



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

The London School of Economics and Political  
Science

Department of Management

# Information Systems and Innovation Group

## MSc ADMIS Student Handbook

Academic Year 2010/2011





*Dear Incoming Student,*

*As you will be aware, your academic group is part of the Department of Management, the newest and one of the largest Departments in the School. As the Head of that Department, I would like to add our welcome to that of your Group.*

*The aim of the Department is to provide a multi-disciplinary environment for teaching in Management at the School, and we hope we will be able to offer you numerous exciting opportunities in terms of intellectual environment and academic life.*

*During your time at LSE it is my hope that you will benefit from all the Department has to offer, and I wish you every success in the coming year.*

A handwritten signature in black ink, appearing to read 'Saul Estrin', with a large, sweeping underline that extends across the width of the signature.

*Professor Saul Estrin*

*Head of Department of Management*

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## 1. Registration Checklist

The checklist below lists tasks that need to be completed by every student, in order to complete registration. By Week 1, we mean the first week of teaching, therefore for the Michaelmas Term (MT) 2010 this is the week starting 4th October.

	<b>Task</b>	<b>Location</b>	<b>MT Date</b>	<b>LT Date</b>
<input type="checkbox"/>	Register for courses & Seminars with the School	Online via 'LSE for You'	By Week 3	By Week 3
<input type="checkbox"/>	Collect student card	Library	In Week 1	na
<input type="checkbox"/>	Register with ISI group: • personal details form	During Registration or at DoM Reception Desk, 3rd Floor NAB	Fri 1 <sup>st</sup> Oct or in week 1	na
	Optional course choice form	DoM Reception Desk, 3rd Floor NAB	na	In Week 2
<input type="checkbox"/>	Collect hard copy course packs	During Registration or at DoM Reception Desk	Fri 1 <sup>st</sup> Oct or 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. Key Dates for 2010/11

### *Term Dates*

Start of Michaelmas term	30th September 2010
<i>MT Teaching starts</i>	4th October 2010
End of Michaelmas term	10th December 2010
Lent term	10th January - 25th March 2011
Summer term	3rd May – 1st July 2011

School closures: all School offices closed but some buildings open Thursday 23 December 2010 – Monday 3 January 2011 inclusive, Thursday 21st April – Wednesday 27 April 2011 inclusive. In addition to public holidays on Monday 2<sup>nd</sup> May, Monday 30<sup>th</sup> May, Monday 29<sup>th</sup> August.

### *Submission Dates for IS courses*

Deadline for IS471 boot-camp	5th November 2010
Deadline for IS470 draft essay	16th November 2010
Deadline for IS470 essay	15th December 2010
Deadline for stream essay	14th April 2011
Exam period	May 2011
Deadline for dissertation	31st August 2011

### **3. The LSE Information Systems and Innovation Group**

#### **3.1 About the Department of Management**

The Department of Management (DoM) was formally established in 2006, bringing together four existing units of the School:

- Employment Relations and Organisational Behaviour Group (EROB)
- Information Systems and Innovation Group (ISIG)
- Managerial Economics and Strategy group (MES)
- Management Sciences Group (formerly Operational Research)

The Department is based in the New Academic Building (NAB) on Lincoln's Inn Fields.

All DoM courses begin with the code MG, EROB with ID, MES with MN and Management Sciences courses with the code OR.

#### **3.1 About the Information Systems and Innovation Group**

The ISI Group in the LSE Department of Management is a world leader in its field. In the most recent UK government-sponsored Research Assessment Exercise (2008) 70% of our research was judged to be world leading or internationally excellent in terms of originality, significance and rigor.

The ISIG 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 ISIG 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. The ISIG 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 ISIG 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 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 Information Systems or related disciplines across the world.

The ISIG is located on the third floor of the NAB, this includes academic staff, the Group office and the Department of Management (DoM) Reception Desk.

**The address of the ISI Group is:**

Information Systems and Innovation Group,  
Department of Management  
London School of Economics and Political Science  
Houghton Street  
London WC2A 2AE  
United Kingdom

**Telephone:** +44 (0)20 7955 7655

**Fax:** +44 (0)20 7955 7385

**e-mail:** [is@lse.ac.uk](mailto:is@lse.ac.uk)

**Web site:** <http://isig.lse.ac.uk/>

### 3.2 Who's who in the Group

*Academic staff (with their main research interests)*

**Professor Ian Angell, PhD** i.angell@lse.ac.uk 020 7955 7638

On Sabbatical leave MT, LT & ST

<http://personal.lse.ac.uk/angell/>

Global Consequences of Information Technology; Applications of New Technology – Risks and Opportunities; Organisational and National Information Technology Strategies; Novel Organizational Forms, Creative Commons, and other Techno-Legal issues; Complexity and Systems Theory.

**Professor Chrisanthi Avgerou, PhD** c.avgerou@lse.ac.uk 020 7955 7634

Head of Information Systems and Innovation Group

<http://personal.lse.ac.uk/avgerou/>

Information Systems and Organisational Diversity in the Global Context; Information Systems Implementation; ICT Policy.

**James Backhouse, PhD, Reader** j.p.backhouse@lse.ac.uk 020 7955 7641

Reader in Information Systems

<http://personal.lse.ac.uk/backhous/>

Managing Information Risk and Security; Power and Institutionalization, Security and Privacy in Identity Management; Semantic Modelling for Systems Analysis.

