

School Staff Handbook

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Welcome

We are very pleased to offer you a very warm welcome to the Business School. You will be joining a friendly team of academic and administrative staff. Our academic staff are academic leaders in their field and are enthusiastic and committed to both learning and teaching, and to world-leading research. More than 88% of submitted published articles in the last RAE were recognised internationally, with 50% of international excellence. This RAE success is a pivotal moment for us and signals a prosperous and productive future.

Professor Angela J. Black
Head of School

General University Information

The first section of the Handbook details procedures and practices relating to the University as a whole. The links below click through to centrally maintained information on university websites. Please also see the frequently asked questions section at the end of this section.

You may find this first set of links useful for getting to the campus and finding your way around campus.

- [Maps and travel](#)
Where to find buildings and academic departments on campus, and how to get to and from the campus to main transport links in the city and shire.
- [On-line directory](#)
How to find people on campus – names, emails and locations.

Staff Development

The School regards the continuous professional development of its staff very highly. [Investors in People statement here.] The following links give details of a selection of the many staff development opportunities available in the University for new and more established staff.

- [Postgraduate Certificate in Higher Education Learning and Teaching](#)
This programme is designed to meet the needs of both new lecturing staff who might lack a detailed background in learning and teaching, and is also available to established members of academic staff who wish to gain formal recognition for their teaching. The Programme provides an extended, formal and externally recognisable course in the methods and philosophies of learning and teaching in higher education.
- [Research Staff Development](#)
Various courses and workshops specifically designed for Postdoctoral researcher.
- [Centre for Lifelong Learning](#)
The University of Aberdeen Centre for Lifelong Learning is responsible for the promotion of wider access to Higher Education through the provision of innovative, student centred, learning opportunities, working with Schools and Colleges within the University and through collaborative partnerships with external organisations. It supports the academic community through the provision of a resource centre for generic advice and materials, developing generic courses and working with academic partners to develop specific requirements.
- [Teaching and Learning Support](#)
Various sections within the University of Aberdeen can help and support you in your teaching and learning duties.
- [Training & Documentation Team](#)
The Training & Documentation Team (TaD) is responsible for the management and delivery of IT training & documentation services within the University of Aberdeen.
- [Human Resources](#)
Human Resources is responsible for providing a comprehensive and co-ordinated personnel service to the University community.

- [University Staff Pages](#)
Other University information for staff
- [Campus Trade Unions](#)
All members of staff have the right to belong to a Trades Union of his/her own choice or to belong to no Trades Union. This links to the web pages for recognised Trades Unions in the University.

Learning and Teaching - General

This section gives some links to resources useful when planning your learning and teaching activities.

- [Academic Quality Guide](#)
The definitive guide to policies and procedures for learning and teaching in the University. Covers quality assurance and enhancement, recruitment and admissions, student guidance and learner support, teaching and learning policies and academic administration, assessment and examination policies and practices, external examining and more.
- [University Calendar](#)
Term dates and degree regulations. Lists every degree, and details the credit requirements and which courses are required to complete it.
- [Exam timetables](#)
Link to the exam timetable, together with a summary of exam regulations and guidance on maintaining academic integrity (policies on cheating and plagiarism).
- [Room Bookings](#)
Useful information on room booking procedures. The School Executive Assistant (Mrs Sharron Black) is responsible for room bookings and timetabling within the School and can help you with room bookings and timetabling issues.
- [Centre for Learning and Teaching](#)
The Centre for Learning & Teaching provides advice and support for all aspects of learning, teaching and assessment. Through collaborations with Colleges, Schools and individuals, the Centre aims to enhance the quality of the University's educational provision and support its mission to be excellent in delivering teaching.
- [Corporate PowerPoint Template](#)
Downloadable PowerPoint template in the University corporate brand image. Also links to logos and other brand related information.
- [Curriculum Reform](#)
Details of the revised curriculum being implemented for new students from September 2010.
- [Course Catalogue](#)
Catalogue of undergraduate courses – gives a short description of each course, together with its prerequisites, coordinator, and assessment methods.

Learning and Teaching - Graduate

This section gives additional information relevant to graduate learning and teaching.

- [Postgraduate Catalogue of Courses](#)
Catalogue of postgraduate courses – gives a short description of each course, together with its prerequisites, coordinator, and assessment methods.
- [Code of Practice for Research Students, Supervisors, Heads of School, Heads of Graduate School and College Postgraduate Officers](#) (downloadable in PDF format)
Provides guidance and practical advice for Supervisors and research students
- [College Graduate School](#)
Contains information about studentship awards, minutes of the College Graduate Committee, PDP guidance for supervisors and monitoring forms.
- [Course and Programme Proposal Forms \(SENAS forms\)](#)
For use by staff designing graduate degree programmes

Research and Commercialisation

This section gives general University information on research and commercialisation related aspects of our business.

- [Research and Innovation](#)
Research and Innovation (R&I) is the research development and commercialisation department within the University of Aberdeen. R&I is the first point of contact for business, facilitating access to the University's researchers, services, and technologies, and offering a range of commercial opportunities arising from our research activities, which include the provision of Continuing Professional Development Services (CPD). R&I also provides help and advice to University of Aberdeen's researchers to maximise their research income from the funding opportunities available and commercialise the output from their research.
- [Library Services](#)
Link to e-journals, library catalogues, and other bibliographic services.
- [University News](#)
News, events and media information.

Business School Procedures and Practices

The next section of the Handbook details procedures and practices relating to the Business School. Please also see the frequently asked questions section at the end of this section.

Committees

This section links to the key committees of the School where you can find minutes and agendas.

- [School Committees](#)
Here you will find minutes and agendas from the School's six key committees. The contact person for each committee is the Clerk of that committee.
 - *School Executive (clerk: Ms Sheila Gordon)*
 - *Research Committee (clerk: Mrs Sharron Black)*
 - *Undergraduate Teaching Committee (clerk: Mrs Sharron Black)*
 - *Postgraduate Teaching Committee (clerk: Ms Judith Atherton)*
 - *Postgraduate Research Committee (clerk: Mrs Anne McPherson)*
 - *C&IT Committee (clerk: Miss Rhian Naylor)*
- [Staff Student Committees \(Undergraduate\)](#)
- [Staff Student Committees \(Postgraduate\)](#)

School policy documents

This section details School policies on various issues. The contact person for each policy document is the maintainer of that document. All the policies below were approved by the School Executive on the dates shown.

- [School Health and Safety Policy](#) (PDF document) (*maintainer: Mrs Sharron Black*)
- [Certificate of Employers' Liability Insurance](#) (*maintainer: Mrs Sharron Black*)
- [Research leave data](#) (PDF document) (*maintainer: Mrs Sharron Black*)
- [School Absence Policy](#) (PDF document) (*maintainer: Mrs Anne McPherson*)
- [Remuneration for Teaching and other Professional and Related Activities](#) (*maintainer: Mrs Sharron Black*)
- [School Software Policy](#) (PDF document) (*maintainer: Dr W David McCausland*)
- [Exam procedures](#)
Currently, examination procedures are determined at discipline level.
- [School Student Monitoring Procedures](#) (PDF document) (*maintainer: Mr Alex Arthur*)
Standard approach to dealing with class certificate administration across all courses.
- Discretionary Funds.
The administration of advising payments through non-salaried payment (i.e. ignore this if you receive advising payment as salary) to be spent on business activities (such as research) will be overseen by Mrs Sharron Black. Please submit expense forms or purchase orders that make use of advising funds to Mrs Sharron Black. Please note that advising payments are not



treated like discretionary funds, hence, the funds cannot be rolled over and have to be utilised within the financial year (which ends July 31st).

