# IMPERIAL

Faculty of Engineering

Department of Electrical and
Electronic Engineering



Student Handbook 2024–25

# **Contents**

Wel	come to Imperial	4
Our	Principles	5
Intro	oduction from the President of Imperial College Union	6
1.	Introduction to the Department	7
	Welcome from Director of Undergraduate Studies, Prof Christos Bouganis	7
	Welcome from EESOC	7
	Academic and administrative staff	8
	Departmental Information	9
	Attendance and absence	10
	Key dates 2024-25	11
2.	Programme information	12
	My Imperial Campus	12
	Imperial Success Guide	12
	I-Explore Modules	13
	Student Shapers	13
	Imperial Award	13
3.	Assessment	14
	Programme Specifications	14
	Instruction to Candidates for Examinations	14
	Academic Integrity and Academic Misconduct	14
	Plagiarism	15
	Collusion	15
	Exam offences	16
	Dishonest practice	16
4.	Board of Examiners	16
	Board of Examiners	16
5.	Location and facilities	17
6.	Placements	20
7.	Working while studying	22
8.	Health and Safety	23
	Imperial Safety Department	23
	Occupational Health requirements	24
9.	University Policies and Procedures	25
	Academic Regulations	25

Perso	onal Communication	40
15.	How We Communicate	40
14.	Student Surveys	39
	Staff-Student Committee	39
	Student representation	39
	Feedback from students	39
13.	Student feedback and representation	39
	Move Imperial	37
	Robotics Society	37
	WIEE	37
	ICQueersoc	37
	EESOC	37
	Imperial College Union	37
12.	Work-life balance	37
11.	Student Administration	36
	Useful support contacts	34
	Centre for Academic English	33
	Student Support Zone	33
	Student Hub	33
	Your Union	32
	In your hall of residence	31
	In your department	30
10.	Wellbeing, support and advice	30
	General Data Protection Regulation (GDPR)	
	Use of IT Facilities	29
	Intellectual Property Rights Policy	28
	Student Disciplinary Procedure	
	Student Complaints	28
	Arithmetic Marks Check	28
	Academic Appeals Procedure	27
	Fitness to Study	27
	Unsatisfactory Engagement	
	Academic Misconduct Policy and Procedures	
	Coursework extensions	
	Mitigating Circumstances	26
	Late Submission Policy	
	Provisional Marks Guidance	
	Academic Feedback Policy	

Acad	demic Queries:	40
Adm	ninistrative Queries:	40
16.	And finally	42
	Alumni convicco	AC

## **Welcome to Imperial**

Congratulations on joining Imperial College London, the only university in the UK to focus exclusively on science, medicine, engineering and business.

From Fleming's discovery of Penicillin to Gabor's invention of holography, Imperial has been changing the world for well over 100 years.

You're now very much a part of this community of discovery and we hope you will take this opportunity to make your own unique contribution. At Imperial, we expect all members of our community, whether students or staff, to share and demonstrate our values of respect, integrity, collaboration, innovation and excellence in all we do and strive to achieve.

Imperial provides a dedicated support network and a range of specialist support services to make sure you have access to the appropriate help, whether that's further training in an academic skill like note taking or simply having someone to talk to.

We actively encourage you to seek out help when you need it and try to maintain a healthy work-life balance. Our choice of over 360 clubs, societies and projects is one of the largest of any UK university, making it easy to do something different with your downtime.

## **Our Principles**

In 2012 Imperial and Imperial College Union agreed 'Our Principles'. This series of commitments was developed by academic and support staff in partnership with undergraduate and postgraduate students and Imperial College Union.

## Imperial will provide through its staff:

- · A world-class education embedded in a research environment.
- · Advice, guidance and support.
- The opportunity for students to contribute to the evaluation and development of programmes and services.

## Imperial will provide students with:

- · Clear programme information and assessment criteria.
- · Clear and fair academic regulations, policies and procedures.
- Details of full programme costs and financial support.
- An appropriate and inclusive framework for study, learning and research.

## **Imperial students should:**

- Take responsibility for managing their own learning.
- Engage with the university to review and enhance provision.
- Respect, and contribute to, the Imperial community.

## The Imperial College Students' Union will:

- Support all students through the provision of independent academic and welfare assistance;
- Encourage student participation in all aspects of the university;
- Provide a range of clubs, societies, student-led projects and social activities throughout the year;
- Represent the interests of students at local, national and international level.

## **Introduction from the President of Imperial College Union**



Welcome to Imperial! To begin with, a huge congratulations on joining us here at Imperial – this is where you belong! This is a globally renowned institution and offers much more than just the degree you are looking to leave with. You will come across countless opportunities and meet an array of compelling people amongst your peers, accomplished academics and the wider university community. Imperial attracts the best talent from around the world - making it here is already a testament to your academic zeal and ambitious character. Now, what you make of your experience at Imperial has the potential to shape your future.

Being located in London is a true perk of being an Imperial student. Right on our west London doorstep are landmark museums and iconic venues, including the Royal Albert Hall which has hosted Imperial graduations for over 60 years. Beyond our campuses, the city has something for everyone; be that the West End, sporting arenas or diverse cuisines. I strongly encourage you to explore where and when you can – London is a fantastic place for your university memories to call home.

You will likely have chosen to come to Imperial for its academic reputation as an outstanding university, and it will deliver on this. The facilities for research and your learning are terrific. To accompany this, there are hundreds of student-led societies and events available to you outside of your degree. These are overseen by your students' union – Imperial College Union. The Union is led by students, for students. The four deputy presidents and I have all been democratically elected to work full time on improving your student experience at Imperial. We have a large team of permanent staff behind us, running the many functions of the Union such as supporting clubs and training student representatives.

The Union also runs the Advice Service, where guidance and support can be provided on issues such as life in halls, complaints, and academic appeals. This is a free and confidential service that is independent from the university. You can access this by emailing <a href="mailto:advice@imperial.ac.uk">advice@imperial.ac.uk</a>.

University is a new stage of life. For many, this stage presents itself with newfound freedom and control over what you do. As daunting as it may seem, take advantage of it! Immerse yourself in your degree, your extra-curricular activities and in the connections you make.

No matter what problems you have or opportunities you're looking for, we're here to help. Our office is on Level 2 in Beit Quadrangle, and you can check out our website for more information.

Wishing you an incredible year ahead,

Camille Boutrolle, Imperial College Union President 2024-25



union.president@imperial.ac.uk imperialcollegeunion.org

## 1. Introduction to the Department

## **Welcome from Director of Undergraduate Studies, Prof Christos Bouganis**



Welcome to the Department of Electrical and Electronic Engineering. I am sure that you are excited to be here, and you are looking forward to meeting new people and starting your course. My colleagues and I share your fascination with Electrical and Electronic Engineering and will do our utmost to make the course as engaging and attractive to you as possible.

Our team has provided in this handbook a quick and handy reference to information you may find useful. Please read this guide and use it in the future as a reference. Some of the contents of this may change over the years; but up-to-date information will always be available on our web pages.