**Antonio Cordella, PhD** a.cordella@lse.ac.uk 020 7955 6031

On Sabbatical leave MT

<http://personal.lse.ac.uk/cordella/>

E-government ; Relationships between IT and Organisations, Forms and Behaviours; Information Systems Infrastructures; Actor Network Theory and Information Systems; Electronic commerce.

**Tony Cornford, PhD** t.cornford@lse.ac.uk 020 7955 7337

<http://personal.lse.ac.uk/cornford/>

Health Information Systems; Sociotechnical approaches to IS; Open source; E-government.

**Professor Jannis Kallinikos, PhD** j.kallinikos@lse.ac.uk 020 7852 3622

DoM PhD Programme Director

<http://personal.lse.ac.uk/kallinikos/>

Technology and Work Organisation; Information and Communication Technologies and Emerging Organisation Forms; Cognition, Information and Organisation; Large-scale Information Systems and Behavioural Standardisation; Social Construction of Predictable Worlds.

**Ela Klecun, PhD** [e.klecun@lse.ac.uk](mailto:e.klecun@lse.ac.uk) 020 7852 3693

On Sabbatical leave MT, LT & ST

<http://personal.lse.ac.uk/klecun/>

Health Information Systems and Telehealth; Evaluation of Information Systems; Digital Literacy and Digital Exclusion, Sociotechnical Approaches to Information Systems; Application of Critical Theory in the Field of Information Systems.

**Shirin Madon, PhD** [s.madon@lse.ac.uk](mailto:s.madon@lse.ac.uk) 020 7955 7627

<http://personal.lse.ac.uk/madon/>

Information Systems in Developing Countries; E-governance for Development; Rural Informatics in India; Telecentres in Developing Countries; Health Information Systems in Developing Countries.

**Nathalie Mitev, PhD** [n.n.mitev@lse.ac.uk](mailto:n.n.mitev@lse.ac.uk) 020 7955 6029

<http://personal.lse.ac.uk/mitev/>

Information technology and Organisational Change; Technology Management; Information systems failures; Electronic markets; Air, rail travel and tourism.

**Susan V Scott, PhD** [s.v.scott@lse.ac.uk](mailto:s.v.scott@lse.ac.uk) 020 7955 6185

On Sabbatical leave MT, LT & ST

<http://personal.lse.ac.uk/scott/> and <http://is2.lse.ac.uk/movingmarkets/>

Strategic use of Information Systems in Financial Services; Risk and IT-enabled Risk Management; Electronic Markets; Electronic Trading; Social Media; rating and ranking systems; the sociomateriality of work practices.

**Steve Smithson, PhD** [s.smithson@lse.ac.uk](mailto:s.smithson@lse.ac.uk) 020 7955 7647

<http://personal.lse.ac.uk/smithson/>

IS Evaluation; Interorganisational IS; E-commerce; IS Management and Use within organisations.

**Carsten Sørensen, PhD** [c.sorensen@lse.ac.uk](mailto:c.sorensen@lse.ac.uk) 020 7955 6102

<http://www.carstensorensen.com> and <http://mobility.is.lse.ac.uk/>

Enterprise Mobility; Information services; Business Innovation with IT; Crowdsourcing; Emerging Business Models; Management of Interaction and

Knowledge; Mobile and Ubiquitous Computing; Internet Technologies; Software Engineering; Computer-Supported Collaborative Work.

**Will Venters, PhD** [w.venters@lse.ac.uk](mailto:w.venters@lse.ac.uk) 020 7852 3619  
MSc ADMIS Course Tutor  
<http://personal.lse.ac.uk/venters/>

Information systems development, Socio-technical Approaches to Information Systems, distributed work practices, large-scale distributed systems, cloud, Grid and utility computing, Knowledge Management.

**Edgar Whitley, PhD, Reader** [e.a.whitley@lse.ac.uk](mailto:e.a.whitley@lse.ac.uk) 020 7955 7410  
Reader in Information Systems  
<http://personal.lse.ac.uk/whitley/>  
Identity policies, Actor Network Theory; Privacy.

**Professor Leslie Willcocks, PhD** [l.p.willcocks@lse.ac.uk](mailto:l.p.willcocks@lse.ac.uk) 020 955 6045  
<http://personal.lse.ac.uk/willcocks/>  
Technology, Work and Globalisation; Outsourcing and Offshoring; IT Strategies; IT Evaluation and Management; Organisational Change; Social Theory and Philosophy for Information Systems; Information, Knowledge and Learning.

*Research and academic related staff*

**Mike Cushman** [m.cushman@lse.ac.uk](mailto:m.cushman@lse.ac.uk) 020 7955 7426  
Information & Communication Manager

**Research Officers:** Silvia Elaluf-Calderwood, Antonios Kaniadakis  
Valentina Lichtner, Dimitra Petrakaki and Prodromas Tsiavos.

**Visiting Fellows:** Andrew Craig and Bernard Dyer.

**Visiting Professors:** Ole Hanseth, Giovan Francesco Lanzetta, Bob Galliers, Allen Lee, Michael Mainelli, Ray Paul, and Peter Sommer.

**Visiting Senior Fellows:** Simon Davies, Jerry Fishenden, Gus Hosein and Angelikue Poulymenkaou.

*Support Staff – Group Office*

**Melissa Bridge** m.bridge@lse.ac.uk 020 7955 7655  
Teaching Coordinator

**Imran Iqbal** i.iqbal2@lse.ac.uk 020 7955 7398  
Group Manager with Research Focus

**Frances White** f.white@lse.ac.uk  
Research Coordinator – On Maternity Leave

### **3.3 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 an Academic Adviser from among the academic staff.

The Support Staff provide administrative support to the ISI Group faculty and students, and they are aided by the DoM Reception desk who provide immediate assistance to students. The desk is where students can obtain copies of handouts, hand in course work, and often obtain answers to more general questions about the DoM 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 to see 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>.

