



**INFORMATION SYSTEMS  
AND INNOVATION GROUP**  
Department of Management

The London School of Economics and Political  
Science

Department of Management

# Information Systems and Innovation Group

## Masters student handbook

Academic Year 2008/2009



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## 1. Registration Checklist

The checklist below lists tasks that need to be completed by every ADMIS and ISOR student, in order to complete registration. By Week 1, we mean the first week of the term, therefore for the Michaelmas Term (MT) 2008 this is the week starting 6th October.

	<b>Task</b>	<b>Location</b>	<b>MT Date</b>	<b>LT Date</b>
<input type="checkbox"/>	Register for courses with the School	Online via 'LSE for You'	In Week 2	In Week 2
<input type="checkbox"/>	Register with ISI group: <ul style="list-style-type: none"> <li>• have photo taken (MT only)</li> <li>• personal details form (MT only)</li> <li>• course choice form</li> </ul>	Student Support Desk, 3rd Floor NAB	Fri 3rdOct or in week 1	In Week 2
<input type="checkbox"/>	Collect course packs	Student Support Desk, 3rd floor, NAB	By week 2	By week 2
<input type="checkbox"/>	Collect student card	Library	In Week 1	na
<input type="checkbox"/>	Register online for classes via ASP	<a href="http://asp.is.lse.ac.uk/aspmsc">asp.is.lse.ac.uk/aspmsc</a>	In Week 3	In Week 3
<input type="checkbox"/>	Register online for courses with Moodle	Follow links from <a href="http://lse.ac.uk">lse.ac.uk</a>	In Week 3	In Week 3

## 2. The LSE Information Systems and Innovation Group

### 2.1 About the ISIG

The LSE Information Systems and Innovation Group is one of the world's leading groups in its field and is consistently highly graded in all assessment exercises: rated excellent for teaching quality and as reaching international and national excellence in the latest Research Assessment Exercise.

The ISI Group covers most areas of Information Systems and represents a broad range of academic approaches and specialisms, from systems design and management to the philosophy underlying the field. The Group's work is informed by the social sciences found at the LSE, which is the only UK institution specialising solely in the social sciences. The ISI Group takes advantage of its position within the LSE, and our research and teaching involves collaboration with many of the School's research centres and departments, such as the Information Risk and Security Group, LSE Health, and the Department of Accounting, as well as other groups in the Department of Management. The ISI Group has an international flavour with staff and students coming from many countries. This international perspective is reflected in the Group's research and in the range of courses offered.

The ISI Group is active in the wider IS community. It is home to a number of leading journals, including the *Journal of Information Technology* and *Information Technology and People*. Members of staff are active in the International Federation of Information Processing; The European and International Conferences on Information Systems; the United Kingdom Academy of Information Systems; many United Nations, European Union, and other international bodies; and as advisors to the UK and other national governments.

**The Mission Statement of LSE** is "to be a world class university and centre of the social sciences in the heart of London". Within that context, the overall aim of the ISI Group is to provide an excellent education in specialist areas of Information Systems.

ISI Group students go on to a wide range of careers from small businesses to the largest corporations in the world including business consultancies, banks and financial institutions, software and specialist computing companies, and government bodies. Graduates and former research students can be found teaching in departments of Information Systems or related disciplines in the UK and across the world.

As well as its major programme of graduate teaching, the ISI Group provides courses for Undergraduates from across the School and plays the leading role in providing Information Systems courses for the University of London External Programme, which are followed by students across the world.

The Information Systems and Innovation Group is located on the third floor of the New Academic Building (NAB), this includes academic staff, the Group office and the Student Support Desk.

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## 2.2 Who's who in the group

*Academic staff (with their main research interests)*

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### 2.3 Who does what?

The academic staff of the ISI Group are responsible for the lectures and seminars which are the major part of the courses you will be following. They are experienced researchers who have all made important contributions to the study of Information Systems; their teaching is often based upon their findings from this research contribution. The academic staff also set and mark the examinations for the courses. Each Masters student has a personal tutor from among the academic staff.

The Support Staff provide administrative support to the ISI Group staff. They are aided by a team of research students who provide assistance to students through the Student Support Desk. The support desk is where students can obtain copies of handouts, hand in course work, and often obtain answers to more general questions about their course and the LSE in general..

The ISI Group's research staff and visiting academics also contribute to teaching but mainly work on their research projects.

All teaching staff set aside office hours for seeing students. Staff will only see students outside these times by prior arrangement. Staff office hours are published on the ISI website <http://is.lse.ac.uk/staff/OfficeHours.htm>.

## 2.4 Research in the Group

All the academic staff, research staff and research students of the ISI Group are actively involved in research. This research ranges from the fundamental theoretical underpinnings of Information Systems, to work in leading commercial, industrial and financial companies in the UK and across the world to work with national and local governments in both developed and developing countries. The ISI Group uses an image of a flower to illustrate its major themes:



Further details of the ISI Group's research programme can be found at <http://is.lse.ac.uk/research/> and in the group's working paper series at <http://is2.lse.ac.uk/wp/locate.asp>.

### 3. Key Dates for 2008/09

#### *Term Dates*

Start of Michaelmas term	2 October 2008
<i>MT Teaching starts</i>	6 October 2008
End of Michaelmas term	13 December 2008
Start of Lent term	7 12 January 2009
End of Lent term	20 March 2009
Start of Summer term	27 April 2009
End of Summer term	3 July 2009

#### *Submission Dates for ADMIS*

Deadline for IS471 boot-camp	5 November 2008
Deadline for IS470 draft essay	24 November 2008
Deadline for IS470 essay	17 December 2008
Deadline for stream essay	6 April 2009
Exam period	Mid May 2009
Deadline for dissertation	28 August 2009

#### *Submission Dates for ISOR*

IS493 Research Question Assignment	21 November 2008
IS492 draft	12 December 2008
IS493 Research Design Essay	5 March 2009
IS492 final	2 April 2009
MI455	Methodology Institute to confirm
Exam period	Mid May 2009
Deadline for dissertation	28 August 2009

## 4. MSc Analysis Design and Management of Information Systems (ADMIS)

Course tutor: Dr Steve Smithson, s.smithson@lse.ac.uk

### 4.1 Aims and Outcomes of the course

#### *Aims for MSc ADMIS*

- To provide a high quality education in Information Systems in a research-active environment for intellectually able students from a wide range of backgrounds
- To help students understand the social science basis and interdisciplinary nature of Information Systems
- To enable students to concentrate on specialist areas within the subject
- To encourage students to develop intellectual flexibility by placing a premium on developing minds and on bringing forward their critical reasoning ability
- To provide a basis for further study and for employment, including careers in relevant fields

#### *Outcomes for MSc ADMIS*

Students who have successfully completed ADMIS should be able to demonstrate the following:

- The ability to address contemporary Information Systems issues according to the student's interests and courses taken.
- The ability to analyse issues from a number of perspectives.
- The ability to formulate and develop arguments on Information Systems.
- The ability to critically evaluate claims made on a range of Information Systems issues;
- A series of transferable skills including: team work, oral presentations, library and internet research, report writing and research methods.
- Understanding of a specialist subject of the student's choosing;

## 4.2 Structure of the year

MSc ADMIS is a full year course, running from October 2008 to September 2009. The academic year consists of three terms: Michaelmas, Lent and Summer. The main teaching is during the first two terms, with the examinations taking place early in the summer term. The remainder of the year is spent working on the summer dissertation. Full details of all ISIG courses are available on the group web site <http://is.lse.ac.uk/support/courses.htm>; details of these courses and of the courses from other departments are also in the School calendar.

