(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.
Academic and Student Support Administrator

Jenny Gradwell                 Tel: 0161 275 4632

Jenny Gradwell is responsible for all administration concerning student welfare and student support.

Teaching and Learning Administrative Assistants

Karen Morris                  Tel: 0161 275 5797
John White                    Tel: 0161 275 5801

Receptionist and Clerical Assistant

Tracey Smith                  Tel: 0161 275 5800

The team is there to help with matters concerning undergraduate administration.

The main enquiry point is the Reception Area on the Ground Floor in the Foyer of the Alan Turing Building which is open on Monday to Friday from 9 am to 5 pm. The main telephone number and e-mail address for all enquiries are

Tel: 0161 275 5800.
E-mail: mathematics@manchester.ac.uk

Students wishing to collect undergraduate documentation will usually find copies at Reception. Some undergraduate documentation (such as the timetable and various undergraduate forms) is also available from the following website:

http://www.maths.manchester.ac.uk/study/undergraduate/information-for-current-students/

Useful information about student support in the School of Mathematics and across the University is available from the website:

http://www.maths.manchester.ac.uk/study/undergraduate/information-for-current-students/student-support/

With over 400 students in each year, we cannot know each of you personally and monitor your whereabouts without your assistance. If you move house, get married, change your name or if in any other way your status changes, it is vital that you update the personal details given on My Manchester. You should also tell your Academic Advisor.

You can log into My Manchester at

https://my.manchester.ac.uk

You will need your University username and password to log into My Manchester. If you have forgotten your password or you cannot log in for some other reason, you will be
prompted to contact the IT Service Helpdesk. Alternatively you can contact them at the website:

http://www.itservices.manchester.ac.uk/contacts

If you are unable to update your details on My Manchester, then you should inform the Undergraduate Support Team in the Teaching and Learning Office (Room G.202/G.204, Alan Turing Building) via Reception.

**You should ensure that your home (or mailing) address for the Summer Vacation given on My Manchester is correct, in case we need to contact you about your performance in the examinations.** This is important if you are required to take some resit examinations in August, for example. Unless you tell us otherwise, we shall contact you at the home address given on My Manchester. **Note however that we normally contact students via their University e-mail address in the first instance, so it is very important that you read your University e-mail regularly, even during the vacations.**

Occasionally students have problems with My Manchester and in this case you should first seek advice from the Student Services Centre (see Section 5.12 of this Handbook) unless the problem relates specifically to a School of Mathematics matter. For matters relating to the School of Mathematics, advice can be sought from the Undergraduate Support Team in the School’s Teaching and Learning Office.

### 5.7 THE SCHOOL DISABILITY COORDINATOR

The Disability Coordinator for the School of Mathematics is Tracie McArthur, who is based in the School’s Teaching and Learning Office (Room G.202/G.204, Alan Turing Building). Her direct telephone number is 0161 306 6415.

The Disability Coordinator acts as the central focal point of contact for students (both Undergraduates and Postgraduates) who may need help and advice. She coordinates School support for students and can refer students to others specialising in particular areas. She also liaises with the University’s Disability Support Office (DSO). The DSO can organise a wide range of individual practical support and students who require such support are encouraged to contact the DSO as early as possible. Further information about the DSO is given in Section 5.12 of this Handbook.

The DSO makes recommendations and arrangements for disabled students taking examinations. This may include students who need extra time for their examinations. For students with a temporary injury or disability, authorisation for alternative arrangements for examinations can be given by the Senior Tutor of the School of Mathematics.

Arrangements for students who need extra time in examinations are normally made centrally by the University’s Examinations Office. However, for injuries or illnesses which occur immediately before or during one of the examination periods, arrangements for students to have extra time for their examinations, or a scribe or a reader, will be
made by the School’s Disability Coordinator. If you have the misfortune to find yourself in this position, please give the Disability Coordinator as much notice as you possibly can.

Students who need to take their examinations in a special room or who need extra time for their examinations, or who need the help of a scribe or a reader because of a long-term or on-going disability are strongly advised to see the School’s Disability Coordinator as soon as possible. Students with a short-term disability (for example, resulting from an injury or illness that occurs during the year) should see the School’s Disability Coordinator as soon as possible after the disability occurs.

If the DSO makes recommendations for special arrangements for examinations, then the same arrangements can be put in place for coursework tests. **Students with a disability who need extra time (or a scribe, or a reader) for coursework tests should see the School’s Disability Coordinator and she will make the arrangements. Please give the Disability Coordinator as much notice as possible for each test, so that she has plenty of time to make the arrangements. Extra time for coursework tests is not given automatically and it is not arranged by the DSO, so if you require disability support provision you do need to make the arrangements personally with the School’s Disability Coordinator.**

### 5.8 SICKNESS AND ABSENCE

When you register you sign to follow University regulations. These require you to attend all classes organised for you. The only reasons for non-attendance are on health or compassionate grounds. If you miss a class you must let the member of staff who is taking the class know why. In the event of injury or illness likely to lead to your absence for any appreciable time, you must let your Academic Advisor, the Senior Tutor or the Student Support Administrator know at the time. Illness must be confirmed by a medical note from your G.P. or other doctor wherever possible. This is particularly important if you have missed an examination or coursework test or coursework deadline as a result of illness. (Please note that some G.P. practices will only provide medical certificates at a charge.) You must always submit electronically a School of Mathematics Mitigating Circumstances Form, obtainable from the website:

[http://www.maths.manchester.ac.uk/study/undergraduate/information-for-current-students/student-support/mitigating-circumstances/](http://www.maths.manchester.ac.uk/study/undergraduate/information-for-current-students/student-support/mitigating-circumstances/)

For other problems that cause you to miss classes, examinations or coursework, you must also submit electronically a School of Mathematics Mitigating Circumstances Form. (For further information about what to do if your performance in examinations is affected by illness or other special circumstances, see Section 3.1 of this Handbook.)

For illnesses of up to seven days that affect an assessment worth no more than 20% of the total mark for that course unit, we will accept a Self-Certification Form (instead of a medical certificate) obtainable from the School’s website: