

**UNIVERSITY OF ULSTER  
FACULTY OF SOCIAL SCIENCES**

**STUDENT HANDBOOK 2011/2012**

This Faculty Student Handbook is one of a number of Handbooks to help guide you through your University studies.

The other Handbooks that you want to read are:

- University Student Handbook (this gives you much more detail on such areas as enrolment, fees, leave of absence, repeat years, exams, etc). Access this at <http://www.ulster.ac.uk/studenthandbook/>
- Course Handbook (this gives you information specific to the course that you are studying) and is available from your Course/Subject Director.
- Module Handbook (this gives you details of the modules within your course) and is available from your Course/Subject Director.

## DISCLAIMER

**The University will use all reasonable endeavours to deliver your course in accordance with the description set out.**

**However, the University does not provide education on a commercial basis and is largely dependent on public and charitable funds, which the University has to manage in a way which is efficient and cost-effective, within the context of the provision of a diverse range of courses to a large number of students. The University therefore reserves the right to make variations in the content or method of delivery or assessment or other course changes if such action is reasonably considered necessary by the University in the context of its wider purposes. The University cannot guarantee complete success in finding placements for all students.**

## RETENTION OF INFORMATION

**This Student Handbook contains University and Faculty information to be read in conjunction with the University of Ulster Student Handbook and your Course Handbook.**

**You are advised that you should retain this Handbook and associated Module Handbooks for future reference. You may be asked to provide documentary evidence of modules taken and their content by potential employers or in connection with an application to undertake further study. The University can provide such details from its records, but will make a charge to cover the costs involved in conducting searches and supplying information.**

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## WELCOME BY DEAN OF SOCIAL SCIENCES

Dear Student

I am very pleased to welcome you as a student to the University of Ulster, and in particular to the Faculty of Social Sciences.

If you encounter difficulties in any aspect of your studies, please do not hesitate to contact your Course/Subject Director, Studies Adviser or any member of academic staff.

It is important to ensure that proper attention is given to the management of health and safety throughout the Faculty and University, with a view to reducing to a minimum any incidents that could give rise to injury or ill health. A fundamental issue is therefore to ensure that everyone is provided with relevant information. The information contained in the University Student Handbook is important to your own health and safety and that of others. You should read it carefully and keep it available for reference during your Course.

I would like to take this opportunity to wish you every success and hope that you will benefit from both the social and academic sides of University life.

Professor Paul Carmichael  
Dean  
Faculty of Social Sciences

## FACULTY AND SCHOOL INFORMATION

### FACULTY OF SOCIAL SCIENCES

The Faculty of Social Sciences offers courses at the Coleraine, Jordanstown and Magee Campuses. We have a student population of over 4,000 students. It provides education at full-time, part-time, undergraduate and postgraduate levels. There are approximately 210 full-time academic staff, with approximately 100 research, administrative, clerical/secretarial and technical staff supporting the academic and research activities of the Faculty.

There are eight Schools in the Faculty and your course will be based in one of these:

- Communication
- Criminology, Politics & Social Policy
- Economics
- Education
- Graduate School of Professional Legal Education
- Law
- Sociology and Applied Social Studies
- Research Graduate School

You will find that you have close contact with the School Offices in relation to such activities as handing in assignments, collecting Course submission and Feedback forms, timetabling queries, etc.

The School Office contact details are on the next page.

## FACULTY AND SCHOOL OFFICE CONTACTS

To dial a number from an internal phone at the University, please use only the last five digits of the number required (the extension number) e.g. for the School of Law dial 66346.

FACULTY OFFICE	EXTERNAL TEL NO	ROOM
Head of Faculty Admin: Mr Colm Crean	02890 368453	17G10a
Coleraine: Mrs Joyce Spence/ Mrs Angela Graham	02870 124140/124594	B110
Jordanstown: Various	02890 366184	17G07
Magee: Mrs Philomena Grant	02871 675434	MF013

### SCHOOL OFFICES

NAME	TEL NO	ROOM
<b>Communication:</b> Miss Karen Boyd Mrs Michele Gardiner Mrs Janet Logan Mrs Karen Moran	UUJ: 02890 366453 UUJ: 02890 368847 UUJ: 02890 368847 UUJ: 02890 366453	17G11A
<b>Criminology, Politics &amp; Social Policy:</b> JN: Mrs Carol Morley	UUJ: 02890 366378	3A02B
<b>Economics</b> Mrs Margaret Trew	UUJ: 02890 366339	3A02B
<b>Education:</b> JN: Ms Loretta Grey CE: Ms Rosemary McCollum	UUJ: 02890 366197 UUC:02870 124719	14J14 B213
<b>Law:</b> JN: Mrs Beverly Coulter/Mrs Sharon McCullough MG: Miss Emer Carlin	UUJ: 02890 366346 UUM: 02871 675146	3A02B ME013A
<b>Research Graduate School:</b> Mrs Carol Boyd	UUJ: 02890 368001	21C13
<b>Sociology and Applied Social Studies</b> JN: Miss Lorraine Majury MG: Mrs Maude O'Donnell	UUJ: 02890 366183 UUM:02871 675229	21C13 MF142

JN = Jordanstown campus  
CE = Coleraine campus  
MG = Magee campus

## **OPENING HOURS**

The Faculty Office and School Offices are open Monday – Thursday 8.45 am – 5.00 pm and 8:45 am – 4:00 pm on Fridays. NB: It is important that you check the arrangements for submission of coursework with your School Office as submission times are restricted and may vary between offices.

## **COURSE NOTICEBOARDS**

Please consult your subject/course handbook for the location of your course notice-board.

## MAKING THE TRANSITION FROM SCHOOL TO UNIVERSITY

Congratulations on having made your way into the University of Ulster and, for those of you coming straight from school, to an academic life where the sound of bells does not signal time for a change of lessons!

You are about to start a course which will increase both your knowledge and understanding. Just as importantly, it should also improve your ability to think clearly and critically. You should also become socially and academically more independent. These big changes might make you feel either anxious or excited. Either way, it is as well to be aware of some of the opportunities and pitfalls of your time at university and this is why we have put together the following tips for you.

### **The onus is on you**

You probably already know that there will be big differences between school and University. Before we have a look at some of these you should ask yourself this question: *Why did I decide to come to University?* Unlike school, you are not required by law to attend University. Your attendance here suggests that you have individual goals and that you are willing to work to achieve them. At the same time, when you chose the University of Ulster you elected to join a community of scholars who also have expectations of you. One of the big differences you will find between school and university is that you will need to rely less on the teaching staff and more on yourself. This does not mean that lecturers and other staff will not be helpful. You will find, in fact, that when asked they will do their best to help you – but only if you show that you have made an effort yourself first of all. You will need to plan your weeks; they won't be planned for you, so you'll need to decide what to do during those times in the week when you do not have lectures, seminars, practical classes or other timetabled sessions.

### Some Key Tips

- Get to know your Adviser of Studies.
- Log onto and check your University of Ulster email account regularly as this is the email system that your tutors and the University will use to keep in touch with you (too many students forget to do this thinking that their own personalised email address is enough!)
- If any of your contact details change it is your responsibility to tell us. If you don't and you then fail to receive some vital letter, you will be at fault.
- Get the most out of induction programmes laid on for you so that you know how to use the Learning Resource Centre (LRC), the Personal Development Planning System (PDS) and other support facilities that have been developed for you.
- You will be given an "Induction Checklist for New Students" at your Induction Day and this will guide you through many of the essential processes referred to here. Do your best to make good use of this Checklist as it will get you off to a good start.

## **The classes seem so big!**

You may feel at first that your classes seem quite big and impersonal compared to what you are used to. You may have lectures with hundreds of other students and you may only have small group teaching a few times a week. Try to go easy on yourself while you are getting used to all this. Making the transition to university can be an emotional time so don't be surprised to feel, at first, that you are not studying as effectively as you might expect.

