

For further advice and University procedures in the event of prejudice, harassment or bullying, please visit our dedicated website page: <http://www.sussex.ac.uk/wellbeing/studentlife/harassment>

**Conduct in the computing labs.** Our suite of computer labs are maintained by the University's Information Technology Services (ITS), and you are responsible for reading and abiding by ITS rules about behaviour in the computer labs. These labs are available for you to work in 24 hours a day, 7 days a week, provided they are not occupied at full capacity with students attending classes. Any problems with hardware or software should be reported to the IT Services helpdesk in Shawcross in the first instance. These labs are shared across the departments of Informatics, Engineering and Product Design, so please remember:

- You must respect other users.
- When teaching is taking place in the lab, the teacher and the students in these classes have priority. You must keep noise to a minimum, and you may be asked to move to a different part of the lab, or a different lab.
- University policy allows the lab machines to be used for personal computing projects, and we encourage the exploration of modern computing developments such as cryptocurrencies. However, the school views any use of university computing resources for direct financial reward, such as continuous BitCoin mining, as misconduct, and this will be processed through the appropriate disciplinary procedures.

### **Attendance etiquette:**

As a courtesy to your lecturer and fellow students, the School asks that you abide by the following guidance for attendance at all timetabled sessions:

- Arrive in good time for the start of the session. If you are unavoidably late please enter the room with minimum disturbance and do not interrupt the proceedings.
- Do not use mobile phones during sessions. They must be OFF, or on silent if you need to be contacted.
- Do not engage in private conversations during sessions.
- Do not pack-up and/or leave before the session AND questions are finished.
- If you need to record lectures then you should inform the lecturer at the start of the term. Such recordings are for your own personal use and should not be circulated.
- As outlined above, attendance at all timetabled sessions is compulsory and the best learning experience comes from being there as it happens. However, if you have a period of absence, try to catch up quickly. The materials (including lecture notes) posted on Canvas should help you do this.

### **Health & Safety**

You will be given the appropriate Health & Safety induction at a module level.

Please familiarise yourself with the Health and Safety information here:

<http://www.sussex.ac.uk/ei/internal/general/healthsafety> so that we can work together to ensure a safe environment for our whole community.

## Courses & Modules

Detailed information about all our courses and modules is available via the Engineering Department web pages: <http://www.sussex.ac.uk/ei/internal/coursesandmodules/engineeringdesign/ugcourses>

Sussex Direct is where you can find your assessment timetable, teaching timetable, your marks and attendance record and details about your Academic Advisor.

Canvas is the University cloud based study platform which supports our teaching and is where you can find many more resources directly relating to your studies.

## Credit System

Degree courses at Sussex are modular, with each academic year being a largely 'self-contained' unit of study. Full-time students are expected to put in a 40-hour average working week over the academic year - a grand total of at least 1,200 study-hours per year. Sussex, like other Universities, uses a measure called "credit" which reflects this input of time. In the system used here, each academic year is made up of 120 credits, where a credit is equivalent to 10 hours of student effort. These credits are divided amongst the different modules. The majority of modules are worth 15 credits, which equates to 150 hours of study for the duration of the module. This can include time spent on many relevant learning activities such as reading background material, preparing and writing assessments, attending lectures, labs, seminars and workshops and revising for exams. These figures are only a guide. Individual students have different backgrounds and different strengths, and this will affect the amount of effort - and time - needed to cope with the various modules in your course. If you find yourself spending much more, or much less, time on a module than would be expected for the credit load, then you should talk to your Academic Advisor to make sure you are spending your time effectively.

## Timetabling

You can view your timetable on your **Study Pages** on [Sussex Direct](#). Please check your timetable every week and make sure you are allocated to the right modules and that you have no timetable clashes. You must attend the teaching session you have been timetabled for (this applies especially to grouped activities such as labs and workshops). Requests to change the teaching session you have been allocated to will be considered if possible, but please do not assume that this will be the case as in many cases teaching groups will already be full, leaving little scope for change.

## Academic Misconduct

### Plagiarism, Collusion, Cheating in Unseen Exams

Don't do it! We take all forms of academic misconduct very seriously and have systems in place to detect when it happens. Misconduct penalties will be applied if you are found in breach of the rules. Many students commit academic misconduct without fully understanding that they have done something wrong. A web page has been developed to offer guidance and advice to students and staff about issues relating to collusion and plagiarism:

<http://www.sussex.ac.uk/adqe/standards/academicmisconduct> It is important that you understand what constitutes collusion and plagiarism so that you can avoid them. The full University rules on academic misconduct are set out in the Undergraduate Examination and Assessment Regulations Handbook.



