Unit Outline

KIT313 Human Computer Interaction

Semester 2, 2018
Sandy Bay Campus, Hobart
Newnham Campus, Launceston

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UNIT OVERVIEW

Introduction
In this unit students will be introduced to the broad, inter-disciplinary area of human-computer interaction (HCI) with particular emphasis on interaction design and human centered design. Lectures cover the conceptualisation, design, development, and evaluation of interactive computing technologies, including desktop computing, mobile computing, and virtual and augmented reality applications. The unit covers technology use in both work and leisure settings, including the use of interactive technologies "in the wild". The unit is a combination of lectures and group work experiences. Group work is emphasised since the inter-disciplinary nature of the subject area affords sharing different viewpoints. Students will complete design and/or evaluation tasks as well as literature reviews as part of the practical requirement of this unit.

Prerequisites
25% from 2nd or 3rd year computing units

Unit Weight
12.5% of one academic year

Learning expectations
The University is committed to high standards of professional conduct in all activities, and holds its commitment and responsibilities to its students as being of paramount importance. Likewise, it holds expectations about the responsibilities students have as they pursue their studies within the special environment the University offers.

The University's Code of Conduct for Teaching and Learning states:

Students are expected to participate actively and positively in the teaching/learning environment. They must attend classes when and as required, strive to maintain steady progress within the subject or unit framework, comply with workload expectations, and submit required work on time.

Attendance/performance requirements and teaching and learning strategies
In-class discussion and interactive exploration of topics from different perspectives is a vital component of taking this multi-disciplinary unit. As such, students are strongly encouraged to attend class regularly.

MyLO will be used to share lecture slides and additional material, including material related to topics that might emerge only during discussions in class. Keeping up with the class requires students to check lecture related material posted on MyLO before and after class, not just when missing a class.

Students are strongly encouraged to discuss lecture topics with fellow students as HCI is taken by students who often have a wide range of academic interests beyond technology which suits HCI being a multi-disciplinary study area.

In this unit, your engagement will be monitored in the following way:
1. A quiz to be completed by week 3
2. Assignment 1 to be completed by week 4

If you do not demonstrate evidence of having engaged actively with this unit by completing the activities as specified your enrolment may be cancelled or you may be withdrawn from the unit.

Communication
News and announcements will be posted to MyLO News, and students will be expected to be aware of the content of such posts within 48 hours of them being posted. All questions about assessment that have not been answered in the descriptions in the Unit Outline, or in the instructions on MyLO, should be asked using the Discussion Topic named for the specific assessment task. Questions will be responded to within the same Discussion within 72 hours.

Students are also invited to contact the lecturer via email (please include the unit code in the Subject: line) or during consultation hours. Please set your expectations regarding response times accordingly when emailing outside business hours.

Teaching Pattern
Lectures: 2 hr/wk  
Tutorials: 2 hr/wk

Unit Content

Human Aspects
1. Cognition
2. Perception
3. Embodiment
4. Behavior in the Real World

Human Computer Interaction:
1. Human-Centred Design
2. Graphical User Interfaces
3. Other ("non-standard") User Interfaces
4. Ubiquitous Computing
5. Conceptual Models
6. Interaction Models
7. Usability Issues
8. Evaluation Methods
9. Trends in HCI Research

For more information see the section titled 'Content' on the unit website.

Prior Knowledge and/or Skills

No specific requirements. Whatever your disciplinary background (business, science, engineering, humanities, arts) you are welcome to this unit!

Fear not: programming is not required to pass this unit which might suit students from non-technical disciplines.

Discussing advanced topics in HCI, such as conceptual models or agency, requires English language proficiency.