### *Michaelmas Term*

The first term foundation courses are the same for all students, and introduce students to the core themes underlying the study of Information Systems. The approach used is to present and provide critiques of the three dominant rationalities or ways of thinking about Information Systems, as well as introducing students to key technology and personal skills such as team work.

IS470 SOCIAL STUDY OF INFORMATION SYSTEMS: The course provides an introduction to the study of Information Systems within organizational settings considering major themes addressed and theoretical perspectives used. The course introduces selected contemporary approaches to the study of Information Systems illustrated by selected studies drawn from contemporary research literature. IS470 is assessed by an individual research essay and unseen examination. Chrisanthi Avgerou and Tony Cornford

IS471 INNOVATING SYSTEMS DEVELOPMENT: The course considers the framing, resourcing and execution of systems development projects within organisational contexts. Particular attention is given to problem structuring and problem design issues. Contemporary analysis and design approaches are critically reviewed as are issues related to mobile ICT, information filtering, infrastructure constraints, management of knowledge, and groupware applications. Issues of the design and construction of systems are considered, as well as the implementation of new systems into organisational contexts. The course considers systems development activities both within a life cycle model, as well as contrasting

contemporary approaches such as Rapid Application Development. IS471 is assessed by a teamwork project and an unseen examination. Carsten Sorensen and Will Venters

IS472 INFORMATION SYSTEMS MANAGEMENT; The module looks at the strategic and operational uses of information and communications technologies in work organizations. It looks at the key issues associated with organizing and managing the information systems function. Other main topics covered include strategy development, project management, IT-enabled organizational change, reengineering, security, outsourcing, core IT capabilities, infrastructure and architecture, and the role of the IT function. Once again, considerable emphasis is placed on considering the applicability of theoretical concepts for practice in organizations of all forms. IS472 is assessed by an unseen examination.

Thus at the end of the first term, all students will have a good understanding of the core principles of information systems, their analysis, development, management and implementation. Ian Angell, Steve Smithson and Leslie Willcocks

#### *Lent Term*

The teaching in the second term is designed to allow students to specialise according to their interests. All students take a **full unit** stream from:

- IS413 IS FOR THE PUBLIC SECTOR  
Antonio Cordella and James Backhouse
- IS414 DESIGNING INFORMATION SERVICES.  
Carsten Sorensen and Will Venters
- IS475 IT AND DEVELOPMENT  
Shirin Madon and Chrisanthi Avgerou
- IS476 INFORMATION RISK & SECURITY  
James Backhouse and Ian Angell
- IS477 MANAGEMENT & ECONOMICS OF E-BUSINESS  
Steve Smithson and Antonio Cordella

Each stream is assessed by an unseen examination and a 5000 word research essay.

In addition, students take a further **half unit** course. This can be:

- a half–unit version of one of the above streams (these are usually assessed either by exam only or by essay only) or:
  - IS415 HEALTH INFORMATION SYSTEMS  
Tony Cornford and Ela Klecun
  - IS 482 INNOVATION AND TECHNOLOGY  
MANAGEMENT  
Nathalie Mitev and Susan Scott
  - IS489 PRINCIPLES OF PRIVACY AND DATA PROTECTION  
Simon Davies and Gus Hosein
- or, an advanced topic in information systems (these are assessed by coursework only), this year the possibilities are:
  - IS486A GLOBAL CONSEQUENCES OF INFORMATION  
TECHNOLOGY  
Ian Angell
- or, students may take a half unit MSc option available within LSE, subject to agreement by the relevant department and the ADMIS course tutor. Assessment for these courses varies considerably and some run in the first term. Previously, students have chosen to take the following options:
  - AC491 FINANCIAL REPORTING
  - FM430 CORPORATE FINANCE AND ASSET MARKETS
  - MN426 DESIGN AND MANAGEMENT OF  
ORGANISATIONS
  - OR401 TECHNIQUES OF OPERATIONAL RESEARCH
  - PS439 SCIENCE, TECHNOLOGY AND RESISTANCE

### 4.3 Choosing options

The design of ADMIS means that for most students, choices about options can be made at the end of the first term. However, students taking outside options which run in the first term should discuss their choice with the lecturer of that course in addition to their course tutor at the start of the first term.

Most ADMIS options provide study packs of readings for the courses. These are normally distributed at the time that students make their option choices for the term.

Students must register their choices via 'LSE For You' and also at the Student Support Desk in the ISIG.

IS490 IT ISSUES AND SKILLS. All ADMIS students are required to take this non-assessed course, which is designed to introduce you to important skills which all students should have but do not need to be assessed. Included in this course are: teamwork skills, essay writing and bibliographic skills. In addition to external invited speakers, there are presentations by prospective employers, for recruitment purposes, and School services such as the Library and the Careers Office. In the second term, this course prepares students for the summer dissertation.

IS499 DISSERTATION Following the completion of their exams students must write a dissertation of up to 10,000 words. The various courses of the programme provide background material on undertaking dissertation work. The aim of the dissertation is to allow students to pursue an independent piece of research within the field of information systems. Students must obtain the approval of their advisor before embarking on any research. Three paper copies must be handed in to the ISI Group Student Support Desk **by noon on Friday 28th August 2009**. An electronic version of the dissertation must also be submitted to Moodle. Penalties of a 5% reduction in marks for each day it is overdue will be applied to any late submission.

## **5. MSc Information Systems and Organisations (Research)-ISOR**

Course tutor:, Dr Susan Scott, s.v.scott@lse.ac.uk

### **5.1 Aims and Outcomes of ISOR**

The aim of the ISOR programme is to provide Graduate students with the necessary skills to conduct high quality research and/or evaluate others' research output. By combining our Group's specialist capability in the area of Information Systems and Organisation Studies with the expertise of our colleagues in the Methodology Institute we have designed this course to support students committed to the pursuit of advanced level research careers..

The philosophy of the programme is to combine concerns about epistemological issues with practical aspects of data collection and interpretation. MSc ISOR students will receive an in-depth introduction to data collection techniques. These along with the introduction to epistemology will provide a basis for understanding what datasets represent and the wider validity claims that can be built on different kinds of empirical material. Students will learn to appreciate how the use of qualitative or quantitative evidence is related to wider epistemological positions. They will be able to identify, use and evaluate distinctive schools of qualitative and quantitative research. In line with the overall orientation of the Information Systems and Innovation Group and the School the programme provides an alternative to techniques-driven MSc programmes and gives a balanced treatment to both epistemological issues, data collection and interpretation techniques.

