

Important information from the Examinations Office, AnSEO – The Student Engagement Office
& Registrar's Office to help guide you through the results process.

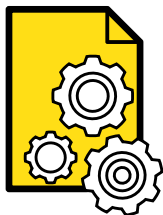
As we continue to work through the challenges that COVID-19 is presenting to us all, students and staff, at MTU (Cork), we have prepared this *Just Ask! about Results* information document to assist you, our students, in getting to grips with your upcoming assessment and exam results. This information is intended to help you to navigate your way through the results process.

COVID-19 CONSIDERATIONS DURING THIS ACADEMIC YEAR

MTU (Cork) recognises that COVID-19 continues to present challenges for our learners and our staff. With all students and staff working together, we have successfully pivoted to blended learning, teaching and assessment, and with everyone's commitment and collaboration, MTU (Cork) has succeeded in delivering assessments without undue disruption this academic year.

Notwithstanding this, we have in place measures to ensure that every student's work will be carefully considered before results are finalised and released. Reassessment options are available, and you can find out more about them by continuing to read this information document, by contacting the **Just Ask! Virtual Helpdesk** and by making contact with your department.

PLEASE NOTE



This document is intended as a guide to help you better to understand your assessment results. Full information can be obtained from [MTU \(Cork\) Exams website](#) and it is very important that you read this detailed information should you have any concerns regarding your assessments and results to fully inform yourself of options and associated deadlines.

It is your responsibility to abide by the deadlines outlined and contact your academic department to discuss specific queries in relation to your results. Information provided here was correct at time of publication. Please ensure you keep checking for updates on the link above and on all other links referred to in this document.

FIRST THINGS YOU NEED TO KNOW:

- **Provisional module results** will be released on **Tuesday, 15th June 2021** to give you the best opportunity to contact your module lecturers should you like some additional feedback on your module marks.
Important: Don't panic yet if you are not happy with what you see...
- **Your full set of results** will be released on **Friday, 18th June 2021**, allowing you to see your stage result and stage classification – this may include pass by compensation.
- **Lecturers will be available by email** from Tuesday, 15th June – Friday, 18th June 2021.

**IF YOU PASSED ALL OF YOUR MODULES AND ARE HAPPY WITH YOUR RESULTS...
CONGRATULATIONS AND WELL DONE!**

IF YOU ARE NOT HAPPY, READ ON...

There will be reassessment opportunities.

No matter what your results are like, you have options.

If you need to know more about your next steps, it is really important that you keep reading this document and all MTU (Cork) information relating to assessment and exams. It is also very important that you stay in contact with your academic department, keep checking your @myCIT.ie emails regularly, and use the Just Ask! Virtual Helpdesk (see p. 2).



Just **ASK!** about...
Results

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JUST ASK! ABOUT RESULTS VIRTUAL HELPDESK

If you have a query after you have read this document, you are advised to contact your academic department. Key contacts include your **subject lecturers or course co-ordinators and, where applicable, your Reach Academic Mentor**. They will be able to provide information on the specifics of your query. It is generally advised that you make contact with them by email.

The team from AnSEO – the Student Engagement Office are also available at the Just Ask! about Results Virtual Helpdesk. The AnSEO team cannot advise you on the specific details of your exam results, but they can help point you in the direction of someone who can.

You can find more information on AnSEO and on the Virtual Helpdesk at the end of this document.

It is important to note that detailed conversations on an individual student's results **can only happen with the individual student concerned**. While we welcome general information queries from our students' significant others (such as parents, partners, etc.) and recognise how they can be really helpful in terms of enabling supportive discussions at home, we cannot disclose any detail relating to individual student results to them.

NOW, FOR MORE DETAIL...

HOW TO ACCESS YOUR RESULTS ONLINE

This year, provisional module results will be released on Tuesday, 15th June 2021 before the full set of results are released on Friday, 18th June 2021. This gives you the opportunity to contact your module lecturer/academic department anytime, up to and including Friday, 18th June 2021 by email should you wish to discuss your module mark. During this time, lecturers are not in a position to discuss examination board decisions and the effect these decisions will have on your overall result.