Learning Outcomes

On successful completion of this unit, you will be able to:

1. appreciate Human Computer Interaction and Interaction Design as academic disciplines and be aware of trends within these disciplines
2. understand sensory, perceptual, cognitive and psychophysiological aspects of human-computer interaction in real and virtual environments
3. understand activities, such as conceptual modeling, screen design, storyboard design, and evaluation, as involved in the design and development of interactive technologies
4. understand human-computer interaction challenges in areas as diverse as desktop computing, mobile computing, ubiquitous computing, and other emerging areas including mixed/virtual reality
5. understand why collaboration plays a crucial role in interaction design and development due to the inter-disciplinary nature of the subject area.

Generic graduate attributes

Successful completion of this unit supports your development of course learning outcomes, which describe what a graduate of a course knows, understands and is able to do. The course learning outcomes for all the ICT degrees can be found via: [http://www.utas.edu.au/ict/new-courses](http://www.utas.edu.au/ict/new-courses). Course learning outcomes are developed with reference to national discipline standards, Australian Qualifications Framework (AQF), any professional accreditation requirements and the University of Tasmania’s Graduate Quality Statement.

The University of Tasmania experience unlocks the potential of individuals. Our graduates are equipped and inspired to shape and respond to the opportunities and challenges of the future as accomplished communicators, highly regarded professionals and culturally competent citizens in local, national, and global society. University of Tasmania graduates acquire subject and multidisciplinary knowledge and skills and develop creative and critical literacies and skills of inquiry. Our graduates recognise and critically evaluate issues of social responsibility, ethical conduct and sustainability. Through respect for diversity and by working in individual and collaborative ways, our graduates reflect the values of the University of Tasmania.

In this unit you will have the opportunity to develop your communication and groupwork skills as well as your skills in inter-disciplinary, outside-the-box thinking.

Alterations to the unit as a result of student feedback
UNIT ASSESSMENT

Assessment Pattern

Internal (50%), Exam (50%)

Assessment Summary

<table>
<thead>
<tr>
<th>Component</th>
<th>Weight</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sketch</td>
<td>5%</td>
<td>5pm Fri Aug 10, 2018 (Week 4)</td>
</tr>
<tr>
<td>Prototype Design &amp; Development</td>
<td>20%</td>
<td>5pm Fri Sep 14, 2018 (Week 8)</td>
</tr>
<tr>
<td>Prototype Evaluation</td>
<td>20%</td>
<td>5pm Friday Oct 12, 2018 (Week 12)</td>
</tr>
<tr>
<td>Reflection</td>
<td>5%</td>
<td>5pm Friday Oct 20, 2017 (Week 13)</td>
</tr>
<tr>
<td>Final Examination</td>
<td>50%</td>
<td>The final exam is conducted by the Student Centre in the formal examination period. See the Examinations and Results page: <a href="http://www.utas.edu.au/exams/">http://www.utas.edu.au/exams/</a> on the University's website, or access your personal exams timetable by logging into the eStudent Centre - Personal Exams Timetable: <a href="http://www.studentcentre.utas.edu.au/eStudentCentre/exams/timetable.aspx">http://www.studentcentre.utas.edu.au/eStudentCentre/exams/timetable.aspx</a> for specific date, time and location closer to the examination period.</td>
</tr>
</tbody>
</table>

Assessment Items

**Item 1**
Title: Sketch  
Type: In-Semester - individual assignment  
Task Length: not applicable  
Weighting: 5%  
Links to Learning Outcomes: 1,2,4  
Due: 5pm Fri Aug 10, 2018 (Week 4)  
How To submit: Digital submissions via dropbox on MyLO; physical prototypes to be handed to lecturer unless instructed otherwise  
Description: This delivery consists of a brief high level description of a potential group project that can be used to inform a group's design and development work during the semester.

**Item 2**
Title: Prototype Design & Development  
Type: In-Semester - group assignment  
Task Length: n/a  
Weighting: 20%  
Links to Learning Outcomes: 2-5  
Due: 5pm Fri Sep 14, 2018 (Week 8)  
How To submit: Digital submissions via dropbox on MyLO; physical prototypes to be handed to lecturer unless instructed otherwise  
Description: This delivery consists of a functional prototype and a comprehensive report discussing design choices and design outcomes. Assessment may involve peer assessment of students' individual contributions.