### 3.4 Research in the Group

The academic staff, research staff and research students of the ISI Group are actively involved in leading edge research. Current areas of interest include studying the fundamental theoretical underpinnings of Information Systems, projects with leading commercial, industrial and financial companies in the UK and beyond and the study of national IT policies and the application of IS in 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://isig.lse.ac.uk/research/> and in the group's working paper series at <http://is2.lse.ac.uk/asp/aspwp/locate.asp>

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

Course tutor: Dr Will Venters, w.venters@lse.ac.uk

### 4.1 Aims and outcomes of the course

#### *Aims for MSc ADMIS*

- To provide an up-to-date, relevant and high quality education in information systems in a research-active environment for students from a wide range of backgrounds.
- To provide an understanding of the changing role of information systems in contemporary organisations and the issues that affect their management and development.
- To provide students with the necessary knowledge and skills to build careers in information systems.
- To help students understand the interdisciplinary nature of information systems.
- To enable students to gain specialist knowledge within a particular area.
- To encourage students to develop their critical reasoning ability in order to make well-informed judgements concerning new developments in information systems.
- To develop a series of transferable skills including: problem formulation and resolution, team work, library and internet research, report writing and research methods.
- To provide a basis for further study.

## 4.2 Structure of the year

MSc ADMIS is a full year course, running from October 2010 to September 2011. 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 website, 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 Innovation and Information Systems: Concepts & Perspectives: The course provides conceptual and theoretical foundations for understanding organizational innovation enabled by information technology. It introduces selected contemporary approaches to the study of information systems and innovation drawing from an interdisciplinary research literature. IS470 is assessed by an individual research essay and unseen examination. Chrisanthi Avgerou and Tony Cornford.

IS471 Innovating Organisational Information Technology: 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, cloud computing, 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 an intensive consultancy based teamwork project and an unseen examination. Carsten Sorensen and Will Venters

IS472 Global Strategy Management and Information Systems: The module provides the foundations for understanding globalization, strategy and management in an international context. It then examines the supportive strategic and operational uses of information and communications technologies in work organizations. It deals with 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. Great emphasis is placed on applying theoretical concepts and frameworks to inform practice in public and private, large medium and small organizations, taking an international perspective. IS472 is assessed by an unseen examination.

Leslie Willcocks and Steve Smithson.

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.

#### *Lent Term*

The teaching in the second term is designed to allow students to specialise according to their interests. Students can take one full unit plus one half unit, or three half units.

Full units available are:

- IS414 Designing Information Services, Carsten Sorensen\*
- DV475 It and Development, Shirin Madon

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

Half units are usually assessed either by exam only or by essay only, and those available are:

- IS415 Health Information Systems, Tony Cornford.
- IS417 Global Sourcing and Management of Business and IT Services, Leslie Willcocks. \*
- IS418 Digital Convergence and Information Services, Jannis Kallinikos.
- IS479 Aspects of IS for the Public Sector, Antonio Cordella.
- IS480 Aspects of Information Technology and Service Innovation, Carsten Sorensen.
- IS484 Aspects of Managing Information Risk and Security in Business, James Backhouse.
- IS485 Aspects of Management & Economics Of E-Business, Steve Smithson and Antonio Cordella. \*
- DV483 It and Development, Shirin Madon.
- MG482 Aspects of Innovation and Technology Management, Nathalie Mitev and Jonathan Liebenau.
- IS581 Interpretations of Information, Jannis Kallinikos.
- 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

\* This is a controlled access course, see page 18 for more information

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 DoM Reception Desk **by noon on Wednesday 31st August 2011**. An electronic version of the dissertation must also be submitted to Moodle.

### **4.3 Choosing options**

You can make course choices using the LSE for You course selection system until Friday 29<sup>th</sup> October 2010. 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.

All course choices are subject to the approval of your home department.

After the online course choice system has been switched off, in order to change a course you will need to fill in a 'late course change' form available from the Student Services Centre. Or, you can wait until the start of the Lent Term when you will be able to change them again on LFY.

More detailed information regarding course choice can be found at:

<http://www2.lse.ac.uk/intranet/students/studentServicesCentre/courseChoicePg/Home.aspx>

Study packs of readings are provided for all the core IS courses in hardcopy format which are distributed at the start of MT, and in electronic format for all optional IS courses available via Moodle.

\* Controlled access courses: many courses will have restricted access so an application will have to be made to the department teaching the course before it can be selected. If this is required, it will be indicated on the LFY course choice system.

Full details of all Information Systems courses available are 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:

<http://www.lse.ac.uk/resources/calendar/courseGuides/graduate.htm>

## 5. 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.

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

### 5.1 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 5) and penalties are applied for late submission. A complete submission usually consists of submitting 2 hardcopies to the DoM Reception 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 Teaching Coordinator, Melissa Bridge and the Course Tutor. Alternatively, students can formally submit a form of mitigating circumstances to the Student Services Centre. 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. For the Schools Regulations please see:

<http://www.lse.ac.uk/resources/calendar/academicRegulations/regulationsForTaughtMastersDegrees.htm>

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 DoM reception desk before the deadline. These have your unique six figure ID (which you can find on the ASP pages) 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 DoM reception desk, prior to the day of the submission.
- **Title and abstract** (Note this may or may not count in your word count total, see specific instructions for the particular assignment)
- **Table of contents** for longer essays (this can be automatically generated by Word using styles)
- **Next:** The main essay
- **References** (these do not usually count in your word count total)
- **Appendices** (Note these may not count in your word count total, but see specific instructions for any particular assignment)

## 5.2 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. 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.

## 5.3 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 work you submit for assessment must be your own. If you try to pass off the work of others as your own you will be committing plagiarism.

Any quotation from the published or unpublished works of other persons, including other candidates, must be clearly identified as such, being placed inside quotation marks and a full reference to their sources 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.

The examiners are vigilant for cases of plagiarism and the School uses plagiarism detection software to identify plagiarised text. Work containing plagiarism may be referred to an Assessment Misconduct Panel which may result in severe penalties.

If you are unsure about the academic referencing conventions used by the School you should seek guidance from your tutor or the Library, see link below. The Regulations on Plagiarism can be found at the following web link.

<http://www.lse.ac.uk/resources/calendar/academicRegulations/RegulationsOnAssessmentOffences-Plagiarism.htm>

[http://www2.lse.ac.uk/library/services/training/citing\\_referencing.aspx](http://www2.lse.ac.uk/library/services/training/citing_referencing.aspx)

### *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 ‘Turn it in’ **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 Turn it in 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.

#### **5.4 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://www2.lse.ac.uk/intranet/researchAndDevelopment/researchPolicy/home.aspx>

#### **5.5 Examinations**

Examinations for all courses take place during the Summer Term (May/June). The examination timetable will be available at the end of the Lent Term. It is published on the LSE Website, and students can access their personal

examination timetables through LSE for You. For detailed information on the examination and assessment process, see:

<http://www2.lse.ac.uk/intranet/students/studentServicesCentre/PGResultsFAQs.aspx>

The major component of the final assessment for 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.

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).

## 5.6 Results

Results for 12 month taught Master's programmes are considered at the Graduate School Board of Examiners in November and results published by the end of that month.

The School does not release information about marks to students until they are officially ratified by the relevant School Board of Examiners. However, it is open to individual Departments to release provisional marks to students after the examination period. Please contact Departments directly for information about their practice. Please note that provisional marks have no status and may be subject to amendment by the relevant School Board of Examiners.

***Please note:*** the School will not release your results if you owe any fees. Please check your balance on LSEforYou to see if you have any tuition, halls or library fees outstanding. If you cannot see any outstanding fees on your account, then please contact the Finance Office on [fees@lse.ac.uk](mailto:fees@lse.ac.uk) for clarification

### *Transcripts of Results*

The Student Services Centre will send a full transcript of results to students who have completed their programmes during the Summer following the end of the programme. For up to date information on obtaining a copy of your results transcript, please see:

<http://www2.lse.ac.uk/intranet/students/studentServicesCentre/transcripts.aspx>

### *Classification Schemes*

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/calendar/academicRegulations/TaughtMastersDegreesFourUnits.htm>

For ADMIS see:

<http://www.lse.ac.uk/resources/calendar/LocalRules/MScADMIS.htm>

- 1. Course critical to assessment:**  
The award classification cannot be higher than the result awarded in the designated course (IS499 Dissertation: MSc ADMIS).
- 2. Distinction/Merit borderline (scheme paragraph 5.3.2):**  
Classification for students with mark profiles falling into this range will always be determined to the advantage of the student.
- 3. Merit/Pass borderline (scheme paragraph 5.3.4):**  
Classification for students with mark profiles falling into this range will always be determined to the advantage of the student

## 5.7 Graduation

Presentation ceremonies are held in December for students on 12 month courses. Invitations are emailed to all students expected to successfully complete their programme of study around two months before the ceremonies. Tickets can then be booked online.

The ceremonies take place in the Peacock Theatre and you are able to bring along two guests. The ceremony itself usually lasts between one and one and a quarter hours and is immediately followed by an on-campus drinks reception.

For more information on the presentation ceremonies, please see:

<http://www2.lse.ac.uk/intranet/students/studentServicesCentre/ceremonies/presentationCeremonies.aspx>

### *Certificates*

The degree certificate details your full name, level of award, programme of study, and class of degree or other award obtained.

Your certificates will be available for collection on the day of the School's presentation ceremonies. If you are unable to attend the ceremony, it will be posted out to you within four weeks of the ceremony. Certificates are sent to students' home addresses so please ensure that your home address is complete and up-to-date on LSE for You before the ceremonies.

For further information on degree certificates, please see:

<http://www2.lse.ac.uk/intranet/students/studentServicesCentre/examinationsAndResults/examsAndResultsPg/degreeCertificate.aspx>

## **5.8 Progress to the LSE doctoral programme in Information Systems**

Entry onto the PhD programme will depend upon the following criteria:

- a.** A Distinction or Merit in MISI or another relevant Masters programme.
- 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**

### **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.

The Timetables Offices is responsible for scheduling and allocating rooms to all of the Schools Undergraduate, Masters and Research taught courses. The timings of all taught courses can be viewed on the Timetables web page:

<http://www2.lse.ac.uk/intranet/diaryAndEvents/timetables/Home.aspx>

Masters students self select seminar groups in LSE for You and you will need to check lecture times on the Timetables website. Where possible you will be notified of changes to scheduled teaching via email.

### **6.2 Role of the Academic Adviser**

At the start of the year, all students are allocated an Academic Adviser, who is a member of the ISI Group. You typically meet with your Academic Adviser 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 Academic Adviser once or twice per term.