## Assessment

A variety of assessment methods are used to develop and test different types of knowledge and skills. Coursework forms an integral part of assessment at all levels. This will include exercises as appropriate to the module and the skills that you are being expected to develop.

In addition most of the assessments in your degree course will include unseen examinations, which vary in format, and include questions both on general knowledge of the subject and specific points. Final year examinations, in particular, focus more on your ability to use your knowledge of the subject, rather than simply testing your memory for facts.

For all modules, sample papers or past examination papers are available on our website.

***Assessment deadlines will be published on your Sussex Direct pages. You are responsible for checking the deadlines for all assessments including exams. It is vital that you familiarise yourself with your assessment timetable so that you can plan your workload and submit your assessments on time.***

It is also important that you are sure about *where* work must be submitted, in order to avoid late penalties (see below). For hardcopy submissions to the School Office, please use a [coursework submission coversheet](#), also available in the School Office foyer. All of your written submissions must be anonymous and identified only by your candidate number and degree course (not your name). Some assignments will be submitted electronically, via Canvas. Please note, for e - submission, you must allow sufficient time for the upload to be completed before your deadline, otherwise the system will automatically mark your submission as late or as a non – submission. You should also allow additional time to check the upload has completed successfully and you have uploaded the correct file. For work submitted after the published deadline, late submission penalties will apply. Late submission is not permitted on some assessments. No submissions may be made after the late submission deadline.

Late submission regulations are set out in Regulation 1.6 of the Examination and Assessment Regulations Handbook on the [ADQE webpages](#):  
<http://www.sussex.ac.uk/adqe/standards/examsandassessment>.

### **Feedback and returning marked work**

Subject to certain conditions, feedback on coursework and marks will be normally communicated to you within 15 working days of the submission date. Work submitted to the School Office will usually be returned to you via the coloured filing cabinets in the School Office foyer. The School Office will email you when your work is available to collect and it is your responsibility to pick it up and read any feedback comments. In some cases, such as where laboratory logbooks have been submitted, they may be returned by the tutor in a teaching group. Work that is submitted electronically will receive electronic feedback on Canvas.

Feedback on your progress may take many forms and is not confined to the mark you receive. The module lecturer will explain to you how they intend to provide feedback to help you to improve. Examples of feedback include: individual comments on submitted scripts or cover sheets; individual comments on Sussex Direct; generic feedback to all of the class on Canvas or Sussex Direct; and provision of model solutions in lectures and/or on Canvas. It is your responsibility to take note of, and integrate, all of this information. If you require additional feedback on a specific piece of work, you should contact the Module Convenor.

You are encouraged to discuss your performance with your Academic Advisor as you go through the year, and retrospectively at the beginning of the next academic year. A presentation of your results in a time-series, and by comparison with the performance of others on your course, will be available on your 'Year Summaries' tab in Sussex Direct to help that conversation.

## **Assessment marking criteria**

Assessment marking criteria are short descriptions of the main features of different types of assessed work (e.g. lab report, presentation etc), which highlight the characteristics expected of a particular grade. You can therefore look at the assessment criteria and see what is expected, for example of a 1st class (70%+) report. For some types of assessment, e.g. problem sheets, multiple choice quizzes, the marking scheme will indicate how to pass and how to get a given level of mark. Assessment marking criteria for submitted work are normally published on the module Canvas site and may also be provided in module documentation. If you cannot find the criteria for a given assignment, you should ask the Module Convenor in the first instance.

## **Examination Boards**

A Progression and Award Board (PAB) will consider your performance at the end of each academic year or stage and confirm if you are able to move on to the next stage of your course or be given an award.

You will be able to access your marks and progression/award outcome on Sussex Direct after the Progression and Award Board has confirmed them. Please note that finalists who are in debt to the University will not be entitled to receive a formal written statement of their marks or overall result until the debt situation has been resolved. The University reserves the right to withhold the award of a degree where there are outstanding debts.

Please see the [Student Accounts web pages](#) for further detail:

<http://www.sussex.ac.uk/finance/services/feesandincome/studentaccounts>.