You may be used to educational settings where lower student numbers made it possible for staff to spend a lot of time explaining to students how to complete their work. With the big classes here there is sometimes a need for lecturers to rely more heavily on putting information into course documentation or onto the web. Sometimes students don't think of looking for this information themselves because they are more used to personal support. So, if you are stuck with something, then you might want to start by checking your course materials including the web-based materials. You can of course always ask for help if this doesn't answer your question.

### **Some Key Tips**

- Be prepared to feel a bit overwhelmed by numbers in some lectures – this is a normal part of university.
- Use the small group sessions to get to know your lecturers and other students.
- It takes time to become an effective learner so don't be too hard on yourself.

## **Managing your time**

### ***Independent study***

There may well be fewer classes timetabled than there were at your school. This does not mean less work! There is a danger that you may see empty time in your week as free time. Time management will be crucial. Your timetable means that you will be expected to read and work for much of the time independently. When we are writing the modules that make up your course, we divide the time into class contact time (the time you will spend with your tutors) and what we call *independent study*. This is the time that you are expected to spend on your own doing reading and other study activities.

We have found that one of the main reasons for first year students, in particular, dropping out of university is the fact that they did not realise the amount of individual study time that they would need to give to their course.

To keep yourself right, we would advise that, as a rule of thumb, each hour of lectures, tutorials or seminars should be matched by 4 to 6 hours of independent study, much of this in the form of reading, at least in 'arts-based' subjects.

Don't panic! You will still have plenty of time left for socialising. We know that this is a very important part of university life which should not be neglected.

***Attendance is more important than you might think***

We have said that university is different from school because you are not legally bound to attend. This is indeed the case and, unlike school, the tendency has been not to formally record student attendance on a daily basis because it is felt that it is your responsibility to come to lectures, seminars, tutorials and other set classes.

At this university, however, we have become concerned in the last few years that a number of first year students are failing and withdrawing from their courses because they have got into a habit of not coming into lectures and tutorials. A number have tended to rely on the web-based material that lecturers have provided. This sort of reliance does not work.

As a way of dealing with this situation, the university has asked lecturers to keep attendance registers for seminars and tutorials and other small group teaching. This means that if you have missed a number of classes, the university will get in touch with you to make sure that there is nothing wrong and to let you know that you may be getting yourself into a serious situation with your studies. You may be asked to come in and talk to your Course/Subject Director or your Head of School about your situation.

You should also bear in mind that attendance monitoring is likely to become more stringent in the wake of the new student fees regime with the possibility that payments of loans and bursaries, for example, may be more strictly linked to satisfactory attendance.

We do know that every student misses some lectures and classes when they come to university but not attending can grow into a habit and it then becomes harder to get back to classes. Try not to fall into that trap.

***All these assignments!***

Another thing that catches some people out is having much more responsibility to keep track of their own progress. Like school, you will have assignments to complete but the timescales for these may well be longer and it is likely that no-one will be reminding you when the assignment is due. Instead of, say, having a fortnight to do a piece of work, you may have perhaps 10 to 12 weeks. The reason is to allow you enough time to read up, think and investigate before you start writing up the assignment. There is of course a BIG danger here. On the day the work is set, a common tendency is to put it out of mind with the honest intention of doing it later. This is often fatal. Try to adopt the strategy of doing something towards it immediately, if possible within the following 48 hours. Starting a task is usually the most difficult part and this will become harder the longer it is delayed. To start a job is to half finish it. Avoid the sin of procrastination.

One useful way of planning your work is to plan backwards from the course work and exams that you will have to do later on. First, break down what you have to do into steps and then try to roughly allocate an amount of time to each step, starting with the last step and working backwards. You need to bear in mind 'hidden' tasks like course reading. It is also a good idea to think ahead about times when you might have multiple pressures, like several deadlines in the same week.