If any problems arise, or you are absent from the School, in the first instance, you should contact your Adviser and they will be able to provide advice about how to proceed. LSE defines the role of the Academic Adviser as follows:

- To provide students with academic guidance and feedback on the students' progress and performance and to discuss any academic problems they may experience.
- To provide pastoral support on non-academic issues and to refer students, as necessary, to the appropriate support agencies within the School.
- To implement the provisions outlined in individual student support agreements (ISSAs) for students with disabilities in liaison with the School's Disability Office.
- To maintain regular contact with the student on academic and pastoral issues through direct one-to-one meetings and other means of communication, such as emails.

In addition to the Academic Adviser, or if you have difficulties meeting your Academic Adviser, the Course Tutor **Will Venters** ([w.venters@lse.ac.uk](mailto:w.venters@lse.ac.uk)) is also available to meet students if they wish. Under certain circumstances students may request a change of Academic Adviser, 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 Code of Good Practice**

The Codes of Practice for Taught Masters Programmes explain the basic reciprocal obligations and responsibilities of staff and students. They set out what you can expect from your Departments – and what Departments are expected to provide – in relation to the teaching and learning experience. The Codes cover areas like the structure of teaching at the School; examinations and assessment. They also set out your responsibilities, i.e. what the School expects of you.

<http://www.lse.ac.uk/resources/calendar/academicRegulations/codeOfGoodPracticeForTaughtMastersProgrammesTeachingLearningAndAssessment.htm>

## **6.4 School Regulations**

The School has Regulations and Codes of Conduct covering many aspects of student life and it is a good idea to familiarise yourself with the policies which exist.

Some of the regulations explain the organisation and conduct of your academic study and you are advised to refer to the General Academic Regulations and Programme Regulations. These include information about the structure of programmes, assessment, graduation and what to do if illness affects your studies.

The following web link details the General Academic Regulations.

<http://www.lse.ac.uk/resources/calendar/academicRegulations/generalAcademicRegulation.htm>

Programme Regulations:

<http://www.lse.ac.uk/resources/calendar/academicRegulations/regulationsForTaughtMastersDegrees.htm>

## **6.5 Interruption / deferral / withdrawal**

If you experience any difficulties during your time at LSE then you should make sure that you keep in regular contact with your Academic Adviser. He/she will be able to help signpost you to appropriate services within the School so that you receive the necessary support to hopefully enable you to continue studying successfully.

However, with approval from your department you can interrupt your programme by taking an authorised break in your studies, normally from the end of one term and for one calendar year.

<http://www2.lse.ac.uk/intranet/students/studentServicesCentre/RegistrationPg/interruption.aspx>

Withdrawing means that you are permanently leaving the programme. Before withdrawing you may want to consider interruption so that you have some time to consider your options.

<http://www2.lse.ac.uk/intranet/students/studentServicesCentre/RegistrationPg/withdrawing.aspx>

If you complete the teaching year but have difficulties during the examination period then in exceptional circumstances you can apply to defer an examination(s) to the following year.

<http://www2.lse.ac.uk/intranet/students/studentServicesCentre/examinationsAndResults/examsAndResultsPg/deferral.aspx>

## 7. Other learning opportunities

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 Technology (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.

### 7.1 Auditing courses

You may wish to audit some courses which are not part of your programme, and for which you will not gain credit. You may audit the lectures of any courses in the School in which you are interested subject to the approval of the teacher responsible, but you may not normally attend the associated seminars if you are not registered on the course. It is courteous to introduce yourself to the teacher responsible for any course you intend to audit regularly.

### 7.2 Additional seminars

Throughout the year there are special School lectures, open to everyone, usually held in the Old Theatre.

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

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 Group Manager.

*PhD Research Seminar Series (IS554):*

The PhD Research Seminar Series (also known as IS554) consists of weekly two hour seminars as well as three full-day conferences, one in each term. Each of the weekly seminars will focus on discussing a seminal paper in the field, nominated by PhD students in consultation with faculty. Attendance is encouraged. The one-day conferences are compulsory for PhD students and give them 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)

*Faculty Research Seminar Series:*

These seminars take place two times a term and are organised by faculty with the purpose of discussing papers intended for publication. Students are encouraged to attend these seminars to gain valuable information about the work involved in submitting papers for publication

## 8. The IS Society & Student Committees

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.

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.

The SSLC also elects one representative to attend the relevant School level Students' Consultative Forum. More information on the Consultative Fora can be found by following the link <http://www2.lse.ac.uk/studentRepresentation/home.aspx>.

## 9. The ISIG website, ASP pages, LSE for You & Moodle

The ISI Group's web site contains important resources for your learning. The most important parts of the site for current students are News and Events, Working Papers, the Applicants/new students Newsletter 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.

*ASP Pages*

The ASP pages is a web based system used by the ISI Group for many of the straightforward activities like seeing who your academic adviser is, signing up for classes, and getting feedback on assignments etc.

Once you have registered with the ISI Group your personal details are entered onto the system and you should be able to access the asp pages at <http://asp.is.lse.ac.uk/aspmsc/> To log on, you will need to use your LSE username with 'LSE' in front of it, e.g. LSE\WHITLEY, plus your LSE network password.

### *LSE for You*

LSE for You is the School's institutional portal. It provides all members of the School community with direct access to their records on the School's various databases.

Please visit LSE for You to, amongst other things, progress your application for a place at the School, register, check your fees and enrol for courses

For further guidance on how to use LSE for You please consult its individual web pages or email [LFY@lse.ac.uk](mailto:LFY@lse.ac.uk)

### *Moodle*

Moodle is the name of the School's Virtual Learning Environment (VLE) run by the Centre for Learning Technology. Moodle is a password protected web environment that may contain a range of teaching resources, activities, assignments, information and discussions relating to your course. The content of Moodle is the responsibility of your teacher and so it will vary from course to course. Not all teachers choose to use Moodle.

Moodle can be accessed from any computer connected to the Internet, on and off campus. You can access Moodle using your School user name and password from <http://moodle.lse.ac.uk/>. This page also has links to help and advice on using Moodle.

To get started with Moodle see [http://moodle.lse.ac.uk/file.php/1/generic\\_flyer.pdf](http://moodle.lse.ac.uk/file.php/1/generic_flyer.pdf). You will also find links to

Moodle from a number of web pages including the main School homepage for staff and students. If you have any technical problems with Moodle you should contact the IT helpdesk.

## **10. Services**

### **10.1 Accommodation Office**

The LSE Accommodation Office (V210, Tower 2) can provide advice on finding accommodation in London for you and your visitors. You can e-mail [accommodation@lse.ac.uk](mailto:accommodation@lse.ac.uk) or telephone 020 7955 7531. <http://www2.lse.ac.uk/lifeAtLSE/accommodation/accommodationforStudents.aspx>

### **10.2 Careers Service**

LSE Careers is a very active service offering a wide range of activities about campus, online and in the Careers Service on Floor 3, Tower 3.. Find out what is happening right now at: [www.lse.ac.uk/careers](http://www.lse.ac.uk/careers)

Our aim is to advise you through the career planning and recruitment process, helping you to research options, acquire employable skills and promote yourself to employers in the best way. We do this through a programme of careers advice sessions, seminars, an extensive information website, fairs, forums, employer-led events and more.

LSE is very fortunate in attracting the top recruiters in many sectors which enables us to run an LSE-exclusive vacancy board full of internships, voluntary, part time and graduate positions.

LSE careers also run a series of Internship schemes. Applications open in early October each year. See [www.lse.ac.uk/studentinternships](http://www.lse.ac.uk/studentinternships) for the latest information. The LSE Volunteer Centre is also based within the Careers Service and is here to support you in finding voluntary roles while studying. Take a look at the Volunteer Centre website for practical information and advice about

volunteering while at LSE and then search under ‘volunteering’ to browse through the exciting range of positions available on My Careers Service: [www.lse.ac.uk/volunteerCentre](http://www.lse.ac.uk/volunteerCentre)

Booking for all events and appointments at LSE Careers and searching for jobs and opportunities is available in one place on the **My Careers Service** system via our website. We can work with you whatever role you may wish to pursue and whatever stage you have reached in planning your future after LSE. To get started, take a look at [www.lse.ac.uk/careers](http://www.lse.ac.uk/careers).

Maddie Smith, an LSE careers adviser, dedicates half a day per week to Information Systems students. Appointments can be made by emailing [careers@lse.ac.uk](mailto:careers@lse.ac.uk).

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

### **10.3 The DoM Reception Desk**

The DoM Reception Desk on the third floor of the NAB acts as the main point for the submission of coursework, collection of materials and sample dissertation loaning. In addition, the desk staff can provide general advice in a friendly and supportive atmosphere. The opening hours of the DoM Reception Desk during term time are 09.30am – 17.30pm. The desk 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 service provision there is a suggestion box at the desk.

### **10.4 Financial Support Office**

The Financial Support Office is located within LSE’s Student Services Centre and is responsible for administering School funds and a variety of scholarships, studentships, prizes and awards.

*Student Support Fund*

For students who register with sufficient funding but who subsequently experience unforeseen financial difficulties. In all cases applicants need to provide supporting documentation.

PhD students who are in the final stages of completing their thesis are also eligible to apply.

#### *Access to Learning Fund*

To assist Home UK students with their living costs. Funds are limited and priority is given to undergraduates, students with children, disabled students, and final year students.

#### *Short Term Loan facility*

For students experiencing acute cash flow difficulties whilst awaiting a guaranteed source of funds (e.g. a loan or salary payment). Students may borrow up to £500, repayable within 4 weeks. Short Term Loans normally take between 24 and 48 hours to process.

Further information about all of the above, and application forms, are available from [www.lse.ac.uk/financialSupport](http://www.lse.ac.uk/financialSupport).

## **10.5 International Student Immigration Service (ISIS)**

ISIS can advise you on your immigration options while studying at LSE, for example:

- Applying to extend your stay in the UK
- Switching immigration categories
- Immigration implications if you need to interrupt your studies or retake your exams
- Correcting the end date of your visa if there has been a mistake
- What to do if your application is returned as invalid or is refused
- Registering with the police
- What to do if your passport is lost or stolen
- Travelling in and out of the UK

For more information go to: [www.lse.ac.uk/isis](http://www.lse.ac.uk/isis)

## 10.6 IT Services

*Student IT Help Desk - first floor, Library*

Contact the [IT Help Desk](#) for support regarding School-owned hardware and software on the LSE network, network and email account issues, and general IT queries.

*VITA (Virtual IT Assistance)*

Double click on the '[Virtual IT Assistance](#)' icon on the desktop of a campus PC to get real-time assistance from an IT Help Desk Adviser during opening hours.

*Laptop Surgery - S198, St Clements Building*

Visit the [Laptop Surgery](#) for free advice and hands on assistance with problems connecting to LSE resources from personally owned laptops and mobile devices.

*IT Support for disabled students*

IT Services is committed to providing facilities and support for disabled students, to ensure equality of access to services. Additional PCs and printing facilities for disabled students are provided in the public computer areas in the Library. Other facilities are available in three dedicated PC rooms in the Library (R25,26) and St Clements Building (S073). We also provide one-to-one support for disabled students who wish to become familiar with adaptive technologies and software.

For contact details and further information about our services visit [www.lse.ac.uk/itservices](http://www.lse.ac.uk/itservices)

## 10.7 The Language Centre

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 academic units 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) In-sessional Support Programme.

As well as a range of Language & Society and Literature & Society degree options available on most, if not all, undergraduate programmes the LSE Language Centre also 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 2010-11 is £215.00. Please see [www.lse.ac.uk/languages](http://www.lse.ac.uk/languages) for information on the Modern Foreign Language (MFL) Certificate Course Programme.

## 10.8 Library

The LSE student card you receive at registration will also be your Library card. You do not need to register separately with the Library.

To contact the Library use the online enquiry form: <http://www2.lse.ac.uk/library/enquiriesandfeedback/email.aspx>

### **We're here to help you make the most of the Library:**

- Visit the Library Welcome Point at the beginning of term for general information, your student guide, the library floor plan and audio tours. Staff will be available to answer your questions.
- Our audio tour is an ideal introduction to Library layout and facilities. Borrow one from the Welcome Point at the start of term or download the podcast from the Library website.

- Get started in the Library – all the information you need is on the website here – <http://www.lse.ac.uk/library/orientation/>
- Use our online Library Catalogue to locate books and journals. Locations are illustrated on an electronic map.
- Sign up to a course about how to find items from your reading list and other training events via the online training database <http://training.lse.ac.uk/>.
- Staff at the Help Desk on the first floor are available for any enquiries about using our collections and electronic resources.

The library gathers together pointers to useful on-line resources, organised by department. 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. [http://www2.lse.ac.uk/library/subjectGuides/information\\_systems.aspx](http://www2.lse.ac.uk/library/subjectGuides/information_systems.aspx)

## 10.9 Student Services Centre

The Student Services Centre provides advice and information on the following services:

- Admissions
- Certificates of Registration
- Course choice and class changes
- Examinations and results
- Fees – process fee payments and distribute cheques
- Financial Support – Advice on scholarships, awards, prizes, emergency funding and studentships
- Information for new arrivals
- Programme Registration
- Presentation of Awards Ceremonies
- Transcripts and Degree certificates
- Visa and immigration advice

The SSC provides a counter service for students at the following times: 10am–5pm every weekday during term time and 10am–4pm during vacation.

You can also contact us by telephone. Details of who to contact and more information on advice can be found on our website: <http://www2.lse.ac.uk/intranet/students/studentServicesCentre/Home.aspx>

## **10.10 Students Union**

The Students' Union is run by students, for students and exists to make LSE students' time at the School the best it can be. It is run by an Executive Committee of five paid, elected student Sabbatical Officers and elected volunteers.

- Representation and student engagement – the Union exists to represent students to the School and campaign on student issues through School committees and developing links with key external stakeholders.
- Student activities – the Union funds and supports over 200 societies, sports clubs, Media Group societies and Raising and Giving charitable fundraising.
- Welfare and student support – the Student Support Unit of legally-trained advice workers runs our Advice and Counselling Centre, which offers free, confidential advice to students on a range of issues.
- Commercial services – the Union runs the Three Tuns Pub, the Underground Bar, two Shops and the LSE Gym.

*Elected Representatives (2010-2011)*

Charlotte Gerada – General Secretary

Ashok Kumar – Education Officer

Hero Austin – Community & Welfare Officer

Charlie Glyn – Activities & Development Officer

[www.lsesu.com](http://www.lsesu.com)

## **10.11 Student Study Support**

The Teaching and Learning Centre (TLC) offers study support to all students. There is a series of lectures and workshops throughout the academic year covering essay writing, time management, preparing for exams and dealing with stress etc. A limited number of one-to-one appointments can also be booked with a TLC study adviser to discuss strategies for quantitative/qualitative subjects or with the Royal Literary Fund Fellow to improve writing style. Email [studentsupport@lse.ac.uk](mailto:studentsupport@lse.ac.uk) or call 020 7852 3627. You are encouraged to register on the TLC Moodle course [Learning World \(LW\)](#) from the beginning of the Michaelmas term and to regularly check LSE Training (<http://training.lse.ac.uk/>) for full details of resources and courses to support your learning.

### *LSE Student Counselling Service*

The LSE Student Counselling Service is part of the Teaching and Learning Centre (TLC) and is located in our main office on the 5<sup>th</sup> Floor of 20 Kingsway. This free and confidential service aims to enable you to cope with personal or study difficulties that may be affecting you while at LSE. Throughout the academic year, there are also group sessions and workshops concerning issues such as exam anxiety and stress management. For full details, please see <http://www.lse.ac.uk/collections/studentCounsellingService/>

## **10.12 Welfare Services**

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 Academic Adviser 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 type 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:

The **Student Counselling Service** offers you the opportunity to talk confidentially about any issues that are causing you concern.