In order to achieve this ISOR aims to provide students with the necessary knowledge and skills to:

- Plan and conduct high quality research within the fields of information systems and organisation studies
- Design research, gather, assess and interpret data and information
- Assess and systematically evaluate research carried out by others.

Students who have successfully completed the programme should be able to:

- Decide what kind of evidence would be necessary to support a theory or theoretical statement
- Decide what kind of evidence is necessary to arrive at a theoretical statement
- Perform quantitative and qualitative data analysis
- Assess the relevance or quality of different information sources and choose among them
- Understand the different kind of demands and challenges raised by gathering empirical data and information
- Command a variety of practical skills for searching bibliographical, archival and other kind of information sources either offline or online.

## **5.2 Structure of the year**

MSc ISOR is a full year course, running from October 2008 to September 2009. The majority of the teaching takes place in the first two terms, and the examinations are held early in the Summer term. The remainder of the year is spent working on the dissertation which is due to be submitted in late August. Students must take courses to the value of three full units and a dissertation as shown below. Each of these courses is a half-unit.

The Michaelmas Term courses are:

- IS492 FOUNDATIONS OF SOCIAL RESEARCH IN INFORMATION SYSTEMS  
Dr Shirin Madon, and Prof Leslie Willcocks
- IS493 QUALITATIVE RESEARCH METHODS IN INFORMATION SYSTEMS  
Dr Susan Scott
- MI452 QUANTITATIVE ANALYSIS II

Dr Jonathan Jackson

The Lent Term courses are:

- IS481 ASPECTS OF INFORMATION  
Dr Edgar Whitley and Prof. Leslie Willcocks
- MI454 QUALITATIVE SOCIAL RESEARCH: INTERVIEW, TEXT  
AND IMAGE  
Dr Martin W Bauer
- MI455 QUANTITATIVE ANALYSIS III  
Dr Sally Stares

Any students who have studied any of these options previously at LSE may substitute an alternative course, in discussion with the Course Tutor.

Full details of all Information Systems courses are available on the group web site (<http://www.lse.ac.uk/collections/informationSystems/MScProgramme/modules>); details of these courses and of the courses from other departments are also in the School calendar.

IS498 DISSERTATION Following the completion of their exams students must write a dissertation of up to 15,000 words. The various courses of the programme provide background material on undertaking dissertation work. Three paper copies must be handed in to the ISI Group Student Support Desk by noon on **Friday 28th August 2009**. An electronic version of the dissertation must also be submitted to Moodle. Penalties of a 5% reduction in marks for each day it is overdue will be applied to any late submission.

### **5.3 Progress from ISOR to the LSE doctoral programme in Information Systems**

Successful completion of ISOR does not automatically guarantee entry onto the LSE Information Systems PhD programme. Entry onto the PhD programme from ISOR will depend upon the following criteria:

- a) A Distinction or Merit in ISOR.
- b) A high quality research proposal.
- c) Availability of supervisor in your topic area.

More details of the criteria for entry to our PhD programme are available at [is.lse.ac.uk/PhDProgramme/applying.htm](http://is.lse.ac.uk/PhDProgramme/applying.htm)

## **6. General Information for ADMIS and ISOR Students**

### **6.1 Lectures, Seminars and Classes**

Each course normally has a series of lectures and an associated series of seminars or classes. Lectures are large-group teaching, with one lecturer covering material for the whole group taking the course. Although student participation is encouraged, lectures are designed to cover particular topics.

Classes and seminars are taught in small groups (typically each class or seminar has one class teacher or seminar leader and around fifteen students). Classes normally focus on problems and issues associated with the lectures, whereas seminars are used to discuss topics and readings related to the course.

### **6.2 Role of the Personal Tutor**

At the start of the year, all students are allocated a Personal Tutor. This person is the first point of contact for any problems, whether academic, personal or administrative (other sources of help are described in **Section 10**, 'What to do if you have a problem?'). The Personal Tutor is also the person who will normally provide an academic reference for the student.

You typically meet with your Personal Tutor during the first few days of the term for an informal chat, and they will contact you via email to organise this. Thereafter, you must meet your Tutor once or twice per term. If any problems arise, in the first instance, you should contact your Tutor who will be able to provide advice about how to proceed.

Students are expected to notify their Tutors if they are absent from the School, or if there are any other factors that are affecting their study. Typical topics that might be discussed with a personal tutor include:

- Academic progress
- Health issues
- Family bereavement
- Financial constraints

In addition to the Personal Tutor, or if you have difficulties meeting your Personal Tutor, the Course Tutor is also available to meet students if they wish. For ADMIS please contact **Steve Smithson** (s.smithson@lse.ac.uk), and for ISOR please contact **Susan Scott** (s.v.scott@lse.ac.uk).

Under certain circumstances students may request a change of Personal Tutor, if they have concerns about their relationship with them.

Students will also be allocated a dissertation supervisor during the Lent Term. Allocation is usually made on the basis of matching proposed topics to academic staff research interests/expertise and availability.

### 6.3 Etiquette

The MSc is a full time course and students need to devote their full attention to the programme. The various elements of the courses are designed to build up to a coherent programme of study. Thus students are expected to attend all elements of their chosen courses, lectures, seminars and classes, and to produce all required items of work within the appropriate schedules.

Students are expected to arrive on time for lectures, seminars and classes. Note that timetabled sessions are expected to start at 5 minutes past the hour, and finish at 5 minutes to. Arriving late and leaving early is disruptive and shows a lack of respect for staff and fellow students. Participation is particularly important

for courses taught principally by seminars. If you must miss a class or seminar it is polite to inform the teacher and provide some explanation.

We wish to emphasise that the rules of etiquette must be observed when outside speakers come to make presentations. These people have given their time willingly to support our teaching and our students. The reputation of the LSE and of its students is damaged if students talk, joke, read or sleep during a presentation, or if they walk out before the end.

#### **6.4 School Regulations and Code of Practice**

The school lays down a code of good practice for staff and students  
<http://www.lse.ac.uk/collections/informationSystems/>

For information on the School's regulations for Masters students please see:  
<http://www.lse.ac.uk/resources/calendar/taughtMasters.htm>

## 7. Assessment

Assessments can be ‘formative’ or ‘summative’ and you will be informed by the Course Tutor at the start of the term. Formative assessments, such as draft essays, do not count towards your final results, but you will receive constructive feedback which is intended to help you develop your skills ahead of summative assessments such as examinations and assessed coursework. Summative assignments, do count towards your final results.

Successful students can obtain the MSc at one of three levels: Pass, Merit and Distinction. These are awarded on the basis of performance in the examinations, assessed course work and summer dissertation. Full details of the scheme for the award of taught MSc courses can be found at: <http://www.lse.ac.uk/resources/schoolRegulations/TaughtMastersDegrees.htm> Note in particular that MSc ADMIS students cannot be awarded an MSc with a classification higher than that obtained in their dissertation.

