

General Information and Policies

Here you can find information on our facilities and on policies in the School and University, including examinations, assessments, advising, and absences.

General Information and Policies

Welcome to the School of Mathematics and Statistics, one of the schools in the College of Science and Engineering. This document provides information about some of the generic University regulations and important policies, and where you can find further details about them. It also includes links to information resources prepared by the Student Representative Council. Throughout the guide, **[bold blue fonts](#)** indicate links to other pages. Please click on the relevant link on the top right corner of this page or below.

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Links to University Policies and Regulations

The [Student Contract](#) from Academic Policy & Governance is a major source of University and College regulations and information, including information on degree regulations, fees and the student contract. See also [Student Support](#) with links to many university services for students.

Examinations, Assessment and Feedback

Course assessment

Frequently there will be assessed coursework as detailed in the course specific handouts (and on Moodle). This varies from course to course so you should ensure that you read the course documentation carefully. Most courses have end-of-course examinations and some include other forms of assessments (e.g. coursework including laboratory reports, case studies, essays, and projects). Late submission of coursework (without good cause) will be penalised in accordance with University policy.

The [Code of Assessment](#) covers incomplete assessment and good cause. (See paras 16.45-16.53 of the Code.) 'Good Cause' means illness or other adverse personal circumstances affecting you and resulting in you either, missing an examination, failing to submit coursework on time, or clearly prejudicing your performance in the

assessment. If it is accepted that your assessment was affected by good cause, the work in question will be set aside and you will (as far as is practicable) be given another opportunity to take the assessment with the affected attempt discounted. **Please note that Boards of Examiners are not permitted to award marks on the basis of undemonstrated performance and therefore your grade(s) will not be increased because your performance was impaired by medical or other personal circumstances.** If you believe that you have good cause which affected your performance (or attendance) in an assessment then you **must** notify the University no later than one week (i.e. within 7 days) after the date of the examination or the due date for submission of the assessment affected, by making a good cause claim on mycampus and uploading supporting documentation. Information about how to make a good cause claim can be found through the link <https://www.gla.ac.uk/myglasgow/students/academic/>

Final examinations

Final examinations are held in December and in April and May. Exam timetables are determined centrally and not organised by the School, the exam timetable, and information about when it is released can be found at the [registry exams website](#). Results are published following the Examiners' Meetings in January and June. Resit exams for non-honours and MSc courses are held in August, with timetables published in June. The formal assessment procedures are described in the [University code of assessment](#).

Individual feedback on performance

1. Students will be provided with a separate mark or grade for each summative assessment. This includes end-of-course examinations, class examinations, workshops, homework feedback exercises etc.
2. Where this mark is the total assessment for a particular course the mark will be provided as the course grade on MyCampus. Where the summative assessment forms part of the total assessment for the course, the mark will be issued using an appropriate mechanism determined by the course head and announced to students in advance.

For assessments carried out during teaching periods this mark will normally be provided within 15 working days (not including statutory holidays or vacations) of the assessment submission date. Exceptionally, grades for the final written piece of assessment in courses with no final exam (such as final year dissertations) might not be returned until after the final examination board for this course.

For assessments carried out during examination periods marks will be provided as soon as possible following the appropriate examiners' meeting. Any mark which is issued before being considered by an external examiner will be provisional and subject to revision or moderation; this will be clearly indicated to students whenever a provisional mark is released.

Generic feedback on examination performance

3. Generic feedback (as set out below) will be provided following all summative examinations. This feedback will be issued as soon as practical, and within 15 working days after the marks are issued to students. This generic feedback will allow students to rate their own performance in relation to the performance of the rest of the class and in relation to expected standards.
4. For all summative examinations where the number of candidates is 5 or more, the class median mark will be published. Where the number of candidates is 50 or more, the percentage of students achieving each major grading band (A, B, C, ..., H) will also be published.
5. The examination questions and model answers for end-of-course examinations at the main examination diets will be provided to students via the Moodle page of the course (or another appropriate mechanism determined by the course head).

Individual consultations

6. Students who require to improve their performance in a resit examination **in order to progress or graduate** may seek a one-to-one consultation with the appropriate course head, or a nominated deputy.
7. Students wishing a one-to-one consultation should make a formal request by e-mail to their course head as soon as possible following the publication of results. In any case, requests must be made within 15 working days of the publication of results. If the course head is not available to deal with requests during this period, he/she will

inform students that they should send their requests for a one-to-one consultation to a nominated deputy who will be available.

8. The course head, or nominated deputy, will then contact the student to make arrangements to provide detailed feedback on their exam performance. This will normally be a short, one-to-one meeting, arranged as soon as possible. During the meeting with the course head, or nominated deputy, information will be made available on the student's individual performance in the examination and on key areas where the student should concentrate further study in preparation for resit examinations.