Important note: An email from the Examinations Office to your @myCIT email will contain full details on how to access your module results. Guidance on how to view your results online can also be accessed by [clicking here](#).



When you look at your results on Web4 on Tuesday, 15th June, your average grade or the overall classification of your 2021 grade will not be shown. You will need to wait until your full set of results are released to see your overall grade. This may include pass by compensation.



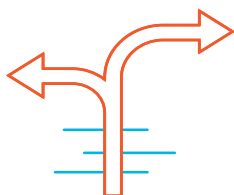
CAN'T SEE YOUR RESULTS?

Remember, if there are unpaid fees on your account, a hold will have been placed on your results. Details of the hold are provided on your online Web for Student Results Page – click **“View Holds”**. Your results will be released on payment of fees. This process can take up to five working days from payment date. Queries regarding fees should be addressed to fees@CIT.ie, quoting your student ID number.



PASSED ALL OF YOUR MODULES?

Congratulations on successfully completing this semester! All of your hard work has paid off so keep up the good work. Getting a good degree is important.



NOT HAPPY WITH YOUR RESULTS?

Don't panic, you have options... If you failed a module(s) you will, in most cases, be afforded a reassessment opportunity in the Autumn. Your academic department will confirm your reassessment requirements. If you are a final year student, you will need to pass all modules before being eligible to graduate.

DON'T UNDERSTAND YOUR RESULTS? READ ON...

The standard pass mark for a module is 40. On passing a module, the University records your achievement and awards you the number of credits assigned to the module. A mark of less than 40 indicates that you have failed the module unless you are eligible to pass by compensation (see more about compensation on p. 4). You will have to be re-assessed in ALL modules you have failed. Generally, you have the option (subject to compliance with module reassessment requirements) of being reassessed in the Autumn. **For Autumn 2021, reassessment means submitting course work or doing a repeat exam or possibly a combination of both.** Your department can advise on what your reassessment options will be.

[MTU \(Cork\) Examinations website](#) has a lot of useful information which can help.



EXAMINATIONS RESULTS CODES

There may be codes on your results, this table explains most of these codes.

Overall Result	Description
H1	First Class Honours
21	Second Class Honours Grade 1
22	Second Class Honours Grade 2
DT	Pass with Distinction
M1	Pass with Merit Grade 1
M2	Pass with Merit Grade 2
PS	Pass
EX	Failed some modules - repeat required
AB	Not present at any assessment
WD	Withdrew
WH	Withheld
FL	Fail
DE	Deferred
CO	Progress with Credits Outstanding
CP	Cannot Progress
Module Result	Description
NA	Not Applicable - no overall result
I	Deferred
X	Exempt
NP	Not Present
C	Compensation
W	Withdrew



FAQS

(a): 'WH is written on my transcript and I can't see my results, what does this mean?'

If WH is written in your transcript, it means that there is a query about some aspect of assessment submitted and you will need to contact your Head of Department to clarify what the issue may be.

(b): 'One of my modules is NP. What does this mean?'

NP (Not Present) means you did not submit for any of your assessments in this particular module. This counts as an attempt. Generally, you have the option (subject to compliance with module reassessment requirements) of being reassessed in the Autumn.

PART-TIME STUDENTS

Please note you have to present your full set of module marks for a stage before compensation can be considered.

COMPENSATION EXPLAINED:

Compensation only occurs at the end of a stage (in most cases this is at the end of the academic year).

Compensation to pass a stage can only be applied to module results in the same Progression and Awards Board sitting.

On completion of your Semester 2 modules, an exam board considers your overall performance during the year. If you are eligible to compensate on the failed module(s), a "C" appears next to your mark on your overall results and you can progress to the next year of your programme. This will happen automatically.

Normally you will be able to compensate failed modules and progress only if:

- ALL your module marks from both Semester 1 and 2 are 35 or greater;
and
- Looking at both Semester 1 and 2 results, you have no more than 20 ECTS (typically 4 five-credit modules) between the two semesters with marks in the range 35-39;
and
- You have passed and satisfied additional criteria in ALL of the remaining modules;
and
- The surplus of the marks in the passed modules being presented in the current sitting is at least double the deficiency in the failed module.

Please Note: Some modules have restrictions and will not be eligible for compensation. For further information regarding compensation contact your academic department. [MTU \(Cork\) Exams website](#) has a lot of useful information which can help.



FAQS

(c): 'I got 25% in one module and passed all my other modules. Can I compensate?'

Unfortunately, in this case, compensation is not an option for you, as your grade in the failed module is lower than 35%. If, having presented for the repeat exam/assessment in the failed module, you fail again in the Autumn, you may then become eligible to "Progress With Credits Outstanding"* into the next stage of your programme. However, you must pass the failed module during that academic year before you can progress any further.

* In normal circumstances, a student who has no credits outstanding from any previous stage of their programme can progress to the next stage of that programme while carrying 5 credits from the current stage.

Make sure you consider the opportunities to succeed in reassessment by making use of all the supports available to you. These could include your lecturers, course coordinators, the Academic Learning Centre and Academic Success Coaching.

(d): 'What happens if I need to repeat a Semester 1 module?'

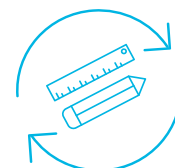
In most cases, there will be an opportunity for you to be reassessed in a failed module from Semester 1 in Autumn 2021. For certain modules, the assessment is inextricably linked to the delivery and so it will be necessary to retake the module in the next delivery period. It is a really good idea in this situation for you to seek advice from your academic department.

Please Note: Some modules have restrictions and will not be eligible for compensation. For further information regarding compensation, contact your academic department. [MTU \(Cork\) Exams website](#) has a lot of useful information which can help.

REPEATING

All students who need to repeat in Autumn 2021 will receive an email after the release of programme and module results in Summer 2021.

This email will explain the process for online registration for re-assessment (including any administration fee, where relevant), the dates of the re-assessment period and will contain a link to the online registration page.



DO YOU FEEL YOU SHOULD HAVE DONE BETTER? READ ON...

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'Assessment material' is a collective term for exam scripts, assignments, submissions, project work.

REQUESTING A REVIEW OF MODULE MARK



STEP 1: VIEW YOUR ASSESSMENT MATERIAL AND IF YOU BELIEVE THAT YOU DID NOT RECEIVE THE CORRECT MARK, THEN YOU MAY REQUEST A REVIEW OF MODULE MARK.

How to view your Semester 2 assessment material:

You will need to submit a request to view your assessment material. Viewing of assessment material will be online and is managed by the Examinations Office. Visit [MTU \(Cork\) Exams website](#) for details of this process and of how to submit the request online.

Be aware that the deadline for submission of requests to view Semester 2 assessment material is Monday, 28th June 2021, 12pm. Late applications will not be accepted.

Viewing is limited to the current semester assessment material only. When your assessment material is ready for viewing, you will receive an email from the Examinations Office.

THERE ARE TWO TYPES OF ERROR THAT CAN OCCUR:

- **Error in Calculation or Recording of Mark:** Where assessment has been correctly marked but the mark for that assessment has not been correctly included in the calculation of the overall mark. No fee.
- **Error in the Evaluation of Assessment Performance or Materials:** This is when, having viewed your assessment material, you feel that your opinion of the exam material does not match the academic judgement of the examiner. This review involves a recheck of assessment material by an appropriate review examiner to see if the perceived error (as claimed by the student) occurred. Such a claim needs to be supported by evidence or argument and will only be considered if that is provided. Please note that there is a fee of €80 for this type of review, [payable by debit/credit card online](#). Cash payments are not accepted. In the event that your request for this type of review results in an increase in your module mark, your fee will be refunded.



STEP 2: SUBMIT A REQUEST FOR A REVIEW OF MODULE MARK

Having been notified that your assessment material is available to view and if you decide to request a review of your module mark, you must make contact with the Examinations Office and they will guide you through the 'Request for a Review of Module Mark' process. All communication will be sent to your @mycit.ie email address. See [MTU \(Cork\) Appeals webpage](#) for details of how to complete a Review of Module Mark request form.

For more information please read the following [Academic Policy Governing Assessment Appeals and Correction of Errors and Omissions in Respect of Assessment](#) (see page 5, 10.3 and page 8, 11.2).

Please note: Only those modules taken in Semester 2 can be considered for Request for Review of Module Mark in this assessment period. A perceived error in the evaluation of assessment material/ performance allows students to request a Review of Module Mark.

Please note: When requesting the review, you must identify and specify the error you believe has occurred. You cannot request a review simply because you are unhappy with your mark or because your mark is close to a certain grade.

ASSESSMENT APPEALS



Grounds for Assessment Appeals

1. **Extenuating circumstances** which were not known at the time of the assessment, or which were not possible to communicate within the usual timeframe, may be considered by the Assessment Appeals Board or the Chairperson of the Assessment Appeals Board. Students are reminded that extenuating circumstances are normally only considered where departments are notified within the appropriate time limits.
2. **Procedural or administrative errors** on the part of the University in the conduct of assessment, or in the application of regulations governing assessment.



(e): 'I want to appeal my results – I couldn't submit my lab reports mid-semester due to being ill and I have failed this module. What should I do?'

In general, extenuating circumstances must be submitted in a timely manner so that they can be considered by your lecturer(s) and the appropriate exam board. This is why all students received an email about the need to submit your Individual Extenuating Circumstances (IEC) form as soon as possible in the semester. You should have contacted the lecturer at the time and submitted an IEC form and arranged to submit your lab reports as soon as possible.

Please note that evidence relating to extenuating circumstances will not normally be admitted as grounds for appeal, except where it was not possible to submit this evidence for consideration at the relevant Board meeting. [See Section 4 of the [Appeals Policy](#)].

1. Assessment Appeals based on Individual Extenuating Circumstances

In general, Individual Extenuating Circumstances must be submitted in a timely manner so that they can be considered by your lecturer(s) and the appropriate exam board. This is why all students received an email about the need to submit your Individual Extenuating Circumstances (IEC) form in good time. Accordingly, this means evidence relating to extenuating circumstances will not normally be admitted as grounds for appeal, except where it was not possible to submit this evidence for consideration at the relevant Board meeting. [See Section 4 of the [Appeals Policy](#)]. If it was not possible for you to submit your IEC claim in time for consideration by the appropriate exam board, and if you wish for your assessment mark to be reconsidered in light of this, then you may wish to submit an assessment appeal based on extenuating circumstances.

All claims relating to extenuating circumstances must be supported by appropriate evidence, supporting documentation and outline clearly why it wasn't possible for you to lodge the documentation at the time. This evidence must be independent and must include all important details such as the nature and dates of the circumstances in question. The University reserves the right to seek independent medical opinion.

These appeals are considered by an Assessment Appeals Board who may also seek input from the examining department where appropriate. If your appeal is successful, your fee will be refunded to you. Extenuating circumstances can only be considered for the semester in which they occurred.

For the Assessment Appeal - Extenuating Circumstances Form and more details on the process go to [MTU \(Cork\) Appeals webpage](#). The deadline for submission of assessment appeals is **at noon on Monday, 28th June 2021**. Please note that there is a fee of €80 for Assessment Appeals, [payable by debit/credit card online](#). Cash payments are not accepted. If your appeal is successful, your fee will be refunded.

If you have any specific queries in relation to the appeals process or review of module mark check [MTU \(Cork\) Appeals webpage](#) or email registrar@cit.ie.

2. Procedural or administrative errors on the part of MTU (Cork) in the conduct of assessment, or in the application of regulations governing assessment.