Precise Details of assessments for all ISIG courses can be found at: <http://www.lse.ac.uk/resources/calendar/>

### 7.1 Examinations

The major component of the final assessment for both MSc courses consists of unseen written examinations. These are normally three hours long, although the format of the examination varies according to the course. Copies of previous examinations are available on the library website <https://library-2.lse.ac.uk/protected-exam/> Students will be informed by course organisers if the format or content of the examination will differ from previous years.

*ADMIS only:*

As many students may not have experience of LSE style examinations, the ISI Group holds a mock examination early in the Lent term, drawing on material from the first term’s courses. The purpose of the mock examination is threefold:

1. It gives students experience of attempting questions in examination conditions;
2. It reminds students of the difference between writing an examination and word processing;
3. It is used to provide feedback on examination style by the course teachers.

The mock examination scripts are returned to students and no details are kept of students' performance in the mock examinations.

#### *Adjustments for Students with Disabilities*

The School advises students to contact the Advisor to Students with Disabilities and/or Dyslexia no later than 7 weeks before the date of their first examination. Guidance on adjustments to assessment arrangements for students with disabilities is clearly set out in the Calendar (see 4.5 Taught Masters Code of Practice).

## **7.2 Assignments**

All students are expected to submit a number of pieces of coursework during the year.

#### *Submission Guidelines*

Deadlines for all assessed work are clearly stated (see Page 12) and penalties are applied for late submission. A complete submission usually consists of submitting 2 hardcopies to the Student Support desk and one electronic copy to Moodle, you will receive instructions before each deadline. On submission of hardcopy assignments students will receive a receipt, this evidence of submission must be kept safe.

The current penalties for late submission are the deduction of 5% from the mark that would have been awarded, for every day that the submission is late. Thus, if

an essay would have been awarded 70%, but was handed in two days late, it will be awarded a mark of 60%.

Occasionally there are genuine reasons for work to be submitted late (illness, family bereavement etc.). In such cases, students must submit supporting evidence to the Group Manager, Cheryl Edwardes and the Course Tutor. This material is considered by an examinations sub-committee which has the discretion not to apply the penalties for late submission. Students will be notified if this is the case.

All essays are assessed using a marking scheme, which will cover three basic categories. These are:

- Understanding of the topic
- Critical discussion of literature
- Structure and presentation of argument

Each category will have a weighting which indicates the expectations within that category for different levels of achievement. Marking schemes will vary between courses. Copies of them will be made available at the start of the course and electronically. The marking scheme also forms the basis for feedback.

### *Formatting Guidelines*

The following guidelines should answer all your minor questions about layout and presentation. Although, these details may seem trivial, the quality of the presentation of your work has a direct impact on how examiners mark.

<b>Paper size</b>	A4
<b>Printing</b>	Use double sided printing if you can. We do appreciate having slimmer projects to handle, given we handle thousands over the year, and it also helps save paper and trees.
<b>Margins</b>	1 inch (2.54cm) on all sides
<b>Justification</b>	Use full justification for the main text

<b>Font</b>	Times New Roman or similar serif font
<b>Font Size</b>	12 point
<b>Line spacing</b>	1.5
<b>Quotations</b>	Short quotations should be in the main text; long quotations (more than 2 lines) should use single line spacing and be indented. In all cases a source for quotations must be given.
<b>Header</b>	Please don't use Headers
<b>Page numbers</b>	Page number at bottom centre
<b>Widow/orphan</b>	Switch on orphan control
<b>Word limit</b>	Part of the skill of writing an essay is keeping to the word limit. We do, however, usually allow a 5% margin for error. However, some assignments have very specific limits with no overshoot allowed.
<b>Headings</b>	Use some basis headings for the various sections of an essay, e.g. Introduction, Literature Review, Methodology, Findings, Analysis, and Conclusions. For a 5,000 word essay you probably need only 4 to 6 main sections. Within main sections you may want to use sub-heads. Number your headings and subheadings if you wish. Please do not go below two levels of heading (i.e. 5, 5.1 but not 5.1.1)
<b>Footnotes</b>	Use sparingly, if at all. Do not use as a means of giving references.
<b>Colour printing</b>	Use sparingly, if at all
<b>Paragraphs</b>	Use a blank line to mark the start of paragraphs

### *Covering Materials*

- **Front cover:** You can collect assignment covers from the SSD before the deadline. These have your unique six figure ID on the front, you

should NOT have your name on the assignment. DO NOT put anything over the cover such as clear plastic

- **Next page:** Signed project submission sheet. This can be collected from the SSD, prior to the day of the submission.
- **Next page:** Title and abstract (Note this may or may not count in your word count total, see specific instructions for the particular assignment)
- **Next page:** Table of contents for longer essays (this can be automatically generated by Word using styles)
- **Next:** The main essay
- **Followed by:** References (these do not usually count in your word count total)
- **Followed by:** Any appendices (Note these may not count in your word count total, but see specific instructions for any particular assignment)

### 7.3 Feedback

Each student is given an **examination candidate number** and a **unique ID number** which are used to identify his or her assessed work in order that the marking process remains anonymous. Once both markers have marked a piece of coursework/exam script/dissertation, they will meet to discuss and agree a provisional mark. Provisional coursework marks and feedback will then be released to students on the ASP pages. All ISIG students taking courses with IS-prefixes will receive feedback and a provisional mark on their assessed coursework electronically. Students will be notified by email when feedback is available on ASP.

No marks can be confirmed until they have been moderated by the External Examiner, and reviewed by the Group Sub-Board of Examiners and the Graduate School Board of Examiners, both of which are held at the end of the academic

year, after dissertations have been submitted. All marks are subject to change until these processes are complete.

## **7.4 Plagiarism**

The Group and the School takes plagiarism very seriously and all assessed work must be submitted with a signed submission sheet which confirms that the material is the students own work. The penalties for plagiarised work are severe, and can include revocation of the degree. The School regulation on plagiarism states:

“Work submitted by you for assessment must be your own. If you try to pass off the work of others as your own you will be guilty of plagiarism. Plagiarism refers to any work by others, whether published or not, and can include the work of other candidates. Any quotation from the published or unpublished works of other persons, including other candidates, must be clearly identified as such by being placed inside quotation marks and a full reference to their source must be provided in proper form. A series of short quotations from several different sources, if not clearly identified as such, constitutes plagiarism just as much as does a single unacknowledged long quotation from a single source.”

Particular care must be taken when drawing on case studies produced by others, and also when developing your own work in later essays ("self-plagiarism"). Students should avoid significant overlap in the material submitted for assessment to different courses. No coursework, or substantial parts of coursework, can be submitted more than once for assessment, whether on the same or on different courses.

**For more information on the Schools' policy on plagiarism see:**

<http://www.lse.ac.uk/resources/schoolRegulations/regulationsOnAssessmentOfencesAndPlagiarism.htm>

### *Citing and Referencing:*

Knowing how to cite and reference properly is very important when preparing essays and other assignments. It's also important to know how to cite properly in a dissertation. The Library and Centre for Learning Technology have made available a selection of online resources to help LSE students with this topic. A video lecture, referencing best practice guide and further reading are available. Please visit: [http://www.lse.ac.uk/library/inskr/citing\\_referencing.htm](http://www.lse.ac.uk/library/inskr/citing_referencing.htm)

There will be specialist lectures explaining what is required for proper referencing and paraphrasing of material. If you are in any doubt about the form of the referencing that you are using, you must consult a member of academic staff.

The ISI Group uses **JISC software** as one method of detecting plagiarism. This software identifies materials that are directly copied from other sources and that should therefore be properly referenced. **All written work** is submitted to the JISC service and students are given the opportunity to submit draft essays to the system as well, to confirm that they have referenced, quoted and paraphrased other materials appropriately.

## **7.5 Research Ethics**

It is the responsibility of researchers and their supervisors to carefully consider the ethical dimensions of their research weighing up any risks to their research participants versus benefits. It is important to think through carefully the likely impact on participants, particularly vulnerable groups in society, of any data collection methods. For example, some participants will have diminished capacity to give consent and are therefore less able to protect themselves and require specific consideration.

For full details of LSE's Research Ethics Policy, all students undertaking research should consult:

[http://www.lse.ac.uk/collections/researchAndProjectDevelopmentDivision/research\\_ethics\\_policy.htm](http://www.lse.ac.uk/collections/researchAndProjectDevelopmentDivision/research_ethics_policy.htm)

## 8. Services

### 8.1. IT facilities

The LSE has over 1000 computers in computer classrooms, open access computer areas around the School and the student residential halls computer rooms. All public computer rooms and areas have printing facilities. The opening hours of these rooms and areas vary, see website for details.

There are computers and printers for ISIG MSc students on the third floor of the NAB. All PCs have the extensive range of standard school software and some of the ISIG machines have additional software to support web and software development.

All students have an LSE e-mail account and access to file storage on an LSE server. Your file storage appears as the H: drive in Windows Explorer, or My Computer, when you logon to an LSE computer. This is referred to as your H space.

There is a wireless network which covers many areas of the School. You can use the full LSE network facilities including e-mail and personal network storage (known as H-space). Full details are at <http://www.lse.ac.uk/itservices/remote/connecting>

The school provides facilities for students to put up their own web pages (you can register at <http://www.lse.ac.uk/itservices/PersonalWebSpaceReg.htm>). The group also has equipment, such as digital cameras and camcorders for short-term loan, for supporting group and individual projects.

The IT Services department has a helpdesk on the first floor of the library and details of computer courses for new and continuing students are posted on notice boards.

## 8.2 Library

The LSE library is possibly the finest social sciences library in the world and the library building now reflects this. The library was completely rebuilt to a design by Norman Foster and reopened in May 2001 with improved facilities providing a first class environment for study. The key readings for your courses will be found in the Course Collection on the ground floor. The wide range of journals and other books particularly relevant to information systems are found on the first floor (generally more technically oriented) and the second floor (generally more organisationally and management oriented). However you will need to explore other parts of the library for materials relevant to your own particular interests.

The Library catalogue provides the classmark and location of the book/journal or link to full text if a journal is available online - links from the Library web site <http://www.lse.ac.uk/library/>. There is also a quick subject guide for information systems:

[http://www.lse.ac.uk/library/qusugu/information\\_systems.htm](http://www.lse.ac.uk/library/qusugu/information_systems.htm)

An increasing number of journals are available online, although many of them are only accessible from within the School. There is a link to these journals on the library web pages (<http://zw4gk5cr3l.search.serialssolutions.com/>) or via the resources and links section of the Information Systems web site (<http://www.lse.ac.uk/collections/informationSystems/resourcesAndLinks/Default.htm>)

The library gathers together pointers to useful on-line resources, organised by department, on its Electronic Library page (<http://library-2.lse.ac.uk/EL/info/>). This includes a link to the Web of Science where you can find details of articles published in most of the major journals in our field.

## 8.3 Careers Service

The LSE Careers Service provides a comprehensive careers guidance and employment service for masters and doctoral students seeking information on

most areas of graduate employment and further study in the UK and, where relevant and available, for employment and study overseas. The Careers Service has an extensive careers information and reference library with staff to help LSE students in their job search. More details of the service are on the web at <http://www.lse.ac.uk/careers>.

Shaun Harris, an LSE careers adviser, dedicates half a day per week to Information Systems students. Appointments are on Tuesday mornings and can be made by emailing [careers@lse.ac.uk](mailto:careers@lse.ac.uk) or by calling 020 7955 7135.

The ISI Group, in association with the ISI Student Society, organises events specifically related to careers in IS, in addition to the recruitment presentations in IS490.

On completion of the MSc course international students can apply to work in the UK for one year, for more information see:

<https://www.lse.ac.uk/collections/careersService/internal/Inside/International/WorkingUKAfterStudies.htm>

## **8.4 The Language Centre**

The LSE Language Centre offers an extra curricular programme in a range of modern foreign languages which is open to all LSE members. To help you choose the most appropriate course there are a series of information sessions and individual appointments held during the first weeks of term. Courses start in week 5 of the Michaelmas Term and the cost of a standard course in 2008-09 is £205.00. Please see [www.lse.ac.uk/languages](http://www.lse.ac.uk/languages) for information on the Modern Foreign Language (MFL) Certificate Course Programme.

If English is not your first language the Language Centre is on hand to give you advice and support throughout your time at LSE. The support is free and starts as soon as your main course starts. There are specific classes for ISI students and information sessions are held during the first days of term to advise you on the most appropriate classes to take. Classes begin in week 2 of the Michaelmas

Term. Please see [www.lse.ac.uk/languages](http://www.lse.ac.uk/languages) for information on the English for Academic Purposes (EAP) Insessional Support Programme.

Along with LSE Careers and the Teaching and Learning Centre the Language Centre also contributes to the Study Skills Programme. This programme, including advice on how to prepare for examinations and how to write essays is aimed at those whose first language is English or have no real problems. It is advertised throughout the year on [www.lse.ac.uk/training](http://www.lse.ac.uk/training) along with many other Academic, Personal and Professional Development Courses.

## **8.5 The Teaching and Learning Centre**

The Teaching and Learning Centre (TLC) provides a range of services to students including, study skills workshops, open sessions and individual mentoring. For further information see:

<http://www.lse.ac.uk/collections/TLC/whatWeDo/learningSupport.htm>

## **8.6 Student Services Centre**

The Student Services Centre offers advice on administrative services relating to admissions, registration, courses and assessment, examinations, ceremonies and financial support, and you can also pay your fees there. If staff are unable to deal with your query, you may be referred to a colleague with more specialised knowledge. Staff can also answer basic queries related to services provided elsewhere in the School. For more information see: [www.lse.ac.uk/SSC](http://www.lse.ac.uk/SSC)

Counter service is available from:

- 10.00 to 17.00 weekdays during Term time
- 10.00 to 15.00 on Wednesdays during Term time
- 10.00 to 16.00 weekdays during School vacations
- 10.00 to 15.00 on Wednesdays during School vacations

They also offer specialist drop-ins. The timetable for these can be found at: [www.lse.ac.uk/collections/studentServicesCentre/Drop\\_in.htm](http://www.lse.ac.uk/collections/studentServicesCentre/Drop_in.htm)

Copies of the School's prospectus can be collected at the Student Services Centre as well as forms relating to student administration. Students can also use the convenient drop boxes to pay fees and deliver completed forms.

## **9. Other chances to learn**

There are many chances for you to broaden your study outside of your formal course sessions.

The Group holds an annual Social Study of Information and Communication Technologies (SSIT) workshop in the Easter break of each year. This has established itself as a significant event in the international IS calendar and attracts speakers and participants from around the world. All students are very welcome participants.

### **9.1 Additional Seminars**

Throughout the year there are special School lectures, open to everyone, usually held in the Old Theatre. Speakers during the last few years include Ulrich Beck, Paul Gilroy, Sarah Franklin, Leslie Sklair and Bruno Latour. Upcoming lectures are advertised on the large computer screens around the School, and on the School's homepage under 'Events'.

The Department of Management also organises department-wide lectures and seminars, and many of these cover topics of interest to ISI Group students.

The ISI Group runs three additional seminar series, which students are encouraged to attend. To find a detailed schedule of the seminars please check the 'News and Events' section of the Group's website.

#### *ISRF Seminar Series:*

The Information Systems Research Forum (ISRF) is a series of events organised and run by ISIG PhD students which invites researchers from the ISI Group, LSE and the wider research community to present their research in progress to an audience of PhD students and others. They are open to staff and Postgraduate students from LSE and elsewhere in London.

For more details of these seminars please contact the Research Coordinator, Frances White at [f.white@lse.ac.uk](mailto:f.white@lse.ac.uk)

*ICTs in the Contemporary World Seminar series:*

The seminars are aimed at exploring the organisational, social and cultural patterns or practices emerging out of the use of information and communication technology. The seminars will involve a wide range of topics and approaches drawn across social science disciplines and have as an important goal to promote the cross-breeding of disciplines as information and information processes are increasingly becoming a distinctive mark of the age. This series of seminars is coordinated by Chrisanthi Avgerou, [c.avgerou@lse.ac.uk](mailto:c.avgerou@lse.ac.uk)

*IS554 Research Seminar Series:*

From the 2008/09 academic year the IS554 seminar series has been changed to three one-day conferences, one in each term. The conferences give PhD students in the Group the opportunity to present their research, gain feedback from the community and see how their peers are progressing. External speakers and academic staff will also be invited to take part in these events. The IS554 series is coordinated by Will Venters, [w.venters@lse.ac.uk](mailto:w.venters@lse.ac.uk)

The following dates have been confirmed:

4th November 2008 – 2nd year PhD students

10th February 2009 – 1<sup>st</sup> Year students presenting for PhD upgrade.

23rd June 2009 – 3<sup>rd</sup> year PhD students

## 10. What to do if you have a problem

While most students complete their year of study without any serious problems, occasionally students do encounter problems which may disrupt their studies. Usually the first person for students to talk to is their Personal Tutor or their Course Tutor. If, for any reason, you do not wish to raise an issue with either of these you should feel free to approach another member of Group staff, academic or administrative, with whom you have developed a rapport.

The Group and the School are concerned to ensure that you receive help with any of problem and will give advice in confidence. We can only help if you ask for help and the earlier you ask for help the easier it is to resolve problems. Please do not suffer in silence, talk to us.

There are also sources of support in the School that you can turn to:

- **Adviser to Women Students**

Dr Janet Stockdale, Room A202, 020 7955 7849, [j.stockdale@lse.ac.uk](mailto:j.stockdale@lse.ac.uk) –  
Michalemas Term Only

Dr Shani Orgad Room S106B, 020 7955 6493, [s.s.orgad@lse.ac.uk](mailto:s.s.orgad@lse.ac.uk) – Lent  
Term only

The Adviser is available to discuss issues of concern to women students in the School and to offer advice and support to women students with personal problems.

- **Advisor to Male Students**

Dr Matthew Engelke

Room A609, 020 7955 6494, [m.engelke@lse.ac.uk](mailto:m.engelke@lse.ac.uk)

The Adviser is available to discuss issues of concern to male students in the School and to offer advice and support to male students with personal problems.

- **Adviser to Students with Disabilities**

If you think you may need specific arrangements in order fully to access your programme of study at LSE, then do contact the Disability and Well-being Office, if you have not already done so and arrange to see one of three advisers:

Jean Jameson, disability officer, Room A40, 020 7955 6034/7767,  
j.jameson@lse.ac.uk

Jane Sedgwick, adviser to students with mental health issues

Linda Kelland, adviser to students with dyslexia/dyspraxia, disability-dyslexia@lse.ac.uk

Together, you can write an 'Individual Student Support Agreement' which will set out what reasonable adjustments need to be put in place and by whom. This includes any alternative arrangements for exams and assessment, alternative resources for fire alarms, emergency evacuation of buildings, hearing support systems, rest rooms, study support and assistance in the library. Practical study and social support for students with disabilities can be provided through peer group support co-ordinated by LSE Circles Network. A Disability and Diversity Consultative Forum meets termly to monitor and advise on disability-related issues as part of the LSE's commitment to working towards disability equality and fulfilling the duties required by public bodies in the disability discrimination legislation. (DDA, 2005).

Further information can be found at:

<http://www.lse.ac.uk/collections/disabilityOffice/>

- **Student Counselling Service**

<http://www.lse.ac.uk/collections/studentCounsellingService/>

The LSE Student Counselling Service offers a free and confidential service to all students at LSE. The service aims to enable students to cope more

effectively with any personal or study difficulties that may be affecting them while at LSE. There are six professionally qualified and experienced counsellors in the service offering about 80 sessions of counselling each week. Each session lasts for 50 minutes.

Appointments are bookable Monday - Friday 10.00 - 4.00 pm throughout the year, apart from 'School closure' days (public holidays). The service is a part of the Teaching and Learning Centre, and is located in Tower 1, Floor 6. All counselling sessions need to be booked through reception (020 7852 3627 or Ext 3627). Students may seek assistance with a wide range of common problems.

If you are feeling suicidal it is best to contact your doctor. You can always contact a doctor through the St Philips Medical Centre (020 7955 7016) or ask to see someone at the Accident and Emergency Department of a hospital. The Samaritans also offer help on telephone 08457 909090 and email [jo@samaritans.org](mailto:jo@samaritans.org)

- **Dean of Graduate Studies**

Dr Julian Fulbrook

Room A202, ext 7574, [j.fulbrook@lse.ac](mailto:j.fulbrook@lse.ac). or [n.dallen@lse.ac](mailto:n.dallen@lse.ac).uk

The Dean has a wide range of duties concerned with relations between the School and its students. He is available to any graduate student who wishes to raise any problem, academic or otherwise. In particular he is available for the counselling of individual students who experience difficulties, and he can help in the reallocation of students to supervisors. He is a supplementary source of help to the supervisor, the Departmental Research Student Tutor and the departmental Convener. The Dean will see students by appointment or during his open office hours as published outside his office (A202).