Absence

All significant periods of absence must be reported as required by the [University's Absence Policy](#).

This includes providing appropriate details on MyCampus/MyGlasgow; normally this must take place within 7 days of the absence (depending on whether or not you missed any assessments you should either log an absence report or a good cause claim, as described in [this guide](#)). On your return to the University, it is your responsibility to find out what work you have missed and make it up. For example, this might include working through lecture notes, lab or computing handouts in your own time.

Plagiarism

It is plagiarism to try to pass off someone else's work as your own. The other person could be an acknowledged authority (e.g. the writer of a textbook or scientific paper), model answers provided for other or past courses, a private tutor, a fellow student or anyone who seemed to know what (s)he was talking about. Unauthorised collaboration between students also counts as plagiarism, and it is your responsibility to ensure that you are clear about the extent of collaboration permitted. The University of Glasgow views plagiarism as a very serious offence and deals with it formally under the Code of Discipline. Students found guilty of plagiarism may lose marks, possibly all the marks available for the affected piece of work. In extreme cases, such students could be refused credit for a course or be excluded from the University. Students who submit work that appears to be plagiarised, in whole or in part, will be reported to the Head of School and may be penalised accordingly. Serious cases of plagiarism will be referred to the Senate Assessors for Discipline.

Further information can be found

at <https://www.gla.ac.uk/myglasgow/sld/plagiarism/> and <http://www.src.gla.ac.uk/advice/academic/plagiarism/>

Dictionaries in Exams

University rules allow students **whose first language is not English** to use a **translation** dictionary to exams. These dictionaries must:

- Be **translation only** dictionaries (eg Chinese-English, French-English, German-English)
- **Not contain anything other than the word in English and the translation of the word into the other language.** There must be no definitions (explanations about what the word means). This means some popular dictionaries such as the Advanced Learner's Dictionary, Longman Dictionary of Contemporary English, and some others, are not allowed. If you are not sure about your dictionary, please check with the School Office
- **Not contain any notes or annotations of any kind.** If you have borrowed a dictionary, or bought one from another student, check it very carefully, as you will be responsible for any notes or annotations found in it, even if you did not write them.

You are **not allowed:** An English dictionary, Thesaurus, Subject-related dictionary, An electronic dictionary.

Students wishing to use a permitted translation dictionary in a mathematics and statistics exam **must complete the following form** and send a copy to maths-stats-exams@glasgow.ac.uk **at least one week before the start of the exam diet.** Make sure to specify in the email which exams you wish to take the dictionary into. **You only need to complete one form even if you want to take your dictionary to all your exams.**

A list of those students who have submitted a declaration form must be given to the Invigilator at the start of the examination so that the Invigilator can check only those who have submitted a form are using a dictionary. **Any student who has not submitted a declaration form is not permitted to use a dictionary in the examination.**

Further guidance for students is available [here](#). Students failing to follow any aspect of these these instructions may be reported under the student code of conduct for not following examination instructions.

Advising

Adviser of Studies

All students have a permanent adviser of studies who they can contact using the details provided in the student center of their MyCampus page. In addition, students can contact the senior advising team for the School of Mathematics and Statistics (maths-stats-senioradviser@glasgow.ac.uk), (Dr Chris Athorne and Shazia Ahmed), and the chief adviser for the college of science and engineering (science-chief-adviser@glasgow.ac.uk) for any additional guidance required or if their permanent adviser is unavailable.

Your adviser will be able to help advise you on course choice and progression, University support and facilities, sources of support for personal/medical circumstances. First and second year students are required to meet their adviser at least twice per year. Depending on your circumstances, your adviser may not be the appropriate person to support you. However, they will normally be able to provide you with the contact details of someone that can, or a source for the information you require.

Student Support Officer: The School of Mathematics and Statistics student support officer (maths-stats-studentsupport@glasgow.ac.uk) can support you in non-academic issues. For instance, they can act as the first point of call regarding visa issues, accommodation or student finance. They can also help direct you to the University's mental health support services and the University Disability Services.

University information: The MyGlasgow Students page <https://www.gla.ac.uk/myglasgow/students/> is a central portal of information on academic matters (exams, study support, regulations, etc), financial matters (fees, financial aid, council tax), international student support and visas, personal development, facilities, and other topics. It's an excellent starting point for any questions about university life. The student services enquiry team is located in level 2 of the Fraser building. They can be contacted directly online at <https://www.gla.ac.uk/myglasgow/students/sset/>.

Enrollment advice for new mathematics and statistics students: [enrolment advice](#).