Where the University makes a procedural or administrative error this may in turn have a negative impact on the academic performance of a student. Issues which could give rise to such appeals include the following:

- The assessment/exam was significantly at variance with the module descriptor or the directed course of study;
- There were circumstances in the conduct of the assessment/exam which had a significant adverse effect on the student's performance;
- The student was seriously misdirected on the format of the assessment/exam;
- Examination regulations were not properly applied by the Exam Board;
- Irregularities in the conduct of the assessment/exam were not taken into account by the Exam Board.

SPECIAL NOTE: If a procedural or administrative error on the part of MTU (Cork) is known prior to the relevant exam board, then the Board should be informed of the error(s) so that it can be addressed where practicable. Where such an error on the part of MTU (Cork) has been addressed by the relevant exam board, it will not be allowed as grounds for an appeal.

The student has a responsibility to inform the University of any known procedural or administrative errors at the earliest opportunity and failure to do so may result in an appeal under these grounds being disallowed.

These appeals are considered by an Assessment Appeals Board who may also seek input from the examining department where appropriate. If your appeal is successful, your fee will be refunded to you. Appeals on procedural/administrative grounds can only be considered for the semester in which the procedural/administrative error is deemed to have occurred.

For the Assessment Appeal – Procedural/Administrative Form and more details on the process go to [MTU \(Cork\) Appeals webpage](#). The deadline for submission of assessment appeals is **Monday, 28th June 2021 at 12 noon**. Please note that there is a fee of €80 for Assessment Appeals, [payable by debit/credit card online](#). Cash payments are not accepted. If your appeal is successful, your fee will be refunded.

If you have any specific queries in relation to the appeals process or review of module mark check [MTU \(Cork\) Appeals webpage](#) or email registrar@cit.ie.



Please note, if you are considering appealing your results or requesting a review of module mark, it is very important to read the detailed [MTU \(Cork\) policies and procedures available](#)