## **Welcome from EESOC**

Hello from EESoc!



We are the student-run society for all members of the Electrical and Electronic Engineering Department at Imperial College London.

At EESoc we aim to ensure you are well looked after, by providing a social space for students to regularly meet, alongside providing the tools needed to gather key business skills to help thrive in industry.

We frequently run events to help build connections and meet some great people. From weekly industry talks and our annual Careers Fair, to Curry Nights and black-tie socials; there are a variety of events to cater to everyone.

EESoc is a supportive, close-knit community and we're excited to be a part of your journey here at Imperial - looking forward to seeing you soon!

## **Academic and administrative staff**



Professor Christos Bouganis

904, EEE Building

Director of Undergraduate Studies christos-savvas.bouganis@imperial.ac.uk



<u>Dr Adria Junyent-</u> Ferre

1103, EEE Building

Director of EEE Course

adria.junyent-ferre@imperial.ac.uk



<u>Dr John Wickerson</u> Director of EIE Course

913, EEE Building

j.wickerson@imperial.ac.uk



Lina Brazinskaite

607, EEE Building

Department Education Manager

I.brazinskaite@imperial.ac.uk



**Prof Kristel Fobelets** 

714, EEE Building

Senior Tutor

k.fobelets@imperial.ac.uk



Dr Zahid Durrani

704, EEE Building

Associate Senior Tutor

z.durrani@imperial.ac.uk



Kelly Greenwood

608a, EEE Building

Student Wellbeing Advisor

k.greenwood@imperial.ac.uk





Kate Farrar 607, EEE Building

Education Support Officer,

k.farrar@imperial.ac.uk

Emma Rainbow

607, EEE Building

Education Support Officer, Department Disabilities Officer

e.rainbow@imperial.ac.uk

Thuy Linh Le

607, EEE Building

Education office Administrator

thuy-linh.le@imperial.ac.uk

# **Departmental Information**

A-Z UG information.

Department of EEE Webpage.

#### **Attendance and absence**

We are part of the Student Engagement Insights project using the timetable check-in widget on the My Imperial Campus app. The feature allows you to register your attendance by "checking in" at in-person timetabled sessions directly on your mobile phone or table – a simple, quick, and efficient way to let us know you're engaging with your learning.

Attendance is monitored through:

- a) lectures, classes and laboratory sessions by logging attendance using the My Imperial Campus app
  - There is a <u>video</u> and <u>reference guide</u> on how to download and use the My Imperial Campus app.
  - You will also need to ensure that you have <u>multi factor authentication</u> enabled on your College account
  - Please download the app by Monday 7 October.

We do not require students to record their personal tutorial attendance. Your tutor will keep a record of your attendance. They will be contacted regularly by the Education Office to ask if they have concerns about any of their tutees.

If you are absent for more than three days because of illness, or unable to attend classes for any other reason please let your tutor or Senior Tutor (Prof Kristel Fobelets)

If the absence is due to illness a medical certificate must be produced after seven days. If an examination is missed on account of illness a medical certificate must be produced immediately, please see the <a href="Examination Regulations">Examination Regulations</a>.

The Department's procedure for submitting mitigating circumstances claims can be found on our mitigating circumstances webpages.

The Registry will be informed of all student non-attendances as the university is obliged to report the non-attendance of students on Student Route visas to the Home Office.

If you do not engage satisfactorily with your studies, Imperial will consider what action is necessary to support your continued study under the Unsatisfactory Engagement Policy and Procedure.

Please see the departmental attendance expectations and information on how to register your attendance here:

https://www.imperial.ac.uk/electrical-engineering/study/current-students-course- handbook/attendance-and-absence/

www.imperial.ac.uk/media/imperial-college/administration-and-supportservices/registry/academic-governance/public/regulations/2022x2f23/Unsatisfactory-Engagement-Policy-and-Procedure.pdf

## **Key dates 2024-25**

.

#### **Term dates**

Autumn term: 28 September 2024 – 13 December 2024

Spring term: 04 January 2025 - 21 March 2025

Summer term: 26 April 2025 – 27 June 2025

**Closure dates** 

Christmas/New Year: 23 December 2024 - 01 January 2025

(Imperial reopens on 02 January 2025)

Easter Holiday: 17 April 2025 – 22 April 2025

(Imperial reopens on 23 April 2025)

Early May Bank Holiday: 06 May 2025

Spring Bank Holiday: 26 May 2025

Summer Bank Holiday: 25 August 2025

Some students undertake an internship within a company during their vacations to develop skills, gain industrial insights, and earn money. You should only undertake an internship that starts after the formal end of term to ensure there is no clash with academic studies. In addition, if you hold a student visa, the type and amount of work that you can do is restricted. It is essential that you are aware of these restrictions so that you do not breach your student visa conditions.

Please visit the International Student Support webpage for further details and note that only undergraduate students can undertake an internship during the summer vacation.



www.imperial.ac.uk/students/international-students/visas-and-immigration/working-in-the-uk/work-rules-during-your-studies/

# 2. Programme information

## **My Imperial Campus**

An app for students - designed by students!

My Imperial Campus is the beginning of a new mobile experience for the Imperial College London community. The app is being designed by Imperial students and alumni and delivered in an iterative way as the team learns more about the experiences that our community want in order to thrive at Imperial. The app is relatively young, and development is continual, please download and explore the app and look out for opportunities to get involved!

You can download the app for Android devices from the 'Play Store' or for iOS devices from the App Store.

#### Current feature highlights:

- 'Search' is an AI chatbot allowing users to chat with information from the university website and other resources.
- 'Maps' 2D maps of all campuses and the first 3D map of the South Kensington Campus (White City campus is next).
- 'Events' All public events Student Union events and societies can be explored, edit your preferences in the settings to customise the feed. Here you can also find a 'Welcome week' filter to view specific events to enjoy at your welcome week.
- 'Timetable check-in' The Business School and a growing list of other departments requires you to check into class if you are physically on site; use this feature to quickly check-in. Here you can also find a link off to view your full timetable in a browser.
- 'Internships and Careers' Search through the latest internships and job vacancies received by the Careers Service.

# **Imperial Success Guide**

The Imperial Success Guide is an online resource with advice and tips on the transition to university level study. More than just a study guide, it is packed with advice created especially for undergraduate students, including information on support, health and well-being and ideas to help you make the most of London.



www.imperial.ac.uk/students/success-guide/ug/



## **I-Explore Modules**

Through I-Explore, you'll have the chance to expand your knowledge and skills into a brand-new subject area, choosing from a range of for-credit modules built into your degree.

Depending on your department, you will either take an I-Explore module in your second or third year of study.

www.imperial.ac.uk/centre-for-languages-culture-and-communication/i-explore/

## **Student Shapers**

Student Shapers is a chance to actively contribute to improving your learning experience at Imperial. This programme lets you work directly with staff on exciting projects that enhance the curriculum, create innovative teaching methods, and make a real difference in our learning community. The Student Shapers programme is open to all Imperial students across all departments. All opportunities that have been approved are listed in the 'Current Projects' area of the website.

www.imperial.ac.uk/students/studentshapers/how-to-get-involved/current-projects/

## **Imperial Award**

The Imperial Award is a programme that fosters personal development through self-reflection on your experiences, formally recognising this on your transcript. This programme is open to all students at Imperial, including UG, PGT, PGR and intercalating students. The Imperial Award aims to help you uncover more about yourself and your potential, and to enhance your ability to articulate the achievements and skills you have developed through activities beyond the lecture hall. For more information, please visit the Imperial Award page.

www.imperial.ac.uk/students/imperial-award/

#### Assessment

Within your programme of study, you will have different types of assessment which may include coursework, examinations, timed-remote assessment, presentations, labs or other forms of practical assessment.

assessment. Imperial has policies and procedures to the support the setting, sitting, marking and moderation of all assessment. These can be found within the Academic Regulations, Policies and Procedures at: www.imperial.ac.uk/about/governance/academic-governance/regulations/ www.imperial.ac.uk/about/governance/academic-governance/academic-policy/exams-andassessment/ The Department will issue you with a detailed assessment map for your first year in October. **Programme Specifications** The programme specification describes the main features of your degree, the intended learning outcomes, and how you are assessed. https://www.imperial.ac.uk/staff/tools-andreference/quality-assurance- enhancement/programmeinformation/programme-specifications/ **Instruction to Candidates for Examinations** When taking examinations, students must ensure they follow the relevant instructions and guidance provided to them. In addition to the Instructions for Candidates, they must adhere to the specific instructions for each exam as provided by their programme team. www.imperial.ac.uk/about/governance/academic-governance/regulations/ Instructions for exam candidates can be found here: www.imperial.ac.uk/media/imperial-college/administration-and-supportservices/registry/academic-governance/public/academic-policy/exam-arrangements-and-resits/Instructions-to-candidates-for-examinations.pdf

Please read Department specific information about exams: https://www.imperial.ac.uk/electrical-engineering/study/current-students-course-

**Academic Integrity and Academic Misconduct** 

international community of research that you are joining.

handbook/examinations/

As your programme of study continues, you will be taught the concept of academic integrity and how you can ensure that any work that you complete now, or in the future, conforms to these principles. This means that your work acknowledges the ideas and results of others, that it is conducted in an ethical way, and that it is free from plagiarism. Academic integrity is fundamental to learning, teaching and research and it is important to understand what it means for you and the

Academic misconduct is the attempt to gain an academic advantage, whether intentionally or unintentionally, in any piece of assessment submitted to the university. This includes plagiarism, self-plagiarism, collusion, exam offences or dishonest practice. Full details of the policy can be found at:

<u>www.imperial.ac.uk/about/governance/academic-governance/academic-policy/exams-and-assessment/</u>

Definitions of the main forms of academic misconduct can be found below:

## **Plagiarism**

Plagiarism is the presentation of another person's thoughts, words, images, research or diagrams as though they were your own. Another form of plagiarism is self-plagiarism, which involves using your own prior work without acknowledging its reuse. Plagiarism may be intentional, by deliberately trying to use another person's work by disguising it or not citing the source, or unintentional where citation and/or referencing is incorrect.

Plagiarism must be avoided, with particular care on coursework, essays, reports and projects written in your own time but also in open and closed book written examinations. You can support your understanding of proper referencing and citation by using the resources available from the university such as the Library Services learning support webpages at:

www.imperial.ac.uk/admin-services/library/learning-support/plagiarism-awareness/

For group work, all members have responsibility for the integrity of the work submitted. Therefore, if plagiarism (or another form of academic misconduct) is proven, all group members may be liable for any penalty imposed.

TurnitinUK is an online text matching service which assists staff in detecting possible plagiarism. The system enables institutions and staff to compare students' work with a vast database of electronic sources. Your programme team will explain how it is used in your programme.

www.imperial.ac.uk/admin-services/ict/self-service/digital-education-services/digital-
education-platforms/turnitin/turnitin-for-students/

Departmental information on conversational AI tools (including ChatGPT) can be found here:

https://www.imperial.ac.uk/electrical-engineering/study/current-students-course-handbook/plagiarism/

## **Collusion**

This is the term used for work that has been conducted by more than one individual, where this has not been permitted in the assessment brief. Where it is alleged that there has been collusion, all parties will be investigated initially under the Academic Misconduct procedure. Please be aware that this includes working with others in or outside the Imperial community, not just students on your programme.

You should note that whilst Imperial encourages students to support each other in their studies, you should be careful to ensure that you do not go beyond the assessment brief with regards to individual work, always acknowledge the contributions of others in your work, and do not leave yourself open to allegations that you have supplied answers to enable another student to commit academic misconduct.

## **Exam offences**

Exam offences fall into two categories. These are offences that may be disruptive in the exam venue or those that are considered an attempt to gain an academic advantage. Examples of disruptive behaviour includes causing a disturbance in the exam room, having an electronic device that has not been fully turned off or talking in the exam room. Behaviour that may considered an attempt to gain an academic advantage includes bringing unauthorised material into an exam (such as notes, unauthorised books or other material), attempting to communicate with others apart from the invigilator, or trying to remove examination material without permission. You must ensure that you follow all reasonable instructions of the invigilators.

## **Dishonest practice**

This is the most serious category under the procedure. Examples of dishonest practice include bribery, contact cheating purchasing essays or other material from other sources (which is now illegal in the UK) or other individual to submit as your own, taking an exam for someone else or getting someone else to take an exam for you, attempting to access exam papers before the exam, making a false claim for mitigating circumstances or providing fraudulent evidence, falsifying documentation or signatures in relation to assessment or a claim for mitigating circumstances.

## 4. Board of Examiners

#### **Board of Examiners**

An External Examiner is normally an experienced member of academic staff from another Higher Education Institution, that acts as a critical friend to the staff delivering your programme of study. For some programmes, one of the External Examiners could be an industry expert to provide the professional expertise needed to support the programme. External examining is an essential part of Imperial's quality assurance and enhancement process, ensuring that academic standards are maintained. The knowledgeable and independent views of external examiners are invaluable in certifying that the university's awards are appropriate, of comparable standard to the rest of the sector, as well as highlighting good practice and/or potential areas of enhancement.

During your programme you may be invited to meet your external examiners to discuss how you have found the programme. It is not appropriate however, for you to seek to submit complaints or representations directly to external examiners or to seek to influence them other than by giving feedback in a meeting. Inappropriate communication towards an examiner would make you liable for disciplinary action. If there is a specific issue that needs to be resolved, please see the Student Complaints Policy and Procedure.

## 5. Location and facilities

Imperial has a number of campuses in London and the South-East. All have excellent travel links and are easily accessible via public transport.

## Your main locations of study will be:

South Kensington Imperial College London, Exhibition Road, London SW7 2AZ

#### **Facilities**

Printing is available on Level 1 next to Stores. The Department's Education Support office is located in room 607 on level 6 and open Monday to Friday 10am – 4pm.