## **Threshold marking**

It is important to note that Engineering and Design modules owned by the School with the exception of all project modules at levels 6 and 7 are subject to additional pass criteria:

Modules at levels 4-6: a threshold mark of 35% to be achieved on all module assessment modes weighted  $\geq 30\%$ . Modules at level 7: a threshold mark of 45% to be achieved on all module assessment modes weighted  $\geq 30\%$ . The threshold mark requirement will be applied to the conflated coursework mark which may include a number of assessment modes.

Where the conflated module mark is a pass mark but the threshold mark requirement has not been achieved, a resit will be given. The mark achieved on the resit assessment/s will be capped and conflated with any existing uncapped mark where the threshold mark was achieved at the first attempt, as per the standard regulations regarding the capping of resit assessments, where resit assessments are mapped to the original assessment.

Compensation will be applied where the standard criteria have been met including the achievement of a conflated module mark of 35%/45% or above and the threshold mark requirement as set out above.

The assessment regulations for both undergraduate and postgraduate students can be found in the Examinations and Assessment Regulations Handbook on the [ADQE webpages](#):  
<http://www.sussex.ac.uk/adqe/standards/examsandassessment>.

[The Examination and Assessment Regulations FAQs for Undergraduate Students](#) provide further guidance on assessment regulations.

## Progression requirements

### Creative Technologies & Design Foundation Year

120 credits and a stage mean of 40% for progression onto a Bachelors course. This may include a maximum of 30 credits which have been automatically *compensated* where the standard criteria have been met. Condoned credit is not permitted.

This course is an entry route for several courses at Sussex. You may choose to do any of them, provided you have met the requirements to progress from the foundation year. You will be given an introduction to all the options towards the end of the first term and there will be tutorial support to choose your next steps.

The courses are:

- [Computing for Digital Media \(with an industrial placement year\) BSc \(Hons\)](#)
- [Computing for Digital Media BSc \(Hons\)](#)
- [Filmmaking BA \(Hons\)](#)
- [Games and Multimedia Environments \(with an industrial placement year\) BSc \(Hons\)](#)
- [Games and Multimedia Environments BSc \(Hons\)](#)
- [Media and Communications BA \(Hons\)](#)
- [Media Production BA \(Hons\)](#)
- [Product Design \(with an industrial placement year\) BSc \(Hons\)](#)
- [Product Design BSc \(Hons\)](#)
- 

More detail on these courses can be found [here](#).

### BSc Product Design

120 credits and a stage mean of 40%. Level 4 module Global Design Challenge must be passed.

## Global Design Challenge

H7103, Global Design Challenge is a core (compulsory) module for all undergraduate first year students in Engineering & Design, Informatics and Study Group International. (International Year 1 Computing/Engineering). This module will run in the Intersemester week, 20 – 24 January 2020.

Please note that this module is a requirement of your course and your attendance is compulsory on all five days.

If you have not passed Global Design Challenge your attendance will be required during the summer vacation assessment period, August/September 2020, to re-take this module. The exact date of the re-take assessment will not be confirmed until after the publication of the re-sit exam timetable in early August 2020.

## Study Abroad

[Sussex Abroad](#) offers University of Sussex students the opportunity to spend part of their degree abroad at one of our university partner institutions in countries all around the globe.

For more information please refer to the International and Study Abroad Office web pages:

<http://www.sussex.ac.uk/students/support/studyabroad/>.

If you successfully complete a year abroad, “with a study abroad year” will be added to the title of your degree in order to reflect this.

Please note, if your degree incorporates an Industrial Placement year, you cannot additionally take a Year Abroad.

## Industrial Placement Year

The Department offers all students (other than Foundation year students) the opportunity to apply for an Industrial Placement, to be undertaken as part of their degree course. Some students will already be registered on the “with an industrial placement year” version of the course, but the opportunity is available to all, and information about placements is sent out to all students.

The placement would normally take place after year 2, although MEng students may wish to take it after year 3. If you are not already on the placement version of your course, all students have the option of adding a placement to their degree once they have a confirmed place. In order to take up the opportunity, you have to commit to attending a programme of Placement Preparation, run jointly by the Department and the Careers and Employability Centre, and to make a number of placement applications. The placement is assessed, but does not count towards your degree classification. If you are successful in securing a placement, and pass the assessment, you will have “with Industrial Placement year” added to your degree title. For more information, see the Placements pages on the Careers and Employability Centre website at

<http://www.sussex.ac.uk/careers/gettingexperience/placements>

Please note, it is your responsibility to find and secure an industrial placement, though the Placements team are there to help you with this. If you do not secure a placement, you will automatically be transferred to the non-placement version of the course.

