



Waterford Institute of Technology  
INSTITIÚID TEICNEOLAÍOCHTA PHORT LÁIRGE




2011/2012  
STUDENT INFORMATION  
HANDBOOK



Student Life and Learning

[www.wit.ie](http://www.wit.ie)



The purpose of this Student Handbook is to give you a brief introduction to WIT, outline the services that are available and give you the contact details you will need to get you through your first year in WIT.

### USEFUL TELEPHONE NUMBERS & EMERGENCY CONTACT NUMBERS

#### Garda Siochana

051 874888

#### Victim Support Helpline

1850 661 771

#### WIT Chaplain

051 302617

#### WIT Counsellor

051 302475 / 302878

#### The Samaritans

1850 60 90 90

#### WIT Students Union

051 378390

#### The Waterford Rape Crisis Service

1800 29 62 96

#### Medical Centre:

##### Cork Road Campus

051 302873

##### College St. Campus

051 845671

##### Barronstrand Street

051 852999

#### Out of Hours Emergency Doctor

##### – Caredoc

1850 334 999

### SCHOOL CONTACT DETAILS:

#### Business

##### Administrator:

Sandra Haberlin

051 302841

shaberlin@wit.ie

#### Engineering

##### Administrator:

Claire Fitzpatrick

051 306160

cmfitzpatrick@wit.ie

#### Health Science

##### Administrator:

Alison Galloway

051 302774

agalloway@wit.ie

#### Science

##### Administrator:

Fiona Power

051 845575

fpower@wit.ie

#### Humanities (College Street)

##### Administrator:

Norah Fogarty

051 845553

nfogarty@wit.ie

The contents of this Student Information Handbook are intended for information purposes only and shall not be deemed to constitute a contract between Waterford Institute of Technology and a student or any third party. While every effort is made to ensure the accuracy of the information contained within this booklet, WIT reserves the right to make changes affecting policies, programmes, fees, curriculum, or any other matters announced in this publication without prior notice. It is the students' responsibility to keep themselves informed as to the regulations relating to their situation at any given time.

## A Word of Welcome from the President

I take this opportunity to welcome you to the Institute.

Waterford Institute of Technology continues to develop and, as part of this development, it places much emphasis on the overall student experience.

The student Information Handbook outlines the many and diverse range of services and people available to support you, on a day to day basis. We work to create a student centered environment and to ensure the services are accessible to all students.

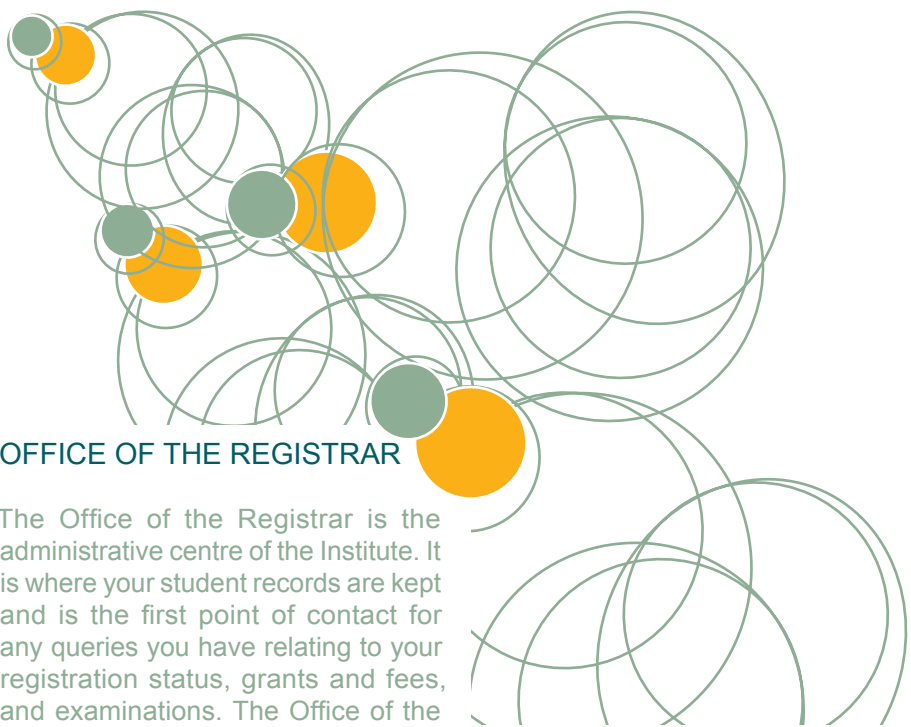
I encourage you to avail of the services on offer and I am sure that this handbook will act as a helpful guide during your time here at the Institute.



Tony McFeely

Tony McFeely,  
Acting President





## OFFICE OF THE REGISTRAR

The Office of the Registrar is the administrative centre of the Institute. It is where your student records are kept and is the first point of contact for any queries you have relating to your registration status, grants and fees, and examinations. The Office of the Registrar can be contacted through the Reception Desks which are situated in the main atrium of the Cork Rd. Campus and opposite the entrance to the student restaurant in the College Street Campus.

## REGISTRATION

Following a successful application to WIT (in most cases through the CAO) and on payment of the appropriate fee, you will be registered on a WIT programme. You must be registered to attend your classes, to use the Institute's computers, to access programme notes through Moodle and to use the Library. If you have a query about registration, please go to the Reception Desk.

## COMPLETION OF FORMS

As a student you may require forms to be validated by the Institute, for example letters of registration and Child Benefit forms. For this service simply hand in the appropriate form to the Reception Desk.

## STUDENT GRANTS

**A. TLT (Third Level Maintenance Grant Scheme for Trainees)**

For students in receipt of TLT aided grant payment is made by transferring monies to individual bank accounts. The grant is paid in arrears on a four weekly cycle.