- [FEC](#) (PDF document) (maintainer: Professor Euan Phimister).
Many external grants to the Research Councils are now awarded under a full economic costing (FEC) scheme which includes an element for the researchers own time. This document details how to determine the proportion of teaching and administration time which will be bought out and the proportion of the discretionary money which the grant-holder would have access to.
- [School workload model and teaching plan](#) (staff login required) (maintainer: Professor Angela Black)
This workload modelling tool shows the teaching plan for the School and can be sorted by discipline, course or staff member. The Heads of Discipline should be contacted in the first instance regarding teaching allocation and workload modelling issues.
- [Hiring Procedures in the Business School](#) (staff login required) (maintainer: Professor Angela Black).*This document overviews general points concerned with the hiring of academic and support staff appointments.*
- [Continuity and exit procedures](#) (staff login required) (maintainer: Mrs Sheila Gordon)
This policy contains procedures for continuity planning and procedures to smooth the handover of roles and responsibilities, passing on of critical documents and software, continuation or otherwise of expenditures on software licenses, and contact arrangements when staff leave or retire. Continuity and Leaving Procedures:
 - *Staff leaving the Business School should ensure that ID passes, office keys and car park permits are given to Sheila Gordon. All personal items should be removed from the office which should be left in a clean and tidy state. The contact for office clearance is Amy Gray amy.gray@abdn.ac.uk of Estates. All confidential waste must be disposed of appropriately. Please use white bags provided by Estates. Black bags should be used for non-confidential items. Please let the office know when both black and white bags are ready for uplifting. Please do not overfill bags as this can make them too heavy for lifting.*
 - *If you have enabled a BIOS password for your PC, this should be disabled or the password should be given to either Sheila Gordon or David McCausland to ensure that we can access the PC and remove any unwanted data. Any books borrowed from the Library should be returned or given to the appropriate discipline secretary who will arrange for them to be returned.*
 - *If you are the contact person for a regular contract, e.g. software, please discuss with Sheila Gordon or David McCausland to ensure transfer to an appropriate alternative member of staff.*
 - *Please leave a forwarding address with office staff so that mail may be sent on. Contact details such as a new email address would be much appreciated. Please note that your University of Aberdeen email address will be disabled once you have left the University and you will not have access to any files.*
- [Honoraria – arrangements for paying visitors](#)
In the past, staff have made arrangements with visitors for the payment of an honorarium in return for a contribution to a conference or seminar, for example. With the new visa

regulations, and the new arrangements for the payment of temporary staff, it is no longer possible to make such payments. There are, however, ways to pay for such contributions, but they must be planned well in advance; please discuss possible approaches with the School Admin Officer or Graduate Business School Coordinator before making any promises to your visitor.

- For visitors from the UK or the EU
No visa is required, but before they come, the way they are to be paid must have been agreed.
 - They can be given a temporary services contract (see Sheila or Nicki) and then submit a pay claim.
 - The alternative is to set them up as suppliers in the finance system and ask them to submit an invoice.

Both these methods take time to organise; the contract has to be completed by them, and returned with a copy of their passport. It then has to be approved by the Head of School, Finance and HR before the person arrives. Setting up a new supplier can take more than two weeks.

- For international visitors
This is more complicated. They obviously need a visa, but we cannot pay them if they have a visitor's visa - we can only pay for flights and accommodation. No per diem arrangement is possible.

There are two possible approaches here:

- They can apply for a Business Visa for which they need a letter of invitation from us. They can then be paid by their home institution who can invoice us. Again, that institution needs to be set up in our finance system as a supplier, and that, and the visa application process, can take a fair amount of time.
- They can themselves apply, and pay, for a Tier 1 individual visa which allows them to work here.

In short, please plan well ahead, and don't promise any payment without discussing the options first.

This School adheres to the University policies on the following issues:

- [Appraisal Guidelines](#) (maintainer: HR)
- [Staff Tuition Fees Policy](#) (maintainer: registry)
- [Staff Tuition Fees Application Form](#) (maintainer: registry)
- [Overseas Travel](#) (maintainer: HR)

Policy on Overseas Travel

- [Disability Information](#) (maintainer: HR)

All staff within the University of Aberdeen have a role to play in ensuring that our community is welcoming and accessible to all people. These pages aim to provide a starting point if you are looking for information or guidance on how to ensure that your own activities are as accessible as possible. Links are also provided to sources of information that may be relevant to disabled staff or visitors.