Progression:

Full information about progression requirements within mathematics and statistics can be found in our [progression guide](#). Please note: in order to continue as a full-time student at the University you need to meet the University/college generic requirements before the start of the next session. If you do not meet these you risk being excluded from study by the college progress committee. In addition, in order to proceed to the next level of a subject you need to meet the subject specific requirements. There are also additional college progression requirements to be eligible for Honours entry. Details and links are provided in the [progression guide](#).

Readmission

To apply for readmission to level 2 Science or above, please use the form at this link: [readmission](#). Please note that readmission to first year is not possible unless under medical or exceptional personal circumstances. Please contact science-chief-adviser@glasgow.ac.uk for more information.

Registration and enrolment

In August each year, students register for the new academic year on MyCampus. Full information about registration and enrolment is available here: (University page) [registration and enrolment](#), (College page) [registration and enrolment](#). Students will be emailed by the University to let them know once registration is open for the next session.

Students should enrol by using 'My requirements' on MyCampus. Details of how to access this are available here: [Enrolling by requirements](#). In general, students have to be registered on 120 credits from the beginning of the

year (100 credits are required to be full-time). Exceptions to this are degree with Accounting or Finance, which often have a higher credit requirement.

Session dates are available here: [session dates](#)

Study abroad

For information on study abroad see the link here: [study abroad](#)

Transfers

If you wish to change your degree programme/plan you should speak to your adviser of studies in the first instance. If you change to a new degree plan within Science but in a school outside Maths & Stats your adviser of studies and the senior adviser of studies will arrange for you to be assigned a new adviser in that subject.

If you wish to apply to change to a degree plan that is in another college, in the first instance you should speak to your adviser of studies. Transfer forms for each college are available at the links below:

[Transfer into Science](#)

[Transfer into Life Sciences](#)

[Transfer into Arts or Social Science](#) (look under Policies and Procedures section) - this includes contact details for the Social Science advising office

Contact details for the [Arts Advising Team](#)

Withdrawal

If you are considering withdrawing from your studies, taking a 'gap year' or doing a one-year internship please discuss this with your adviser of studies in the first instance. Further information on withdrawal and the required form is available here: [withdrawal](#). Please note that there is a maximum duration for your study period which includes any time away from the University. Please speak to your adviser for more details.

Resources

MyCampus

Most of your interactions with MyCampus will come at enrolment time each year. After registering you should 'enrol by requirements' which displays your advising report (the list of requirements you must meet for each year of your degree) and the list of courses you can use to satisfy the requirements. You should use the planner to organise a clash-free timetable that meets all your requirements. If you have problems then the University runs support for enrolment during the first few weeks of the session, this should be your first port of call. If you have problems that cannot be resolved through the University's support arrangements then you should contact your adviser of studies. MyCampus can be used to answer questions as to whether you are on target to meet all your requirements to progress/graduate through the 'advising report' feature (available through 'academic requirements' in your MyCampus student centre) and to explore changing your degree (for example to consider doing a different honours subject, or a joint degree) through the 'what if' report feature (also available through the academic requirements in your student centre).

Moodle

Student learning on the programmes and courses in the School is supported by the use of the virtual learning environment Moodle. Students are encouraged to regularly check the Moodle pages for important course information and materials.

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 studies. Any unauthorised distribution of course materials, including the uploading of them, without authorisation, onto web sites and social media sites, such as YouTube or Course Hero, will be considered in breach of the code of conduct and will be subject to disciplinary action.

The Mathematics and Statistics Hub

Non-honours students taking any mathematics or statistics courses can make full use of the Mathematics and Statistics Hub. This is a drop-in service where you can get help from tutors and lecturers on questions or problems related to any of your mathematics or statistics courses. You can also get advice on study skills, general problem solving and exam revision. It is available in-person, or online via Zoom. For more information, including the timetable, see the Hub moodle page <https://moodle.gla.ac.uk/course/view.php?id=19119>.

How the Student Representative Council (SRC) can help you

SRC is the student body, and they can support you in a variety of ways. See <https://www.glasgowstudent.net/> for more information.

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. Opening hours can be found here: <https://www.glasgowstudent.net/advice/the-advice-centre/> and the service can be contacted via advice@src.gla.ac.uk.

Student Voice: Feedback, Class Representatives, Staff Student Committee

- At the end of each semester, feedback questionnaires are circulated during lectures or laboratory classes to ask for student's views on all aspects of the course and its teaching: this feedback is treated very seriously by the school and individual lectures. Course heads will post a response to the end of course feedback on course moodle pages, summarising the issues raised and actions to be taken as a consequence.
- Informal feedback is often gathered by lecturers early in the semester, either through in class surveys or web surveys. The school also encourages students to provide informal feedback to staff, and raise simple problems informally. For example if you are struggling with a lecturers handwriting or the pace of a set of lectures, please do try and resolve it informally by discussing it with the lecturer concerned in the first instance, as this often leads to a fast resolution.
- The school has two staff-student liaison committees which provide a forum for regular discussions between class representatives and level heads. Class representatives are elected at the beginning of each academic year, and are provided training through the student representative council.

