

# DEPARTMENT OF COMPUTER SCIENCE

## HELP - Fact Sheet

### Q

**Are you missing a lot of lectures or other sessions for a particular reason?**

### A

If you have a valid reason for being absent you can come along to the Student Office to complete an absence form. <http://intranet.csc.liv.ac.uk/student/forms/AbsenceForm.pdf>

**Are you having problems with your studies?**

We are always here to help and if things are getting on top of you, please let us know in the Student Office or contact your Academic Advisor as soon as possible. Please note that it is always better to ask for help, than to struggle alone.

**Would you like to talk about your recent exam/module results?**

Please contact your Academic Advisor. All students will also be given the opportunity to arrange an individual or group feedback meeting with the Module Co-ordinator to discuss strengths and weaknesses of the exam performance.

**Do you know who your Academic Advisor is?**

You can find the name of your Academic Advisor via your Liverpool Life record. If you are unable to access this, please come along to the Student Office for further advice. Contact details for Computer Science staff can be found here: <http://intranet.csc.liv.ac.uk/people/staff.php>

**Have you forgotten/lost your student ID card?**

You can order a new card via the 'request documentation' drop down option on your Liverpool Life record or via <http://payments.liv.ac.uk/product-catalogue/student-administration-and-support/student-id-cards/student-id-cards>

**Are you sure you've scanned your card correctly?**

If you are experiencing issues with scanning your card during sessions, please report this to the Student Office immediately.

**Have you copied any of your fellow students' ID cards?**

**STOP THIS IMMEDIATELY!**

This is not acceptable, can have very serious implications and misconduct like this is not taken lightly by the University. We use attendance data for a variety of reasons, for example if there was a fire, then the building could be searched for students we believe to have been present.

**Have you or will you miss any coursework/class tests?**

Your Please come along to the Student Office to complete an Extenuating Circumstances form (for example, to request an extension) and contact the relevant Module Co-ordinator.

## General Support Information

**SWAG**

(Student Welfare Advice and Guidance Team)

<https://www.liverpool.ac.uk/studentsupport/>

**Staying Safe**

<https://www.liverpool.ac.uk/studentsupport/advice/stayingsafe/>

**Counselling Service**

<https://www.liverpool.ac.uk/studentsupport/counselling/>

**Mental Health Advisory Service**

<https://www.liverpool.ac.uk/studentsupport/mentalhealthadvisoryservice/>

**Money Advice and Guidance**

<https://www.liverpool.ac.uk/studentsupport/money/>

**Disability Advice and Guidance**

<https://www.liverpool.ac.uk/studentsupport/disability/>

**University Student Handbooks**

<https://www.liverpool.ac.uk/student-administration/student-administration-centre/student-handbooks/>

**Departmental Student Handbooks**

<http://intranet.csc.liv.ac.uk/student/>