

MMBA8160

Information and Decision Analysis

MGSM term 3, Special circumstance 2020

Department of Actuarial Studies and Business Analytics

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General Information

Unit convenor and teaching staff Brad Smith brad.smith@mq.edu.au

Angela Chow angela.chow@mq.edu.au

Credit points 10

Prerequisites Admission to MBA or PGDipMgt or GradDipMgt or MSocEntre or GradCertSocEntre

Corequisites

Co-badged status

Unit description

This unit provides quantitative/statistical research tools, data analysis and computer modelling necessary to help the modern business manager with strategic planning, tactical decision-making, and resolving business problems. It also covers the efficient use of all resources to enhance management effectiveness. The overall aim is to improve the reliability of decisions made and to develop better strategy through the use of scientific method.

Important Academic Dates

Information about important academic dates including deadlines for withdrawing from units are available at https://www.mq.edu.au/study/calendar-of-dates

Learning Outcomes

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

ULO1: Evaluate disparate data and information using appropriate quantitative tools to evidence and formulate well-informed and robust strategic business decisions.

ULO2: Use appropriate quantitative research tools, evaluate and synthesise quantitative data to help assess the implications of strategic decisions from a whole of entity perspective, and across a wide spectrum of stakeholders.

ULO3: Critically assess and integrate ethical, social and environmental factors into business decision-making and management practices that are also commercially viable

from a quantitative point of view.

ULO4: Apply a range of research tools and models of business performance and productivity to measure and track sustainable value creation across organisational processes and projects.

Assessment Tasks

Name	Weighting	Hurdle	Due
Individual Assignment	40%	No	07/08/2020
Final Exam	60%	No	Exam Week - to be advised

Individual Assignment

Assessment Type 1: Programming Task Indicative Time on Task 2: 30 hours Due: **07/08/2020** Weighting: **40%**

Students will be required to practice what they have learned by completing the assignment.

On successful completion you will be able to:

- Evaluate disparate data and information using appropriate quantitative tools to evidence and formulate well-informed and robust strategic business decisions.
- Use appropriate quantitative research tools, evaluate and synthesise quantitative data to help assess the implications of strategic decisions from a whole of entity perspective, and across a wide spectrum of stakeholders.
- Critically assess and integrate ethical, social and environmental factors into business decision-making and management practices that are also commercially viable from a quantitative point of view.
- Apply a range of research tools and models of business performance and productivity to measure and track sustainable value creation across organisational processes and projects.

Final Exam

Assessment Type 1: Examination Indicative Time on Task 2: 20 hours Due: **Exam Week - to be advised** Weighting: 60%

An open book three hour online exam will be held during the University Examination Period.

On successful completion you will be able to:

- Evaluate disparate data and information using appropriate quantitative tools to evidence and formulate well-informed and robust strategic business decisions.
- Use appropriate quantitative research tools, evaluate and synthesise quantitative data to help assess the implications of strategic decisions from a whole of entity perspective, and across a wide spectrum of stakeholders.
- Critically assess and integrate ethical, social and environmental factors into business decision-making and management practices that are also commercially viable from a quantitative point of view.
- Apply a range of research tools and models of business performance and productivity to measure and track sustainable value creation across organisational processes and projects.

¹ If you need help with your assignment, please contact:

- the academic teaching staff in your unit for guidance in understanding or completing this type of assessment
- the Writing Centre for academic skills support.

² Indicative time-on-task is an estimate of the time required for completion of the assessment task and is subject to individual variation

Delivery and Resources

Croucher, John. S. (2020). Quantitative Analysis for Management, 6th edition. McGraw-Hill Education. ISBN: 9781760425029

You should bring this textbook to all lectures as it is also a workbook.

Please note: Students should only attain the 6th edition of this textbook, which is the only edition this class will be taught from. Furthermore, this course relies heavily on the learning material provided in the textbook (which also acts as an exercise book for in-class demonstration and activities). It is highly advised that students attain the required textbook as soon as possible and familiarise themselves with the textbook material, especially before the start of each class session for sessions with specific allocated chapters (which is made available in the unit schedule below as well as the class iLearn page).

Where to purchase the textbook?

McGraw Hill Education Australia – Online store: This textbook is also available for order via the publisher's online store. For information on textbook prices and online ordering, please refer to the McGraw Hill Education Australia online store at https://www.mheducation.com.au/quantitat ive-analysis-for-management-6e-9781760425029-aus

Additional Recommended Text

The text listed below are optional only. It is not compulsory to attain a copy.

