DEPARTMENT OF INFORMATICS

Undergraduate Student Handbook 2018/2019

Summary and Contents

This handbook contains important information about the Department of Informatics at the University of Sussex – where to find what you need, who does what, and who you can speak to about various issues. The information given here, and a lot more besides, can be found on the School of Engineering & Informatics website at: http://www.sussex.ac.uk/ei/internal/forstudents.

You can access more information about your courses and modules through **Sussex Direct** and **Canvas**: these online systems are designed to give you easy access to the information you need as a student.

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

Another excellent source of general information and support resources for students can be found at www.sussex.ac.uk/students/support/

SECTION ONE: Academic Information

Term Dates – 2018-19	
Arrivals weekend (new undergraduate students)	15 September 2018
Freshers' week (new undergraduate students)	17 September 2018
Autumn term	24 September to 14 December 2018
Christmas vacation	16 December 2017 to 7 January 2018
Private study period	7-9 January 2019
Mid-year assessment period	10-25 January 2019
Inter-session week	26 January to 3 February 2019
Spring term	4 February to 10 May 2019
Easter teaching break and spring vacation	13 April to 28 April 2019
Private study period	13-15 May 2019
Summer term (year-end assessment period)	16 May to 14 June 2019
Summer vacation	starts 15 June 2019
Summer vacation assessment period	19 August to 6 September 2019

For future term dates and University closure days see: www.sussex.ac.uk/aboutus/keydates

Communication

We will need to communicate with you for various purposes. **Sussex email** is the main mode of communication within the University so it is very important that you check your **Sussex email account** – every day if at all possible. All University emails will be sent automatically to this account and not to any other personal email accounts. You can obtain details of your email account from IT Services.

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 yours regularly. The Informatics Undergraduate pigeonholes are located at the boundary between the Chichester 1 and Chichester 2 buildings on level 2 (on the 2nd floor, just off the photocopier room).

Please look at the noticeboards in the Engineering & Informatics School Office foyer area in Chichester 1 for further information on examinations, student reps, student mentors, 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. This is another good reason for keeping your mobile phone details updated on Sussex Direct.

What we expect from you

Being a student carries obligations as well as rights, especially at Sussex where so much emphasis is placed on group teaching and project work.

Therefore, attendance at your taught sessions is a requirement and is not optional - this is monitored by the School. We expect all our students to attend at least 80% of their timetabled teaching sessions. These include lectures, laboratory sessions, workshops and seminars where a register is taken. If you are unable to attend, you should let the tutor for the session know in advance, if possible. If you are away from teaching for more than 2-3 days (due to illness, for example), you should send an email to:enginf-attendance@sussex.ac.uk - please give details of

your absence and your expected return date. Any unexplained or persistent absences will be noticed and you may be required to attend a meeting of the School Student Progress Committee, who may then recommend that you be required to withdraw from the University, either temporarily or permanently.

Prepare for teaching sessions. Just turning up is obviously not enough. You need to have done any specified work in advance and be prepared for the session. You should contribute to seminars, as well as benefiting from other people's contributions. The success of a seminar depends on everyone turning up and being committed to reading and discussing the material.

Observe deadlines. Being able to organise your time and to plan ahead to meet deadlines is an important skill. So we insist that you meet deadlines for all formal assessments, essays and other written work. Penalties will be imposed for submissions that do not meet specified deadlines and for which there are no Exceptional Circumstances (formerly known as Mitigating Evidence).

Co-operate with your fellow students. You are not in a competition! Doing well does not necessarily mean doing better than others. You can learn a lot and help each other by sharing resources, such as reading material, notes and essays. Students often set up their own study groups and as exam time approaches, revision groups. But be careful to avoid plagiarism and collusion. See the information on academic misconduct at:
www.sussex.ac.uk/adqe/standards/academicmisconduct.

Use the Library. Sussex has one of the best University libraries in the country. To get the best from the Library, you should attend one of the introductory tours in Induction Week.

Use the resources on Canvas where you will find teaching materials and tools to help you with your modules.

Conduct in Teaching Sessions. As a courtesy to your lecturer and fellow students, you are asked to abide by the following at all teaching 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 lecturer.
- Do not use mobile phones during sessions. Mobile phones must be switched off, or on silent if you need to be contacted.
- Do not engage in private conversations during sessions.
- Do not start to pack up or leave before the session AND questions are finished.

These distractions disrupt teaching sessions and adversely affect the quality of learning for your fellow students.