## **Departmental study / social spaces**

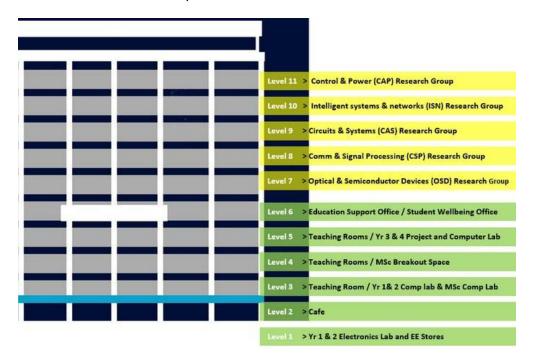
Our department has a range of study and social spaces for your use during term time. Please see the link below to identify rooms for quiet study, group study, and using computers and printing.

1<sup>st</sup> and 2<sup>nd</sup> years can relax and socialise in room 405, with beanbags, table football and microwave ovens.

https://www.imperial.ac.uk/electrical-engineering/study/current-students-course- handbook/ee-student-spaces/

If you notice any facility defects or maintenance issues, please contact the Customer Services Centre (CSC):

A breakdown of the department floors:



www.imperial.ac.uk/estates-facilities/customer-services-centre/

#### **Library Services**

The Abdus Salam Library at South Kensington is open 24 hours for study space, and further space is available to all students in GoStudy on levels 4 and 5 of the Chemistry Building. Further study space is available on level 3 of the Sherfield Building.

Make sure you find out who your subject librarian is as they'll be able to help you find books and online resources for your assignments. Also, don't forget to check out the library workshops and other campus libraries for access to specialist medicine and life sciences resources. You can borrow up to 40 books and, whether you're working on or off site, you'll be able to access e-books, e-journals and databases from their collection of almost 567,000 titles. If they don't have what you need, they can get it for you, simply ask them to buy it or request a copy through their free Document Delivery service.

For any questions library staff will be happy to help, simply chat with them online or contact them via email, phone or social media, just check the website for details:

www.imperial.ac.uk/library

#### **Maps**

Campus maps and travel directions are available at:

www.imperial.ac.uk/visit/campuses

## **Accessibility**

Information about the accessibility of our South Kensington Campus is available online through the AccessAble access guides:



www.accessable.co.uk/organisations/imperial-college-london

#### **Smoke-Free Policy**

All Imperial campuses and properties are smoke-free. This means that smoking and the use of ecigarettes, including vapes, by staff, students or visitors is not permitted on or within 20 metres of Imperial. The policy covers all university properties, including student accommodation and sports grounds.



www.imperial.ac.uk/smoke-free

#### SafeZone

SafeZone is an Imperial app through which you can quickly and directly contact the Community Safety and Security team whenever you need them. Whether you're in an emergency situation, in need of First Aid or want to report an incident on campus, SafeZone allows you to be immediately put in touch with a member of our Community Safety and Security team and, at the touch of a button, can share your location and personal profile so that they can respond quickly and effectively to your specific needs. It also allows the entire Imperial community to stay informed in the event of a major incident in London or wherever you



may be in the world. Safezone also provides information on other services, such as real-time updates on the university shuttle bus.

SafeZone is optional to register for and is now available to download on the Apple and Android App stores. Visit www.imperial.ac.uk/admin-services/security/safezone/ for more details about SafeZone.

All existing phone numbers for the Community Safety and Security team are still operational. In the event of an emergency, you can still call 4444 from any internal College phone. In the event of a wider incident in London, you can now also call 0300 131 4444, Imperial's Emergency Recorded Message Line, which will point you in the direction of up-to-date information and advice.

## 6. Placements

Imperial defines a placement as:

"work experience, assessed project work, a period of course-based study or a period of research (for which academic credit is awarded and/or where the student remains subject to Imperial student regulations during the relevant period) and where there is a transfer of direct supervision of the student to a third party (i.e. where a member of staff at the third party acts as the day-to-day supervisor/manager) for a period of two weeks or more."

Academic departments are responsible for managing any study placement or work placement which forms part of your degree programme. It is expected that you will contribute to the process of planning your placement.

For guidance on this, see the university's Placement and Learning Policy and associated good practice:

www.imperial.ac.uk/about/governance/academic-governance/academic-policy/placement-learning

#### **Your Departmental Placement Manager:**



Kate Farrar



607, EEE Building

ę

Email: k.farrar@imperial.ac.uk

The optional 6-month (minimum of 22 weeks) Industrial Placement is an integrated part of the MEng degree. The placement runs from April - September in the third year of study. During this time, you are employed to work on an industrial project which is directly relevant to your degree. The scheme is open to all MEng students. If you hold a Student Route Visa the placement is seen as being part of your degree. It does not affect your visa status and a work This option is part of the degree course so it will not affect your visa status, and a Tier 2 Worker visa is not required.

If you are not taking a placement scheme you will spend the summer term at College working on an industrial-related group project.

https://www.imperial.ac.uk/electrical-engineering/study/current students- course- handbook/meng-industrial-placements/

Apply: <u>www.imperial.ac.uk/careers/applications-and-interviews/</u>

Sourcing work: <a href="www.imperial.ac.uk/careers/jobs-and-experience/work-experience/">www.imperial.ac.uk/careers/jobs-and-experience/work-experience/</a>

Overview: <a href="https://www.imperial.ac.uk/careers/">www.imperial.ac.uk/careers/</a>

For general information on undertaking a study or work placement visit the Placements website:

www.imperial.ac.uk/placements

If you are considering/planning a placement outside the UK, you should also refer to the Placement Abroad Handbook:

www.imperial.ac.uk/placements/information-for-imperial-college-students

## 7. Working while studying

If you are studying full-time, Imperial recommends that you do not work part-time during term time. If this is unavoidable, we advise you to work no more than 10–15 hours per week, which should be principally at weekends and not within normal university working hours.

Working in excess of these hours could impact adversely on your studies or health.

If you are here on a Student Route visa you can work no more than 20 hours a week during term time. Some sponsors may not permit you to take up work outside your studies and others may specify a limit.



www.imperial.ac.uk/students/international-students/visas-and-immigration/working-in-the-uk/work-rules-during-your-studies/?

If you are considering part-time work during term time you are strongly advised to discuss this with your Personal Tutor (see Wellbeing, Support and Advice section for more information). If you are on a Student Route visa you should also seek advice from the International Student Support team regarding visa limitations on employment.

The university's Board of Examiners will not normally consider as mitigating circumstances any negative impact that employment may have had on your performance in examinations or in other assessed work. Examinations or vivas cannot be rescheduled to accommodate your part-time working arrangements.

#### 8. **Health and Safety**

Keeping you safe is a top priority for us. Imperial still encourages students to wear face coverings in crowded areas, to get fully vaccinated, to cover your coughs and sneezes, and to respect others' personal space. All staff and students are advised to stay at home if you are feeling ill or have any symptoms of respiratory disease.

