Financial problems can arise unexpectedly. If you are in a hall of residence you should inform your Warden if this is likely to affect your ability to pay hall fees on time. You should always tell your Academic Advisor. If you need further advice, you should go to the Students’ Union Advice Service. It is important to seek advice early, so that the situation does not get out of hand. You can obtain full information about sources of financial support from the Student Services Centre located on Burlington Street and also in the Joule Library (on E floor of the Sackville Street Building). Some information about the Students’ Union Advice Service and the Student Services Centre can be found in Section 5.12 of this Handbook.

Your Academic Advisor will see you regularly during your degree programme. It is important that you attend when your Academic Advisor arranges a meeting. Your first meeting with your Academic Advisor will take place in Welcome Week (the week beginning 15 September 2014) of the First Year. This meeting will be arranged by the School as part of the Welcome Week activities. Second, Third and Fourth Year students are asked to contact their Academic Advisor during Welcome Week to arrange a meeting before the end of Week 1 of Semester 1.

Although students normally keep the same Academic Advisor throughout their degree programme, it is possible for students to request to change their Academic Advisor. However, there is no guarantee that students can be allocated their choice of Academic Advisor. Students who wish to change their Academic Advisor should see the Director of Undergraduate Studies (Dr L A Walker, Room 2.243, Alan Turing Building). She will want to discuss with you the reasons why you feel a change of Academic Advisor is necessary.

**Operation of the Academic Advisor System (Mathematics)**

**Objectives:**

(a) To break down large numbers of students into small groups where the relationship between students can be fostered and where personal contact with members of staff is possible.

(b) To establish a personal relationship between students and staff that allows the following to operate:

(i) Advisor's support to students with advice and information.

(ii) Guidance on choice of options in the Second, Third and Fourth Years.

(iii) Providing references for banks, housing and above all for careers.

(iv) Identifying problems of health (medical note to be obtained whenever possible), absence and domestic problems which should be made known to teaching staff and the Boards of Examiners. The Academic Advisor will respect the confidence of the student and will not discuss any details
of the student's personal life with another person, except with the student's express permission.

(v) Helping students acclimatise to University life, Manchester, etc. by discussion with the Academic Advisor and fellow students.

(vi) Providing information for meetings of Boards of Examiners which may help explain the marks attained.

Content of Meetings with Academic Advisor

This varies and may follow such patterns as:

(i) Personal interviews for each advisee to discuss his/her progress, domestic circumstances etc. (Every student has the right to a private meeting with his or her Academic Advisor at a mutually convenient time.)

(ii) General get-together with no set agenda.

(iii) Mathematical discussions arising out of lectures, feedback tutorials, feedback supervisions etc. The Academic Advisor may check the advisee’s lecture notes periodically, to ensure that satisfactory notes are being kept.

Minimum Suggested Requirements of Academic Advisors

(i) At the first meeting of the academic year with their advisees, discuss the Health and Safety information given in Section 1.4 of this Handbook.

(ii) Arrange to meet First Year advisees as a group in Week 7 (to review their personal development) and Week 11 (to discuss examination regulations etc.) of the First Semester. (Academic Advisors normally act as Supervisor for their advisees in the First Semester, so they meet their First Year advisees every week in the First Semester.)

(iii) Arrange to meet advisees individually to feedback end of semester marks and discuss problems of general academic performance.

(iv) Arrange to meet Second, Third and Fourth Year advisees in Weeks 1 and 7 of Semester 1.

(v) Arrange to meet First Year advisees as a group in Week 1 of Semester 2 (to identify any problems arising during the examination period).

(vi) Arrange to meet all their advisees in late February or early March (to discuss their First Semester examination results), and in the week immediately following the Easter Vacation.
(vii) Meet their advisees when necessary to give advice about issues such as plagiarism and help students to complete Mitigating Circumstances Forms, for example.

(viii) Attend all relevant Examiners’ meetings affecting advisees.