**Item 3**
Title: Prototype Evaluation  
Type: In-Semester - individual assignment  
Task Length: n/a  
Weighting: 20%  
Links to Learning Outcomes: 2-5  
Due: 5pm Friday Oct 12, 2018 (Week 12)  
How To submit: Digital submissions via dropbox on MyLO; physical prototypes to be handed to lecturer unless instructed otherwise  
Description: This delivery consists of a comprehensive evaluation and design iteration report. Assessment may include peer assessment of students individual contributions.

**Item 4**
Title: Reflection  
Type: In-Semester - individual assignment  
Task Length: not applicable  
Weighting: 5%  
Links to Learning Outcomes: 1-5  
Due: 5pm Friday Oct 20, 2017 (Week 13)  
How To submit: Digital submissions via dropbox on MyLO.
**Description:** This delivery consists of a brief report in which the student reflects on key aspects of the project they worked on.

**Item 5**

<table>
<thead>
<tr>
<th>Title</th>
<th>Final Examination</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type:</strong></td>
<td>Formal Examination</td>
</tr>
<tr>
<td><strong>Task Length:</strong></td>
<td>2 hours</td>
</tr>
<tr>
<td><strong>Weighting:</strong></td>
<td>50%</td>
</tr>
<tr>
<td><strong>Links to Learning Outcomes:</strong></td>
<td>1-4</td>
</tr>
<tr>
<td><strong>Due:</strong></td>
<td>The final exam is conducted by the Student Centre in the formal examination period. See the Examinations and Results page: <a href="http://www.utas.edu.au/exams/">http://www.utas.edu.au/exams/</a> on the University's website, or access your personal exams timetable by logging into the eStudent Centre - Personal Exams Timetable: <a href="http://www.studentcentre.utas.edu.au/eStudentCentre/exams/timetable.aspx">http://www.studentcentre.utas.edu.au/eStudentCentre/exams/timetable.aspx</a> for specific date, time and location closer to the examination period.</td>
</tr>
</tbody>
</table>

**Description:** none

See the 'Assessment' section in unit website for more detailed information about assessment items.

**How your Final Grade will be determined**

Your final result in this unit is determined according to Academic Senate Rule 6 Admission, Assessment and Student Progress and the College of Sciences and Engineering Procedure for Processing of Results.
UNIT RESOURCES

Unit Web Site

This unit is Web Dependent: content & communication. This means that you will need to use the Web for this unit. The unit website contains unit information and resources.

MyLO is the online learning environment at the University of Tasmania. This is the system that will host the online learning materials and activities for this unit.

It is important that you are able to access and use MyLO as part of your study in this unit. To find out more about the features and functions of MyLO, and to practice using them, visit the Getting Started in MyLO unit.

For access to information about MyLO and a range of step-by-step guides in pdf, word and video format, visit the MyLO Student Support page on the University website.

The unit website is accessed from http://www.utas.edu.au/coursesonline/. You will need to use your university email pop account username and password to log on to the MyLO system. Once authenticated by the system your personalised MyLO Learning Online area will be displayed. It contains links to the websites that you have permission to access - including the website for this unit.

If you are not able to access the unit website, please contact the University IT help desk:
Entrance Level, Morris Miller Library, Sandy Bay Campus;
Entrance Level, Launceston Campus Library, Newnham Campus.
Telephone: 6226 1818 and 1300 304 903.
The 1300 number is a local call from within Tas, with the exception of mobiles.
Website: http://www.utas.edu.au/servicedesk/student/index.html

Prescribed Text

Using the latest (4th) edition is fine but students will need to take note of any changes

Readings

Please see MyLO for recommended texts.