- Croucher, John S. (2016). Introductory mathematics and statistics for business (6th edition- revised). McGraw-Hill.
- Render, B., Stair, R., Hanna, M.E. and Hale, T.S. (2018). Quantitative analysis for management (13th edition). Pearson.
- Bowerman, B.L., O'Connell, R. and Murphree, E. (2016). Business statistics in practice (8th edition). McGraw-Hill

Calculator

A basic calculator with specific keys shown below is required in this unit since it will be used in all class tests and final exam. You may find it useful, but it is not necessary, to have a statistical calculator that has in-built statistical functions. There are several types of these:

- The lowest level statistical calculator has function keys such as the mean and standard deviation but no other statistical function keys.
- The next level above also has function keys for correlation and linear regression. An example is one of the Casio *fx* series such as the 82 or 100 series, but there are many others.

In any case, your calculator should include the following keys:

x! e^x ⁿC_r

You need to bring your calculator to every session class.

Access to Technology

Access to a personal computer and internet connection is required to access learning material/ resources online on Macquarie University's online learning management system called iLearn.

Students will also be required to gain access to statistical software called Minitab 16. While the text refers to Minitab 16, version 17 & 18 may be used. Further instructions are provided in the class iLearn page.

Unit Schedule

MMBA8160 Information and Decision Analysis

Remote Delivery Mode - Timetable

Unit Convenor – Brad Smith

The course timings and pre-work for each Zoom class is below. Further information about the zoom 'live' sessions will be provided prior to the first class on the Tuesday 23rd June 2020.

Students should do the pre-work prior to attending the "live" Zoom sessions scheduled at the times below. (* Note: Finish time for Zoom sessions is approximate and will be driven by student demand and involvement.)

Completion of the Class worksheets is optional, before the Zoom session. Some time will be provided in the Zoom sessions for you to do them and the answers will be detailed in these sessions.

Tuesday 23 rd June	6pm – 7:30 pm – Sydney time (via zoom)
Session 1	Course Introduction and Assessments Descriptive Statistics

Pre-work:	Powerpoint Videos - (Links also in i-Learn)
	Session 1.0 Introduction
	https://macquarie.zoom.us/rec/share/_vZIMrPZ2XFIX4HftF7RdJc9PZXdX6a81Sca8vsLyB2B6D6vWQeJkY1I_xn eYw6_?startTime=1585452259000 Session 1.1 Course Introduction https://macquarie.zoom.us/rec/share/_dReCu777TpJTKfhuUTfYKs5EZ3YT6a81XNL-vIImhkPPgW12WJavprigO2 noWsC?startTime=1585472900000
	Session 1.2: Introduction and Course Overview - Why Study IDA? https://macquarie.zoom.us/rec/share/4NMuF6jw915IQreS7k-Ac_cIJY3VX6a81iEbrPoLzx5mTk2PIGCvhfaBStlvP 5DL?startTime=1585532197000
	Session 1.3 : Introduction to Statistics, Sampling Procedures and Visually Summarising Data https://macquarie.zoom.us/rec/share/wd0lDe-p8nFJaK_M526YA6xiLo_Jeaa8gSdl_qUKyU0XACLa_iNvgiMjr8lev https://macquarie.zoom.us/rec/share/wd0lDe-p8nFJaK_M526YA6xiLo_Jeaa8gSdl_qUKyU0XACLa_iNvgiMjr8lev https://macquarie.zoom.us/rec/share/wd0lDe-p8nFJaK_M526YA6xiLo_Jeaa8gSdl_qUKyU0XACLa_iNvgiMjr8lev https://macquarie.zoom.us/rec/share/wd0lDe-p8nFJaK_M526YA6xiLo_Jeaa8gSdl_qUKyU0XACLa_iNvgiMjr8lev
	Session 1.4 : Introduction to Statistics Numerical Summaries of Data-Central Tendency https://macquarie.zoom.us/rec/share/z-NEBrTy9HxLcoXS52PuRa4RP8PBeaa80ChPq_AOnUxCct7VKrmEm12z-NIA7bT-?startTime=1585608114000
	Session 1.5 : Introduction to Statistics Numerical Summaries of Data Quartiles and Boxplots https://macquarie.zoom.us/rec/share/v8lvP4z173NLGKfDsHjBQZUEGY3Zeaa80XcZ_PdfxRqDwjbeDi4NO6KmQ Blj_yQ6?startTime=1585613487000
	Session 1.6 : Introduction to Statistics-Numerical Summaries of Data-Variation https://macquarie.zoom.us/rec/share/5vVLBKnhrHxJAa-O2kPyQL4rPlvlaaa8g3Uc-PsFxUseOVk8HVanHTnh6kcL5qA8?startTime=1585626337000
	 Introduction to statistics - ch 1.1 Sampling procedures - ch 1.2 - 1.3 Summarising data - ch 1.4 - 1.7 Measures of centre - ch 1.8 - 1.14 Other statistical measures - ch 1.13 - 1.14, 1.16, 1.18 - 1.19 Measures of variation - ch 2.1 - 2.3, 2.5-2.7
Class Worksheets (Optional Pre- work)	Session 1 Handout Download Speeds

