

Frequently Asked Questions

General

Where can I find help and advice?

In the first instance please contact the Student Office, room G09, Ashton Building. If staff there are unable to help, they will point you in the right direction.

Where can I find my timetable?

The timetable is available on the Spider Student Web. It should also be available on the Computer Science website at

<http://www.csc.liv.ac.uk/teaching/timetablesandresources.html>

Where will my lectures be held?

Your lectures will take place in various locations on the campus. The venues are listed on your personal timetable on the Spider Student Web and can also be found below the timetable at

<http://www.csc.liv.ac.uk/teaching/timetablesandresources.html>.

How long am I expected to spend on my studies each week?

Usually ten hours study per week is expected for each module, including both teaching and private study. See [Section C.3.6](#).

What should I do if I have a timetable clash?

Please contact the Student Office (room G09) for advice. In some cases, it may not be possible to avoid the clash and it will be necessary to miss occasional lectures.

What should I do if I want to change one of my optional modules?

Optional modules can normally be changed during the first four weeks of each semester, though it is advisable to make any change as early as possible. You will need to collect a form from the Student Office (room G09) and ask the Director of Postgraduate Taught Studies (Dr Alexei Lisitsa or Dr Piotr Krysta) to authorise this.

What should I do if I have problems with my study, either for academic or personal reasons?

If you have any problems, please contact your Personal Tutor. You should have been assigned a Personal Tutor on arrival, but staff in the Student Office (G09) can help if you are unsure who this is.

What should I do if I want to suspend or withdraw?

If you have problems which cannot be resolved, you may either need to take some time out from University (suspension) or you may wish to leave completely (withdrawal). In both cases you will need to obtain approval from the Director of Studies, (Dr Alexei Lisitsa or Dr Piotr Krysta), and complete a form which is obtainable from the Student Office (room G09).

Where can I get a letter confirming my student status?

You should request status letters, e.g. for banks, council tax exemption etc., via the Spider Student Web, see [Section 2.1](#).

What should I do if I lose my Student ID card? Replacement cards can be ordered online. Please see: <http://www.liv.ac.uk/students/student-administration-centre/documents-id-cards/student-id-cards.htm>.

What should I do if I am having difficulties with my English language skills?

International students can attend a module offered by the English Language Unit. Please see [Section 3.7.1](#).

Attendance

What should I do if I miss a lecture?

You will need to complete an absence form which is available from the Student Office (room G09) or online at <http://www.csc.liv.ac.uk/student/officialforms.html>. If you are ill for longer than five days, you will also need to obtain a medical note. Completed forms should be returned to the Student Office.

What should I do if I forget to take my student ID card to a lecture or forget to scan my card?

Whenever possible, please sign the temporary register available from your lecturer. If you are not able to do so, please inform the Student Office (room G09).

Can I see my attendance record?

You will be able to see your attendance record on the departmental website at <https://www.csc.liv.ac.uk/attendance.html>. You will need to enter your username and password to view this.

Do I need attend over the summer?

All the MSc programmes involve full time study from September to September. You are, therefore, expected to be at the University over the summer period while completing the COMP702 project.

Exams/Coursework

What should I do if I miss a deadline for coursework or a class test?

You are allowed to submit work up to five days late, in which case the University's standard penalties apply. See [Section 5.7](#). If you miss a deadline because you are ill or for other good reasons, you should complete a mitigating circumstances form which is available from the Student Office (room G09) or online at <http://www.csc.liv.ac.uk/student/officialforms.html>. You should also inform your lecturer who may be able to arrange an extension. Please see [Appendix C.6](#).

What are mitigating circumstances?

These are circumstances which have affected your academic performance, either in term time or during the exam period, for example sickness, bereavement or personal problems. The Board of Examiners can take these circumstances into account when looking at your results, provided the appropriate form has been completed and suitable evidence received. Please see [Section 5.18](#) and [Appendix C.6](#).

What happens if I miss an exam?

Normally, missed exams can be re-taken in August/September, although you will no longer qualify for an MSc degree with distinction unless there are mitigating circumstances for the absence. It is very important that you inform the Student Office (room G09), if you intend to miss an exam before the exam takes place. In cases of illness or other personal circumstances, you should also complete the mitigating circumstances form at

<http://www.csc.liv.ac.uk/student/officialforms.html>. See **Appendix C.6**.

How and when do I find out my exam timetable?

Your personal exam timetable will be made available on the Spider Student Web. The dates when the timetables are published can be found on the website of Student Administration and Support website at

http://www.liv.ac.uk/sas/administration/exam_timetable.htm The timetable will also be posted outside the Help Desk, room H225, on the 2nd floor of the George Holt Building.

Where can I see past exam papers?

Past exam papers can be found on the Computer Science website at <http://www.csc.liv.ac.uk/student/exampapers/>. Exam papers with multiple choice questions are not made available.

How will I find out my exam marks?

Exam marks are made available on the Spider Student Web a few weeks after the exams take place. The date when marks are released will usually be advised by e-mail.

What happens if I fail an exam?

Failed exams can usually be re-taken in August/September. Please see **Appendix D.2.8**. The Director of Studies will advise you of your options if you fail.

Technical

What should I do if I forget my username or password or have technical problems with the computers?

For matters relating to computer systems within the Computer Science Department, please go to the departmental Help Desk - room H225 in the George Holt Building. For problems with University computer systems (PC labs in the halls or libraries, or central services such as e-mail or Spider Student Web), you will need to go to one of the central University help desks. These are situated on Brownlow Hill (no. 224 on the campus map) or in the Harold Cohen or Sydney Jones Libraries.

How can I forward my email to another account?

The University recommends that all University-related email uses the University mail systems (please see **Section 1.1.5**). However, we recognise that many students already have accounts elsewhere (Hotmail, GMail, etc), and would prefer to read all their email in one place.

It is possible to set up "mail forwarding", so that messages arriving at your University account are passed on to another email address. This can be

configured via the Student Portal at <http://www.liv.ac.uk/students/>. Having logged in, select the tab "E-mail/Diary". At the bottom of this page is a form to specify where mail should be forwarded to.

Many web-based mail systems allow you to specify several mail identities. When sending University-related mail from such a system, we advise that you should always use your University email address, wherever possible.

There is more information about use of University email at <http://www.liv.ac.uk/csd/email>.

When can I use the departmental facilities?

The Computer Science buildings can be accessed during normal working hours from 8:30 to 17:00, Monday to Friday, and the computer labs will be cleared and locked at around 17:30. It is not possible to use the departmental Windows systems outside these times or at weekends. The departmental Linux service is accessible over the Internet (<ssh1.csc.liv.ac.uk> or <ssh2.csc.liv.ac.uk>), and so can be used at any time.

Please see <http://www.csc.liv.ac.uk/guides/network/ssh/ssh.html> for more information.

The opening hours for University PC labs vary, depending on the location. However the Harold Cohen and Sydney Jones Libraries provide 24-hour access. Please see <http://www.liv.ac.uk/csd/pccentres> for more details.