## LEAVING YOUR COURSE EARLY

### B. Vocational Education Scholarship Scheme and Higher Education Grant

Generally these grants are paid each term through the Office of the Registrar (some authorities may transfer into student's bank accounts, students should check this with their authority) following the forwarding of progress and attendance reports to each of the relevant authorities. When grants are received, a notice to that effect is posted on the electronic notice boards. Students may collect their cheques, on production of a valid WIT card, from the reception desk on the Cork Road Campus.

For further information on grants please contact : Lorraine Flood,  
051-302088,  
lflood@wit.ie

## TRANSFER ARRANGEMENTS BETWEEN PROGRAMMES

Each year a number of students wish to transfer from the programme that they are registered on to another programme in the college. While there is no automatic right to transfer programmes, the Office of the Registrar will assist if possible, provided certain conditions are met. These conditions are indicated on the Institute's website [www.wit.ie/policies](http://www.wit.ie/policies) or contact the Student Life and Learning Office, via Desk 4 at Reception.

Some students may choose to leave their programme. Reasons for this may include accepting a job offer or not settling into a programme, or to apply for a different programme the following academic year or similar. If you are considering withdrawing from your programme you should discuss it with someone who can help you in this difficult choice. The academic staff on your programme are available to give assistance. In addition, the Student Life and Learning Office, the Chaplain, or the Counsellor are very willing to help in such cases.

**Important to Note:**

If you decide to leave the Institute, you must cancel your registration by notifying the Office of the Registrar in writing.

Contact information

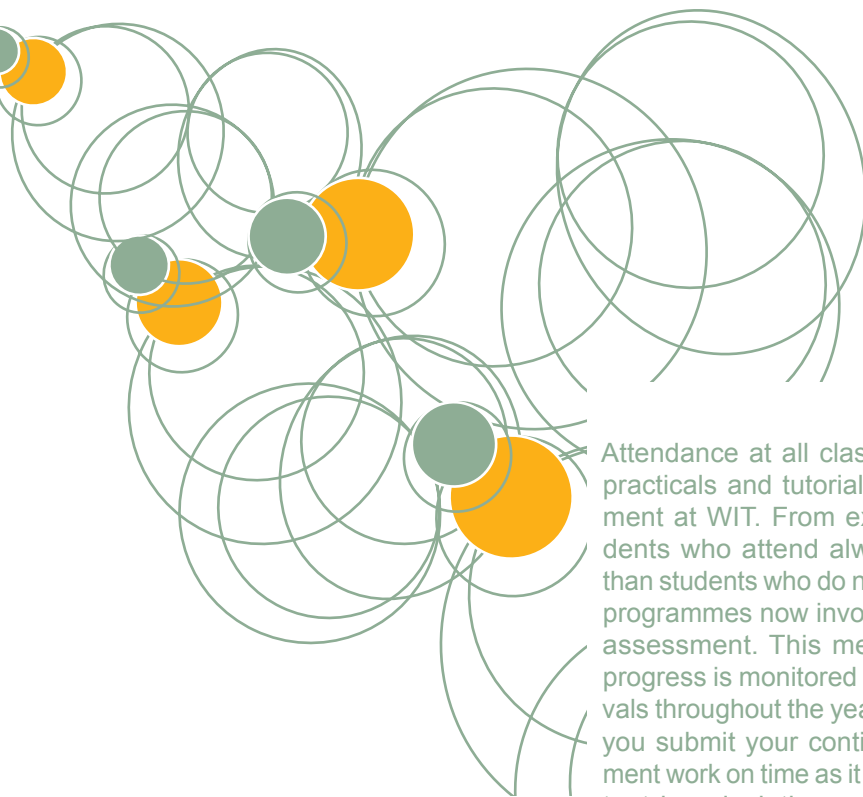
**Reception desk:**

Margaret Keane  
051-302601  
mkeane@wit.ie

**Registrar:**

Dr. Derek O' Byrne  
051-845535  
dobyrne@wit.ie





## YOUR RESPONSIBILITIES

As a third-level student you are considered to be a responsible adult. Therefore, you are responsible for attending all your classes, for submitting any assessment work on time and for organising and managing your own study. The staff at WIT, including the academic staff, are here to assist you in order that you can succeed in your studies.

Attendance at all classes, including practicals and tutorials, is a requirement at WIT. From experience, students who attend always do better than students who do not attend. Most programmes now involve continuous assessment. This means that your progress is monitored at regular intervals throughout the year. It is vital that you submit your continuous assessment work on time as it is just as important in calculating your final grade as any formal examination. It is your responsibility to take ownership for work that is yours and to acknowledge properly work that is someone else's. Failure to acknowledge properly someone else's ideas and work and passing it off as your own is called plagiarism. It is a very serious academic offence and is not tolerated at WIT. You should refer to the Institute's examination regulations on [www.wit.ie/exams](http://www.wit.ie/exams) for further information.

For further information in relation to all of the Institute's policies please go to [www.wit.ie/policies](http://www.wit.ie/policies)

## YOUR RIGHTS

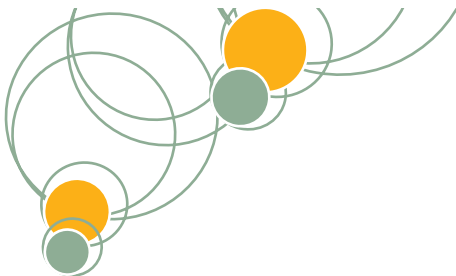
As a student you have a right to be informed about your programme of study, its duration, level, structure, and the content of its modules, its overall learning outcomes and the outcomes of each module. Generally this information is presented in the form of a Programme Handbook. This handbook should also include information about how the programme and its component modules will be assessed. There is a strong system of Class Representatives run by the Student Union at WIT. One aspect of the role of a Class Rep. is to represent their class at the Programme Board. The Programme Board is made up of the lecturers who teach on the programme, along with the Head of Department. It is responsible for maintaining and developing the academic standards for the programme and the learning experience provided to the student.