Software

The software that you will need to access the unit website and to study this unit, including general purpose software such as word processors, is provided on the computers in the computing labs. If you intend to use software on other computers please check that the versions are compatible.
GENERAL RESOURCES

Discipline Website
Discipline of ICT, School of Technology, Environments and Design - College of Sciences and Engineering
http://www.utas.edu.au/technology-environments-design/ict

College Website
Information and Resources for College of Sciences and Engineering students are available on the College website at:
http://www.utas.edu.au/scieng

University Website
Information and Resources for 'Current Students' are available on the university website at:
http://www.utas.edu.au/students/

Help Desk
Contact the ICT Help Desk if you have any queries or problems with accessing, using, or printing from the computers in the Discipline of ICT labs.

In Hobart the Help Desk is located on level 3 in the Centenary Building, and is open from 10:00am-12:00pm, and 2:00pm-4:00pm Monday-Friday. The phone number is 6226 2929.

In Launceston the Help Desk is located near the entrance to the computing labs and is open from 10:00am-12:00pm, and 2:00pm-4:00pm Monday-Friday. The phone number is 6324 3447.

Both help desks will accept queries over the phone outside the standard opening hours.

The computer labs at the Cradle Coast Campus are maintained by ITR - please contact the University Help Desk for assistance with these computers.

Computing Facilities
The Discipline of ICT has PC labs, Mac labs, and special purpose Networking labs at the Newnham and Sandy Bay campuses. All students are provided with logins for Windows, Macintosh and Unix environments. If you have not used these facilities before please contact the ICT Help Desk. If you would like to access these facilities after hours please contact the ICT Help Desk.

In Hobart, there are 4 PC Labs, a Mac Lab, and two Networks Labs in the Centenary Building, along with other dedicated ICT labs in other buildings on campus. In Launceston, there are 3 PC Labs, two Mac Labs, and two Networks Labs in Building V.

Use of Facilities
Use of computing facilities provided by the Discipline of ICT is subject to the Discipline's Ethics Guidelines, details of which are posted at http://www.utas.edu.au/technology-environments-design/ict/current-student-resources/ethics-guidelines. Copies of the guidelines are also available in all ICT labs. The Discipline's facilities may only be used for study-related purposes, and may not be used for personal gain. Anti-social behaviour in labs such as game playing, viewing pornography, loud discussion, audio without the use of head-phones, etc is strictly prohibited in all labs at all times. Eating, drinking, and smoking is not permitted in the labs. Before being granted access to the Discipline's facilities, you will be required to sign a declaration that you have read and understand these guidelines, and that you will abide by them. Disciplinary action may be taken against students who violate the guidelines.
Learning Strategies

If you need assistance in preparing for study please refer to your tutor or lecturer. For additional information refer to the Learning Development website: [http://www.utas.edu.au/learndev/](http://www.utas.edu.au/learndev/)

If you will be using MyLO for the first time and would like some information on how to use MyLO refer to the following website: [http://www.utas.edu.au/coursesonline/mylo-support.htm](http://www.utas.edu.au/coursesonline/mylo-support.htm)

Some of the units you will study use videoconferencing to deliver lectures and tutorials. To enable you to get the best out of a videoconference please refer to the following guide: [http://www.its.utas.edu.au/videoconf/vcstudentguide.pdf](http://www.its.utas.edu.au/videoconf/vcstudentguide.pdf)

Help resolving concerns about this unit

In the first instance you should contact your lecturer. If the matter is not resolved then you should contact the Head of School. If the matter is still unresolved and you would like to know who to contact or the procedures for resolving your concern refer to the following website: [http://acserv.admin.utas.edu.au/complaints_info.html](http://acserv.admin.utas.edu.au/complaints_info.html)

The Tasmanian University Union (TUU) may also be able to assist.

The School reserves the right to alter the details contained in this Unit Outline. Students will be advised of changes to the outline via their University email account and it remains the responsibility of the student to check their email for such changes.

Occupational Health and Safety

The University is committed to providing a safe and secure teaching and learning environment. In addition to specific requirements of this unit you should refer to the University's Work Health and Safety website - [http://www.utas.edu.au/work-health-safety/](http://www.utas.edu.au/work-health-safety/) and policy.

The University recognises that hazard identification, risk assessment and controls are a critical part of everyday work. Figure 1 shows the risk management process.

Prior to commencing any laboratory and/or field activity on or off campus in this unit you are required to:

- identify hazards - find out what could cause harm
- assess risks if necessary - understand the nature of the harm that could be caused by the hazard, how serious the harm could be and the likelihood of it happening
- control risks - implement the most effective control measure that is reasonably practicable in the circumstances
- review control measures to ensure they are working as planned.

A formal Risk Assessment must be completed as part of any project proposal/plan prior to commencing any practical activities. Your supervisor will assist you in identifying potential hazards and assessing risks for your project and will assist you with sign off on any documentation.

Use the Risk Assessment template contained within the UTAS Project and Task Risk Management Minimum Standard. A word version of this form is available from the UTAS WHS webpage and in MyLO. Note that risk assessments (RA) are not required for activities that are considered routine and a current Safe Work Procedure (SWP) is already in place to manage the project/task.

For additional advice and assistance see the local WHS Contact or Health and Safety Representative (HSR) within your School/Institution, and/or consult with other staff.
Figure 1. The risk management process (How to Manage Work Health and Safety Risks, Code of Practice, Safe Work Australia)
GENERAL ASSESSMENT

Approach to Learning

The University is committed to high standards of professional conduct in all activities, and holds its commitment and responsibilities to its students as being of paramount importance. Likewise, it holds expectations about the responsibilities students have as they pursue their studies within the special environment the University offers.

The University's Code of Conduct for Teaching and Learning states:

Students are expected to participate actively and positively in the teaching/learning environment. They must attend classes when and as required, strive to maintain steady progress within the subject or unit framework, comply with workload expectations, and submit required work on time.

You are expected to spend about 130 hrs studying in this unit - this includes attendance at scheduled teaching sessions. (For a 13 week semester this is, on average, 10 hr/wk.) This is the amount of study time that the 'typical' student will need to reach the level of competence and understanding required to fulfil the unit objectives. You are expected to:

- attend all scheduled teaching sessions, unless otherwise notified by the unit coordinator
- prepare for, and actively participate in all scheduled teaching sessions
- complete the assigned learning tasks
- review what has been learnt
- complete assessment items and submit them on time
- access and be familiar with the information and resources available on the unit website
- seek help from teaching staff if you have any questions or difficulties in studying this unit

You are encouraged to read the university's Code of Conduct for Teaching and Learning. Part A describes the 'Responsibility of the University to Students' and part B describes the 'Responsibilities of Students to the University'.

It is expected that students will familiarise themselves with access and use of the MyLO system operated by the University for the electronic delivery of course materials, and for various forms of communication.

It is expected that students will consult email sent to their University email address at least twice a week for notices relating to the administration of the unit, and for notification of the results of assignments.

It is expected that students will read the background material specified in the course curriculum, will actively attend and participate in tutorials, and be prepared to discuss relevant issues arising with tutors, lecturers and fellow students.

Student Expectations of the Unit

Students enrolled in this Unit may reasonably expect the following:

1. To be able to contact a lecturer or tutor by electronic mail, to raise issues arising in the unit, either relating to content or student performance within the unit.
2. Subject to availability, to be able to discuss such issues in person with the lecturer or tutor.
3. That assignments will be marked and the marks will normally be returned within 3 weeks of due dates.
4. That all relevant notices regarding the administration of the unit, including any necessary changes, will be communicated to all students enrolled in the unit via email.

These expectations are in addition to those specified in relevant University regulations.
Plagiarism

In your written work you will need to support your ideas by referring to scholarly literature, works of art and/or inventions. It is important that you understand how to correctly refer to the work of others, and how to maintain academic integrity. Failure to appropriately acknowledge the ideas of others constitutes academic dishonesty (plagiarism), a matter considered by the University of Tasmania as a serious offence.