## Accreditation

### Product Design (BSc)

### Product Design (with an industrial placement year) (BSc)

These courses are accredited by the Institution of Engineering Designers (IED) for the purposes of meeting the academic requirement for registration as a Member of the Institution of Engineering Designers.

## Beyond your degree

### Careers

Don't leave it too late. You should start thinking about your career early on, and then plan for it. You may want to think about what else you could do while you are here which will strengthen your CV and maybe give you an edge in getting the job you want.

[The Careers and Employability Centre](http://www.sussex.ac.uk/careers/) is located in The Library or go to:

<http://www.sussex.ac.uk/careers/>. They can help you to:

- Explore career options
- Build your skills
- Develop your employability
- Gain the experience employers are looking for
- Find a placement, either during a vacation or as a year out
- Construct your own webfolio to encompass all of your University experience and enhance your CV.

Opportunities specifically aimed at students in our School are also often highlighted on the School's Facebook page:

<https://en-gb.facebook.com/pages/category/Community-College/University-of-Sussex-School-of-Engineering-Informatics-173932752711006/>.

## Volunteering

There are many opportunities available in a wide variety of locally based organisations and community projects, as well as for the Students' Union. If you are interested in volunteering please email Project V at: [projectv@sussex.ac.uk](mailto:projectv@sussex.ac.uk) or see the Students' Union website at: <https://www.sussexstudent.com/volunteer/>.

**Being a Student Ambassador.** Our current students are the University's best ambassadors and there are several central University offices which take on current students every year to be involved in paid recruitment work, both on campus and via external visits to schools and colleges. This sometimes has a particular focus on talking about university life to young people from disadvantaged backgrounds. If this sounds like something you would be interested in, look out for these opportunities, which are usually advertised via [student web pages](#).

## Become a student rep or student mentor

There are many ways to help out your fellow students and enhance your own experience and CV. See the information about the student representative scheme in Section Two or contact the School Office if you are interested in becoming a mentor.

**Get involved in the Students' Union (USSU).** There are plenty of opportunities to get involved in clubs, societies and the political processes of USSU. Visit the website: <http://www.sussexstudent.com/>

## School of Engineering and Informatics based Societies



This society has been set up to act as a chapter of Robogals [www.robogals.org](http://www.robogals.org). This is a multi-national, student run organisation in which the committee, and student volunteers, aim to promote female participation in engineering by conducting fun workshops for local students.

<https://www.facebook.com/sussexrobogals/>

The aim of this society is to engage Brighton and Hove based pupils into science and engineering. The current female participation in Engineering, throughout the country, is around 11%, and Sussex's own statistics don't fare too well. We want to promote engineering as a discipline that is as much for females as males. We do so by engaging volunteers across all disciplines to get involved in our fun workshops, which are run for local schools to engage in.



HackSussex would like to welcome you to a society about building computer based projects. Whether you like developing apps, building websites, constructing databases or just plain programming, we are the society for you. Our primary goal is to build a community of like-minded individuals who all have one thing in common, and that is creativity on the computing front. We're open to novices and experts alike and we hope to drive forward a collective knowledge base here at Sussex. <https://hacksussex.co.uk/>

We're generally referred to as "Hackers", but before you jump to conclusions, we're the code builders not code destroyers. We come together to construct cool programs and build interesting code for

fun or with purpose and we'd like you to join us, get involved and start building both projects you like and a community you can count on.



We aim to help encourage girls in nearby schools to study STEM subjects. We organise talks from elite engineering firms such as ARUP, GE, Dyson, Rolls Royce, etc. and encourage them to hire more Sussex students. We have sessions with PhD students every fortnight to explain difficult topics to students in a more casual, and potentially easier to understand, way. [eiE@societies.sussexstudent.com](mailto:eiE@societies.sussexstudent.com)

General aim: improving career prospects for Engineering students and helping the community.

## SECTION TWO: Support and FAQs

### Where to get advice and support

#### The School Office

The Engineering and Informatics School Professional Services team is here to help you and is the first point of contact for general enquiries. In the unlikely event that the team can't resolve your query they will know who can and will point you in the right direction, so please take the time to get to know them.