The latest Imperial guidance to students can be seen at: www.imperial.ac.uk/about/covid-19/ The Imperial Health and Safety Policy can be found at: www.imperial.ac.uk/safety/safety-by-topic/safety-management/health-and-safety-policystatement/

## Your Departmental safety contact is:



Zia Rahman



Room 302, EEE Building



Telephone +44 20 7594 6190

Email z.rahman@imperial.ac.uk

You will be emailed the Health and Safety Induction on your first day and you must complete a form to say you have read and understood the information by end of week 1.

There is also a wide range of <u>eLearning micro-learning modules</u> focused on specialised topics and designed to raise awareness of hazards and control measures for working safely in hazardous areas (i.e., laboratories and workshops) across the university.

# **Imperial Safety Department**

The Safety Department offers a range of specialist advice on all aspects of safety. This includes anything which you feel might affect you directly, or which may be associated with teaching, research or support service activities.

The university's activities range from the use of hazardous materials (biological agents, chemicals, cryogens, gases and ionising/non-ionising radiation) to field work, heavy or awkward lifting and driving.

All of Imperial's activities are covered by general health and safety regulations, but higher risk activities will have additional requirements.

The Safety Department helps departments and individuals ensure effective safety management systems are in place throughout the university to comply with specific legal requirements.

Sometimes the management systems fail, and an accident or a near-miss incident arises; it is important that we learn lessons from such situations to prevent recurrence and the Safety Department can support such investigations. All accidents and incidents should be reported online at:

www.imperial.ac.uk/safety/safety-by-topic/accidents--incidents/

To report concerns or to ask for advice you should contact your programme director, academic supervisor or departmental safety officer in the first instance. You may also contact the <u>Safety Department</u> directly.

## **Occupational Health requirements**

Imperial's Occupational Health Service provides services to:

- protect health at work
- assess and advise on fitness for work
- ensure that health issues are effectively managed

The Service promotes and supports a culture where the physical and psychological health of staff, students and others involved in the university is respected, protected and improved whilst at work.

www.imperial.ac.uk/occupational-health

## 9. University Policies and Procedures

## **Academic Regulations**

All registered students of Imperial are subject to the university Academic Regulations. The relevant set of regulations will depend on your programme and year of entry - please see our Regulations webpage to determine which apply to you:

www.imperial.ac.uk/about/governance/academic-governance/regulations
www.imperial.ac.uk/students/terms-and-conditions

## **Academic Feedback Policy**

We are committed in providing you with timely and appropriate feedback on your academic progress and achievement, enabling you to reflect on your academic progress. During your study you will receive different methods of feedback according to assessment type, discipline, level of study and your individual need. Further guidance on the Policy of Academic Feedback can be found on the Academic Governance website:

www.imperial.ac.uk/media/imperial-college/administration-and-support-
 services/registry/academic-governance/public/academic-policy/academic-
feedback/Academic-feedback-policy-for-taught-programmes.pdf

Please note that your examination scripts once completed belong to the university under the General Data Protection Regulations (GDPR). Please see the Imperial GDPR webpages for further information at:

www.imperial.ac.uk/admin-services/secretariat/policies-and-guidance/guidance/guide-2
exam-records/

#### **Provisional Marks Guidance**

Provisional marks are agreed marks that have yet to be ratified by the Board of Examiners. These results are provisional and are subject to change by the Board of Examiners. The release of provisional marks is permitted except in certain circumstances. Further information can be found in the Guidelines for Issuing Provisional Marks to Students on Taught Programmes:

www.imperial.ac.uk/media/imperial-college/administration-and-support-
services/registry/academic-governance/public/academic-policy/marking-and-
moderation/Guidelines-for-issuing-provisional-marks-to-students-on-taught-programmes.pdf

# **Late Submission Policy**

You are responsible for ensuring that you submit your assessments (including timed remote assessments) in the correct format and by the published deadline (date and time). Any piece of assessed work which is submitted beyond the published deadline (date and time) would be classed as a late submission and will incur a penalty (a cap at the pass mark, or it is classed as a fail). Further guidance on Late Submission of Assessments can be found on the Academic Governance website:

www.imperial.ac.uk/media/imperial-college/administration-and-supportservices/registry/academic-governance/public/academic-policy/marking-andmoderation/Late-submission-Policy.pdf

If you submit late due to mitigating circumstances, the cap on your mark may be lifted if a claim for mitigating circumstances is accepted. Please see below.

## **Mitigating Circumstances**

If an unexpected event has occurred that is outside of your control and cannot be mitigated via extensions, additional learning support or special exam arrangements, then you can submit a mitigating circumstances claim. First, we encourage you to read the College guidance and policy on Mitigating Circumstances. If you feel you have a case, then you can submit a mitigating circumstances claim on our MC App. You will need to submit professional evidence with your claim, for example, a doctor's note if you are unwell. Mitigating circumstances will only be considered when they relate to unexpected events outside your control that have a measurable impact on your academic performance. Speak to the Senior Tutor if you are unsure as to whether a claim needs to be submitted.

If successful a MC claim enables the Board of Examiners when reviewing your marks at the end of the year to have greater discretion with regards to offering repeat attempts (either capped or uncapped), a repeat year, or with your progression or final classification. Please note, the Board are not permitted to amend the marks that you were awarded, only to take your claim into account making decisions.



## **Coursework extensions**

If an unexpected event has occurred that is outside your control, and that prevents you from submitting your work before the deadline, you can ask for a 48 hr or 1 week extension to coursework deadlines. This includes coursework reports and presentations, lab orals, and individual projects. Extensions for group projects will not normally be allowed. Please use our extension app complete the extension request form and submit it during working hours (Mon-Fri 9 am – 6pm). You can self-certify (max 2 times/term) for 48 hrs extensions but you must have evidence for extensions of 1 week.

Extensions are only activated upon approval by the Associate Senior Tutor (during working hours). If you need extensions longer than 1 week, you must contact the Associate Senior Tutor well in advance.

Details of how to make claims for mitigating in the Department can be found at

https://www.imperial.ac.uk/electrical-engineering/study/current-students-course- handbook/mitigating-circumstances-/

Support for ongoing or long-term conditions, or for registered disabilities would not normally fall under the remit of mitigating circumstances and students should be supported through their studies with additional examination arrangements. You are encouraged to reach out to Emma Rainbow, the Departmental Disabilities Advisor. More details can be found at:

www.imperial.ac.uk/disability-advisory-service/current-
students/support- available/adjustments-and-support/
Academic Micronduct Delicus and Duccedunes
Academic Misconduct Policy and Procedures
As has been highlighted under the Academic Integrity section, it is important that you learn how to
properly attribute and acknowledge the work, data and ideas of others. Any proven form of academic
misconduct is subject to penalties as outlined in the university's Misconduct Policy and Procedures.
www.imperial.ac.uk/about/governance/academic-governance/academic-policy/exams-and-
assessment/
<u>assessmenty</u>
Unsatisfactory Engagement
Unfortunately, for a variety of reasons, sometimes students struggle to meet the university's
expectations with regards to their engagement with their studies. Imperial has a process to identify
and support students by reaffirming these expectations with an action plan. If a student does not
engage satisfactorily with these supportive measures, they can be withdrawn from their studies. The
full details of this process, and the appeals procedure relating to it can be found at:
www.imperial.ac.uk/about/governance/academic-governance/academic-policy/complaints-
appeals-and-discipline
Fitness to Study
Imperial expects students to participate within the university community, such as by fully engaging
and studying to the academic level required and working and living cooperatively. If there are
concerns that a student is unable to engage as expected, due to an underlying physical and/or
mental health difficulty, the university has a process to ensure that decisions about a students' ability
to study are made through a supportive, timely and transparent process which operates in the best
interests of the student:
www.imperial.ac.uk/about/governance/academic-governance/academic-policy/complaints-