- **Financial Support Office**

Room A42, 020 7955 7751/7155, [financial-support@lse.ac.uk](mailto:financial-support@lse.ac.uk)

The Financial Support Office administers a number of student hardship funds for currently registered students. If you are not sure about your eligibility to apply, you may find it useful to attend one of their drop in sessions to discuss your circumstances with a member of Office staff. Please note, students who have registered with insufficient funds for the duration of their programme are not eligible to apply to the Student Support Fund - the financial difficulties must have occurred after you registered at the School.

- **St Philips Medical Centre**

St Philips Medical Centre is an NHS general practice staffed by doctors and nurses who provide primary medical and nursing care to registered patients and anyone who becomes ill or requires medical advice whilst within the LSE campus. You can register for the medical centre online at <http://www.lse.ac.uk/collections/medicalCentre/>

The medical centre is also home to the student counselling service and provides a number of services run by visiting specialists and health practitioners.

- **Students' Union Advice and Counselling Centre**

Room E297, 020 7955 6709, [SU.Advice-Centre@lse.ac.uk](mailto:SU.Advice-Centre@lse.ac.uk)

The SU Advice Centre is open in term-time on:

**Monday and Friday** at 10.30 - 16.00.

**Tuesday, Wednesday and Thursday** at 10.30 - 13.00

The Advice and Counselling Centre of LSE Students' Union offers confidential advice on a range of issues. If you are experiencing a problem

(including academic), or would like information on a particular issue, such as practical and legal advice on immigration or visas, employment, disability, consumer rights, housing rights, deposit problems or difficulties with your tenancy, then the Advice Centre should be able to assist you. It also administers the Student Unions' student support funds for Childcare, Women's Right to Choose, Disabled Students' Fund, etc.

## **11. Contacting Students**

As a matter of policy, the ISI Group will **only** send e-mail messages to students using their LSE e-mail address. If you have another account that you wish to use (e.g. hotmail, gmail or yahoo), you should ensure that your LSE e-mail is automatically forwarded to this account. This can be done by setting up a rule in MS Outlook from any School PC: a handout explaining how to set this facility up is available from the IT services help desk. You must ensure that your LSE e-mail mailbox does not exceed your quota; once a mailbox is full you cannot receive any messages and you may miss vital information.

Students should also check their pigeonholes on the third floor of the NAB in room 3.25 for written messages and post. However, you should not use the LSE address for your regular mail and we cannot be liable for any mail that goes astray.

You must ensure that the Group office has an up to date home address and telephone number for you and that you inform the Graduate Office if you move. This can be done via LSEforYou (see link on LSE home page). In particular, exam entry forms are sent to the address on LSEforYou.

## **12. Privacy**

The Group is very aware of, and wishes to respect, the privacy rights of students. A mailing list of students is used to contact all students about important

information about the course (rescheduling of activities, availability of resources etc.). Separate mailing lists are kept for use for other notices (such as careers events) and details of social activities. While we hope that all students will wish to be kept informed about these activities, you may choose to opt out of receiving these additional messages by indicating this on your student details form.

We circulate photo lists of students to relevant members of staff to assist them in identifying the students they are teaching and supervising. We also circulate a photo list to all students; if you wish not to be included in this list you should tick the box on the group student details form that you complete when we are taking photos at the start of the session.

### **13. Equal Opportunities**

The ISI Group is committed to promoting equal opportunities to all of its members irrespective of race, religion, sex, age, disability or sexual orientation. The ISI Group supports LSE's race equality policy;; <http://www.lse.ac.uk/resources/raceEquality/policy.htm>

### **14. The Student Support Desk**

The Student Support Desk on the third floor of the NAB acts as the main point for the submission of coursework, collection of materials and dissertation loaning. In addition, the support desk staff can provide general advice in a friendly and supportive atmosphere. The opening hours of the SSD during term time are 09.30 – 17.30. The SSD should also be used to report any problems with the Group's computers. If you would like to make any comments about the courses or services there is a suggestion box at the SSD.

## 15. The ISI website, Moodle and public folders

The ISI Group's web site contains important resources for your learning. The three most important parts of the site for current students are News and Events, Working Papers, and Resources and Links. News and Events contains information of the current activities of the group and of events elsewhere that may be of interest. The Working Papers enable you to read about work in progress by group staff. The Resources and Links pages give quick access to IS related web sites around the world, electronic resources within the School, links to useful software and links to many resources for building web pages.

Course materials are distributed electronically via Moodle (<http://moodle.lse.ac.uk/login/index.php>) or the public folders facility of MS Outlook. In the Information Systems and Innovation Group folder you will find a folder for 08\_09 teaching and inside that a set of folders for each course. You will be told at the start of each course whether material will be distributed via Moodle, or Outlook. In each case the system will contain copies of lecture notes, class handouts and other supporting material.

## 16. The ISI Society

The ISI society is a society of the LSE Student's Union which is intended primarily for Information Systems students. It organises a variety of activities, including parties and careers evenings. The ISI Group, which works closely with the society in organising these events, encourages all masters and doctoral students to join. Elections for the society are held early in the first term.

## 17. Student Committees

The Group organizes **Staff-Student Liaison Committee** (SSLC) meetings every term between staff members and representatives from the MSc and PhD programmes. Representatives are elected at the start of the MT. Representatives

can raise issues of concern formally at these meetings. The SSLC is also used by the Library and other School services to inform students of forthcoming activities. In addition to the formal SSLC, students are encouraged to talk to academic or administrative staff if they have any problems, as many can be quickly resolved once staff are aware.

In addition, the School hosts a number of Committees where a representative from each course is entitled to attend. The committees are:

*Research Students Forum*

*Taught Students Graduate Forum*

*Library User Group*

## **18. Frequently Asked Questions**

### **What?**

- What is the risk of my possessions/bags/laptop being stolen in the LSE?

The LSE's central London location and the large numbers of students mean that the buildings are 'open access' throughout the day. As a result there is a very high risk of casual theft. **DO NOT LEAVE BAGS, COMPUTERS, MOBILE PHONES or any other VALUABLE ITEMS UNATTENDED AT ANY TIME.** If you see anyone acting suspiciously, please contact the porters on extension 2000, or call 666.

- What do I do if I have an e-mail account I prefer to use?

The Group will only contact you through your LSE e-mail address. If you prefer to use your own e-mail account (e.g. Yahoo, gmail, Hotmail) then you must set up the out-of-office assistant in Outlook so that all messages are automatically forwarded to your other account. IT Services provide a helpful handout on how to do this.

- What do I do to get my IS Course Packs?

Course Packs will be given to you when you register with the Group.

- What do I need to do to be able to use the Group's Computers?

You will be given access to the Group's Computers when you register with the Group.

### **Where?**

- Where is the ISI Group?

The Information Systems and Innovation Group is located on the third floor of the New Academic Building (NAB), this includes academic staff, the Group office the Student Support Desk, and research staff.

