



School of Information Management
Te Kura Tiaki, Whakawhiti Kōrero
Faculty of Commerce and Administration

Master of Information Management
(MIM) Handbook

2012

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Introduction

Kia ora koutou. Welcome to the Master of Information Management Programme at Victoria University of Wellington.

This Handbook is designed to provide the first source of reference on administrative matters for students taking MIM courses. Please keep this Handbook and use it as necessary to answer many of your questions throughout the year. The University Calendar contains the regulations and statutes of the University that form the basis of the policies in this Handbook, and you may need to consult it as well at times. <http://www.victoria.ac.nz/home/study/calendar.aspx>

School of Information Management Contact Details

The School is located on Levels 4 and 5 of the Rutherford House, Pipitea Campus.

Postal Address:

School of Information Management
Victoria University of Wellington
P O Box 600
Wellington 6140

Telephone: 04 463 5309

Fax: 04 463 5446

Email: mim-info@vuw.ac.nz

School Website: <http://www.sim.vuw.ac.nz>

MIM Webpage: <http://www.sim.vuw.ac.nz/degrees/mim/index.aspx>

Physical Address:

School of Information Management Reception
Room 521, Level 5, Rutherford House
Victoria University of Wellington
23 Lambton Quay
Wellington 6011

VUW Online Enrolments - Online Enrolments System (OES)

Hotline: 0800 842 867 (8.00am -5.00pm)

OES Website: <https://signups.victoria.ac.nz/oes/>

Other Important VUW Phone Numbers

Main VUW switchboard	(04) 472 1000
Direct dial	(04) 463 + extension
Student Computing Services	(04) 463 5050
Email	its-service@vuw.ac.nz
Library Information Desk	(04) 463 6176
Campus Care, Pipitea	(04) 463 7464

Student Services:

Accommodation Service	(04) 463 5896
Career Development & Employment	(04) 463 5393
Counselling Service	(04) 463 5310
Student Finance Advisory Service	(04) 463 6644
Disability Support Services	(04) 463 6070
Kaiwawao Māori	(04) 463 6001
Student Health Service	(04) 463 5308
Student Learning Support Service	(04) 463 5999
Victoria Book Centre	(04) 463 5515
Postgraduate Students Association	(04) 463 6973

Important Dates

	COMMENCEMENT	CONCLUSION	DURATION
TRIMESTER 1	Mon 5 th March	Fri 8 th June	12 wks
Mid-term Break	Fri 6 th April	Fri 21 st April	2 wks
Graduation	15 th – 17 th May		
TRIMESTER 2	Mon 16 th July	Fri 19 th October	12 wks
Mid-term Break	Mon 27 th August	Fri 7 th September	2 wks
TRIMESTER 3	Mon 19 th November	Fri 15 th February 2013	11 wks
End-of-year Break	Sat 22 nd December	Mon 7 th January 2013	2 wks
Graduation	12 th – 13 th December		

NOTE: The first class of any course is very important so please do not ask to start later. You are expected to attend.

For full downloads of the approved trimester dates see:

<http://www.victoria.ac.nz/home/study/dates.aspx>

Timetable Information

This is available on VUW Online Course Catalogue:

<http://www.victoria.ac.nz/home/study/subjects/coursecatalogue.aspx>

Enrolment Procedures

If you are a new or returning student, you need to complete your enrolment at the start of each year online at VUW Online Enrolment System (OES): <https://signups.victoria.ac.nz/oes/>. Your completed application will then come to the School for authorization by the Programmes Director. Once the Enrolment Office has finished processing your application, you will be emailed an Offer of Study and Fees Assessment. You must accept the Offer of Study to complete the enrolment process. When the Enrolment Office has received your acceptance, they will send you Confirmation of Study; this is for your possession only. Please make sure that you have completed the enrolment process by the appropriate deadline as the OES becomes unavailable for courses before the start of each trimester.

You can check your current enrolment details at any stage of the year by logging onto Student Records (<http://www.victoria.ac.nz/studentrecords>).