Tuesday 30 th	6pm – 7:30 pm – Sydney time (via zoom)
June	

Session 2	Probability, discrete probability distributions, expected values and decision trees
Pre-work:	Powerpoint Videos - (Links also in i-Learn)
	Session 2.1: Probability Risk and Decisions https://macquarie.zoom.us/rec/share/9ZRYJLX-0nJLBYXdq0aEfPYeBJXEX6a8hyRNrKYMyU6enO0moA5JZes4s SIwPY5E?startTime=1585694558000
	Session 2.2: Independent and Conditional Probability https://macquarie.zoom.us/rec/share/6tdINLG31m5LRqfwuW_kAl88PbvAaaa81HdL-voFzdT4S5UzyALHQBbg3V EMzIM?startTime=1585697173000
	Session 2.3: Probability – Discrete Random Variables and Expected Value https://macquarie.zoom.us/rec/share/1esrCq6zp0BOXqfRzED2WfYBPKr9aaa81SFlqfsImRIRABAWfXsaWYbqCp Xr2vYh?startTime=1585703017000
	Session 2.4: Decision Trees
	https://macquarie.zoom.us/rec/share/-s1EFLb99kRLRKPN5WLlf5w5H97veaa82yBP8vUNnUumX1hMVaclGUdsugaB v2Rq?startTime=1585708371000
	Text book Readings
	 Independence – ch -10.1 Conditional Probability – ch 10.11 Random variables with Applications - ch. 3.13 - 3.16
Class Worksheets (Optional Pre- work)	 Session 2 Probability Distribution Questions Session 2.1 Random Variable and Expected Value Questions

Tuesday 7th 6pm – 7:30 pm – Sydney time (via zoom) July

Session 3	Normal distribution, estimation and confidence intervals
Pre-work:	Powerpoint Videos - (Links also in i-Learn)
	Session 3.1 The Normal Distribution – Introduction https://macquarie.zoom.us/rec/share/tJYuAZHV2E5JH6fs5nvAZoVxIb_LT6a80XIa-qcJxBv4v2c4TnkqgB-8x6Snh kM_?startTime=1585732803000
	Session 3.2: The Normal Distribution - Determining Probability Under the Curve https://macquarie.zoom.us/rec/share/5lstDZ7t9WhOetLx1IrEYf4jRYPKT6a8gCIWqfIJmk5Q0Y7L5KHmnW_OqpA SW6ew?startTime=1585783085000
	Session 3.3 The Normal Distribution-Some Applications https://macquarie.zoom.us/rec/share/4uY2ELvdy1plX5WT9wKPV4wbNIbaeaa80SVIrvILzE6f5toNtrRiXfDw7kCC8 fc?startTime=1585800303000
	Session 3.4 Inferential Statistics Estimation and Confidence Intervals https://macquarie.zoom.us/rec/share/wMUyIrip81hJX6vt427QYL8zOaP3aaa81Hcf_ZYyh0Uz9BpT4rsgYHlaidl3x https://www.us/rec/share/wMUyIrip81hJX6vt427QYL8zOaP3aaa81Hcf_ZYyh0Uz9BpT4rsgYHlaidl3x https://www.us/rec/share/wMUyIrip81hJX6vt427QYL8zOaP3aaa81Hcf_ZYyh0Uz9BpT4rsgYHlaidl3x
	Session 3.5 The Central Limit Theorem https://macquarie.zoom.us/rec/share/tdVnEO7Xz19lepHJr2LVZa89Lp7eaaa8hChN-vpezhrrllnVeizx2ryMRgu0b5 Km?startTime=1585832371000
	Text book Readings
	 Normal distribution - ch. 2.13 Areas under the normal curve - ch. 2.14 - ch. 2.18 Applications - ch. 2.19 Estimation - ch 3.1 - 3.3 Confidence intervals - ch 3.4 - 3.10
Class Worksheets	Session 3 Activity Normal Curve Calculations