**Location:** Ground Floor, Front of Chichester 1 Building. Room C1-002  
**Open:** Monday - Friday 09:00 – 17:00  
**Tel:** 01273 678048 or 01273 678195  
**Email:** [enquiries@enginf.sussex.ac.uk](mailto:enquiries@enginf.sussex.ac.uk)

#### Your Academic Advisor

Your Academic Advisor is one of the teaching faculty and we try to ensure that you keep the same person for all the time you are here. The role of the Academic Advisor is to oversee your general academic progress and development through your studies. You will meet your Academic Advisor during Welcome Week, and fortnightly throughout your first year. You can also make an appointment to see them if you have any academic queries throughout your time at Sussex. Your Academic Advisor's details (including their student consultation times) can be found on your study pages of [Sussex Direct](#). You may at any time request to be allocated a different Academic Advisor. If you would like to change advisor please contact the Head of Department. Please note that your Academic Advisor is your first point of contact in case of any academic problems or advice you may require. You could also contact the Director of Student Experience (see below).

#### Your Course Convenor

Each degree course is overseen by a Course Convenor who deals with issues concerning the whole course. Queries about your progress and any particular problems you may have should be directed initially to your Academic Advisor. However, if you wish to raise a broader issue about the whole degree course, then please discuss it with your Course Convenor. They are also here, along with your Academic Advisor, to offer advice and information on careers associated with your chosen degree.



## **Module Convenors**

Each individual module has a member of faculty who acts as the convenor. It is their job to ensure that everything about the module – the teaching, the module documentation, supporting teaching materials, etc. – runs smoothly. If you have a problem with a module you should contact the Module Convenor. Their details (including their student consultation times) can be found on your study pages of [Sussex Direct](#). Consultation times are also published in the faculty profiles on the web.

## **Module tutors**

Modules which include practical work, workshops or seminars are also often delivered by a team which includes doctoral tutors. These are usually research postgraduates who are paid by the Department to support the teaching. Being closer to you in age, and familiar with the types of problems you encounter, they can be a very helpful resource. You must remember that they are also studying for their PhDs, so check their consultation times, or ask when it is convenient to see them, and do not expect them to be available outside of those times.

## **Director of Student Experience**

Within the School, one member of faculty has the responsibility for overseeing and co-ordinating those aspects of student life which are part of the academic life of the School in general. This is currently **Dr Paul Newbury** (contact details below). He works with Student Representatives and Heads of Department to improve communication between students and faculty. You are welcome to contact him with any concerns you have about these matters. In addition, Dr Newbury has responsibility for monitoring student attendance, but he hopes that he will not need to contact any of you about this! Although Dr Newbury has a formal role with respect to Exceptional Circumstances claims, he cannot talk to you about specific issues, but will be happy to try to give general advice where he can. You should go to the Student Life Centre (see below) if you need to discuss specific issues.

Dr Paul Newbury

E: [P.Newbury@sussex.ac.uk](mailto:P.Newbury@sussex.ac.uk)

T: +44 (0)1273 872615

## **Student Experience Coordinator**

If you have any feedback relating to any part of your experience as a student at Sussex, you can also contact Vik Winter, your Student Experience Coordinator who will often be out and about around the School Buildings.

Vik Winter

E: [V.Winter@sussex.ac.uk](mailto:V.Winter@sussex.ac.uk)

T: +44 (0)1273 873949

## **Director of Teaching & Learning** - (to be contacted if you wish to change your course)

Dr Rupert Young

E: [R.C.D.Young@sussex.ac.uk](mailto:R.C.D.Young@sussex.ac.uk)

T: +44 (0)1273 678908

## **School Administrator**

Marc Williams

E: [M.Williams@sussex.ac.uk](mailto:M.Williams@sussex.ac.uk)

T: +44 (0)1273 678361

## Student Life Centre

The Student Life Centre provides information, advice and guidance on a broad range of subjects. Based on the ground floor at the front of Bramber House, there are a number of ways to access the service. You can come to our information desk, which is open from 9.00 am to 5.00 pm Monday to Friday, call us on 01273 876767 or email [studentlifecentre@sussex.ac.uk](mailto:studentlifecentre@sussex.ac.uk). You can also make an appointment through Sussex Direct by clicking on your 'Study' tab and then on Student Life and Student Life Centre. We also offer drop-in sessions at core hours every day if you ever have urgent welfare concerns. The Student Life Centre offers you a supportive space to discuss your situation and to help you consider ways forward.