DEADLINES

Applying early is in your best interest. The University encourages early applications for the following reasons:

- It gives you a better chance of getting a place in the qualification and courses you want to study.
- It ensures a smooth enrolment process.

All applications received after the enrolment deadline will be considered late and a late application fee will be charged.

PAYMENT OF FEES

For general fees information please refer to the website:

<http://www.victoria.ac.nz/home/admisenrol/payments/fees.aspx>.

You can see your personal account information or make an online payment on the Student Records system.

Adding and Withdrawing from Courses

Once your enrolment procedure has been completed for the year, you will need to contact the School of Information Management Administration Office to request a Change of Course form to add or withdraw from a course. As a courtesy, you should also advise the relevant course coordinator if you wish to withdraw from a course that has already started.

If you are unsure of what courses to take, please discuss your options with MIM administrator or the MIM Programme Director. Ensure you make enrolment decisions early, because changing your courses may affect your ability to access course information on Blackboard.

When adding a course, be sure to include the correct Course Reference Number (CRN) for the course, as found in the 2011 Online Course Catalogue:

<http://www.victoria.ac.nz/home/study/subjects/coursecatalogue.aspx>

To ADD a Course

- Request a Change of Course form from the MIM administrator. The form can be either posted or emailed.
- Write the Course Reference Number (CRN), course code (MMIM 5XX), title and trimester for the course you wish to add underneath the courses already listed.
- Sign the Declaration.
- Complete the Change Receipt and remove it if you wish to keep this for your own confirmation.
- Scan and email or post the form back to the MIM administrator before the cut-off dates. The form will then be authorised by the Programme Director and sent to the Faculty Student Administration Office for processing.

To WITHDRAW from a course

- Contact the MIM administrator by email formally stating your intention as soon as you have made this decision.
- A Change of Course form will be sent to you. What you need to do is to draw a line across the course you wish to withdraw from. Sign the Declaration. Scan and email the MIM administrator with the signed form before the cut-off dates. The form will then be authorised by the Programme Director and sent to the Faculty Student Administration Office for processing.

The official deadlines for course changes are:

ADDING COURSES Course deadlines	WITHDRAWAL WITH REFUND Course deadlines	LATE WITHDRAWAL WITHOUT REFUND* Course deadlines
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First trimester: 16/03/12 Second trimester: 27/07/12 Summer trimester: Within one full week from start date or as advised in Outline	First trimester: 16/03/12 Second trimester: 27/07/12 Summer trimester: Within one full week from start date or as advised in Outline	First trimester: * 18/05/12 Second trimester: * 28/09/12 Summer trimester: *3/4 point of course
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*The Associate Dean's approval is required to withdraw from a course after this date.

The official deadlines for course changes are available at:

<http://www.victoria.ac.nz/home/admisenrol/payments/withdrawalsrefunds.aspx>

MyVictoria

MyVictoria is a secure Web portal designed for VUW students and staff; you log onto it with your username and password, and can customize your home page. You can use MyVictoria to gain easy access to the Student Records System, Blackboard, and your student email account, as well as other Victoria-based Web resources. The URL for MyVictoria is <http://my.vuw.ac.nz/>.

Student Records System

Students Records is an online system that lets you view and update your details via the Web. You can check which courses you are enrolled in, find out your grades, check and pay your fees by credit card, and update your contact details. To log in use the username and password specified in your confirmation of study. Your username is constructed from the first four characters of your last name and the first four characters of your first name; if the username already exists a number is added. The initial password (your student ID number) needs to be reset to your own personal password before you can access any of the University systems. To log on to the system, log on to the MyVictoria portal and use the link in the menu.

Updating Your Contact Details

Please keep your contact details (telephone, address, email) up to date whenever you move or change jobs. We use this information when returning assignments and sending email messages to individual students, and it is important that you update your contact details so that you receive everything we send you.

To change your contact details log into Student Records (<http://www.victoria.ac.nz/studentrecords>) and choose the 'Update Addresses and Phone numbers' or 'Update E-Mail addresses' option, as appropriate.

Student Computing Accounts – providing access to online resources

You have been assigned a Student Computing username, which is given on your Confirmation of Study form. Your username gives you access to email, library databases, file storage and Blackboard.

Student email address

You have been given an email address "username@myvuw.ac.nz" so from time to time messages will be sent to this address. You should arrange to read this regularly via the MyVictoria portal (<http://my.vuw.ac.nz/>) or set the options to forward all messages to your preferred email address.

Changing Your Password

Student Computing passwords **expire every 60 days**, so you must remember to change it using P-synch <https://password.student.vuw.ac.nz/>. We recommend that you make a diary note to change it every **50 days** or so. If your password has expired, you will need to contact the ITS Service Desk to have it reset before you can access electronic resources.

Blackboard

Blackboard (<http://blackboard.victoria.ac.nz>) is an online teaching tool used in the delivery of most MIM courses. You should check the course Blackboard site regularly for additional readings, study notes, and announcements. You can also use the Discussion Board to share ideas with your fellow students, or ask the lecturer questions. Blackboard sites for MIM courses will normally be available about a week before the start of the course. Please note that late enrolment in courses may mean that you do not have access to your courses' Blackboard site at the start of the term.

Library Services

Students are entitled to use the collections of the University Library while they are enrolled.

Information Desk (general enquiries)	+64 4 463 6186
Fax	+64 4 471 2070
Email	library@vuw.ac.nz
Website	http://www.vuw.ac.nz/library/
Postal Address	The Library, Victoria University of Wellington P O Box 3438, Wellington
Central Library Location	Rankine Brown Building (next to Quad) Kelburn Campus
Commerce Library Location	Level 2, Railway West Wing, Railway Station Building, Pipitea Campus
Phone:	+ 64 4 463 7495
Email:	library-commerce@vuw.ac.nz
Hours:	Refer to Library website.

Services provided (refer to the library website for full details and instructions):

- Lending books from Victoria Library collection
- Sending photocopies of journal articles and book chapters
- Obtaining books and articles from other libraries on your behalf (Interloan)
- Providing access to the Library's catalogue
- Providing access to an online catalogue guide
- Providing access to online databases through the World Wide Web
- Assisting you with subject searches
- Providing help and information
- Intersite service for students to request delivery of Central Library items for pick-up at the Commerce Library.

Students also have access to material held in some other New Zealand university libraries as part of the ULANZ arrangement:

<http://www.victoria.ac.nz/library/services/distance-ulanz.aspx>

MIM Programme Policies

Students in the MIM Programme, like all other Victoria University of Wellington students, are bound by the University's statutes as printed in the Calendar. The statutes, policies, procedures and guidelines for the governance and management are available at: http://www.victoria.ac.nz/home/about_victoria/avcacademic/Publications.aspx. This section of the Handbook contains general policies that apply to all MIM courses.

Important:

All courses have a Course Outline section on Blackboard. If the information in the course outline differs from policies in the Handbook, the course information over-rides the Handbook information for that particular course. The Handbook, however, is to be used when the course materials do not provide details or when it simply states "as in the Handbook."

It is your responsibility to check both your email and the relevant Blackboard pages regularly, and to note all changes announced through these channels.

Regular Meetings with Programme Director

Every enrolled MIM student will be asked to meet with the Programme Director at least once a trimester to ensure that all aspects of participation in the Programme are proceeding and to identify any potential issues or possible improvements.

Mandatory Course Requirements

Most courses have mandatory course requirements. These must be satisfied in order to earn the right for a final grade in that course. The mandatory course requirements for each course are indicated in its course outline.

Attendance

As a student in a professional postgraduate programme, you are expected to make a commitment to attend all scheduled classes. Some courses may require attendance as part of their mandatory course requirements. It is a courtesy to report your absence through illness or other unavoidable causes to the course coordinator and the MIM administrator.

Prescribed Texts

You can usually purchase copies of all required textbooks from Victoria Book Centre:

Location	Student Union Building, Kelburn Campus Ground Floor Rutherford House, Pipitea Campus
Postal Address	P O Box 12337, Wellington
Telephone	(04) 463 5515
Fax	(04) 471 2124
Email	vuwtexts@vicbooks.co.nz
Website	http://www.vicbooks.co.nz

Assessment

All MIM courses are internally assessed. Details of the work for assessment, the weighting attached to each piece of work, and any special mandatory course requirements in each course for which you are enrolled are given in the Course Outline. It is important that you read the

instructions for each piece of work with care, and that you clarify any matters on which you have doubts with the course coordinator before you start work.