- As outlined above, attendance at timetabled teaching 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 posted on Canvas should help you do this.

Conduct in the Future Technologies Labs. The school has provided a suite of state of the art 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. Please note, the PCs in the labs are maintained by IT Services, and any problems should be reported to the IT Services helpdesk in Shawcross in the first instance. These are shared labs across the departments of Informatics, Engineering and Product Design, and to ensure harmony, you must abide by the following rules:
• 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.
• The 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.

• 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 will be processed through the appropriate disciplinary procedures.

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

Courses and Modules

Degree course syllabus information, including learning outcomes and curriculum details and information about your modules, can be viewed via the School website:
www.sussex.ac.uk/ei/internal/coursesandmodules/informatics/ugcourses

Sussex Direct is your personalised web portal to University information. It helps you to track your marks and ensure that your attendance record is accurate. Behind the scenes, Sussex Direct helps your academic advisor and the student advisors to support your studies. Apart from marks and feedback, it gives you convenient access to many other kinds of information including: your teaching session timetable; assessment deadlines; syllabus information; module descriptions, resources and evaluations; and study skills guides.

Canvas is the virtual learning environment (VLE) used to support every module taught at the University. Lecturers put their teaching materials on Canvas, and it also contains a number of tools to use within your modules.

Options

Optional modules are chosen by all students (who have them in their course structure) in the Spring Term for the forthcoming academic year. You can consult your academic advisor and module convenors about the options on offer before making your selection. The School Office will contact you by email regarding your module option form.

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 undergraduate academic year contains 120 credits (i.e. 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 that module. Study time will include several kinds of activities such as reading background material, attending lectures, preparing for and attending practical classes, doing coursework assignments and revising for exams.

Timetabling

The University timetable is released in stages throughout the academic year. You can view your timetable on your Study Pages on **Sussex Direct**. **Please check your timetable carefully 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. Any requests to change the teaching session you have been allocated to will be accommodated 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.

Assessment: What you need to know

The definitive source of information on examination and assessment matters is the Examination and Assessment Regulations Handbook, available online at www.sussex.ac.uk/adqe/standards/examsandassessment

A variety of assessment methods are used to develop and test different types of knowledge, skills and aptitudes. Coursework, which is specified in detail by module convenors, 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.

Some of the assessment in your degree course will be by unseen examinations, which vary in format, and include questions both on general knowledge of the subject and specific points. Final year examinations in particular will focus 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 online at http://www.sussex.ac.uk/students/pastexams/

Submission of assessed coursework
The deadlines and instructions for submission of your assignments are given on Sussex Direct in your personal 'Assessment Deadlines & Exam Timetable'. It is important that you are quite sure about where and when work must be handed in, in order to avoid late penalties (see below). All work submitted in hardcopy to the Engineering & Informatics School Office must have a Coursework Submission Cover Sheet attached – these are available in the foyer in front of the School Office in Chichester 1, and on the School of Engineering & Informatics website at: www.sussex.ac.uk/ei/internal/forstudents/courseworksubmission. All your written submissions must be anonymous and identified only by your candidate number and degree course. Do not write your name anywhere on your work or the coversheet.

Late Submission Policy
Late submission of coursework can have serious consequences for your academic success. You should therefore be familiar with the rules governing this. These are published each year in the 'Examination and Assessment Regulations Handbook' linked at the top of this section.

Giving you feedback and returning work to you
Subject to certain conditions, feedback for coursework and marks will normally be communicated to you within 15 term time working days from the published submission date. Please note that this means that marks and feedback for work submitted in the last week of a term may not be available until the second or third week of the next term. Coursework submitted in hardcopy will be returned via the coloured filing cabinets in the foyer outside the Engineering and Informatics School Office. 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. For coursework submitted online, feedback will usually be made available via Sussex Direct.

Feedback on your progress may take many forms, and is not confined to the comments or marks you receive on your coursework. Other forms include: generic feedback to the class on coursework assignments and exams via Sussex Direct or Canvas; model solutions in lectures and/or on Canvas so you can check your understanding; and verbal comments by tutors on your work in practical classes. It is your responsibility to take note of and integrate all of this information. If you require additional feedback on specific work, you should contact the module convenor to arrange a 1-1 session.

Grades/Marks

You will get provisional marks on your coursework as part of the feedback arrangements outlined above, and via Sussex Direct, but **PLEASE NOTE** that <u>ALL MARKS ARE PROVISIONAL UNTIL THEY ARE RATIFIED BY AN EXAM BOARD</u>. At the end of each academic year, after the meeting of the relevant Examination Board, details of your results, including examination results, will be confirmed on Sussex Direct.