Student representatives are members of all Programme Boards and may use the Programme Board meetings (generally one per semester) as an opportunity to give their feedback to Board on their experience of the programme.

Full information on your academic rights and responsibilities can be found at [www.wit.ie/policies](http://www.wit.ie/policies) in the WIT Academic Regulations document.

## WHO TO TALK TO

If you have a question or a concern about your programme or about any individual module on your programme you should first of all talk to your lecturer. Alternatively, you should speak to your Programme Leader or, in some cases, your Year Tutor. As a registered student at WIT you will be associated with one of the academic Schools at the Institute. The contact details for your School are given inside the front cover of this handbook.



## STUDENT LIFE AND LEARNING

The Student Life and Learning (SLL) Office aims to:

- Improve the retention of students within WIT by helping them in a range of ways to complete their programme.
- Make the Institute more accessible for those who traditionally may not have considered third level education as an option for them.

The office engages in the following activities and services:

- Student Retention initiatives, policies and projects
- First year Induction
- Mature Student Summer School
- Counselling Service
- Health Promotion Initiatives
- Careers Centre
- Regional Educational Guidance Service for Adults
- REACH Access Initiative
- Early intervention projects with local schools and communities
- Disability Support Service
- Maths Learning Centre
- Direct financial assistance for students who are experiencing severe financial difficulties.

Applications can be made to SLL in the first four weeks of each semester or by email to:

[saf@wit.ie](mailto:saf@wit.ie)

### Location:

The Student Life and Learning Office can be accessed via Desk 4 at the Cork Road Campus reception.

email: [sll@wit.ie](mailto:sll@wit.ie)



Student Life and Learning



### Contact information

#### Head of SLL

Martina Harte

Tel: 051 845513 or 302758

E-mail: [sll@wit.ie](mailto:sll@wit.ie)

[www.wit.ie/sll](http://www.wit.ie/sll)

## SUPPORT FOR STUDENTS WITH DISABILITIES

Waterford Institute of Technology is committed to implementing a policy of equal opportunities for people with disabilities. The policy emphasises the ability of students. To this end, the Disability Office offers support services to students with physical/sensory disabilities, students with learning difficulties including dyslexia, students with hidden disabilities such as mental health difficulties and on-going chronic illnesses. The Service operates from the Student Life and Learning Office.

The Aims of the Disability Support Service are:

- To affirm the ability of students with disabilities to pursue their chosen programmes of study.
- To support students with disabilities by offering a range of services.
- To raise awareness of the rights and needs of persons with disabilities throughout the Institute and the wider community.
- In order to avail of supports adequate evidence of disability must be supplied to the Disability Office. The evidence supplied must meet the criteria below.



### Contact information

**The Disability Officer/  
Co-ordinator**  
Patt O'Keeffe  
Tel: 051-302871  
E-mail:  
disabilityoffice@wit.ie

DISABILITY	EVIDENCE REQUIRED
Dyslexia/ Specific Learning Difficulty (SLD)	A recent educational Psycho-educational assessment (psychologist's report) (Less than 3 years old)
Sensory Physical or Medical	Evidence of disability is required which must be verified and completed by a medical consultant / specialist.



## CHAPLAINCY/ PASTORAL CARE

The Chaplain is Fr. David Keating. David provides pastoral care for students in WIT and responds to the personal needs of individual students on a day-to-day basis. Students are enabled in a confidential and supportive environment to discuss any concerns and difficulties that they may have. Students are most welcome to drop by and chat in a friendly and informal way. This service is student based and follows through to home and family life particularly with regard to illness, bereavement and loss. The Chaplain's priority is to treat students with respect and dignity in all situations within and beyond the Institute. Students are free to call to the Chaplain's office at any time and the Chaplain is available to students of all denominations and none.

### Room C41

The Institute Quiet Room is located on the C corridor. It is a special place providing space to relax and reflect, to be still and heal the spirit. All students and staff are welcome in the Quiet Room.

### Illness and Bereavement

With the expansion of the Institute, it is possible that some things might go unnoticed. Should you be aware of a student illness, accident or bereavement, please contact the Chaplain immediately.

### Institute Liturgies

Mass is celebrated Tuesdays, Wednesdays, Thursdays in the Quiet Room at 8.55am and on request for special occasions. While the Chaplain is available to students of all denominations and none, he will be pleased to contact other religious ministers for students at any time.

### SAFE Fund

Some students find themselves in financial difficulty at times during the academic year. The SAFE Fund Committee administers a small hardship fund which takes the form of interest free loans for students in financial crisis. The fund is geared to make a quick and supportive response and is primarily designed for unanticipated emergencies only; please make all enquiries to the Chaplain's office. Students who find themselves in more severe financial difficulty for whatever reason should contact the SLL Office, who operate the Student Assistance Fund.



### Contact information

#### Chaplain

Office Tel: 051 302617  
Afterhours Tel: 051 378878  
Mobile: 086 3302086  
E-mail: [dkeating@wit.ie](mailto:dkeating@wit.ie)  
Chaplain's House,  
10 Claremont,  
Cork Road, Waterford

## COUNSELLING SERVICE

The WIT Student Counselling Service offers a friendly, professional and confidential support service to students who are in emotional or psychological distress. The service is co-coordinated by Ann-Marie Quigley, Psychologist. Counselling is available, free of charge, to all full-time students who are registered with WIT.

Counselling sessions offer a safe environment in which students can work to resolve any emotional difficulties they may be experiencing. Such problems may be current or arising from events in the past. The counselling process aims to support and empower students to find solutions to their difficulties and to make their day to day life more manageable. Skills gained through counselling can benefit both your personal wellbeing and interpersonal relationships throughout your life.

Some of the problems with which students commonly seek help include: depression, anxiety, panic attacks, eating disorders, bereavement, rape, sexual abuse, addiction, exam stress, sexual identity, relationship or family difficulties.