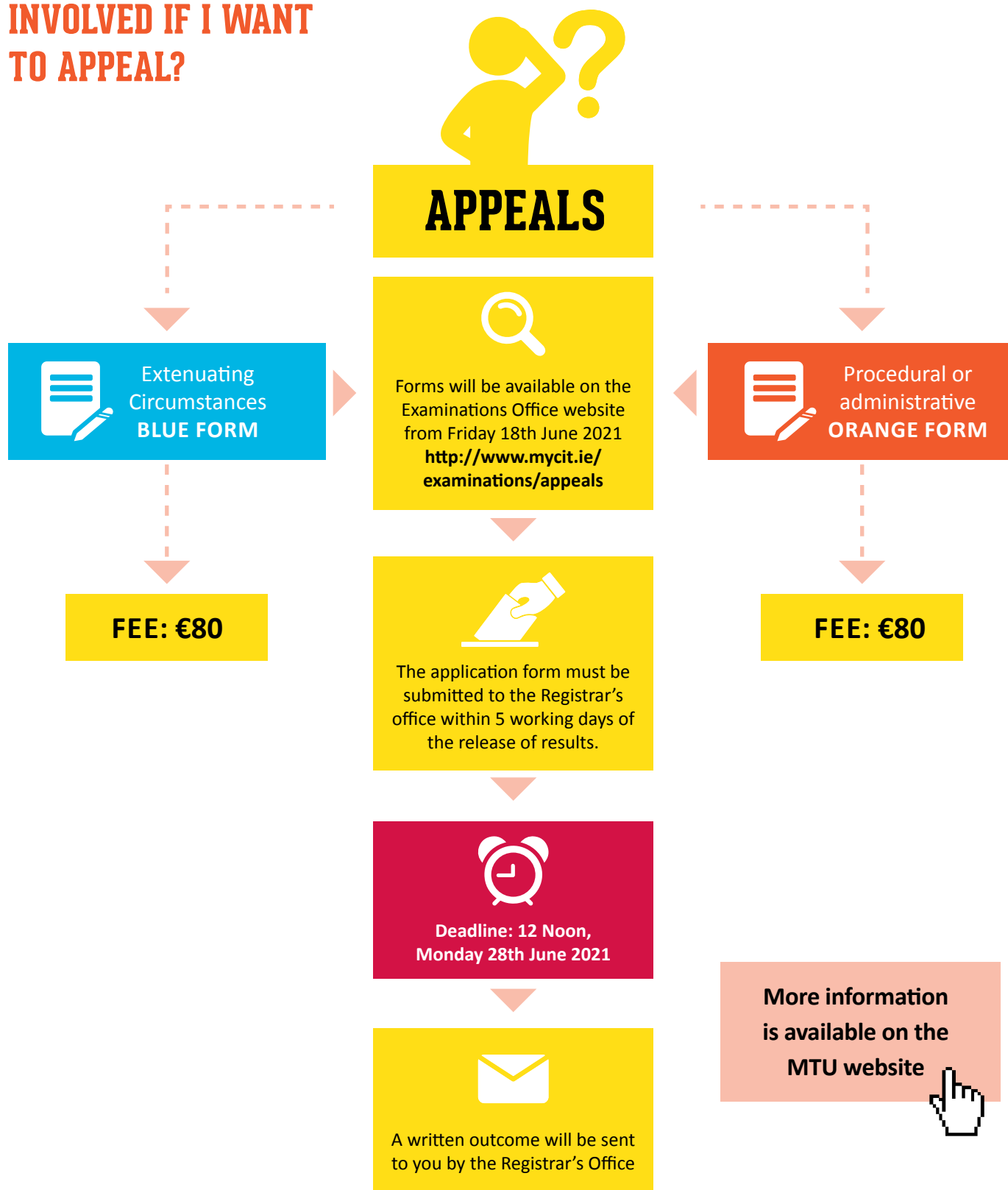
FAQS

(f): 'In an online assessment for one of my modules, there were some technical issues which appeared to be outside of my control and which impacted on my performance in that assessment. I'm disappointed with my result in that module, and I am considering submitting a procedural/administrative appeal. Any advice?'

Students who experienced technical issues in assessment were advised to contact the module lecturer as soon as possible, so that they could look into the matter and so that this issue could be addressed. Please note that it is the student's responsibility to contact the lecturer immediately if and when there appear to be issues with any assessment. It is very important to note this if you are considering submitting a procedural/administrative appeal. Where an error on the part of MTU (Cork) has been addressed by the lecturer/department and/or by the appropriate exam board, this will not be allowed as grounds for an appeal. The student has a responsibility to inform the University of any known procedural or administrative errors at the earliest opportunity and failure to do so may result in an appeal under these grounds being disallowed.

Appeals will only be upheld if it can be demonstrated that the circumstances had a large negative affect on your performance and that no other steps were taken to account for the disruption in the assessment of the material.

WHAT ARE THE STEPS INVOLVED IF I WANT TO APPEAL?



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I WANT TO SUBMIT FOR A REVIEW OF MY MODULE MARK - WHAT SHOULD I DO?



REVIEW OF MODULE MARK

1

Complete the online form to 'View Assessment Material'
This will be available on the MTU website from Friday 18th June 2021
<http://www.mycit.ie/examinations/appeals>

DEADLINE: 12 NOON, MONDAY 28 JUNE 2021

2

The Examinations Office will email you back, acknowledging your application and asking if you can see your assessment material and marks.

3a

If you can view your material the Examinations Office will send you on the Review of Module Mark form.

3b

If you cannot view your material the Examinations Office will contact your lecturer and organise access for you.

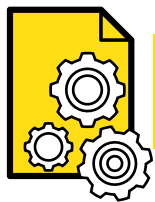
4

As soon as you have access to your material and marks you have **5 working days** to submit the review of module mark form to the Registrar's Office

If you are applying for a Request for Review of Module Mark (Error in Calculation) there is **no fee**.

If you are applying for an Error in evaluation of assessment material or performance there is a **Fee of €80 per module. 1 module per form**

The written outcome will be sent to you by the Registrar's Office



MEASURES FOR ACADEMIC YEAR 2020-2021

The COVID-19 Crisis continues to be difficult for everyone and MTU is mindful of the challenges in these different times. As such, measures have been taken that consider the extra efforts made by all to complete their courses of study successfully.