It is University policy to accept assignments in Te Reo, but due to the need to find a translator we ask that you give course coordinators advance warning (preferably a minimum of four weeks) before handing in an assignment in Te Reo.

Submission of Course Work

The Course Outline for each course specifies when each piece of assessment is due and whether the assignment is to be submitted in hard copy form or digitally. Please make sure that every assignment you submit has your name, student ID, course number and word count on the back page.

Collaboration and Plagiarism

Although you may find it useful to discuss course material and general points involved in assignments with other students, you must be aware of the fine line between such discussions and inappropriate collaboration that borders on plagiarism. The University defines plagiarism as “*The presentation of the work of another person or other persons as if it were one’s own, whether intended or not. This includes published or unpublished work, material on the Internet and the work of other students or staff.*” VUW’s policy is to discipline any enrolled student found guilty of **plagiarism** under the Statute on Student Conduct.

Consequences of being found guilty of **plagiarism** can include:

- an oral or written warning
- cancellation of your mark for an assessment or a fail grade for the course
- suspension from the course or the University.

You can find out more about **plagiarism**, and how to avoid it, on the University’s website:

<http://www.victoria.ac.nz/home/study/plagiarism.aspx>

If you do not cite sources correctly and consistently, you will be penalised when your assignments are marked. As a general rule, you should avoid excessive copying of passages by another author, even where you acknowledge the source. Student work provided for assessment in some MIM courses may be checked for academic integrity by the electronic search engine www.turnitin.com. Academic staff use TurnItIn to assist them in detecting the inclusion of unattributed material from other sources.

You must clearly identify any material in your assignments that you have copied from a website, and include the URL of the site and the date the site was accessed in your citation.

You can avoid plagiarism by using appropriate references when using other people's work. You must provide references under the following circumstances:

- a) To provide a reference for any direct quotation, even if it only consists of a single phrase. The original source of the quotation must be given along with the source you obtained it from. All quotations in your assignments should be either enclosed in speech marks or indented.
- b) To provide a reference for specific information which is not generally known, or which includes numbers or diagrams.

- c) To acknowledge the use of another writer's ideas or arguments, even if you have not expressed them in the same words.

Late Penalty

If an assignment is submitted or postmarked after its due date, then a late penalty will be imposed when the assignment is marked, unless you have been granted an extension by the course coordinator. The Course Outline for the individual courses indicates any specific penalties that apply to that course.

If you believe you have a good reason for asking for an extension, such as poor health, you must contact the coordinator well before the assignment is due, and may be asked to provide evidence, in order to be granted an extension for the assignment. Extensions will not be granted without good reason (commitments to other courses will not be considered sufficient).

Marking of Assignments

Assignments are given a letter grade. For individual assignments, the following general characteristics apply to grades:

A+	excellent performance in all respects
A	excellent performance in almost all respects
A-, B+	very good, some aspects excellent but others not
B, B-	good performance overall
C+, C	work satisfactory overall, strengths outweigh weaknesses
D	poor performance overall, weaknesses outweigh strengths
E	well below the standard required

If you are dissatisfied with your grade for an assignment, you should first discuss it with the course coordinator. If you request a re-grading, then you should submit it to the course coordinator within two weeks of its return. The School's policy is to have work re-assessed by an independent marker. If you are still dissatisfied you should first approach the MIM Programme Director; note that there would have to be exceptional circumstances for the matter to be reviewed once again after the first re-mark.

We ask that you keep all assessed work until the end of the trimester in case it is needed for the consideration of compensation passes, or for the awarding of prizes.

We make copies of some assignments for the External Examiner as part of the University's quality assurance programme.

Grades

Your final grades are posted in the Student Records System approximately one week after the end of the exam period following each trimester. You are able to view your grades for each course you are enrolled by logging on to the system and choosing the 'Courses and Grades' menu option.