## **Academic Appeals Procedure**

appeals-and-discipline

We have rigorous processes and procedures in place to ensure assessments are conducted with fairness and consistency, claims for mitigating circumstances have been considered reasonably and in line with the regulations of the university, and that the decisions of the Boards of Examiners maintain the integrity of our academic awards. Should you believe that you have grounds to appeal these decisions, we have laid out clear and consistent procedures through which appeals can be investigated and considered:

www.imperial.ac.uk/about/governance/academic-governance/academic-policy/complaints-appeals-and-discipline

The <u>ICU Advice service</u> can help you with understanding this policy and supporting you through the process.

## **Arithmetic Marks Check**

If you consider that there may have been an error in the adding up of your marks, you may request an arithmetic mark check. Please note that this must be requested within 10 working days of the official notification of your results from the Assessment Records team in Registry. You may not request marks check for a previous year of study. Please note that a marks check is not a remark of your work, but an administrative check that the marks have been accurately recorded.

Please contact <u>eee.exams@imperial.ac.uk</u> about mark checks.

## **Student Complaints**

Imperial strives to ensure that all students are well supported in their studies and receive a good experience of their programme and the wider university activities. If you feel that your experience has not lived up to these expectations, Imperial has an agreed Student Complaints process through which your concern can be investigated and considered.

If you have any concerns about your experience at Imperial and have been unable to address these informally, you should contact Student Complaints who can provide advice about what is the appropriate way to seek to resolve this at:

student.complaints@imperial.ac.uk
www.imperial.ac.uk/about/governance/academic-governance/academic-policy/complaints-appeals-and-discipline

## **Student Disciplinary Procedure**

Imperial has the right to investigate any allegation of misconduct against a student and may take disciplinary action where it decides, on the balance of probabilities, that a breach of the Student Code of Conduct has been committed. The general principles of the Student Disciplinary Procedure are available on the university website:

	www.imperial.ac.uk/about/governance/academic-governance/academic-policy/complaints-
	appeals-and-discipline/

# **Intellectual Property Rights Policy**

Imperial's Intellectual Property (IP) policy governs the ownership and management of universities Intellectual Property and its College's discretionary Reward to Inventors Scheme.

Further guidance on the Imperial Intellectual Property Rights Policy is available on the univers website:	
	www.imperial.ac.uk/research-and-innovation/about-imperial-research/research-integrity/ip/
Furtl	ner information about the Imperial Enterprise Lab can be found at:
	www.imperial.ac.uk/students/enterprising-students/

## **Use of IT Facilities**

View the Conditions of Use of IT Facilities:

www.imperial.ac.uk/admin-services/ict/self-service/computers-printing/conditions-of-use-of-
it-resources/

# **General Data Protection Regulation (GDPR)**

All staff and students who work with personal data are responsible for complying with GDPR. Imperial will provide support and guidance, but you do have a personal responsibility to comply.

In line with the above please see the university's Privacy Notice for Students which form part of the Terms and Conditions of registration with Imperial.

	www.imperial.ac.uk/media/imperial-college/administration-and-support-
	services/registry/academic-governance/public/academic-policy/admissions/Privacy-Notice-
	for-Students-and-Prospective-Students.pdf

## 10. Wellbeing, support and advice

## In your department

Your department has a system of academic and pastoral care in place to make sure you have access to the appropriate support throughout your time at Imperial.

#### **Your Personal Tutor**

Your Personal Tutor is your first point of contact for pastoral support and advice. You can arrange to have a meeting with them at any time during your studies (although most Personal Tutors will have set office hours or may require you to make an appointment).

If necessary, they will direct you to an appropriate source of support.

#### **Senior Tutor**



Our Senior Tutor, **Prof Kristel Fobelets** is available to offer you pastoral support and non-academic advice. She will work with the Departmental Wellbeing Advisor, Disability Officer, and Associate Senior Tutor to support students. She is responsible for processing Mitigating Circumstances claims. If you are unsure whether something qualifies as an MC, or have any questions about the process, please speak to Prof Fobelets, either by email or during her office hours on Monday, 1-2 PM in Room 714, 7th Floor EEE Building.

**Associate Senior Tutor** 



Our Associate Senior Tutor, <u>Prof Zahid Durrani</u> looks after extension requests. If you have any questions or concerns about late submission or the extension app process, please contact Prof Durrani. You can reach him by email, or his office hours are Thursdays, 1-2 PM in Room 704, 7th Floor EEE Building.

## **Departmental Student Wellbeing Advisor**



Ms Kelly Greenwood is the Departmental Student Wellbeing Advisor. The Student Wellbeing Advisor will work collaboratively with Personal Tutors and the Senior Tutor to provide wellbeing advice, support and mentoring to students within the department. Kelly will provide access to self-help resources, deliver workshops, and is available to speak to confidentially on a one-to-one basis. One-to-one support is intended to be short-term for students who require a quick response to wellbeing issues.

#### **Department Disability Officer**



Ms Emma Rainbow is the Departmental Disability Officer. Emma is the first point of contact in our department for issues around disability. She can apply for additional exam arrangements on your behalf and will facilitate support within the department. If you think that you may have Dyslexia or a Specific Learning Difficulty or need any other reasonable adjustments for your studies - contact Emma and she can advise about this.

More information on Departmental Disability Officers is available at:

<u>www.imperial.ac.uk/disability-advisory-service/current-students/support-available/departmental-disability-officers/</u>

More information about how to request additional arrangements for exams if you have a disability is available at:

www.imperial.ac.uk/student-records-and-data/for-current-students/undergraduate-and-taught-postgraduate/exams-assessments-and-regulations/additional-exam-arrangements-in-respect-of-disability

#### **Student Wellbeing Reps**

There are two Departmental Wellbeing reps: one for Electrical and Electronic Engineering (EEE) students and one for Electronic and Information Engineering (EIE) students. is one overall Departmental Wellbeing rep and each year has their own Wellbeing reps. They will be voted in in October. The Wellbeing reps represent students at the <a href="Student Staff">Student Staff</a> Committee

#### **Mums and Dads scheme**



Imperial College Union's 'Mums and Dads' scheme matches first years with returning students in your department to help you tap into their experience and find peer support

available from existing students <u>www.imperialcollegeunion.org/mums-dads</u>

## In your hall of residence

If you're staying in Imperial accommodation, you will have access to a range of support within your hall.