- [Equality and Diversity](#) (maintainer: HR)

These pages are designed to inform staff, students and visitors of the steps the University is taking to ensure that our legal duties are met in the area of Equality and Diversity. The University is committed to achieving equality and is striving to implement good equalities practice in all its functions.

Application Forms

In this section you will find application forms for various aspects of School business.

- [Application form for research leave](#) (PDF document)
The School Research Leave Scheme is applicable to academic members of staff who wish to undertake a period of funded leave to work on a specific research initiative. The Scheme is open to all academic and core-funded research staff who have normally completed 3 years of service. Contact person for advice: Director of Research (Professor Euan Phimister).
- [Application form for School Research Committee funding](#) (PDF document)
Please use this form to apply for software, conferences, etc. (PGR students should use form below). Please read the School Software Policy (in the preceding section above) when making such an application. Contact person for advice: Discipline Research Representative in the first instance (Dr John Skatun, Economics; Professor Michael Hughes, Management; Dr Deb Roberts, Property, Professor David Heald, Accountancy/Finance); and then Director of Research (Professor Euan Phimister).
- [Application form for PGR software funding](#) (PDF Document)
Please use this form to apply for software, conferences, etc. (staff should use SRC form above). Contact person for advice: Director of Postgraduate Research (Professor Clare Roberts).
- [Temporary Services Application Form](#)
Please use this form to apply for Hourly Paid Temporary Services and Contract Services Staff, e.g. to employ PhD students to teach tutorials. Please read the following notes before making any application: [Temporary Services Application Notes](#). Contact person for advice: School Administrative Officer (Ms Sheila Gordon).

Location

The Business School is primarily located on the second floor of the Edward Wright Building. Most staff are located on this floor (a few are located on the first floor or in the Annexe).

- PhD students and TAs/RAs are located in the Annexe (first floor).
- The Experimental Laboratory is also in the Annexe (first floor).
- The Corporate Reception (and PA to Head of School) is room EW S44.
- The Undergraduate Reception (and Secretariat) is EW S36.
- The Graduate School Reception (and Secretariat) is in King's College Quad G1.

Discipline Groups

The Business School internally comprises four discipline groups, which are shown below together with the respective Heads of Discipline

- Economics (*Professor Tim Barmby*)
- Property (*Professor Norman Hutchison*)
- Accountancy/Finance (*Professor Roger Buckland*)
- Management (*Dr Alison Smart*)

The Heads of Discipline should be contacted in the first instance regarding teaching allocation and workload modelling issues.

Secretariat

The secretariat comprises:

- Ms Judith Atherton (Senior Secretary, Graduate Business School)
- Mrs Sharron Black (School Executive Assistant)
- Ms Julia Braik (Secretary in Accountancy and Finance)
- Mr Peter Buchanan (Secretary, Graduate Business School)
- Miss Emily L Burfoot (Business Support & Internship Liaison Co)
- Ms Nichola Duncan (Co-ordinator Graduate Programmes, Graduate School)
- Ms Kate Ellis (Personal Assistant to Head of School)
- Ms Sheila M Gordon (School Administrative Officer)
- Ms Anne McPherson (Secretary)
- Ms Rhian Naylor (Secretary in Economics)
- Mrs Angela Peden (Secretary in Property)
- Mrs Fumi (Fumiko Nakamaru) Pinder (Personal Assistant to Professor Kemp)
- Miss Erica Rastall (Secretary, Graduate Business School)
- Miss Pamela Reynolds (Secretary in Management)
- Mrs Sandra Webb (Secretary, Graduate Business School)

This section details who is responsible for what in the secretariat:

- Examinations: Mrs Anne McPherson
- Expenses: Mrs Kate Ellis
- Health and Safety: Mrs Sharron Black
- IT: Miss Rhian Naylor
- PGR: Mrs Anne McPherson
- PGT: Mrs Nichola Duncan
- Room bookings: Discipline secretaries
- School Management and Finance: Mrs Sheila Gordon
- Stationary: Ms Julia Braik
- Student tracking system: Mrs Sharron Black
- Timetabling: Mrs Sharron Black
- Travel Bookings: Kate Ellis
- UG (Accountancy): Ms Julia Braik
- UG (Economics): Miss Rhian Naylor
- UG (Finance): Ms Julia Braik
- UG (Management): Miss Pamela Reynolds
- UG (Property): Mrs Angela Peden

Staff requiring stationary and consumables should visit the UG Secretariat in EW S36. Ms Julia Braik can give assistance, and also advise on the use of Master Keys and Key Codes.