It will be up to you to direct your own studies for much of the time but if you need support, as we all do from time to time, set up your own mechanisms. Ask fellow students or find a 'study buddy' – someone with whom you can talk over anything you may find difficult to do or understand and whom you can help also.

#### Some Key Tips

- Less classes do not = less work!  
You need to match each hour of lectures, tutorials or seminars with 4 to 6 hours of private study.
- When you are given an assignment start some part of it within 48 hours – to start a job is to half finish it!
- Planning your work gives you a chance to find out quickly when things are going wrong – you will avoid a lot of worry and fears this way.
- No-one can study all the time so do set aside time to enjoy yourself and relax.
- Keep your own record of attendance so that you can see when things are getting out of hand.
- Set up a system with friends and phone or text each other to remind yourselves about classes and to encourage each other to attend.
- If friends or fellow students have not been seen at classes for a couple of weeks, go and seek them out and see if you can help them to get back into the attendance habit.
- Support each other.

#### **The work is too hard**

Especially in first year, you will find a lot of courses with quite high student numbers and with students who have a wide range of different qualifications. This can make it difficult to set the courses up so that they are at exactly the right level and pace for everyone all the time. If you think a course is too hard for you, the important thing to do is to try to find out the reason why this is happening. Sometimes, when students struggle, they immediately assume that they are not clever enough, or are being lazy, when, actually, the explanation for their difficulties is quite different. One way to find out about this is to ask other students. Remember, people who seem to be coping easily might be just as confused as you underneath it all. Perhaps everyone who has similar qualifications to yours is struggling, or many people are finding it hard to understand a particular topic. In these cases you should tell your Course Director or student class representative so that something can be done about

the problem. Whatever you do, do not suffer in silence. Most study problems can be solved but you need to let people know so that they can help.

One common problem is that students use study strategies from their prior learning experiences that do not suit university. For example, you may have learned notes off by heart for some school exams but the breadth of material that you encounter at university may make this approach unrealistic. You may need to be more selective in the way you study.

#### Some Key Tips

- Learning which focuses on understanding and which is active (for example, asking yourself questions, summarising, structuring, evaluating) tends to be more successful at university than trying to memorise disconnected facts by rote.
- If you feel you've become 'stuck' try to do some small part of a task – any part will do! Even if you're not sure it's the right thing to do. It may help to begin with a simple limited task like highlighting the main points from one chapter of a book.

#### **How do I make a good job of my assessments?**

It is perfectly natural to be a bit worried about your first pieces of assessed work at University and, indeed, a bit of concern may not necessarily be a bad thing. Some students lose marks early in their studies because they assume that the expectations of assignments in university will be the same as at school.

One thing you may need to think about for your assignments is how to take over responsibility for things that were done for you at school. For example, if you are used to being allowed to submit drafts, how will you revise your work when this is not allowed in your university course?

Understanding how to do really good work within a particular subject area is a skill that you will develop gradually over time. When you get feedback on your first pieces of work, think carefully about whether you fully understand what you need to do to improve and ask the marker if you are not sure. If you feel you are really getting confused about an assignment and are not getting the guidance you need, tell your Adviser of Studies or your Course Director. As we said earlier, we need you to tell us about the problems that you are having so that things can be set right.

#### **Plagiarism and referencing – be careful!**

Plagiarism and referencing tend to go hand in hand. If you learn to reference your work properly (there is a good section on referencing in this Handbook) it is one of the best ways to avoid falling into the trap of plagiarism. The University's definition of plagiarism is set out below in italics:

*Plagiarism is the act of taking or copying someone else's work and presenting it as if it were your own. Typical plagiarists use ideas, texts, theories, data,*

*created artistic artefacts or other material without acknowledgement so that the person considering this work is given the impression that what they have before them is the student's own original work when it is not. Plagiarism is a form of cheating and is dishonest.*

The University takes plagiarism very seriously and has set penalties for dealing with students whose assessments have been proven to include plagiarism. If you commit this offence you are likely to be awarded a zero mark for the assessment and, in the worst case, you could be required to discontinue studies at the University.