Teaching and Course Evaluations

At the end of a course you may be asked to complete an evaluation form. Evaluations are administered by the University Teaching Development Centre (UTDC) to ensure objectivity and consistency across the University. There are two forms - teaching evaluations and course

evaluations. Teaching evaluations are based upon student perceptions of the performance of the lecturer or tutor being evaluated. These are used by the University when judging the progress of teaching staff and may be a part of tenure/promotion decisions. Course evaluations are student perceptions of the course as a whole and are used to revise the course's structure and content.

Grievances

If you have any problems with a course in which you are enrolled (such as workload, quality of teaching, assessment, or feedback on assignments) your first course of action should always be to discuss the matter with the course coordinator. If you are not satisfied with the result of that meeting, you should contact the MIM Programme Director. If you are still not satisfied, you should contact the Head of School, who may refer the matter to the relevant Associate Dean.

Wellington Campus Facilities

Computing facilities are located at all three of VUW's Wellington campuses, including within the libraries. Student computing also provides CyberConnect computers at various locations around the campus including outside main lecture theatres and in cafes.

The School provides a shared postgraduate student computer laboratory, RH507, on Level 5 of Rutherford House. Contact the MIM administrator for the Door Combination if you are interested in using these facilities. The access hours align with the presence of Security Staff on site:

- 07.00 - 22.00 Monday to Friday
- 08.00 - 20.00 Saturday
- 09.00 - 18.00 Sunday
- University Holidays (Christmas and Easter) are set as no access.

Please be responsible in your use of the postgraduate facilities provided, especially after hours. We place a great deal of trust in you in allowing use of the School facilities outside of work hours. If you need after hours assistance, you should contact Campus Care on extension 7464.

Rutherford House

Once you have completed enrolment procedures, your Student ID card will automatically be programmed to allow afterhours access (Doors lock before 8am and after 5pm) to the School. You will need to use your Student ID card to enter floors on Level 4 and 5 and the stairwells.

Time Limits

The MIM Statute specifies that students enrolled in the MIM should normally complete their degree within **four** years of first enrolling in it. The MIM Programme Director may approve an extension in special cases.

The PGCertIM and PGDipIM Statute specifies a limit of two years for the Certificate, and three for the Diploma.

Graduation

Since students complete their programme of study in many different ways, it is sometimes difficult for the School of Information Management Administration Office and Faculty Office to know who is

expecting to graduate in each ceremony. To ensure that your final grades are calculated, confirmed by the Faculty, and your conferment form issued in time, please contact the MIM administrator as soon as you have completed the final course in your Certificate/Diploma or MIM degree, and indicate which graduation ceremony you wish to attend (May or December).

Once we have confirmed your eligibility to graduate, you will be sent a form by the Faculty Administration Office asking how you would like your qualification conferred/awarded: in person at a Graduation Ceremony, or in absentia without ceremony by Victoria's Council. To take part in a Graduation Ceremony, you must send your completed form in by the due date – these dates are advised a few months before each ceremony. If you do not submit the form by the due date, you will have to wait until a later ceremony or choose to have your qualification conferred in absentia.

For more information on graduation visit the graduation homepage at <http://www.victoria.ac.nz/home/viclife/events/graduation/> or contact the School of Information Management Administration Office.

Level of Award (Distinction or Merit)

Students are awarded the MIM degree;

- with Distinction if their overall grade is within the A to A+ range
- with Merit if their overall grade is within the B+ to A- range

This award appears on official academic transcripts and degree certificates. Students who receive an overall passing grade that is less than B+ will be awarded the MIM at a Pass level.

Students who have failed a course, or not completed mandatory course requirements for a course, cannot be awarded the MIM with Distinction or Merit. Please note that neither the Diploma nor the Certificate is awarded with distinction or merit.

Scholarships and Awards

Information on scholarships and awards, including scholarships for Maori students, is available from the Victoria University of Wellington website, available at: <http://www.victoria.ac.nz/home/admisenrol/payments/scholarships/>

Updated: January 2012

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