All halls have a Hall Warden team who are responsible for looking after your wellbeing and maintaining a friendly living environment so that all residents can study, sleep, relax and enjoy themselves. They are on call every day outside of university business hours to provide support in emergencies occurring in your hall.

They also play an important part in the social life of the hall, organising a rolling programme of events to bring everyone together. Your rent includes a contribution towards your halls' activity fund.

The team includes returning students, known as Hall Seniors, who can offer first-hand advice about making the most of life at Imperial.

Each hall also has a Hall Supervisor or a Reception team who oversee the day-to-day running of the residence. So, if you have any enquiries or want to report a maintenance issue, there are people on hand to help you.

More information and the latest guidance around accommodation can be found at:

www.imperial.ac.uk/study/campus-life/accommodation

## **Your Union**

All Imperial students automatically become members of Imperial College Union when they register at the university. The Union provides a range of independent support.

## **Imperial College Union Advice Service**

The ICU Advice Service delivers free, confidential, and impartial advice covering academic issues, complaints and disciplinaries, College accommodation, and internal and external signposting. Contact the ICU Advice Service and complete the registration form to speak with a member of the team.



www.imperialcollegeunion.org/advice

#### **Student representatives**

Imperial College Union operates two Representation Networks of over 600 elected student representatives - the Academic Representation Network and the Wellbeing Representation Network. Reps represent the voice of students and can direct you to internal and external support services. The Union's Liberation Officers also work to make sure that the views of under-represented and interest groups are heard at Imperial.

If you have any feedback about issues in your department relating to academic or wellbeing issues, you can speak to one of your student representatives.



www.imperialcollegeunion.org/your-union/your-representatives/a-to-z

#### **Officer Trustees**

The Union is led by a team of Officer Trustees who are elected every year by the students of Imperial. They take a year out of their studies and work full-time at the Union, representing the voices of students in the Union, the university and the wider community.

The Officer Trustees represent students in a variety of roles, including Education, Welfare, Finance & Service and Clubs & Societies. These elected students are here to represent your views as a student body - do make sure you get in touch with them if there's something you would like to discuss or change.

#### **Student Hub**

The Student Hub brings together information on many of Imperial's key administrative services in one easily accessible place. The staff in the Hub can provide general advice and information on a wide range of aspects of life at Imperial, including your student records and enrolment (letter of registration for proof of your student status, transcripts and awards), fees and finance, accommodation and international student queries. If your query needs specialist guidance, the Hub team will sign-post you to other university student support services as appropriate.

The Hub is on hand to answer your questions in person (at our desks in South Kensington and White City), by email, phone or online through the ASK Student Hub service.

www.imperial.ac.uk/student-hub

## **Student Support Zone**

Student Support Zone has lots of information about the resources available at Imperial and beyond to help you to stay healthy and happy. It's a great place to start when you're looking for some support – it covers advice about housing and money, health, wellbeing and maintaining a good work-life balance, and provides the details of who you can contact if you need some extra support.

www.imperial.ac.uk/student-support-zone

## **Centre for Academic English**

The goal of the Centre for Academic English is to ensure you develop both the ability and the confidence to excel as a communicator on your degree programme as well as in the workplace. From the very beginning of your degree and all the way through, we're here to help you realise your potential.

To achieve this, we've designed a flexible academic STEMM communication programme enabling you to create your own personalised learning pathway. As you build your pathway, you'll have the freedom to select the language resources you need wherever you need them. These resources are the result of close collaborations with departments and so will meet your communication needs for Imperial written and spoken course assignments.

To find out more about what is available for you, visit the Centre for Academic English website.

Centre for Academic English

Level 3, Sherfield Building, South Kensington Campus



english@imperial.ac.uk



www.imperial.ac.uk/academic-english

## **Useful support contacts**

### **Health and wellbeing**

If you have moved home to take up your place at Imperial, you will need to register with a new doctor (also known as a General Practitioner or GP) so that you can access NHS healthcare. It's important that you register with a doctor soon after you arrive - don't wait until you are sick, as this could delay your access to treatment.

## **Imperial College Health Centre**



40 Prince's Gardens, South Kensington Campus



020 7584 6301



imperialcollege.hc@nhs.net



www.imperialcollegehealthcentre.co.uk

## **Imperial College Dental Centre**



Prince's Gardens, South Kensington Campus



020 7589 6623



www.imperialcollegedental.co.uk

## **Student Counselling and Mental Health Advice Service**



020 7594 9637



counselling@imperial.ac.uk



www.imperial.ac.uk/counselling

## **Multi-Faith Chaplaincy Service**



15 Prince's Gardens, South Kensington Campus



chaplaincy@imperial.ac.uk



www.imperial.ac.uk/chaplaincy

#### **Disability Advisory Service**



Room 566, Level 5, Sherfield Building, South Kensington Campus



020 7594 9755



disabilities@imperial.ac.uk

www.imperial.ac.uk/disability-advisory-service

#### **International Student Support**



020 7594 8040



www.imperial.ac.uk/students/international-students/

## **Careers Service**



Level 5, Sherfield Building, South Kensington Campus



020 7594 8024



careers@imperial.ac.uk



www.imperial.ac.uk/careers

## **ICT and software**

**ICT Service Desk** 



Abdus Salam Library, South Kensington Campus



020 7594 9000



www.imperial.ac.uk/ict/service-desk

## Software shop



www.imperial.ac.uk/admin-services/ict/self-service/computers-printing/devices-andsoftware/

## 11. Student Administration

The Student Administration team are responsible for the administration and maintenance of the student records for all students studying at Imperial. This includes enrolments, programme transfers, interruption of studies, withdrawals and processing of examination entry for research degree students. The team also use this information to fulfil reporting duties to the Student Loans Company and Transport for London, as well as other external bodies.

The team are responsible for the processing of student results and awards on the student record system as well as the production and distribution of academic transcripts and certificates of award. The 'My Documents' online portal allows you to access your documents, including proof of enrolment and award documentation. You can then digitally share these documents with third parties such as an employer or university.

Each document has a unique QR code with the official University watermark, making it easier for employers and others to verify your credentials. This online document sharing is a legitimate service, introduced and authorised by Imperial.

We would like to encourage you to use this online service in place of paper-based documentation. You can access the 'My Documents' portal here:



www.imperial.ac.uk/student-records-and-data/for-current-students/request-an-official-document/

#### **Student Records**



+44 (0)20 7594 7268



student.records@imperial.ac.uk

#### **Degree Certificates**



+44 (0)20 7594 7267



certificates@imperial.ac.uk

## 12. Work-life balance

The pace and intensity of study at Imperial can be demanding so it's important to find time for outside interests.

## **Imperial College Union**

The Union's range of 360+ student-led clubs, societies and projects is one of the largest of any UK university, opening up lots of ways for you to enjoy your downtime.

www.imperialcollegeunion.org/about-us

www.imperialcollegeunion.org/activities/a-to-z

#### **EESOC**

EESOC – Electrical Engineering Student Society- are the department's student led society. They hold a Careers Fair), arrange the New Years Dinner, run the Mums and Dads scheme to pair up higher year students with first years, industry talks etc. <a href="https://eesoc.com/">https://eesoc.com/</a>

## **ICQueersoc**

A society for LGBTQIA+ people and allies in the department to meet, relax, and explore their identities in a safe space.