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

- **Adviser to Women Students**

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

- **Dean of Graduate Studies**

Dr Julian Fulbrook

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

The **Disability and Well-being Office** can set up an Individual Student Support Arrangement for any students with a disability, including dyslexia. This support can cover issues such as travelling to the LSE, getting around campus,

coursework deadlines, class materials, and examination arrangements.  
<http://www.lse.ac.uk/collections/disabilityOffice/>

The **Students' Union has an Advice and Counselling Service** which provides legal advice on housing, immigration, visa extensions, employment problems, welfare benefits, grants, fee status and disability rights.  
[http://www.lsesu.com/pages/advice\\_and\\_support/advice\\_centre/](http://www.lsesu.com/pages/advice_and_support/advice_centre/)

The **Chaplaincy** is available to all students of any faith, or none, to confidentially discuss anything and everything. <http://www.lse.ac.uk/collections/chaplaincy/>

**Nightline** is a free and confidential listening service run by students for students from 6pm to 8am. <http://nightline.org.uk/>

**St Philips Medical Centre** is an on campus NHS medical practice available to students living locally to the School.  
<http://www.lse.ac.uk/collections/medicalCentre/Default.htm>

## 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. 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.

You should not use the LSE address for your regular postal mail and we cannot be liable for any mail that goes astray.

### *Change of address*

If you change your term-time address, you must inform the Student Services Centre and your personal tutor. This change can be made by you, using LSE for You, located on the front page of the LSE website.

## 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 and the School are committed to promoting equality and diversity in order to deliver the best possible service to its students, staff and the wider community, in accordance with LSE's Articles of Government.

The School will seek to ensure that people are treated equitably, regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, sexual orientation, personal circumstances, political affiliation or trade union membership. The ISI Group supports LSE's race equality policy;

<http://www.lse.ac.uk/resources/raceEquality/faq.htm>

## 14. 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 many of 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 DoM Reception 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. There are many public computing areas in the library and across the School; for a complete list of computer rooms see: [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?

In addition to Café 54 and the Mezzanine cafe in the NAB the other main places to eat in the School are.

- The largest is the **Fourth floor restaurant**, on the 4<sup>th</sup> floor of the Old building, this is open all day until 7.00 p.m. for both snacks and hot and cold meals.
- The **LSE Garrick** is on the corner of Houghton Street and Aldwych, which is also until 7pm most days.
- **Plaza Café**, serving light snacks, is on the John Watkins Plaza, outside the library.

For details of catering facilities located around the School, please see the website. LSE Catering Services became the first London University to achieve Fairtrade status in 2004. Fairtrade refreshments are available in all the School's catering outlets:  
<http://www.lse.ac.uk/collections/cateringServices/venues/Default.htm>

- 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, and the George IV Pub (Portugal Street).

- Where is the Chaplaincy?

The Chaplaincy can be found in G3, on the ground floor of 20 Kingsway. Visit The Chaplaincy to the LSE, whilst having a definite Christian identity, is nevertheless here for all students regardless of religious or non-religious background. There is a full-time Anglican Chaplain and part-time Roman Catholic and Free Church Chaplains, all of whom are available for any student to see who would like to have a confidential conversation or some advice.

[www.lse.ac.uk/chaplaincy](http://www.lse.ac.uk/chaplaincy) or call 02079557965.

## **How?**

- How do I get more paper for the printers?

Paper for the Groups printers only is available from the DoM Reception Desk. 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 the DoM Reception 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 Academic Adviser 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 a certificate of registration?

A certificate of registration provides proof to organisations, such as the Home Office, council tax offices and banks, that you are registered as a current student at the School.

It details your full name, date of birth, term time and permanent home addresses, student number, the title, subject, start and end dates of your programme, registration status and expected date of graduation.

As a currently registered student you can print out your certificate instantly via LSE for You under the 'Certificate of Registration' option. Should you experience difficulties using the LSE for You system, or require a certificate with additional information, please email [registry@lse.ac.uk](mailto:registry@lse.ac.uk). Your certificate should be available within three working days, although it may take up to five working days during busy periods. Additionally, should you require your certificate to be signed and stamped, staff at the Student Services Centre will be happy to do this for you.

Further information is available at:

<http://www2.lse.ac.uk/intranet/students/studentServicesCentre/currentStudents/certificatesOfRegistration.aspx>

- 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.

- How do I find useful electronic sources?

The Group 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 see: <http://www2.lse.ac.uk/language/EnglishProgrammes/EnglishHome.aspx>

### **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 my courses taught?

<http://www.lse.ac.uk/collections/timetables/> Timetables for all courses are available on the LSE Website, listed according to course code.

- 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 2010. The formal presentation ceremony takes place in the middle of December 2010.

### **Why?**

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

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.

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

- Did you know you 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.

- Don't forget to join the Alumni Community when you graduate

#### *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 with fellow alumni and members of the ISIG staff, receive updates on the latest news and events.

*LSE Alumni* [www.alumni.lse.ac.uk](http://www.alumni.lse.ac.uk)

LSE's 92,000 alumni in over 190 countries worldwide provide a lifelong network of support to each other and to LSE. They are a key part of the LSE community and serve the School by making available their time, expertise and networks. They participate in Court, Council and School committees as well as speaking and chairing events in the Public Lectures programme and at careers, departmental and student society events, organising and supporting LSE's 72 alumni country and special interest groups and networks.

Alumni offer the School financial support through the Annual Fund for unrestricted giving and through major gifts for School projects such as the New Academic Building. The Annual Fund supports School projects such as departmental initiatives, research and teaching, the Students' Union, student support, events and campus facilities that would not otherwise receive funding.

If you would like to find out more about LSE's alumni, please contact us at: [alumni@lse.ac.uk](mailto:alumni@lse.ac.uk) or visit our website.



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