(ix) If their advisees are ill or have personal problems, advise them to complete a School of Mathematics Mitigating Circumstances Form (see Sections 3.1 and 5.8 of this Handbook) and, if appropriate, advise them to get further help, for example from the Disability Support Office (see Section 5.7) or the Counselling Service (see Section 1.4). Also tell the Senior Tutor and the Student Support Administrator that the advisee has a problem.

(x) Notify the Senior Tutor and the staff in the Teaching and Learning Office if regular contact with an advisee cannot be maintained.

(xi) Arrange at least one office hour each week during each semester when students can expect to find staff available in their office, and publicise their office hour on their office door.

**Minimum Suggested Requirements of Advisees**

(i) Advisees must attend meetings or see their Academic Advisor as frequently as the Advisor shall deem necessary in order that the Advisor can judge whether the student is fulfilling various requirements of the regulations. In particular,

- First Year students **must** see their Academic Advisors in Welcome Week and in Weeks 7 and 11 of Semester 1. In Semester 2, they **must** see their Academic Advisors in Week 1, and in late February or early March (to discuss their First Semester examination results), and in the week immediately following the Easter Vacation.

- Second, Third and Fourth Year students **must** see their Academic Advisors in Weeks 1 and 7 of Semester 1. In Semester 2, they **must** see their Academic Advisors in late February or early March (to discuss their First Semester examination results), and in the week immediately following the Easter Vacation.

Your attendance at these meetings will be monitored. Additionally, advisees should keep the Academic Advisor informed about matters relevant to their studies and performance. Academic Advisors specify office hours and so these are good times to contact your Academic Advisor. It is possible to see your Academic Advisor at other times, too, by arrangement. (Full contact details for all members of staff in the School of Mathematics are given in Appendix A of this Handbook.)

(ii) Advisees should give their e-mail address to their Academic Advisor.
(iii) If you are thinking of leaving the School before the end of your degree programme, or if you are thinking of interrupting your studies, or repeating a year or a semester, or changing to a different degree programme, you should discuss your plans with your Academic Advisor and the Senior Tutor (Dr R M Thomas, Room 1.108, Alan Turing Building). For further information, see Section 4.3 of this Handbook.

(iv) It is the student's responsibility to ensure that the Academic Advisor is informed of all difficulties and problems pertinent to general academic progress, such as health, domestic or personal problems. These may then be reported to members of staff or to meetings of examiners. When reporting matters likely to affect examination performance, the student should provide supporting evidence where possible: all reported medical problems should be supported by a medical note, if possible. Students will sometimes wish the Academic Advisor not to divulge confidential information. They have the right for such matters not to be divulged, but must appreciate that Boards of Examiners may feel unable to take note of matters not fully reported. (For further information about sickness and absence, see Section 5.8 of this Handbook. For further information about Boards of Examiners, see Section 3.1 of this Handbook.)

(v) If a student wishes an Advisor (or other appropriate member of staff) to write a reference, the referee should be advised and provided with any necessary background information. Requests for references which are apparently unsolicited are normally refused until confirmation that a reference can be provided has been obtained from the student concerned. Don’t forget to seek permission from a referee before citing him or her in an application. Otherwise delays could occur.

You will be given a separate list showing the name and room number of your Academic Advisor.

5.6 THE UNDERGRADUATE SUPPORT TEAM AND THE TEACHING AND LEARNING OFFICE

The Undergraduate Support Team is located in the Teaching and Learning Office, which is situated in Room G.202/G.204 of the Alan Turing Building, behind the Reception Area. The team is as follows:

**Teaching and Learning Administrators**

Francesca Moss Tel: 0161 275 5899
Tracie McArthur Tel: 0161 306 6415

Francesca Moss is responsible for all administration concerning undergraduate affairs, while Tracie McArthur is responsible for all administration concerning examinations and she is also the School Disability Coordinator.