They have Instagram account: @icqueersoc where they will post any events and updates.

## **WIEE**

WIEE - Women in Electrical Engineering - has been set up to support all women students in the department. They organise events for both women and men to attend.

Email: wiee@imperial.ac.uk

# **Robotics Society**

The Robotics Society has space on Level 5 in EEE, they have a hackspace with lots of equipment, they run courses and competitions. Around 400 students from across the College are members.

https://www.imperialcollegeunion.org/activities/a-to-z/robotics

## **Move Imperial**

Imperial has a wide range of sports and activities on offer that cater for all experience levels and abilities. We have a recreational activity offer, competitive sports teams and an elite sport programme. We are dedicated to ensuring we have a diverse, inclusive and exciting offer for all.

More information about Imperial student memberships and updates to our services can be found a					
INDLE ILIOTHAUDH ADOULITHDEHA STAAGHEHGHDEHDE SHIDS AND ADUATES TO DAL SELVICES CAL DE TOUHD A	More intermation about Imi	aarial etiidant mamharer	ine and lindatae to	ALIF CARVIAGE CAN	na tauna at
	viole illioilliation about illi	Jenai Student membersi	แม้ว สเเน นมนสเซ็้ว เบ	uui sei vides daii	DE IUUIIU al

www.imperial.ac.uk/ethos/memberships/students/

For an annual fee you will get use of the gym and swimming facilities on our campuses. More information about Imperial student memberships and updates to our services can be found at:

www.imperial.ac.uk/sport

We have a huge collection of online resources, home workout videos, healthy recipes and playlists available to all as part of our Move More campaign, more information can be found at:

www.imperial.ac.uk/sport/get-active/move-more-programme/

#### **Student feedback and representation 13.**

## **Feedback from students**

Imperial and Imperial College Union are committed to continually improving your education and wider experience and a key part of this is your feedback. Feedback is thoroughly discussed by your student representatives and staff.

## **Student representation**

Student Representatives are recruited from every department to gather feedback from students to discuss with staff. More information about the role, and instructions on how to become an academic representative, are available on the Imperial College Union website.

www.imperialcollegeunion.org/representation/a-to-z

#### **Staff-Student Committee**

Staff-Student Committees are designed to strengthen understanding and improve the flow of communication between staff and students and, through open dialogue, promote high standards of education and training, in a co-operative and constructive atmosphere. Imperial good practice guidelines for staff-student committees are available here:



www.imperial.ac.uk/about/governance/academic-governance/academic-policy/studentfeedback

## **Student Surveys**

Your feedback is important to your department, the university and Imperial College Union. Whilst there are a variety of ways to provide feedback on your university experience, the following surveys give you regular opportunities to make your voice heard:

#### **Module Evaluation Questionnaire (MEQ)**

The MEQ is your chance to tell us about the modules you have attended, including your BPES, Horizons and I-Explore modules. The questionnaire is open to students across all years of study and runs at the end of the autumn, spring and summer terms.

#### Student Experience Survey (SES)

The SES is an annual survey which aims to gather feedback on a range of university services and on Imperial College Union. The survey seeks to understand your opinions on life at the university beyond lecture theatres or labs. The survey is open to all non-final year undergraduate students and runs across the autumn and spring terms.

## **National Student Survey (NSS)**

The NSS is an annual survey which asks you to rate a range of elements related to your student experience such as academic support, learning resources, and assessment and feedback. The survey is open to final year undergraduates at participating UK institutions and runs in the spring term. Results of this national survey are made publicly available.

All surveys are confidential. The more you take part, the more representative the results so please take a few minutes to give your views.

If you would like to know more about any of these surveys or see the results from previous surveys, please visit:

www.imperial.ac.uk/students/academic-support/student-surveys/ug-student-surveys/

#### **15. How We Communicate**

The Department and College will contact you frequently by e-mail, and this is also the best way for you to contact us. After registration you will be allocated an e-mail address and password. We assume that you are checking email regularly, and occasionally we will need to make last-minute announcements via email and your year group Teams cohort, so make sure you do check several times a day.

There are accessible computers located throughout the College that you can use for this, though you are very strongly advised to set up College email on your mobile device(s). Get in-person support by visiting the South Kensington Abdus Salam Library on level 1, but they also maintain a webpage that explains how to do it - see https://www.imperial.ac.uk/admin-services/ict/self-service/connectcommunicate/office-365/access-office-365/

You will often find it easiest to make initial contact by e-mail - most staff do not operate an 'office hours' system and may not be able to see you straight away, so you will often need to arrange a time to meet, either in-person or online. If you email a member of staff, please wait a reasonable time for their response.

## **Personal Communication**

#### **Academic Queries:**

In general, your first point of contact for any questions about a particular module should be the member of staff who teaches you. If you don't feel comfortable speaking with the module leader, or you don't know the right person to talk to, try your Personal Tutor, or the Education Office. Failing this, you can also reach out to the Director of Undergraduate Studies. Issues with a module can also be resolved by raising your concerns with your student rep. They can voice the concerns in the SSC meeting, where a range of staff members will offer their advice and develop solutions.

#### **Administrative Queries:**

The Education Office in Room 607 should also be able to assist you with the majority nonacademic enquiries. If they are not able to help themselves, they will be able to point you in the right direction. Please see the breakdown of inboxes below:

- General Administration Queries: <a href="mailto:eee-educationoffice@imperial.ac.uk">eee-educationoffice@imperial.ac.uk</a>
- Exam Specific Queries: eee.exams@imperial.ac.uk
- Casual Worker Queries: eeecasualworkersupport@imperial.ac.uk
- Industrial Placement Queries: eee\_industrialplacements@imperial.ac.uk

The Education Office is open for you to visit in person Monday-Friday 10:00-16:00. It is

staffed from 09:00-17:00 daily, and we respond to emails in this period. The Education Office is not open on weekends, please do not expect responses to your queries outside of the working hours.

## **Welfare Queries:**

If you are in need of welfare advice, please reach out to your Personal Tutor, the departmental Wellbeing Advisor, or the Senior Tutor

#### **And finally 16.**

## **Alumni services**

When you graduate you will be part of a lifelong community of over 250,000 alumni, with access to a range of exclusive benefits including:

- discounts on further study at Imperial and at Imperial College Business School
- an alumni email address
- networking events
- Library membership and access to a bank of online resources, webinars and events via our alumni platform Imperial Plexus
- careers support for up to three years after you graduate as well as networking opportunities and professional development events
- access to our Alumni Visitor Centre at the South Kensington Campus, a co-working community space with free Wi-Fi, a bookable meeting room and complimentary refreshments

Visit the alumni website to find out more about your new community, how to access your benefits, and how to get in touch with fellow alumni around the world.

www.imperial.ac.uk/alumni