The Student Counselling Service also runs psycho-educational workshops and training programmes for staff and students.



### Contact information

Telephone for appointments  
(confidential message service):

051 302878

(R13 Cork Road Campus)

051 302475

(AL10 College Street Campus)

E-mail: [studentcounselling@wit.ie](mailto:studentcounselling@wit.ie)

The Student Counselling Service operates by appointment only. To make an appointment please call or e-mail the service. When phoning or e-mailing to request an appointment please leave your name and phone number and we will contact you to schedule an appointment.

Emergency appointments for students in crisis are available every week. To enquire about an emergency appointment contact the service at the phone numbers listed.



Student Counselling Service

Student Life and Learning



## INSTITUTE NURSE

Louis Nevin is the Institute Nurse. The main services that the nurse provides are:

- Working with the Medical Centre personnel to provide a quality health care service for students.
- Health Promotion/Education is an important aspect of the nurse's role, enabling students to look at their overall health and well being in a holistic manner.
- Coordinating on going awareness through workshops and seminars in conjunction with other student-support services is the key to being pro-active rather than reactive.
- The nurse also works closely with the Chaplain and Counselling Service as a support and "listening ear" to students who are experiencing difficulties with college life.

- Occupational health is another aspect of college life in which the nurse takes an active role; working with the Safety Officer and the Health and Safety Committee in ensuring that WIT is a safe and healthy working environment.
- The nurse provides an accident and emergency on-call service.
- The nurse assists various committees in drawing up Institute policies and procedures.

Health messages on website:  
[www.wit.ie](http://www.wit.ie)



## Institute Nurse

Student Life and Learning



### Contact information

#### Institute Nurse

Louis Nevin

Office number:

051 302863

051 845671

Mobile: 087 2724422

Email: [inevin@wit.ie](mailto:inevin@wit.ie)

## STUDENT MEDICAL SCHEME

The Medical Centre aims to provide a holistic approach to student healthcare incorporating everything from dietary advice to referral for counselling to contraceptive advice and sometimes just a chat.

This scheme is provided by, Dr. Sharon O'Donnell, Dr. Sean McBrinn, Dr. Lisa O'Neill, Dr. Caitriona Mooney and Nurse Gerardine Harrison. The Centre aims to provide ongoing care for those students with medical problems such as asthma and diabetes who may be away from their families. It aims to help parents share their concerns for their children's health while at college.

All students are encouraged to register with The Medical Centre, the fee for which is payable at registration, in the Medical Centre on the Cork Road Campus, College Street Campus Medical Centre or the Barronstrand Street Medical Centre (City Centre Practice). However, students who are not registered on the Medical Scheme can still avail of the services on offer but at a reduced cost.

**NOTE: STUDENTS MUST PRESENT THEIR CURRENT STUDENT CARD AT EACH ATTENDANCE TO THE MEDICAL CENTRE.**

Please note also that all records are treated in the strictest confidence and are retained in the health centre. They do not form part of the general Institute student records.

**Dr. Sean Mc Brinn**  
**Dr. Sharon O'Donnell**  
**Dr. Lisa O'Neill**  
**Dr. Caitriona Mooney**

Contact  
information

### Medical Centres:

Cork Road Campus: 051 302873  
College St. Campus: 051 845671  
29 Barronstrand Street: 051  
852999 (City Centre Practice)  
Caredoc (for out of hours)  
1850 334 999

## CLUBS & SOCIETIES OFFICE

The diversity of clubs and societies in Waterford Institute of Technology means that every taste is catered for. From hurling to hockey, basketball to badminton and swimming to surf; WIT has a club or society for you. Aside from academic learning, interacting with other students can relieve the stress which college may bring. By getting involved with a club or society in WIT you will broaden your horizons, experience new activities and have the opportunity to meet new people from all walks of life. With a host of clubs and societies from field, indoor and water sports, academic, cultural and political areas, there will be something to suit and interest all those seeking new challenges.

You can register to join a club or society in College Street Campus and the Cork Road Campus all year long so particularly look out for our Clubs & Societies Open Days in mid September on campus.

WIT has an attractive Sports Scholarship Programme and if you are a high achiever in your sport please get in touch with the Clubs & Societies Office when you register as a student here in WIT.

Further information on the clubs and societies, in WIT is available on the Institute's website [www.wit.ie/StudentLifeServices/SportRecreation/](http://www.wit.ie/StudentLifeServices/SportRecreation/)

The Clubs and Societies Office (located in the \Courtyard of the Cork Road Campus)



### Contact Information

#### Clubs & Societies Office

Tel: 051 302238.

Website: [www.wit.ie/StudentLifeServices/SportRecreation/](http://www.wit.ie/StudentLifeServices/SportRecreation/)

E-mail: [clubsandsocs@wit.ie](mailto:clubsandsocs@wit.ie)

# THE CAREERS CENTRE YOUR CAREER... YOUR SERVICE

## THE CAREERS CENTRE

No idea about a career? Need some help with applications? Wondering how to make the most of your work experience? Whatever stage you are at with your career planning, we're happy to help you.

The WIT Careers Centre enables students and recent graduates to proactively manage their careers.

This allows you to set realistic goals, make informed career decisions and develop the skills necessary to accomplish your goals by offering a range of professional services including careers information, education, advice and guidance

The service also works with employers to enhance their Graduate Recruitment activity in WIT and with academic community to develop careers education within the curriculum.

The following services are an example of what is offered to assist you:

- Careers Website [www.wit.ie/careerscentre](http://www.wit.ie/careerscentre) which provides lots of information about career planning, job opportunities and further study.
- Dedicated careers resources on Moodle.

- One-to-one careers appointments.
- Careers Fair which is held in October each year.
- Postgraduate Fair in February.
- Quick Query / Drop in Service.
- CV, Application and Interview advice and guidance.
- Visiting Employer Programme.
- Careers Information Library situated in the Luke Wadding Library.
- Workshop /Class room work including Career Planning, transferrable skills, networking.
- E-guidance.
- Careers Newsletter.