The detection of plagiarism is becoming more and more sophisticated so it is best to make sure that you avoid the plagiarism trap.

#### Some Key Tips

- Learning how to reference your work effectively is a good way of avoiding plagiarism.
- Make yourself familiar with the University's policies on plagiarism so that you know how best to avoid it.
- Plagiarism will be discussed at the various induction events that you will be invited to attend so go along to these and raise your awareness.

### **Managing your money**

For many people, the first year of University is the first time they have lived away from home for longer than a couple of weeks and one of the more difficult things to get right is budget management. You will probably find that money has a tendency to flow out more quickly than it flows in! Keeping control of your money is really a matter of will power but careful planning can be a great help.

Items such as books and accommodation deposits will make a big claim on your budget at the start of your year's study. Once this initial shock is over, work out how much you have to spend (or are able to afford) each semester and divide that by the number of weeks in that period. This will give you the average amount you are able to spend each week. It sounds obvious but not everyone seems to realise that the more spent one week will mean disproportionately less the next week. The aim is to avoid ending the semester penniless and living on a diet of toast for your final 2 weeks!

If you are able to supplement your student loan with some part-time work, all well and good but, do not allow any paid employment to have an adverse effect on your study. Another major reason for student dropout from university in recent years is the commitment given to part-time work rather than to university studies. Your university course must come first. It is better to end your course in debt, but pass, than to have no debt and fail!

## **I hadn't realised books are so expensive**

Yes, books can cost a lot of money if they are new and you may not have much choice about this. There is always the Learning Resource Centre (what used to be called the library) but it is not usually a good idea to rely on that for books and other material that you will need to refer to continually throughout your course. Second-hand books from the previous year's students may often be offered for sale so it is worth checking these out as you could save a lot of money. Remember though that you may need the most up to date edition of a book, especially if you are studying a subject such as Law where content can change rapidly. It is best to check out with your tutor whether or not the latest edition of a (reference) book will be required.

## **The social side**

As you have probably discovered in your previous learning experience, friends can be your greatest asset in helping with difficult assignments, discussing problems with study and generally being supportive.

University is really no different. The only problem is that it is unlikely you'll know anyone on your course or in your classes, at least at first. And because university is a much bigger environment than school, there might be hundreds of people on your course and thousands of new students in the university – this can be daunting!

You'll want to make new friends and establish a new group of people you can rely on and this may be difficult if you only see them for 2 or 3 hours each week. Remember, though, that nearly every other first year student is in the same boat and is just as keen to meet new people. So, in your first lectures, tutorials or practical sessions, introduce yourself to the people around you. It is well worth getting to know them.

Making contacts socially can help you academically if you form 'learning communities' – small groups of students who are taking the same subjects – and then discuss the work covered in lectures, tutorials and practicals. In surveys of university students, many say they made most of their new friends in shared classes.

Social contacts need not simply be based around your studies but may (and perhaps should) come from other interests such as sports or membership of societies which you undertake while at university. Try to become involved in these activities because the more support networks you have, the more you will enjoy your university experience. The Students' Union is concerned that a combination of more students living at home or far off-campus together with part-time job commitments is having an adverse effect on the numbers of students engaging in university-based activities. Try to do your best to stop this happening by getting involved. A change is as good as a rest. Opportunities to have a complete break or change from study are important and you are encouraged to make the most of these. They will actually help your studies as long as they do not become too time-consuming.

## **Finding the balance**

It should be clear by now that University can be a bit of a balancing act and perhaps this is why it is such a good preparation for the rest of your life!

However, with some good planning and personal commitment you should have no difficulty in emerging from your university years with your goals achieved and a terrific range of skills and knowledge to take forward into your future.

## **More Help**

In 2008/09 we are piloting our “Social Sciences Study Skills Support Package for Undergraduate Students”. This gives lots of advice on issues such as essay-writing, referencing, avoiding plagiarism, presentations and so forth. The Package will be part of your WebCT suite of modules on registration and you will have access to the Package at all times as a student during your first and subsequent years.