We can assist with:

- Personal and welfare concerns affecting study progress or well-being;
- Funding, money advice and budgeting support as well as information about financial resources;
- Sources of help to improve academic performance – identifying obstacles to learning;
- Progression, intermission and withdrawal processes - discussion and support;
- Referrals to other professional services on and off campus;
- Drop-ins for free condoms, drug and alcohol counselling and LGBTQ+ (Lesbian, Gay, Bisexual, Transgender, Queer, Intersex +)support.

If you don't know who to talk to or who to ask – start at the Student Life Centre. Seek help early and remember that we are here for YOU.

Because we are also a proactive service, you may be contacted directly by the Student Life Centre if we hear that you might be in difficulty so we can support you. This may be, for example, in response to concern from your School about your attendance, participation or engagement with your course.

For more information go to:

[www.sussex.ac.uk/studentlifecentre](http://www.sussex.ac.uk/studentlifecentre).

## Making your voice heard

We want you to tell us about your experience of studying at the University so that we can improve it for you and our future students. Here's how you can do this:

### Suggestion boxes

There are suggestion boxes in key locations around the School. School Office staff check the boxes approximately every fortnight and forward the suggestions to an appropriate member of staff for comment and action if appropriate. Progress and final outcomes are reported back to the originator, and a selection of these are advertised next to the boxes.

### Student Representatives

The Student Representative Scheme is run jointly by the Students' Union (USSU) and the University. Student Reps provide an essential link between students, the School, the University and the Student's Union. Because Reps are themselves students, fellow students are happy to seek assistance from them when they have concerns or opinions about their education and experience at the University. Being a Student Rep gives an opportunity to learn and practise new life skills that can improve your employability.

There is a Student Rep for each level of study. Elections are held at the beginning of the Autumn Term. Full details of the scheme are online at <http://www.sussexstudent.com/student-reps/> including how to become a Rep yourself and the electoral process.



## **Measuring the quality of your overall experience:**

In your final year, you are asked to respond to the National Student Survey (NSS), which asks about your overall academic experience at Sussex. The NSS is a UK-wide survey measuring student satisfaction in a common way across different institutions, and is run independently of the University. It is important since it helps future students in making their choices, and it gives universities additional feedback for improving what we do. In addition, the results contribute to a number of the national league tables of universities. For taking part in the Survey you can claim a reward, the details of which will be advised at a later date.

Remember, you can talk to us at any point – you don't need to wait for a meeting or survey to come around!

## **Frequently Asked Questions**

### **What do I need to provide and pay for to support my studies?**

You should aim to start your studies with a basic set of equipment and materials, including notebooks and other stationery, and one or more memory sticks to back up your work.

Look at the reading lists in advance and consider whether you wish to buy any of the textbooks. Note that the Library will stock the editions specified but, for many introductory texts, older editions which can be found cheaper second-hand will still be helpful. Many students find it useful to bring their own laptop, notebook, computer or smartphone, but we do not assume you have any of these. There are many student PCs around campus, accessible 24 hours a day.

All engineering students must purchase a bound logbook in which to record their experimental work. Engineering students should also purchase a few basic tools to support their laboratory and project work. A recommended set includes: a 2.5" screwdriver, wire strippers, side cutter pliers and 6" long nose pliers. Electrical and electronic engineering students may also want to buy their own soldering iron and soldering iron stand for home use, but these are provided in the teaching laboratories.

You will need to budget for printing your work, and note that a number of assignments require two copies to be submitted. As a guide, a 6-page A4 report, printed single sided and black and white, would cost 30p at current University printing prices. A 12-page A3 portfolio, printed single sided and in colour, would cost £4.80.

Finally, a few assignments require you to submit a CD or memory stick of data or computer programs and some final year project students choose to submit an appendix of data on CD or memory stick. Please note that some of your submissions may be retained by the School office for accreditation purposes, and if these are submitted on a memory stick, it will not be returned to you.

### **Where can I find lecture or seminar notes?**

These can be found on [Canvas](#). To access these sites you will need to use your normal University log-in and password.

### **Where can I get a letter that confirms that I am a student?**

Undergraduate students can request a General Letter of Enrolment on University letter-headed paper from the Engineering & Informatics School Office. This letter can be used by you to confirm your status as a student of the University of Sussex to landlords, government agencies, foreign governments, or any other organisation or person requiring proof beyond that of your student card. A range of other letters, including degree awarded, visa letter for embassies, bank letters and academic records, are also available on request.