It is always a good time to start thinking about your career and the WIT Careers Centre can offer advice, guidance and support at any stage throughout your time in WIT.



### Contact information

**Careers Advisor and  
Head of Careers:**

Angela Collins

**Senior Careers Administrator:**

Annette White

**Careers Administrators:**

Marie Pickering and Mary Cronin

Tel 051 302038

Email: [careers@wit.ie](mailto:careers@wit.ie)

Web: [www.wit.ie/careerscentre](http://www.wit.ie/careerscentre)



## INTERNATIONAL OFFICE

The International Office is responsible for the marketing of WIT's programmes of study overseas and for the recruitment of new international students for study in Waterford.

The International Office processes applications, collects new students' tuition fees and provides documentation to help assist the visa application process. Students are also offered specialised support services to assist with their arrival to Waterford, the enrolment process at WIT, and integration into college life once in Waterford.

The International Office also coordinates student and staff exchanges with partner third level institutions both within and outside of the European Union. WIT currently has over 80 partnership agreements in place with universities and third level institutions around the world. The International Office provides information to all international students relating to immigration, visa queries, working in Ireland etc., and also advises international students in relation to further education or obtaining work after they have finished their studies here.

From time to time international students require specific documentation and the International Office will organise these. Examples are as follows: letters to the immigration officer to apply for/extend a study permit, letters for employers, letter to apply for a PPS (Personal Public Service) number and a letter for opening a bank account.



Contact  
Information

### NOTE:

International students can visit the International Office

Opening Hours:

Monday to Friday from

10:00am - 12:00pm

2:00pm - 4:00pm

to request assistance.

International students can also e-mail the International Office with their queries to: [international@wit.ie](mailto:international@wit.ie)

### Contact:

Sinead Day

International Education Manager

Don O'Neill

Acting International Education Manager

Waterford Institute of Technology

Cork Road Campus

Waterford

Ireland

Tel: + 353 51 306124 / 302724

Fax: + 353 51 302486

Email: [international@wit.ie](mailto:international@wit.ie)

Website: [www.wit.ie/international](http://www.wit.ie/international)



## LIBRARY

Waterford Institute of Technology Library services are located on two campuses – the Luke Wadding library is located at the Cork Road Campus, and a branch library is situated at College Street Campus, close to the city centre. Waterford Institute of Technology boasts one of the largest third level libraries in Ireland. The library contains over 180,000 printed books on all the Institute's major teaching subjects. We also have journals, newspapers, magazines and theses in our printed collection. The Luke Wadding Library collection houses the items in architecture, business, nursing and health sciences, engineering, IT, languages and literature, science and tourism. The library facility at College Street concentrates on providing for the humanities subjects taught in College Street – art and design, education, law, music and social care. WIT Libraries also provide access to over 15,000 subscribed journal titles online, as well as other research tools and databases. WIT Libraries has also begun to introduce e-books to our collections. All WIT Libraries e-content is available through the library website at [www.wit.ie/library](http://www.wit.ie/library)

## USING THE LIBRARY

All users of the Luke Wadding library need to have their own student card programmed for swipe access to the library building. This is usually automatic when your card is issued, but it may be necessary in some cases to have the card programmed by the WIT Card Office located on the Cork Road campus. This process normally takes less than a few minutes.

There are a number of study zones, either quiet or group study, located throughout the library. Library users in the quiet study zones are asked to keep noise levels to a minimum to protect the interests of all library users. Mobile phone users are asked to turn their phones to silent when entering the building, and to make or take calls in the stairwells. Library users are permitted to use bottled water only in the library. For online access to WIT Libraries, head to [www.wit.ie/library](http://www.wit.ie/library). Here you'll find all the information about borrowing facilities, library services, and help guides. All library staff are in place to answer any queries you might have, and to help you understand how to use information and library services for your studies. Read our Library News Blog for all the latest news and developments, <http://witlibrary.wordpress.com/>, and follow us on Twitter <http://twitter.com/witlibraries>



### Opening Hours

#### Luke Wadding Library -Term Time

Monday-Thursday 8.30 am – 9.00 pm  
Friday 8.30 am – 5.00 pm  
Saturday 8.30 am – 4.30 pm

#### College Street Campus -Term Time

Monday-Thursday 9.15 am – 9.00 pm  
Friday 9.15 am – 5.00 pm  
Saturday 9.15 am – 4.30 pm

Note: All desks open at 9.15 am and close 15 minutes before the library is due to close.

#### Luke Wadding Library

Tel: 051 302840

E-mail: [libinfo@wit.ie](mailto:libinfo@wit.ie)

College Street Library

Tel: 051 302262

Web: [www.wit.ie/Library](http://www.wit.ie/Library)

## STUDENTS' UNION

WIT Students' Union: 'Your Union, Your Voice' All full time registered students of the Institute are members of the Students' Union. The Union is the official representative body for the students in WIT so if you have any questions regarding any issues feel free to contact us. We are your Union and it's our job to assist, represent and help students in any way we can. The Students Union deals with various issues and queries that directly affect students. They can range from accommodation, student support, grants, student safety, part-time employment, equality, academic issues, grinds, class rep's etc. The Union's offices are located to the right of the courtyard building close to the back car park in the Cork Road campus and in room C017 in the College Street Campus. Both offices are opened Monday to Fridays from 9.00pm to 5.00pm and also provide printing, binding and photocopying services to students. Every class has a Student Union Representative who is elected in October and undergoes initial training and receives continued support from the Union to assist them in their tasks. It is essential that all class representatives carry out their duties in order for the union to be as strong as possible for all students.