We would really like your help in telling us what you think are the good things about this package and what might be improved, removed or added. If you have any comments please email them to [j.pattison@ulster.ac.uk](mailto:j.pattison@ulster.ac.uk).

### **Acknowledgements:**

*Making the Transition from School to Education*, Sue Hodgson, University of Hull, 2005

*Making the move- your transition to university*, Monash University, 2004

*Making the Transition to University Study*, Dr Velda McCune, University of Edinburgh.

## LIBRARY SERVICES

There are libraries on each of the four campuses and students may use and borrow from any of these. The Library or Learning Resource Centres (LRCs) provide study and IT facilities including networked user desks, access to group study rooms and high specification PC equipment with wireless access throughout.

	<u>Jordanstown</u>	<u>Coleraine</u>	<u>Magee</u>	<u>Belfast</u>
Area (sq. metres)	6,300	4,729	3,800	2,100
Study spaces	1,600	700	480	256
Private study facilities	13 group study rooms	5 Group study rooms	5 group study rooms	8 Group study rooms
Books/pamphlets (approx.)	400,000	300,000	100,000	50,000
Current periodicals taken	1,500	1,200	500	200
Student PCs	400	171	235	108

## INFORMATION RESOURCES

### University Portal

All library materials are accessed via the University Portal and then by selecting the Learning Resources tab. Log into the portal using your student number and network password. Contact the library if you do not have these.

### BOOKS

To find out where a textbook is located in the library, use the library catalogue. In the Learning Resources area of the portal you will see a link to the Library Catalogue on the centre right side of the screen (you may need to scroll down slightly). <http://z11.ulster.ac.uk/TalisPrism/>

If you know the author and the title enter these details. If you do not know an author and are looking for a book on a particular topic use the keyword search. There are a number of other options available in the catalogue box drop down menu. You can choose from specific campuses, e-books, theses etc. Students are entitled to borrow most book material held on any campus library. Bring your student card with you to the library.

### My Library Account

Within the portal Learning Resources area you will see "My Library Account". Here students can check which books they have on loan and when they are due back. You can also renew books online here and check for Document Delivery requests by selecting "view my library account".

## Loan Categories are as follows

Type of Loan	How many and how long	Fines if returned late
Standard	Up to 8 books for 4 weeks. 12 in final year. May be renewed twice but subject to recall if required by someone else	50p per day per book
One week loan	Up to 4 books for 1 week May be renewed twice	£1.00 per day per book
Short Loan	4 hours during the day may be borrowed overnight and at weekends	£1.00 per <b>Hour</b> per book
Part Time Loan (Part time students only)	Up to 4 for two weeks may be renewed twice	£1.00 per day per book
Offprints (copies of articles and book chapters)	Up to 4 for 4 hours during opening hours	£1.00 per <b>Hour</b> per offprint

As well as printed material, the Library provides access to information in a range of different formats including online, DVD's, video, slides, microfilm and multi-media packs.

### Renewing books

There are three ways to renew books you have out on loan:

- By Phone – 028 90368530 at anytime
- In person at the Issue desk
- On-line by going to the Portal, Learning Resources and My Library Account – View my library account

### If we don't have what you need on the shelves or not in any UU Library

If a book is on loan you can reserve it by

- Using the library catalogue and clicking on "Request" or
- Completing a green reservation card, available at the Issue Desk

If we do not have the book or Journal on any campus library

- Ask for a Document Delivery form at the issue desk for either a book or a journal article

### **What if a book is on another campus?**

You can ask to have it sent to your own campus, ask at the issue desk

### **Electronic or Online Journals**

Students can access online journals by clicking on the portal learning resources tab and then in the Library area (Top Right hand side under Key Services) click on **Electronic Journals**. A new page will open enter the full journal title details in the search area. If you have problems with obtaining access contact any of the staff below.

There are still some paper based journals and these can be located using the catalogue and selecting the journals catalogue from the drop down menu.