Unless specifically stated in the specification of the assessment item provided on the unit website, it is required that:

- work submitted by a student is the work of that student alone OR
- where the assessment item is to be completed by a group of students, the work submitted by the group of students is the work of that group of students alone.

While students are encouraged to discuss the assignments in this unit and to engage in active learning from each other, it is important that they are also aware of the University's policy on plagiarism. Plagiarism is taking and using someone else's thoughts, writings or inventions and representing them as your own; for example downloading an essay wholly or in part from the internet, copying another student's work or using an author's words or ideas without citing the source.

"Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own; for example, using an author's words without putting them in quotation marks and citing the source, using an author's ideas without proper acknowledgment and citation, copying another student's work.

If you have any doubts about how to refer to the work of others in your assignments, please consult your lecturer or tutor for relevant referencing guidelines. You may also find the Academic Honesty site on MyLO of some assistance.

The intentional copying of someone else's work as one's own is a serious offence punishable by penalties that may range from a fine or deduction/cancellation of marks and, in the most serious of cases, to exclusion from a unit, a course or the University. Details of penalties that can be imposed are available in the Ordinance of Student Discipline - Part 3 Academic Misconduct, see [http://www.utas.edu.au/__data/assets/pdf_file/0006/23991/Ordinance-9-Student-Discipline-December-2017.pdf](http://www.utas.edu.au/__data/assets/pdf_file/0006/23991/Ordinance-9-Student-Discipline-December-2017.pdf).

The University and any persons authorised by the University may submit your assessable works to a plagiarism checking service, to obtain a report on possible instances of plagiarism. Assessable works may also be included in a reference database. It is a condition of this arrangement that the original author's permission is required before a work within the database can be viewed."
It is important that you understand how to correctly refer to the work of others and maintain academic integrity. Failure to appropriately acknowledge the ideas of others constitutes academic dishonesty (plagiarism), a matter considered by the University of Tasmania as a serious offence. The university document on plagiarism contains information about referencing the work or ideas of others (see http://www.utas.edu.au/plagiarism/).
Submissions

The details of the submission method (paper, electronic or other) for each assignment will be supplied in a separate assignment specification sheet. All in-semester assignment submissions (including electronic submissions) are to include an Assignment Cover Sheet which includes a statement confirming that the submission is your own work. The Assignment Cover Sheet is available from the ICT Help Desk in Launceston and Hobart, and on your unit MyLo site.

Students must take responsibility for the correct submission of their assignments. Students are expected to adhere to the following procedure for submission:

- Submitted files MUST be checked by the student to ensure that correct submission of the file has been undertaken.
- Students are expected to notify the Lecturer WITHIN TWO HOURS of submission if their files have not been submitted correctly.
- Students must take responsibility for safely backing up of their own files during the academic year to ensure that no files are permanently lost.

Extensions

Assessment items will not be accepted after the due date except under the conditions stated in the Discipline policy on late assessment. [http://www.utas.edu.au/__data/assets/pdf_file/0003/231960/ExtensionPolicy.pdf](http://www.utas.edu.au/__data/assets/pdf_file/0003/231960/ExtensionPolicy.pdf) (PDF 100KB).

A request for an extension to the due date for an assessment task should be made in writing and submitted to the Unit Coordinator THREE (3) days before the assignment due date. Independent documentation (medical certificate, counsellor's report, etc.) in support of the application should be attached to the form OR a current Learning Access Plan may be used as supporting documentation, as appropriate.

If you are ill on the day of an examination or have other serious circumstances which prevent you from sitting an examination, you may apply for a deferred examination (see [http://www.utas.edu.au/__data/assets/pdf_file/0006/314628/Application-for-a-Deferred-Examination-1.4.pdf](http://www.utas.edu.au/__data/assets/pdf_file/0006/314628/Application-for-a-Deferred-Examination-1.4.pdf) (PDF 290KB) for form and further details). If you are ill, you should see a doctor on the day of the examination and the doctor must return the form to the Exams Office within 3 working days of the examination. Please note that having a medical certificate does not guarantee that a deferred examination will be approved.