The [student voice website](#) provides a platform to facilitate dialog between students and their class representatives, and an active discussion forum for students. It contains up to date lists of your class, school and college representatives and their contact details. Minutes of staff student committees are also posted to the student voice website.

Further Support

There are a number of additional sources of support for students outside the school:

[Student Learning Development](#): SLD has a dedicated [mathematics](#) and [statistics](#) advisers who offer one-to-one sessions and drop in sessions to support level 1 students. The [college effective learning adviser](#), and support team is also based in LEADS.

[Student Counselling and Psychological Service](#)

[Student Disability Service](#)

[Careers Service](#)

MyCampus

Here, you can find information on [how to use MyCampus for your academic requirements](#).

Glossary

Your *programme* is the type of degree towards which you are studying, this could be a BSc, an MSci, an MA, a BEng, a BAcc or one of the many other types of degree the University awards.

Your *plan* is the specific subject(s) in which you study, for example Mathematics, Physics, Statistics and Business Management, Maths and Philosophy.

Your *programme of study* is the combination of programme and plan that together define your degree, for example BSc (Mathematics).

An *advising report* contains a description of the plan requirements for your current programme of study and whether or not you currently satisfy the requirements.

Introduction

The regulations governing your studies can be divided into programme regulations and plan regulations. The programme regulations are laid out in the University Calendar. The rules in the Calendar describe generic minimum requirements for: progress to the next academic session (when can you continue as a student at the University); entry to honours; progress through honours; the award of the different degrees (e.g. BSc, MSci, BSc(DD)).

As well as generic regulations, the College in which you study for your degree has additional programme regulations for the different degree types (e.g. BSc, MA). These additional requirements are also available in the Calendar. The Schools involved in your degree add to the programme regulations by specifying plan regulations (plan requirements). These are more specific than the programme regulations and describe what courses must be taken, and the minimum grades and GPAs in order for you to progress to the next level of study, to enter honours and to be awarded a degree. These plan requirements are available to you through your MyCampus account, specifically your "Academic Requirements".

In order to progress to the next level of study you must satisfy the programme and the plan requirements for your programme of study. This is automatically checked in the summer, after the May diet of exams. Failing to meet either programme or plan requirements can result in being referred to one or more progress committees which may result in specific targets at resit exams, your needing to change programme or plan, to repeat years of study or your exclusion from the University.

It is in your interests to be fully aware of all the requirements for your programme of study.

Facilities

The School of Mathematics and Statistics is based in the new Mathematics and Statistics Building, which opened in April 2017. A common room and quiet study space for the use of Honours undergraduate students in levels 3, 4 and 5 and taught masters students is available on the ground floor. Honours and taught masters students have out of hours access to the ground floor of the Mathematics and Statistics building, though their campus ID cards.

The school office is located on the ground floor of the Mathematics and Statistics building, and is normally staffed during working hours. Alternatively the office can be contacted by emailing maths-stats-teaching@glasgow.ac.uk. Most staff offices are located on the third or fourth floors of the building.

Computing Facilities and Regulations

The school has two computer labs under its control: Labs 418 and 420 in the Boyd-Orr Building. The labs can be used by honours and taught postgraduate students during normal University opening hours when they are not in use for teaching; access is by key code circulated by email at the beginning of the academic year.

There are a number of other student computing clusters across campus: <https://www.gla.ac.uk/myglasgow/it/studentclusters/>

Wifi is available in most parts of the Mathematics and Statistics building. Wifi set up instructions are here: <https://www.gla.ac.uk/myglasgow/it/eduroam/>

Use of the School's computing systems is subject to the [University's IT regulations](#).

Printing

The University Pull Print service enables you to print from any printer across campus, using your campus card and print credits. Details are found

here: <https://www.gla.ac.uk/myglasgow/it/studentclusters/printing/> Depending on your courses, you may be allocated a fixed amount of printer credits. Additional printer credits must be purchased.

Health and Safety

If the fire alarm sounds at any time students should evacuate the building immediately, following the instructions of any staff member present. Do not panic or rush; but do not wait to collect personal belongings. Do not use lifts. Fire escape routes from a lecture theatre, tutorial room and lab you use are clearly marked. The school health and safety guide can be found

here: <https://www.gla.ac.uk/schools/mathematicsstatistics/about/studentstaff/healthandsafety/>

Other information

National Student Survey (NSS)

Each January, final year students are asked to participate in the National Student Survey (NSS). The National Student Survey (NSS) gathers students' opinions on the quality of their courses. The School takes the results of the survey very seriously and uses it to inform future developments and changes. More information about the NSS is available from the [Office for Students](#).