Information on Examination and Assessment Performance

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 modules, will be available to you via Sussex Direct to help inform that conversation.

Assessment marking criteria

Assessment marking criteria for submitted work will either be published with the coursework specification or will use the standard Informatics Assessment Criteria. However, you should be aware that the assessment criteria may vary slightly from one School or Department to another, and therefore your work will be assessed on the basis of the criteria in place for the School that owns a particular module. The Informatics Assessment Criteria are online at:
www.sussex.ac.uk/ei/internal/forstudents/informatics/undergraduate/assessmentcriteria

Word Limits

The maximum length of formal submissions (e.g. essays or dissertations) will be specified in module material. Excessive length may be penalised. The limits as stated include footnotes and/or endnotes, and quotations in the text, but do not include the bibliography, appendices, abstracts, maps, illustrations, transcriptions of linguistic data, or tabulations of numerical data. If the examiners consider that an unfair advantage has been gained by exceeding the given length for an assessment, they will reduce the mark for that assessment. This means that your work should not exceed the word limit if you want to avoid a possible penalty. Word limits are more important for relatively short pieces of work where one of the skills is to write clearly but briefly.

Health and Safety

You should familiarise yourself with the School's health and safety information which can be found at: www.sussex.ac.uk/ei/internal/general/healthsafety.

Academic Misconduct

Plagiarism and Collusion in Coursework, and Cheating in 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. Students sometimes commit academic misconduct without fully understanding why they have done something wrong. All students should therefore read the guidance about collusion and plagiarism at 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.

Industrial Placement and Study Year Abroad

All Informatics undergraduates have the opportunity to apply for an industrial placement year or a study year abroad. In either case, this year is taken after the second year of the course. If the year is passed, this is recognised in the name of the final award. Information about industrial placements is available at www.sussex.ac.uk/informatics/ugstudy/studentplacements. For study year abroad, please see the information about Voluntary Study Abroad at: www.sussex.ac.uk/students/support/studyabroad/.

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 give you an edge in getting the job you want.

The Careers and Employability Centre 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 or a summer internship
- Construct your own webfolio to encompass all of your University experience
- Enhance your CV.

Opportunities specifically aimed at students in Informatics are also often highlighted on the School's Facebook page – linked from the website at: www.sussex.ac.uk/ei/internal/.

Volunteering
There are many volunteering opportunities available in a wide variety of locally based organisations and community projects, as well as for the Student Union. If you are interested in volunteering please email Project V at: projectv@sussex.ac.uk or see the student union website at https://www.sussexstudent.com/volunteer/.

Become a Student Ambassador
Our current students are the University's best ambassadors and every year there are several central University offices that employ current students on an hourly basis for 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 the University's student web pages (www.sussexstudent.com/students/).

Become a Student Representative or join the 'PAL' Team
There are many ways to help your fellow students and enhance your own experience and cv. Please see the information about the Student Representative Scheme in Section two below or contact the Head of Department if you are interested in becoming a mentor. After your first year, you could consider applying to join the Informatics **Peer Assisted Learning** team; see www.sussex.ac.uk/ei/internal/forstudents/informatics/undergraduate/pal.

Get involved in the University of Sussex Student Union (USSU)
There are plenty of opportunities to get involved in the clubs, societies and the political processes of USSU. Visit the website www.sussexstudent.com/

School of Engineering and Informatics based Societies:

We are an active society of students from the school of Informatics, Design and Engineering. We meet twice a month - locations announced on our Facebook page.

The society aims to enhance the experience of students from the School, both undergraduate and postgraduate by:

- Providing social opportunities for students to meet each other and learn about each other's subject areas;
- Providing opportunities to visit relevant companies, organisations and events;
- Hearing from various speakers, including lecturers and industry professionals, at our social events.
- Get involved to take part in group projects, trips and activities on and off-campus!

This society has been set up to act as a chapter of Robogals 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://en-gb.facebook.com/robogalssussex/

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 it is for 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. eine@societies.sussexstudent.com

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

SECTION TWO: General Advice and Other Information

Where to get advice and support

The School Office
The Engineering and Informatics School Office is the first point of contact for general enquiries. The office staff will probably be able to give you an answer or, if not, point you in the right direction. You will soon get to know them.