### **READING LISTS**

Students can access Reading Lists by clicking on the portal learning resources tab and then in the Library area (Top Right hand side under Key Services) click on **Reading Lists**. A new page will open where you can enter your lecturers name, a course code or keyword.

### **EXAM PAPERS**

Students can access Exam Papers by clicking on the portal learning resources tab and then in the Library area (Top Right hand side under Key Services) click on **Exam Papers**.

### **SUBJECT DATABASES**

(Literature Searching)

Databases provide information on articles, reports and conferences taken from important journals in your subject area. Some of these sources will allow you the complete full text access to the article on screen whilst others will only provide a basic reference to the article which will help you identify where it can be located through either the "UU Find it "icon or the library Document Delivery office. If in doubt consult your librarian. Most of these databases may be accessed both on and off-campus from any Internet computer. It is advisable to contact your subject librarian directly and he or she will help you with this process !

Examples of databases currently available for Social Science students include:

- British Education Index
- CSA Illumina: which contains ASSIA, Linguistics and Language, Sociological, Worldwide political Science
- Communication
- Criminal Justice
- IBSS International Bibliography of the Social Sciences
- Web of Science and First Search
- Full-Text collections listed under Education, Communication, Criminology, Health Science, Sociology and Management

- Westlaw, Lexis Library and Justis for Law
- Social Care online

There are many more, further details of coverage and off-campus access is available from the Electronic Information Services page at <http://library.ulster.ac.uk/electronic/>

## REFERENCING AND BIBLIOGRAPHIES

The library has access to a reference management system called Refworks. You can access this by going to the Learning Resources tab, then the Database area and clicking on R. Select Refworks. The first time you log in you will have to register some personal details. After that you can proceed to use it. It is an excellent facility for storing all types of references and then for creating your Bibliography in the prescribed format e.g. Harvard. Look out for prearranged classes on the Learning Resources area of the portal or the library homepage.

## BORROWING FROM OTHER INSTITUTIONS

All students can use the Document Delivery service to obtain material the library does not have, whether it is a book, journal article, conference proceeding or government report. If in doubt contact the library.

Academic staff and researchers are eligible to join a UK-wide reciprocal borrowers scheme which offers borrowing facilities from Queen's University and other Irish and UK libraries. It is called Sconul Access, details are at <http://library.ulster.ac.uk/info/sconul.php>

## Blackboard Learn/WEB CT

Web CT or Blackboard Learn as it will be known is the University online learning environment which hosts lecture notes, class discussions, module handbooks, course information and a range of electronic resources. Some library material can only be accessed within Web CT/Blackboard, usually scanned copyright protected documents, for example chapters from books or single journal articles.

To access scanned resources log into the Portal and select the Web CT or Blackboard Learn link the material will be housed within.

## OPENING HOURS

### Term Time

Currently, the opening hours of the Libraries during term-time are as follows:

Monday – Thursday	08.45 – 22.00 (UUJ opens at 8.00 am during term)
Friday	<b>Jordanstown</b> 8.00 - 20.00: <b>Coleraine</b> 8.45 – 20.00: <b>Magee</b> 8.45 – 20.00 <b>Belfast</b> 8.45 – 18.00
Saturday	13.00 – 17.00
Sunday	13.00 – 17.00 (Belfast does not open)

During holiday periods opening hours are generally 08.45 – 17.00 Monday – Thursday, closing on Friday at 4.00pm. There is some extended summer opening to support teaching when required during the third semester. See <http://library.ulster.ac.uk/info/hour.php> for up to date holiday opening hours.