In particular, we are very much aware of the impact which the COVID-19 crisis and/or the changed format of teaching, learning and assessment may have had on academic performance this academic year. Cognisant of this, Academic Council has required that **every examination board is required to carefully consider the impact of the COVID-19 Crisis and the changed format of teaching, learning and assessment on student performance during this period.** It has also put additional provisions in place for the consideration of borderline cases.

LINKS TO IMPORTANT DOCUMENTS & WEBSITES

Academic Regulations and Policies

- [Regulations for Modules and Programmes](#)
- [Supplement to Regulations \(Marks & Standards\) for Modules and Programmes](#)
- [Academic Policy Governing Assessment Appeals and Errors & Omissions Relating to Assessment](#)
- [Policy Governing Individual Extenuating Circumstances Relating to Examinations and Assessment](#)

MTU (Cork) Exams website - <http://www.mycit.ie/examinations>

MTU (Cork) Exams Repeat Information webpage - <http://www.mycit.ie/autumn-repeats>

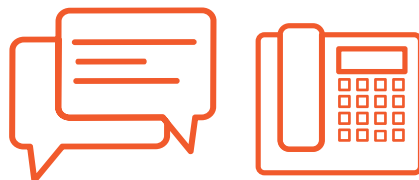
How to view your results - <http://www.mycit.ie/examinations.results.how-to-view>

Apply to view assessment material - <http://www.mycit.ie/examinations/results>

MTU (Cork) Appeals webpage - <http://www.mycit.ie/examinations/appeals>

To pay for Assessment Appeals and Reviews - <https://events.cit.ie/index.cfm?page=events&eventId=588>





WE ARE HERE TO HELP! - VIRTUAL HELPDESK

If you still feel unsure about who to contact with your query, please contact the Just Ask! About Results Virtual Helpdesk. You can contact the helpdesk either by email or by phone.

The virtual helpdesk is available on Tuesday, 15th June, Wednesday, 16th June, Friday, 18th June, and Monday, 21st June, and is operated by members of the team at AnSEO – The Student Engagement Office.

If contacting the helpdesk by email you must use your @mycit.ie email address and give your Student ID number together with specific details of your query.

For the purposes of data protection, please have your Student ID number ready if you are contacting the helpdesk by phone. The helpdesk team will need to verify your identity before speaking to you about your query.

Helpdesk phonelines may be busy, so please be reminded that you may need to be patient while awaiting a response. We encourage you to avail of the option to email your query to AcademicSuccessCoach@cit.ie and we will get back you.

EMAIL THE HELPDESK AT:
AcademicSuccessCoach@cit.ie

HELPDESK LINES OPEN:

Tues 15 June: 11am - 1pm / 5pm - 7pm
Wed 16 June: 11am - 1pm / 5pm - 7pm
Fri 18 June: 9am - 11am / 5pm - 7pm
Mon 21 June: 11am - 1pm

Call: 021 4326300

REPEATING AND NEED SOME ACADEMIC SUPPORT OR COACHING?

The AnSEO Summer Programme will run remotely for 4 consecutive weeks from 19th July to 13th August, 2021.

During the summer programme, lecturers, tutors and coaches will meet students for live online appointments, virtual drop-in sessions, and tailored workshops. The staff are friendly and approachable and understand that students have faced particular challenges this year. The summer programme offers a variety of supports for you succeeding and progressing to the next stage of your course.

Topics offered in the summer programme will include Maths and Stats, Accounting, Mechanics, Economics, Writing, Programming, Goal setting, Physics, Chemistry, time management and more...



To register for the summer programme please go to this form
<https://forms.office.com/r/HT2fAJ5PKE>



For more information about the programme visit
<https://studentengagement.cit.ie/alc> or email us at academiclearning@cit.ie

Just Ask! is a project of AnSEO - The Student Engagement Office in collaboration with the Examinations Office and the Office of the Registrar & VP for Academic Affairs, MTU [Cork]



If you have a Reach Academic Mentor, they are available to assist with queries between Tuesday, 15th June - Friday, 18th June