Students who have completed an examination(s) and who feel that they have been disadvantaged due to illness or other circumstances affecting their study may request special consideration in the marking of their examination(s) (see [http://www.utas.edu.au/__data/assets/pdf_file/0019/314623/Special-Consideration.pdf](http://www.utas.edu.au/__data/assets/pdf_file/0019/314623/Special-Consideration.pdf) (PDF 143KB) for form). Forms should be submitted directly to the relevant school, accompanied by appropriate supporting documentation, as soon as possible after the completion of the examination(s) and no more than 3 working days after completion of the student's last examination. Granting of special consideration is at the discretion of the lecturer and school.

Review of Assessment and Appeals

1. It is expected that students will adhere to the following policy for review of any piece of continuous assessment.
   a. Within 5 days of the release of the assessment result, the student should request an appointment with the Lecturer. The student should be prepared to discuss specifically which section of the marking criteria they are disputing and why they consider the mark is inappropriate.
   b. Following this discussion, students may request a formal remark of the original submission (in accordance with Academic Senate Rule 6 - Admission, Assessment and Student Progress. This remark will be undertaken, where practicable, by an alternative assessor.
2. Students may also request a review of the final result in a unit. The request and payment must be made within 10 days from the date of the result notification. Students are referred to Academic Senate Rule 6 - Admission, Assessment and Student Progress, clause 5.12 at [https://www.utas.edu.au/academic-governance/academic-senate/academic-senate-rules](https://www.utas.edu.au/academic-governance/academic-senate/academic-senate-rules).

Concerns and Complaints

The University is committed to providing an environment in which any concerns and complaints will be treated seriously, impartially and resolved as quickly as possible. We are also committed to ensuring that a student may lodge a complaint without fear of disadvantage. If you have a concern, information about who to contact for assistance is available on the How to resolve a student complaint page.

It is expected that students will adhere to the following policy for making any complaint or grievance directly related to a Unit:
a. In the first instance, students are to approach the Lecturer or Unit Coordinator concerned and arrange a time to speak with them about their concern.

b. If an issue remains unresolved, the student should approach the Head of School and arrange a time to speak with them about their concern.

If the School's internal policy of complaints is unable to resolve an issue, students should consult Ordinance 8 Student Complaints for further direction, see http://acserv.admin.utas.edu.au/complaints_info.html

**Formal Examination**

The formal examination is conducted by the University Registrar. The 'Current Students' section on the university website contains information about the conduct of, and timetable for, formal examinations.

**Final Grade**

Passing grades will be awarded based on the AVCC guidelines:

- PP at least 50% of the overall mark but less than 60%
- CR at least 60% of the overall mark but less than 70%
- DN at least 70% of the overall mark but less than 80%
- HD at least 80% of the overall mark

In order to comply with the benchmarks set by the College of Sciences and Engineering for distribution of grades in units, both the insemester and examination marks that students obtain may be adjusted either upwards or downwards. See https://wikis.utas.edu.au/display/FSET/Policies+and+Documents for details of the College Assessment Guidelines.

**Further information and assistance**

If you are experiencing difficulties with your studies or assignments, have personal or life-planning issues, disability or illness which may affect your course of study, you are advised to raise these with the unit coordinator in the first instance.

There is a range of University-wide support services available to you including Student Learning Support (http://www.utas.edu.au/student-learning/), Student Advisers (http://www.utas.edu.au/first-year/student-advisers), Disability Services (http://www.utas.edu.au/students/disability/students), and more which can be found on the Student Support and Development page (http://www.utas.edu.au/students/students/support-development) of the University website.

Should you require assistance in accessing the Library, visit their website (http://www.utas.edu.au/library/study) for more information.