Location:	Ground Floor, Front of Chichester 1 Building, Room C1-002
Opening hours:	Monday - Friday 09:00 – 17:00
Tel:	01273 678195 or 01273 678048
Email:	enquiries@enginf.sussex.ac.uk

Your Academic Advisor
Your Academic Advisor is one of the Informatics 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 throughout your studies. You will meet your Academic Advisor at Induction, and regularly thereafter. You should inform your advisor if you encounter a problem that could affect your studies or if you have any academic queries throughout your time at Sussex. Your Academic Advisor's contact details (including their student consultation/drop-in times) can be found on your study pages in Sussex Direct. You may at any time request to be allocated a different academic advisor – in particular one of the same gender. If you would like to change advisor please contact the Director of Student Experience (see below); you will not be asked for a reason.

Module Convenors
Each module is led by a member of faculty who acts as the 'Module Convenor'. They 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 contact details (including student drop-in times) can be found on your study pages in Sussex Direct. Other contacts that may be relevant in some circumstances are the School Directors of Student Experience and of Teaching & Learning, and the School Administrator (see below for details).

Director of Student Experience
The Director of Student Experience oversees and co-ordinates all those aspects of student life that relate to the School and its activities. This post is currently held by **Dr Paul Newbury** (contact details below). He works with Student Representatives and Heads of Department to facilitate and improve communication between students and faculty. You are welcome to contact him with any concerns you may have about these matters. In addition, he has responsibility for monitoring student attendance, but he hopes that he will not need to contact any of you about this! He can also give general advice about Exceptional Circumstances claims, although 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
T: +44 1273 872615

Director of Teaching & Learning - (to be contacted if you want to change your course)
Dr Sharon Wood
E: S.Wood@sussex.ac.uk
T: +44 1273 678857

School Administrator
Marc Williams
E: M.Williams@sussex.ac.uk   T: +44 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. 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 LGBT 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/.

Making your voice heard

We want you to tell us about your experience of studying at Sussex. Here's how you can give us feedback.

Suggestion boxes
There are suggestion boxes in key locations around the School. School Office staff check the boxes weekly 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 Students' Union. Because Reps are themselves students, fellow students are usually 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 practice 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 will be 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 so we can improve what we do. For taking part in the survey, students can claim a reward; the details of these rewards will be advised at a later date.

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 'To Whom It May Concern' letter, 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. **At least 24 hours' notice is required for this service**, and it can take longer at busy times.

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 from the Student Systems and Records Office. For details see: www.sussex.ac.uk/ssro/counciltax. Note that the regulations vary depending on where you are currently living.

Where can I find my candidate number? Why do I need it?
On your Study pages on Sussex Direct: click to view your candidate number. This number is also shown on your University ID card. You will need both your candidate number and ID card for submitting work to the School Office and when you sit exams.

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). The Library will prevent your card being used by anyone else, but you are responsible for any borrowing 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 which is 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, on collection. **Please note that 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?
You will find instructions for coursework submission on Sussex Direct in your Assessment Deadlines & Exam Timetable. All work submitted to the Engineering & Informatics School Office must have a Coursework Submission Cover Sheet attached. You can download a cover sheet from www.sussex.ac.uk/ei/internal/forstudents/courseworksubmission or collect one from the foyer in front of the School Office.

How can I print my work?
The University provides a large number of networked printers which you can access using your normal username and password. Details of how to do this, along with printing charges are given on the IT Services web pages at www.sussex.ac.uk/its/services/clusterrooms/clusterprinting. Please allow enough time to print your work prior to hand-in deadlines to avoid late penalties.

Where can I bind my work?
The majority of coursework does NOT need to be bound, but you do need to bind your final year project. Self-service facilities for comb and thermal binding are available at the Engineering & Informatics School Office, except on a few very busy hand-in days. There is a small charge (£1) for the plastic covers/comb binders. The Main University Library offers self-service comb binding, and the Print Unit offers a thermal binding service (with a normal turnaround time of 24 hours). There are also a number of companies in the Brighton area that offer binding services.

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 and your feedback will be filed in candidate-number order.

What happens if I submit my work late?
Work submitted after the published deadline will be penalised unless you have submitted an Exceptional Circumstances claim (see below). Also see the previous section 'Assessment: What you need to know' (Late Submissions Policy, page 6).

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 you will be 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 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. The School Office requires at least 24 hours' notice for this service.

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. Requests for references are not usually refused, but it is polite to ask the proposed referee before submitting your job application.