For any further information check out the Students' Union website:  
[www.witsu.ie](http://www.witsu.ie)



### Contact Information

#### Students' Union

##### President:

**Conor Doyle**

Mobile: 086 8159888

Email: [supresident@witsu.ie](mailto:supresident@witsu.ie)

##### Deputy President for Welfare

**Denise McCarthy**

Mobile: 086 8582546

Email: [welfare@witsu.ie](mailto:welfare@witsu.ie)

##### Deputy President for Education

**Brian Staunton**

Mobile: 086 0499842

Email: [education@witsu.ie](mailto:education@witsu.ie)

##### WITSU College Street Office

Telephone: 051 302275

Email: [collegest@witsu.ie](mailto:collegest@witsu.ie)

##### WITSU Cork Road Office

Telephone: 051 378390

Email: [info@witsu.ie](mailto:info@witsu.ie)

Tel: 051 378390

Email:

[witsudentsunion@hotmail.com](mailto:witsudentsunion@hotmail.com)

From all of us here in the Students' Union, we would like to take the opportunity to wish all of our members the best of luck for the forthcoming academic year and please feel free to contact us at anytime or call into our office; our doors are always open and our phones are always on.

## WIT COMPUTER SERVICES

The main WIT Computer Services department is located in office ITG.08 of the Walton Building on the Cork Road Campus and there is also a small office located in the College Street Campus. The department provides a number of services for staff and students including the setting up and maintenance of WIT PC logins and passwords, Email, support for WIT PCs and laptops. For further information on the Computer Services and the type of services we provide, including help documents, go to:

[www.wit.ie/SchoolsDepartmentsSupportAdministration/ComputerServices/](http://www.wit.ie/SchoolsDepartmentsSupportAdministration/ComputerServices/)



### Contact information

#### NOTE:

The WIT Computer Services help desk for both staff and students is located in the Walton Building on the Cork Road Campus.

#### Opening hours:

Monday to Friday

Morning: 9.30am – 12.30pm

Afternoon: 2pm – 5pm

Night/Evening (Monday to Thursday only)  
6.30pm – 9pm

Closed Saturday and Sunday

#### Contact Information

Email: [computerservices@wit.ie](mailto:computerservices@wit.ie)

Phone: 051-845524

#### NOTE:

Please note that during non-term times these hours are subject to change



## INSTITUTE POLICIES, RULES & REGULATIONS

### Scope of the regulations

All offences governed by civil and criminal law are understood to be part of the regulations and no right enjoyed by the individual under such codes shall be removed or altered by these provisions. Institute regulations also seek to ensure that students shall not behave in any way that will bring the Institute into disrepute. For this reason, the regulations apply not only to students on any of the Institute's campuses, but also to students outside the college when they are pursuing course work or representing WIT.

### Code of Conduct

The Code of Conduct is intended to set and maintain acceptable standards of behaviour within the student community, to encourage individuals to accept their obligations to the community, and to help to maintain the Institute's good name and standing.

The essence of misconduct under this Code is improper interference, in the broadest sense, with the proper functioning or activities of the Institute, or those who work or study in the Institute; or action which otherwise damages the Institute or any member of its staff or any student or brings the Institute or any member of its staff or any student into disrepute. Breach of or non-compliance with any Institute regulation, policy, procedure or rule would also constitute misconduct. The Institute's jurisdiction under this Code is not limited to its own property. A full description of the regulations within the Code may be obtained from [www.wit.ie/policies](http://www.wit.ie/policies)

### Exam Regulations

It is important that every student is aware of and understand the exam regulations and procedures for the programme you are studying. The rules and regulations are briefly outlined below, however a full breakdown of all regulations can be found at [www.wit.ie/exams/](http://www.wit.ie/exams/)

The Examinations Office is located in the Office of the Registrar in the, Cork Road Campus. The office is open from Monday - Friday, 9.15 am - 12.30 pm and 2.00 pm - 5.00 pm. If you have any queries you can contact the examinations office at the following extensions:

**Liz White:** 051-302043

**Avril Kelly:** 051-302883


**Lorraine Quirke:** 051-302882

or you can e-mail us at: [examinations@wit.ie](mailto:examinations@wit.ie)

### Exam Regulations

- (a) You must arrive and be seated in the Exam Hall at least 5 minutes before the start of the examination
- (b) Books\*, notes\*, bags and coats must not be taken into the Exam Hall. You must remain absolutely quiet from the time you enter to the time you leave the hall. (\*Approved Open Book exams exempted)
- (c) Candidates are required to carry their Institute identification card for presentation on request.
- (d) A Candidate must remove all pencil cases; bags etc from their desks. Any papers or notes found thereafter will be assumed to belong to the Candidate and will be deemed to be in breach of examination regulations and treated as such whether relevant to that examination or not.
- (e) Candidates must ensure they have no written material on their hands, arms and legs as this will be assumed to be in breach of examination regulations and treated as such whether relevant to that examination or not.
- (f) You must not communicate in any way with other candidates. Do not share pens, erasers or calculators, etc. Do not look at the exam paper or start to write in the answer book until instructed to do so by an Invigilator.
- (g) Candidates shall ensure that they are in possession of the correct examination paper and must comply with the instructions printed on the examination paper and on the answer book. If there are two or more parts to an exam paper (section A, B & C etc.), use separate answer books for each section. Remember to put your name, class and subject on each answer book.
- (h) You may not leave the Exam Hall during the first hour. No candidate will be permitted to enter the Exam Hall after the first hour.
- (i) Candidates may not leave the examination hall at the end of the examination until the examination scripts have been collected. It is the Candidate's responsibility to ensure his/her scripts have been handed to the invigilator. Answer Books are the property of the Institute and may not be removed from the exam hall under any circumstances.
- (j) If you wish to go to the toilet, you must be accompanied by an Invigilator.
- (k) A pre-planned seating schedule has been arranged for each exam session. You must familiarise yourself with the seat(s) allocated to you, in advance.
- (l) You must comply with an Invigilator's directions at all times.
- (m) Candidates shall not bring into the Examination Hall, nor have in their possession while in such Hall, any computing equipment, including electronic organisers and programmable calculators, mobile phones, recording equipment, radio, books, note paper or any source of information pertinent to the examination or which might influence examination performance. Retention of any unauthorised material shall be construed as a serious breach of Exam Regulations. You are reminded that severe sanctions are attached to any such breach of regulations (see attached).