## LIBRARY SUPPORT AND TRAINING

To provide support to the students and staff of the Faculty, there is a dedicated Social Sciences subject team which includes a Faculty Librarian with cross campus responsibilities and Assistant Librarians on each of the campuses (see below). Students and staff are encouraged to approach the subject team at any time for detailed help and advice on the library or the location and use of information resources. There is also an online enquiry form, which is of particular benefit to those based off-campus. The online form allows users to contact the subject team for specific help with any query. <http://library.ulster.ac.uk/contact/enq.php>

The Library has a comprehensive programme of user education delivered by the library subject team. This takes the form of:

- library induction sessions for new students: A basic introduction to the Library and IT Services
- tours of the library highlighting specific subject areas
- specialised subject workshops on database searching or literature searching.
- Using Refworks to store references and create Bibliographies

A detailed guide to library services and facilities is available on request and all new students are provided with a copy as part of the induction programme. At an early stage in your course you should learn how to use the library effectively. **If you have any concerns please come along and talk to or contact your Social Science Librarians.**

Contact Details for Social Sciences Library Subject Team			
Jordanstown Library	<a href="#">Niall Burns</a>	+44 (0)28 9036 6970	<a href="mailto:nd.burns@ulster.ac.uk">nd.burns@ulster.ac.uk</a>
Jordanstown Library	<a href="#">Joanne Knox</a>	+44 (0)28 9036 8178	<a href="mailto:j.knox@ulster.ac.uk">j.knox@ulster.ac.uk</a>
Coleraine Library	<a href="#">Jane Starrs</a>	+44 (0)28 7032 4029	<a href="mailto:jm.starrs@ulster.ac.uk">jm.starrs@ulster.ac.uk</a>
Magee Library	<a href="#">Janice McQuilkin</a>	+44 (0)28 7137 5066	<a href="mailto:j.mcquilkin@ulster.ac.uk">j.mcquilkin@ulster.ac.uk</a>

### **Photocopying**

Copying facilities are available in each of the Libraries. Copy cards can be purchased in the library which allows both printing downloads from PC's and normal photocopying. Cards cost two pounds and then at least a pound of credit, more if you need. The initial two pound cost can be redeemed at any stage from the Reprographics office in Block 7 bottom floor.

### **Students with disabilities**

There are a number of facilities we can offer to any student who has a disability. Extended loans, help obtaining books, one to one induction or information sessions, a range of specialised equipment e.g. loop system for anyone with hearing difficulties, assistive software and scanning, enlarged print facilities.

### **COMMENTS OR SUGGESTIONS FOR THE LIBRARY**

The Library welcomes comments on its existing services and, in particular, how it might further develop its services. More information may be found at <http://library.ulster.ac.uk/contact/ccc.php>

Remember if you need help, **PLEASE ASK!**

## WEB LINKS TO FORMS AND DOCUMENTS

For full details on using and submitting these forms, please consult the individual websites.

### **EC1 form: Extenuating Circumstances**

<http://www.ulster.ac.uk/academicservices/student/common/ec1form.pdf>

### **NA1 form: Notification of Absence**

<http://www.ulster.ac.uk/academicservices/student/>

### **Notes of Guidance for Appeals:**

<http://www.ulster.ac.uk/academicservices/student/appeals.pdf>

### **SA1 form: Student Appeal on the basis of new information**

<http://www.ulster.ac.uk/academicservices/student/SA1form.pdf>

### **SA2 form: Student Appeal on the basis of procedural or other irregularity**

<http://www.ulster.ac.uk/academicservices/student/SA2form.pdf>

### **Transcript request form:**

<http://www.ulster.ac.uk/academicservices/student/transcript.pdf>

### **Exemptions from Previous Study Form:**

<http://www.ulster.ac.uk/academicservices/student/exemption.pdf>

### **Student Record Amendment Form**

<http://www.ulster.ac.uk/academicservices/student/studentrecordamend.pdf>

### **Class Timetable**

<http://online.ulster.ac.uk/timetabling/>

## **Faculty of Social Sciences Student Intranet**

<http://www.socsci.ulster.ac.uk/> - go to individual Schools for availability

## **Plagiarism Information**

<http://www.ulster.ac.uk/academicoffice/download/Policies/PlagiarismPolicy&Procedures.doc>

## **Information Services Directorate**

<http://www.ulster.ac.uk/isd/itus>