### **Where can I get a Council Tax Exemption letter?**

Council Tax Exemption letters are NOT provided by the School Office. Letters can be requested via an online form at: <http://www.sussex.ac.uk/ssro/counciltax>. Please note that the regulations vary depending on where you are currently living.

### **Where can I find my candidate number? Why do I need it?**

This is the 6 digit number shown on your University ID card. You will need your ID card for submitting work to the School Office and when you take your exams. For work submitted to the School Office,

please make sure that you do not confuse your candidate number with your registration number. These are two different identifiers used by the University, and it is the 6 digit candidate number that you should use on the submission cover sheet.

### **What should I do if I lose my University ID card?**

If you lose your card, or if you suspect it has been stolen, you should immediately report the loss to the Library: ([library.membership@sussex.ac.uk](mailto:library.membership@sussex.ac.uk)). The Library will prevent your card being used by anyone else, but you are responsible for any borrowing undertaken up to the time when the card is reported lost.

To obtain a replacement card, which you will need to do if you want to benefit from University services, you must go to the [Print Unit](#) located in the **York House undercroft**. Access is via the York House car park, off Norwich House Road (not via York House main reception). Normal opening times for the ID card service are 9.30am-12.30pm and 2.30-4.30pm, Monday-Friday. Revised opening times apply during exam paper production periods. Lost or damaged ID cards will be charged at £10.00 per card, payable in cash or by credit/debit card. **Please note that the payment cannot be taken from your student account.** If your card has been stolen and you can provide a Crime Reference number from the police in support of this, you will not be charged for a new card.

### **When and where do I hand in my work?**

Please refer to your Assessment Deadlines & Exam Timetable in Sussex Direct for all submission details.

### **How can I print my work?**

The University provides a large number of networked printers which you can access using your printer PIN. Your printing pin will be issued to you within 48 hours of the official start date of your course. You will receive this pin by email to your Sussex email address. Details of how to use the printers, along with the printing charges, are given on the IT Services web pages at:

<http://www.sussex.ac.uk/its/services/clusterrooms/clusterprinting>

Please note that there can be long queues when deadlines are approaching and no allowance will be made for any lateness this causes. Printer issues are not considered Exceptional Circumstances which excuse lateness unless there is a University-wide system failure, and having your work printed on time is your own responsibility.

### **How should I present my work?**

It is your responsibility to present your work in a suitable fashion, working to any guidelines given by your tutor. Your assignments should be securely held together. Please consider the environment and avoid using plastic covers – stapling is usually acceptable.

### **Where do I collect my marked work from?**

The School Office will email you when your work is available to collect. It will usually be available for collection from the feedback filing cabinets located in the foyer area in front of the Engineering & Informatics School Office. The filing cabinets are arranged by department and year of study; your feedback will be filed in candidate number order.

### **What happens if I miss an assessment deadline or submit my work late for medical reasons/exceptional circumstances?**

If you have exceptional circumstances beyond your control which you would like to be taken into account, you can submit an exceptional circumstances claim. If you would like to discuss your circumstances before submitting your claim, you should visit the **Student Life Centre** and speak to a Student Advisor. Claims are submitted through your Sussex Direct pages. Detailed instructions on how to submit a claim are available at: <http://www.sussex.ac.uk/studentlifecentre/circumstances>.

### **How do I find out if my exceptional circumstances claim has been accepted?**

Decisions will be fed back to you via Sussex Direct, and those decisions are also passed on to the Exam Boards which consider your year-to-year progression and your final classification.

If you are required to provide more evidence, you will be emailed and told when/where to submit additional documentation.

If the claim is rejected, you will be informed by email and given information about the appeals process. Appeals can only be made after the Exam Board has met.

**Where can I get an official transcript of my marks?**

All finalists who have completed their degree will receive a single copy of their transcript with their undergraduate degree certificate. If you have not yet completed your degree the School office can provide you with an unofficial academic record at the end of the academic year. This lists the results of completed modules but NOT individual coursework marks.

**Who do I ask for reference letters for jobs, etc.?**

Your Academic Advisor is the best person to go to for a reference, as they will have had regular contact with you throughout your University career. You can also use your final year project supervisor as a referee. Requests for references are not usually refused, but it is polite to ask the proposed referee before sending in the request.