(n) **N.B.** In the case of illness, certified evidence must be provided within 5 days of that examination being held. All medical certificates must be presented to your School's Administration Office.

(o) **Examination Results:** The official result of your examinations will be made available at the Institute's website. Please do not telephone the Institute as results will not be given over the telephone.

## Appeal & Mitigating Circumstance Procedures

The appeals procedure has been modified so that matters which are more properly the concern of the examination boards are processed by them, and only substantive irregularity in the process is formally appealed. The basis of this system is that any mitigating factors of which the student is aware prior to the examination must be processed through the examination board.

### Mitigation

(i) The Examination Board may take into account mitigating circumstances brought to its attention by a student only under the procedures specified herewith. Claims for mitigation might include such matters as: Certified unexpected illness of the candidate or Death or serious illness of a close relative or a close friend or Such other matters which may to a significant extent have adversely affected the examination performance. If the mitigating circumstances are considered to be germane by the examination board, they may be taken into account when determining the candidate's overall result. Normally the candidate will be given the opportunity to re-sit the examination as if for the first time, at the next available session and the result for the session under consideration will be recorded as deferred. Documentation must be provided as follows:

(a) Appropriate form (MitC1, available from the school office) filled out correctly and

(b) In the case of certified illness or other events effecting performance in an examination module, certified evidence (e.g. medical certificate) must be provided within 5 working days of the relevant examination or

(c) In the case of the death or serious illness of a close relative or close friend, appropriate confirmation should be provided or

(d) For other circumstances evidence from a reliable and objective and verifiable source. The documentation must be lodged in the relevant school office within 5 days of the examination in question. A receipt will be given to the student. The documents will be provided by the school office to the relevant course board and the relevant examination board will consider the mitigating circumstances. The circumstances covered by this section (Mitigation) may not form the basis of a formal appeal.

### Substantive Irregularities

(ii) Examination results may be appealed on the basis of perceived substantive irregularity or inequity in the examination process or in the delivery of the prescribed curriculum in accordance with criteria approved and ratified by the Academic Council or other Validating Authority.

### Appeal Procedures

(iii) A student who wishes to appeal an examination result must do so in writing, on the appropriate form (App1b form available from WIT Web site) setting out the grounds for the appeal in full to the Registrar. Closing dates for each semester are published on the WIT website prior to each examination session. There shall be a fee of €60 for an examination appeal. This fee will be reimbursed should the appeal be upheld. Requests received after this deadline will only be considered following the next examination session (as appropriate). Upon receipt of a written appeal, the Registrar shall refer the matter to the Examinations Appeal Board\*, and shall inform the relevant Head(s) of Department and School that an appeal has been lodged. Pending the outcome of an appeal, students should be advised as follows:

(a) An appeal may not necessarily be successful.

(b) Candidates should avail themselves of any opportunity to repeat the examination, on the understanding that to repeat an examination would not prejudice their appeal in any way.

(c) The conferring of an academic award, where relevant, may be deferred, pending the final outcome of the appeal.

\*Examinations Appeal Board – information relating to the members of the board and their role can be found at [www.wit.ie/exams/AppealProcedures/](http://www.wit.ie/exams/AppealProcedures/)

### Viewing of Exam Scripts

Waterford Institute of Technology will make arrangements to facilitate students wishing to view their corrected examination scripts.

The Regulations attaching to the viewing process are as follows:

(i) Students wishing to view their scripts must make application to view scripts online using the View Exam Scripts request facility which can be found at

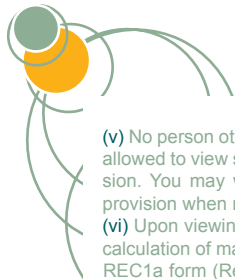
[www.wit.ie/exams](http://www.wit.ie/exams)

(ii) Students will be allowed view their script and supporting material only. Continuous assessment if 100% only can be viewed through this process. Students will not be allowed to remove scripts from the room or take copies.

(iii) Students attending the viewing will be required to produce their student identity card to the officer in charge.

(iv) A Clean Deck Policy is in operation in the viewing room, mobile phones are not permitted.





(v) No person other than the registered student will be allowed to view scripts even with the student's permission. You may wish to take particular notice of this provision when making holiday arrangements.

(vi) Upon viewing of scripts, if an error is found in the calculation of marks the student will need to complete REC1a form (Recheck of Examination Results) available from Invigilator, the Office of the Registrar or on-line [www.wit.ie/exams](http://www.wit.ie/exams) A fee per subject shall be payable for the recheck of examination results. This process will facilitate students wishing to access information relating to their completed scripts only. It should not be confused with the examination appeals process.

#### Academic Affairs

Tel: 051 302042

Email: [academicaffairs@wit.ie](mailto:academicaffairs@wit.ie)

### Freedom of Information

#### What do the FOI Acts 1997 & 2003 do?

The FOI Act affords people three key rights:

1. Right of any member of the public to access to records
2. Right of any member of the public to amend records containing personal information
3. Right of interested parties to reasons for decisions.

#### How does this affect me?

The immediate effect FOI has on everyone is the increase in openness, transparency and accountability of WIT as a public body. It gives people the ability to be able to request access to records that are not readily available and would not have been accessible in the past. WIT has responded to this and has made provision for the viewing of examination scripts outside of FOI. There are organised viewing sessions for examination scripts after exam boards to enable students to see how their script was corrected. You will find more detailed information about these viewing sessions in the Exam Regulations Section of this booklet.