- Where are lectures and classes held?

Lectures are normally found in large lecture halls. Most of the lectures are held in D1 (in Clement House), the New Theatre the Peacock Theatre and the NAB. Classes are held in smaller rooms throughout the School.

- Where can I use the School Computers?

In addition to the Group's computer facilities, you can also use any of the School's computing rooms. A038 is a large, open access facility which is open from 9am to midnight Mon-Fri, and 10am-10pm weekends during term time. Other rooms include: S03, S018, S075 and S169, S170, S175 and S177 which are all also used as classrooms. There are many public computing areas in the library. Many of these rooms do not have e-mail access between 10am-6pm, Monday to Friday. A complete list of computer rooms can be found at

[http://www.lse.ac.uk/itservices/facilities/public\\_computer\\_areas.htm](http://www.lse.ac.uk/itservices/facilities/public_computer_areas.htm) The School is also widely set up for wireless networking, which means that a suitably set up machine can be used throughout the campus.

- Where do I go if I have any questions about LSE computing facilities?

The IT Services Help Desk in the Library is the first point of call for any general computing queries. Many handouts are available from here.

- Where do I go to eat?

The School provides four places to eat.

- The largest is the **Brunch Bowl** on the fourth floor of the main building, this is open all day until 7.30 p.m. for both snacks and hot and cold meals.
- The **LSE Garrick** is on the corner of Houghton Street and Aldwych; it is more expensive (but higher quality) than the Brunch Bowl.
- **Café Pepe** is on the third floor of Clement House, it is open all day during term times and offers snacks and light lunches.
- **Plaza Café**, serving light snacks, is on the John Watkins Plaza, outside the library.

Details of LSE catering facilities are at <http://www.lse.ac.uk/School/restaurants.htm> . In addition the Students' Union runs a café in the Quad which offers drinks, snacks and light lunches at very reasonable prices.

The School runs the **Beaver's Retreat Bar**, next to the Brunch Bowl, **The George IV pub** on Portugal Street and the Students' Union runs **The Three Tuns**, all offer drinks at far lower prices than surrounding pubs and bars.

The closest outside café is **Wright's Sandwich Bar**, next to the main entrance to the school which is small, crowded and cheap. All the major chains like Starbucks and Pret à Manger have branches nearby and there are many (quite expensive) wine bars within short walking distance.

- Where do I go for a drink?

There are two bars on the LSE campus, in addition to many (more expensive) bars nearby. The Three Tuns (on the ground floor of the Clare Market building) is run by the Students Union, whilst the Beavers Retreat (fourth floor of the Old Building) is run by the School.

## **How?**

- How do I get more paper for the printers?

Paper for the Groups printers only is available from the Student Support Desk or Melissa Bridge. Please note that this paper is only available during office hours. Paper for other printers is available from S198.

- How do I report a faulty machine?

Machines can only be repaired if we know they are faulty. Please report any faulty ISI Group machines or printers to Melissa Bridge. For paper jams please contact the Student Support Desk. Faulty computers or printers elsewhere in the School should be reported to the IT helpdesk in S198 or to the IT Services desk in C120.

- How do I make an appointment to see my Tutor or other members of staff?

All members of staff have published office hours when they are available to see students. If you can't make these times, you can arrange to make an appointment by contacting the person directly. You will probably find this is best done by e-mail, as staff pick up their e-mail even when they are not in the School. Many simple problems can be sorted out easily by e-mail, without requiring a face-to-face meeting.

- How do I get an official letter confirming that I am a student?

These letters can only be issued by the Registry (in the Student Services Centre – A42). They normally take three to five days to be produced, so make sure you request them in plenty of time.

- How do I pick up basic computing skills?

Basic computing skills are learnt on a self-teaching basis. IT Services provide a number of handouts introducing the basic packages. If you are not familiar with Windows and Microsoft Office you must take these courses as soon as possible. We also organise some specialist courses for advanced topics during the term.

- How do I find useful electronic sources?

The Departmental web site <http://is/lse.ac.uk> has a special range of student resources (<http://is.lse.ac.uk/support>)

- How do I sign up for classes?

Classes are available on a first come, first served basis. Choose one class per course and sign up for it via the ASP pages at [asp.is.lse.ac.uk/aspmsc](http://asp.is.lse.ac.uk/aspmsc) Please note that there is an upper limit on the number of people per class. This is done for your benefit. No one learns properly if a class is too large.

- How do I improve my language/study skills?

The Language Centre runs a number of general and specialist courses for students. For further information about these, please contact Mike McGarvey (7040).

## **When?**

- When will the first party be held?

The first ISI Group MSc party will be held in the first few weeks of term. It will include a disco, one free drink per student and lots of dancing.

- When are the examinations?

The examinations are normally held in the third and fourth week of the summer term and they normally last two-three weeks.

- When do I graduate?

You will know whether you have passed the MSc at the end of September 2009. The formal presentation ceremony takes place in the middle of December 2009.

### **Why?**

- Why can't I work overnight in the Group computing rooms?

At night, the LSE buildings are very dark and it is not possible to guarantee your safety. If you must work overnight, you must move to the open access room C120 where there is a permanent security presence.

- Why can't I take a programming course?

We believe that basic skills in using common packages and techniques like programming should be something that everyone knows, not something they get credit for.

- Did you know you can have free admission to the Courtauld Gallery?

Students and staff of LSE can visit the nearby Courtauld Gallery for free. The Gallery, part of the University of London, is in Somerset House, on the other side of Aldwych. It is one of the best small art galleries in the world and has a world class collection of Impressionist paintings - some of the Renoirs, Van Goghs and Monets that you have often seen on postcards - and much else besides <http://www.courtauld.ac.uk/gallery/>. Fit in a visit when you need a break from studying.

## 19. Alumni

### *ISIG Alumni*

Don't forget to join the Information Systems Alumni Group, for more information check here:

<http://www.lse.ac.uk/collections/informationSystems/Alumni>

Joining will enable you to stay in touch fellow alumni and members of the ISIG staff, receive updates on the latest news and events.

### *Volunteer to represent LSE!*

Although your graduation day may seem a long way off, over the next year or so your thoughts may turn to what you will do after you leave LSE. Before you forget about your days on Houghton Street, you may be interested to know that, as an alumnus / alumna, you can use your own experience of studying at the School to help advise prospective LSE students. The Student Recruitment Office runs an Alumni Recruitment Volunteer (ARV) programme which supports a network of LSE alumni around the world who have volunteered to offer information to prospective students on what it is like to study at the School, to live in London and the UK and to answer general enquiries on particular courses of study. Opportunities for volunteering range from delivering a presentation to students at your old school or university to representing LSE at a recruitment fair.

We hope that you will enjoy your time at LSE and that you will want to recommend studying at the School to other potential students. If this is the case, please visit the Alumni Recruitment Volunteers website and complete the application form to join our worldwide network of volunteers: <http://www.lse.ac.uk/AlumniRecruitmentVolunteers>



**INFORMATION SYSTEMS  
AND INNOVATION GROUP**  
Department of Management