Mailboxes for all staff may be found in EW S39. Please speak to Ms Julia Braik for the Key Code. The same Key Code is used for the Mail Room (S39), UG Secretariat (S36), and MFD room (S08).

Fire alarm tests take place at 11:00 on Wednesdays. Dr Elizabeth Thomson is the School First Aider, and Mrs Sharron Black the Fire Warden.

Kitchen facilities are available in EW S14 and EW S76. Hot beverages are available in EW S76 and water in S14. Secure paper recycling boxes may be found in EW S14.

Car parking facilities may be found adjacent to the Annexe. Permits are obtained from Chris Osbeck in the Estates Office. Cycles should not be parked in the stairwells or fire evacuation paths.

School contacts

- [Contacts](#)
(full email, telephone, and office for all staff)
- [Room Allocations](#)
(alphanumeric list of rooms in the School and who occupies them)
- [Staff Administrative Duties](#)
(list of administrative duties in the School and who performs them)
- [Teaching Directory](#)
(list of staff and what courses they teach)
- [How to contact us](#)
Full contact details of the School.

School IT

This section of the Handbook details procedures and practices relating to School IT. Please also see the frequently asked questions section at the end of this section.

Getting Started

To gain access to core computing facilities you need to first create your IT account which will give access to the web, e-mail & calendaring, network file space, electronic resources and printing and copying using the multi functional devices:

- For staff IT account registration complete the [form available here](#)
- For Research Postgraduate IT account registration complete the [ereg form available here](#)

Access to computing facilities will be removed when your employment contract or period of study at the UoA ends. An extension of 1 month to your IT account can be requested if required. If an IT account extension is required for longer than 1 month, individuals must apply to HR and be granted official University status (for example honorary status) .

DIT will provide access to specific Management Information Systems on request (e.g. Student Records system, HR system, Finance system). The Management Information Systems registration forms are [available here](#).

Hardware

The School provides each staff member and PGR student with an approved UoA desktop PC. Alternative or additional equipment (e.g. laptops) may be provided if supported by a valid business case to CASS. Desktop PCs are replaced at the end of their warranty period (four years) through the CASS – DIT Technology Renewal Process (TRP).

The School provides each staff member with a personal printer and each PGR student with access to a network printer.

To connect to a network printer (using Windows XP)

- From the taskbar: Start, Settings, Printers and Faxes
- From the list select: Add Printer
- Follow the Add printer wizard, selecting sequentially: Next; Network printer; Connect to this printer (type in the name of the printer e.g. [\\fs1\geiteryggen_econ](#))
- You may have to supply a printer driver – these are available from <http://welcome.hp.com/country/uk/en/welcome.html#Support>

The printers available are: [Network printers list](#)

We discourage duplex printing because it: (a) involves a higher up-front cost (the printers cost more because they have greater complexity and production cost); (b) involves higher maintenance and depreciation costs (the duplex process adversely affects drum life). Clearly, lower drum life, and hence either shorter printer life, or need to replace drum component, has a substantial environmental cost. The School uses wood free paper, so there is little environmental impact due to paper saving.

Software

DIT will setup your UoA PC with a **standard software** library from the [CASS - DIT software portfolio](#) which includes e-mail, calendaring and printing to relevant printers. Antivirus software is included as part of the standard software and regular updates are provided automatically. Critical operating system and Microsoft Windows updates are also made available automatically. Other common **site-licensed software** is available from the [Software Download Service](#). School-licensed **specialist software** is provided on application to the School Research Committee and is funded by the School Research Committee budget. Applications for such software must be made in good time directly to the **School Research Committee** with a valid price quote through approved suppliers, which may be obtained from the School IT Secretary in the School Office. [Application form for School Research](#)

[Committee funding](#) (PGR students are funded by the PGR Committee and should use the form [Application form for PGR software funding](#)). Further details may be found in the [School Software Policy](#). To ensure that all software we supply is installed and licensed correctly, MSI installation is employed wherever possible, and software is pushed directly to your desktop PC (you will notice a delay in the start up procedure when this occurs – please be patient).

File Storage and Backup Policy

DIT provides UoA staff and research postgraduates with an initial allocation of 2GB network file space to store your files. This will be increased upon request to the School director of IT. Your file space can be accessed via your H: drive, FTP via the web, FTP client, or [VPN](#). Files stored on your H: drive are automatically backed up nightly and on request, can be restored to the last saved version (DIT also retains the last 7 versions where changes were made within the last 30 days; for files deleted within the last 60 days, DIT can also normally restore to the latest version).

Virtual Learning Environment

The School has chosen to manage its C&IT learning and teaching resources via **WebCT**. This Virtual Learning Environment (VLE) helps to ensure cost effective delivery, coherence of approach, and consistency in design across the School.

A template has been provided for each course, which gives a guide to the minimum expected provision by staff (specifically: the course syllabus in PDF format plus any other material already in electronic format elsewhere, e.g. PowerPoint presentations). If you are creating a brand new course, you will need to email webct@abdn.ac.uk and ask them to create a new WebCT course using the Business School template and add you and your course team as “designers”.

Staff are encouraged to augment this template with further resources as appropriate. Staff are expected to take responsibility for uploading this material themselves (it is *not* normally expected that this responsibility be delegated to the secretariat). Staff training opportunities are provided by the DIT Training and Documentation Team: [factsheets](#) and [courses](#). Support is also available by email from webct@abdn.ac.uk or the helpdesk helpdesk@abdn.ac.uk.

A link to each course’s WebCT site is provided at the foot of each course’s web page (however, students would normally access WebCT resources via the Student Portal).

Uploading, editing and deleting of course syllabi should only be undertaken by the respective course coordinator. Please remember also that course brochures (aka the course “syllabus”) need to be uploaded (by you) BUT you should NOT upload them directly into your web CT site. Instead:

1. Go to our [Links](#) page on the School website
2. Click on [Upload Course Syllabi](#) (staff login required)
3. Select your course
4. Select the Syllabus PDF from your computer (must be a PDF file - the system will automatically rename it “syllabus.pdf” upon upload)
5. Your syllabus will then
 - a. automatically appear in your course's webct site; and
 - b. automatically appear on the page [Course Syllabi](#) so that students can see the syllabi before they register for the course (i.e. by-passing the password requirement)

School Web Site

The school has a **dynamic database driven website** which contains information on the School's Staff, Research, and Undergraduate and Postgraduate taught programmes, the School's Research Postgraduate information, minutes of key School committees, and an on-line database of the School's working papers (AURA).

The web site is not editable by staff. If you wish to add or amend information about

- your personal details, send a plain text email to the school website manager: the page layout is not customisable – the available fields are
 - Email
 - Tel
 - Fax
 - Room
 - Position
 - Education
 - Previous Employment
 - Research Interests
 - Research Centres
 - PhD Supervision Interests
 - Funded Projects
 - Administrative Duties
- your courses, send a plain text email to the school website manager detailing the course code and whether it is coordinated or taught (or both)
- your publications, send a plain text email to k.ellis@abdn.ac.uk
- your working papers (including submissions of new working papers), send a plain text email to k.ellis@abdn.ac.uk

Additionally, staff may mount abridged research CVs as follows:

Step 1:

Create your CV. Save it as a PDF file with the file name cv.pdf (case sensitive).

Step 2:

Place cv.pdf file in your public.htm folder*. If you are using a PC where your home filespace is available, then you can save your cv file straight into this folder as you create it, or else use Windows Explorer to copy them into this folder.

*If you haven't already got a public.htm folder, you can create it in several ways:

- a. In the University computer classrooms, your central ("home") filespace will be available in Windows as drive H: You can use Windows Explorer to select drive H: and then create the folder public.htm inside it.
- b. If you are using a networked departmental PC, your home filespace may be available under a different drive letter: you can create a public.htm folder inside it as above.

- c. You can use the telnet (or communications) icon in Windows (or on a Macintosh) to connect and log in to the central UNIX server (sysa), using your username and password. Once you are logged in, you can create the folder by typing: `mkdir ~/public.htm` (and then press Enter)

Step 3:

Now it is time to make your cv inside your public.htm folder accessible to the world! There are two alternative ways of doing this:

- Using a web browser (e.g. Internet Explorer), go to the page: www.abdn.ac.uk/local/publish.htm
Enter your username and click on the Next button.
Then enter your password, and click on the Publish button.
This will make all of the files inside your public.htm folder accessible on the web.
- Alternatively, log in to the central UNIX server, sysa. Then just type the command: `www.publish` (and then press Enter)
This will make all of the files inside your public.htm folder accessible on the web.
Note that you can just publish individual files, rather than all of them at once, by typing, for example: `www.publish file1.htm file2.htm picture.gif` where file1.htm and file2.htm are two web pages that you want to publish, and picture.gif is an image file that is included in one of the web pages.

Finally, the first time, you need to email to the school website manager to activate it.

Where to get help

- If your PC has a software or hardware fault, please contact the [IT Service Desk](#)
The Service Desk is your first point of contact for IT support at the University of Aberdeen. Phone and out-of-hours helpline: 01224 27-3636. Self service: [IT Help Desk Web Self Service](#) or email helpdesk@abdn.ac.uk
- [IT services](#)
The Directorate of Information Technology (DIT) provides information and communication services for staff University of Aberdeen in support of teaching, research and business. DIT is responsible for the management, operation and support of the University's wired and wireless networks, server infrastructure, IT classrooms, telecommunications, audio visual services, software and hardware, e-mail and calendaring, web resources, and corporate applications.
- [Estates: Fault Reporting](#) (maintainer: Estates)
On-line system for reporting non-emergency faults. If your fault is an emergency please telephone the Estates Fault Desk on extension 3333.
- If you wish to advice on the purchase of software or hardware, or have strategic or management issues regarding IT, please contact the School Director of IT: Dr W David McCausland d.mccausland@abdn.ac.uk

- If you have questions about provision of PCs and projectors in classrooms and lecture theatres, these are the responsibility of the [Audio Visual Unit](#) (Tel: 01224 272961, email: av@abdn.ac.uk).

Frequently Asked Questions

“I use a lot of demanding statistical packages which require a faster processor and more memory than a standard desktop PC ...”

In this case there is a valid business case for supplying a desktop PC with an enhanced specification. Please speak to the School’s Director of IT.

“I use large datasets in connection with my research. Is there anywhere I can store these securely?”

Yes. Common datasets like BHPS are stored on Drive R ([\\uoa\cass](#)) > Economics Datasets. You can also set up space for other work on Drive R ([\\uoa\cass](#)) > Business School. This can be open access, or password protected for you or a group of people (for example, a project team).

“Does the School provide word-processing software?”

Yes. Microsoft Office 2007 is part of the [CASS - DIT software portfolio](#), and includes, among other things, email (Outlook), word-processing (Word), spreadsheet (Excel), business presentation (PowerPoint) and database (Access) software.

“I need access to SPSS.”

This is supplied under a campus wide site license and available via the [Software Download Service](#).

“I need to use Stata and Eviews for my econometric work.”

This **specialist software** is provided on application to the School Research Committee and is funded by the School Research Committee budget. Applications for such software must be made in good time directly to the **School Research Committee** with a valid price quote through approved suppliers, which may be obtained from the School IT Secretary in the School Office. [Application form for School Research Committee funding](#) (PGR students are funded by the PGR Committee and should use the form [Application form for PGR software funding](#)). This is installed remotely to the desk top of licensed users by MSI.

“Why can’t I store my work on the local drive (drive C)?”

Any work stored here is not automatically backed up and leaves the School vulnerable in terms of risk to business continuity in the event of a disaster. In contrast, files stored on your H: drive are automatically backed up nightly and on request, can be restored to the last saved version.

“I need this software yesterday...”

Please try to plan ahead your software needs. We have to obtain quotes through preferred suppliers before placing an order. With the best will in the world this takes time.

“Why can’t I just go down to PC World and buy this software or hardware?”

EU regulations mean that large organisations like us have to tender for suppliers. If you buy items from non-approved suppliers, the College Finance Office may not pay your expenses claim for these items.

“I can’t get Stata updates.”

At UoA, we don’t have direct connection to the internet. Connection is via a proxy server. This has to be set in many programs, including Internet Explorer, Firefox and Stata, to name but a few. The automatic configuration proxy script is <http://www.abdn.ac.uk/local/autopproxy.php> . Alternatively the manual proxy details are proxy0.abdn.ac.uk, port 8080. See <http://www.abdn.ac.uk/proxy/> for details.

“I’m using Vista. Why can’t I access the Student Record System?”

Vista users have to access the Student Record System through Firefox at <https://corporateweb5.abdn.ac.uk:4446/forms90/f90servlet?config=srslivenoj>.

“Eviews keeps asking me for a license server. What should I put?”

The Eviews license server is ls2.uoa.abdn.ac.uk. This ensures that no more than 50 users are concurrently enjoying the product, as per our license.

“Could the School Research Committee reject my application for software funding?”

Every year the School Research Committee allocates a nominal amount of funding per staff member to cover software and conferences. The application procedure is to help control and track this expenditure to ensure that the School remains in good financial health. It is therefore highly likely that small software requests will be approved automatically. However, large expenditures, especially those which have high ongoing maintenance costs, will require further scrutiny and, above certain thresholds, Head of School approval. At the end of the day, the School strives to ensure that all staff have the necessary tools to complete their work effectively.

“The light in my office has broken ... the gents’ toilet is blocked ... the window is broken in my lecture theatre ...”

For all estates related faults in the university, report the fault using the online form: [Estates: Fault Reporting](#).

“The projector in my lecture theatre does not work ... the roll of plastic on the OHP has run out ...”

Contact the [Audio Visual Unit](#) (Tel: 01224 272961, email: av@abdn.ac.uk)



Policy Maintenance

This appendix to the Handbook summarises the procedures relating to the maintenance of policy documents. The table below shows (i) the creator or originator of the policy/procedure; (ii) the committee responsible for the policy/procedure; (iii) the approver of the policy/procedure; and (iv) the maintainer of the policy/procedure. This reflects the work flow associated with a policy/procedure from conception to publication. The maintainer must keep an archive of any changes to the policy/procedure and a record of their approval.

Policy	Originator	Responsible Committee	Approver	Maintainer
School Health and Safety Policy	<i>S Black</i>	School Executive	<i>A Black</i>	<i>S Black</i>
Certificate of Employers' Liability Insurance	<i>S Black</i>	School Executive	<i>A Black</i>	<i>S Black</i>
Research leave data	<i>School Research</i>	School Research	<i>E Phimister</i>	<i>S Black</i>
School Absence Policy	<i>A Black</i>	School Executive	<i>A Black</i>	<i>A McPherson</i>
Remuneration for Teaching and other Professional and Related Activities	<i>S Black</i>	School Executive	<i>S Black</i>	<i>S Black</i>
School Software Policy	<i>WD McCausland</i>	School Executive	<i>A Black</i>	<i>WD McCausland</i>
Exam	<i>Discipline</i>	Discipline	<i>Discipline</i>	Discipline
School Student Monitoring Procedures	<i>A Arthur</i>	School Teaching	<i>A Arthur</i>	<i>A Arthur</i>
FEC	<i>E Phimister</i>	School Research	<i>E Phimister</i>	<i>E Phimister</i>
School workload model and teaching plan	<i>J Lamb</i>	School Teaching	<i>A Black</i>	<i>A Black</i>
Hiring Procedures in the Business School	<i>A Black</i>	School Executive	<i>A Black</i>	<i>A Black</i>
Continuity and exit procedures	<i>S Gordon</i>	School Executive	<i>A Black</i>	<i>S Gordon</i>
School Handbook (this document)	<i>WD McCausland</i>	School Executive	<i>A Black</i>	<i>S Black</i>