#### How do I make an FOI request?

An FOI request must be in writing. It can be by letter or e-mail, the Freedom of Information Officer. According to Section 7(1), a request should:

1. State that you seek this information under the Freedom of Information Acts 1997 & 2003.
2. Contain sufficient particulars in relation to the information concerned to enable the record to be identified. Please ensure to detail your particulars (i.e. Name, Address, Contact Details e.g. telephone number and/or e-mail address) as this information is required for subsequent correspondence that will follow.



3. Specify the manner or form in which you wish to gain access (the different forms of access are outlined in Section 12 of the Act).

For further information please contact:

**Freedom of Information Officer**

Tel: 051-302608

E-mail: [foi@wit.ie](mailto:foi@wit.ie)

Website: [www.wit.ie/foi/](http://www.wit.ie/foi/)

### Data Protection

Data protection is concerned with the protection of your fundamental right to privacy, and your right to exercise control over how your personal information is used. Waterford Institute of Technology is subject to the Data Protection Acts 1988 & 2003.

#### How does it affect me?

WIT gathers personal data from you (the student) for Institute records and to help support you during your time in WIT. Most of the data is gathered during first year registration. The information given on the registration form is stored on our database and then used for multiple purposes related to your study (examples of the use of this data are: class lists, computer accounts, library access, WITCard, examinations, graduation, etc.).

#### WIT's responsibilities as a data controller are:

1. Obtain and process the information fairly.
2. Keep it only for one or more specified and lawful purposes
3. Process it only in ways compatible with the purposes for which it was given initially
4. Keep it safe and secure
5. Keep it accurate and up-to-date
6. Ensure that it is adequate, relevant and not excessive
7. Retain it no longer than is necessary for the specified purpose or purposes
8. Give a copy of his/her personal data to any individual, on request.

#### Accessing Information

Under section 4 of the Data Protection Act, 1988, you have a right to obtain a copy, clearly explained, of any information relating to you kept on computer or in a manual filing system by any person or organisation. All you need to do is write to the organisation concerned and ask for it. You should also include any additional details that may be necessary to enable the organisation to locate your record; e.g. customer account number, staff number, or PPS number (if you are writing to a public-sector organisation). You may be asked to pay a fee, but this cannot exceed €6.35.

For further information or to make a request contact:

**Data Compliance Officer**

Tel: 051-302608

Email: [dataprotection@wit.ie](mailto:dataprotection@wit.ie)

Website: [www.wit.ie/dataprotection](http://www.wit.ie/dataprotection)

## Computer Use Regulations

Students must behave in a manner that respects their fellow students, staff and equipment. The central computing facilities of the Institute and the computer network may be used by all staff may be used by all registered staff and students of the Institute. A account code for each user will be established on the Institute network for all those wishing to use it. In addition to the normal Institute regulations, the following points must be adhered to:

1. Computer games are prohibited.
2. Eating, drinking, littering and loitering in computer rooms are prohibited.
3. No user shall, unless appropriately authorised, take or omit to take any action which damages, restricts, jeopardises, impairs or undermines the performance, usability or accessibility of the computing facilities, the communications network systems programs, or other stored information or data.
4. Any behaviour that interferes with the work of other students and staff is prohibited – this includes the use of personal stereos, radios or any behaviour that leads to excessive levels of noise.
5. Users are required to take all reasonable precautions to maintain the integrity of passwords and any other security of their own password.
6. Any attempt to interfere with the integrity of the systems or data stored on any system is prohibited. This includes all forms of hacking. Students may only access files that they have authorised to access. Users are warned that gaining unauthorised access to data (including programs) and interfering with data belonging to others are criminal offences and persons convicted under the appropriate Act may be subject to fines or terms of imprisonment and they, and their parents or guardians, may be required to pay compensation to those affected.
7. It is an offence to use, access or store any unlicensed software on any system. It is also an offence to copy or use any Institute licensed software in any way that infringes that licence. Users are warned that breaches of copyright may result in legal proceedings and in some cases constitute criminal offences. The Institute disclaims of all liability in such cases.
8. The holding or distribution of computer files containing any material which is offensive, defamatory, discriminatory, obscene or otherwise illegal is a serious breach of these regulations.
9. Students who are timetabled into a computer facility have priority over students who are not.
10. There is no system of reserving work stations outside timetabled classes. If you leave a workstation, it must be left available for another user.
11. You must inform the supervising lecturer and/or computer service staff of any problems that arise while using computer equipment.

12. When accessing remote facilities through network links, the Institute's computer use regulations remain applicable. Networked Rules and regulations services administered by the Institute must not be used for unauthorised access or activity on remote facilities. When using the Internet students must behave responsibly and in a manner that reflects favourably on Waterford IT.

13. A breach of any of the above regulations will constitute a breach of discipline and will be subject to the appropriate disciplinary procedures.

## Library Regulations:

All library users are expected to acquaint themselves with the regulations of WIT Library Service. The regulations exist to protect the rights and needs of all users and to enable the library to operate its services efficiently. Copies of the regulations will be provided on the library's web page, at the issue desk and at each induction course. A summary of the regulations will be displayed at the entrance to both WIT libraries. Users who infringe any library regulation will be liable to a range of penalties including fines, withdrawal of services and other disciplinary proceedings.

## Laboratory and Workshop Regulations

More detailed laboratory and workshop regulations will be issued to students using those facilities. All students must note the points below.

1. No student may enter or work in a laboratory or workshop unless supervised by a member of academic staff.
2. Eating and drinking are forbidden in these areas.
3. Where their use is specified, all students must at all times wear appropriate protective clothing and protective eyeglasses.
4. Students must obey all legitimate instructions of college staff.
5. Students must assume that everything in laboratories and workshops is dangerous, unless they are specifically instructed to the contrary by a member of staff competent in that area. Further information on laboratory guidelines can be found in the Safety Handbook issue to all Chemical and Life Science Department Students.

## NOTES

For more information check our website [www.wit.ie](http://www.wit.ie)