6pm – 7:30 pm – Sydney time (via zoom)
Regression and time series forecasting
Powerpoint Videos - (Links also in i-Learn)
Session 4.1 Regression Analysis - Correlation and Forecasting https://macquarie.zoom.us/rec/share/z_xJD-vrz0ROcpXu5kr9e4EOOprXaaa81ylc_KUEzB6uWgLOotr03FiiOw1by v1v?startTime=1585890450000
Session 4.2 Regression Basics https://macquarie.zoom.us/rec/share/5e1RI7Ti90FJQp2U-HzFBKQAMNzXT6a80SIYrvINxRvaBZIC0m5ZfcbM_nm ztc2N?startTime=1585903012000
Session 4.3: Regression Analysis Leverage Points Outliers and Residual Analysis https://macquarie.zoom.us/rec/share/_d12DevqsWZIX5HnxE6GRqAvG6TJaaa81CUYr_YFnUhZ9tA1qy2Y7cQoB0E4IYoX?startTime=1585909846000
Session 4.4 Regression Analysis Multiple Regression and Associated Issues https://macquarie.zoom.us/rec/share/wfZ_JrXO9EBObbPg6k38AfMMQo3Geaa81nBMr6YFyk5PbeDPWsqScelF6 0HUPTKZ?startTime=1586043174000
Session 4.5 Regression Analysis Wine Aroma Example https://macquarie.zoom.us/rec/share/xvB2KpDM2lpLcomW0mrhQYN6NLjgaaa823VI_PIEykwZ4JbMI-H7SmW3y Pm07ohc?startTime=1586054007000
Session 4.6 Time Series Analysis https://macquarie.zoom.us/rec/share/w5MpP6Pdxm5OWqPmxECOZe0CT5v5X6a82iVP8vUExRyTtGqWS8a8M2O 4RJ3q7TmV?startTime=1586059009000
Text book Readings
 Correlation - ch 4.1 - 4.8 Regression models - ch 4.12 - 4.19 Exponential smoothing models - 4.23 - 4.28 Time series models - ch 4.9 - 4.11 Seasonal data - 4.29 - 4.30 Lag effects - 4.31 - 4.33

Class Worksheets	Session 4 Linear Regression Analysis Handout
(Optional Pre-work)	

Tuesday 21 st July	6pm – 7:30 pm – Sydney time (via zoom)
Session 5	Categorical Variables
Pre-work:	PowerPoint Videos
	Session 5.1 Analysis of Categorical Data Hypotheses Testing https://macquarie.zoom.us/rec/share/uPBQAqHJ521OE4nMxUPkfr4jG77qaaa8gCcdQPxBx-Fqp3WcPN7VCuo xc-RF7e?startTime=1586142493000
	Session 5.2 Categorical Data Single Categorical Variables https://macquarie.zoom.us/rec/share/2PJqLovp1IFOf5Hn2lvNU74vJ4bkaaa8gyYYqKIJnkz7AsrU9i-zrCWxGt-XSrnl?startTime=1586147815000
	Session 5.3 Analysis of Categorical Data-Contingency Tables https://macquarie.zoom.us/rec/share/yMVKCe_K32ZIBa_mr1DeXv4aN5rZX6a8gyUY_KVbn00vTkzd_j_FbqHNaZ qPrgVY?startTime=1586165447000
	 Text book Readings Introduction to hypothesis testing - ch 6.1 - 6.5 Categorical data - ch 5.1 - 5.3 Single variable data - ch 5.4 - 5.7 Contingency tables - 5.8 - 5.10
Class Worksheets (Optional Pre- work)	 Session 5 Analysis of Categorical Data 1 Session 5.1 Analysis of Categorical Data 2

Tuesday 28 th July	6pm – 7:30 pm – Sydney time (via zoom)
Session 6	One Sample Testing
Pre-work:	Powerpoint Videos Session 6.1 One Sample Tests z-Tests https://macquarie.zoom.us/rec/share/9-FWFY_W629OW7ftuGvvY4dxR5r8T6a80CMY-PAEyBnmylEKt4EltYmnh OJnj462?startTime=1586170191000 Session 6.2: One Sample Tests t-Tests p-value tests and confidence intervals https://macquarie.zoom.us/rec/share/-OpkAr3r_GVOAbPvw2v9UPZxAd6-X6a823Ua-Ptcmk61Uw3xHAX9RF7mv 4JZSagE?startTime=1586216259000 Text book Readings • One-sample tests - ch 6.7 - 6.12 • Using Minitab - ch 6.13 - 6.16
Class Worksheets (Optional Pre- work)	Session 6 One Sample Testing

Block 2

Tuesday 4 th August	6pm – 7:30 pm – Sydney time (via zoom)
Session 7	Analysis of Variance (ANOVA)

Pre-work:	PowerPoint Videos
	Session 7.1 Analysis of Variance (ANOVA) Introduction and Single Variable Applications https://macquarie.zoom.us/rec/share/7MoyP6Ggz35IRrPw6WaDAKwIOIX7eaa8hnQb_vcJyh70IsHaomPc5WyZI IMifaqL?startTime=1586477449000
	Session 7.2: Analysis of Variance (ANOVA) Multiple Comparisons https://macquarie.zoom.us/rec/share/wNVTMpvUxEBIHqfRt2PzYL4tElvraaa8hyleqPYJzkxQrkOqfoEAYEbSefFSY9TH?startTime=1586485257000
	Session 7.3 Analysis of Variance (ANOVA) Two Way ANOVA https://macquarie.zoom.us/rec/share/3tRqP47f6mZJaa_U613-A_QYN6n7T6a8g3dlrKJemB0HVE5ZRuLAPe-fr2 WPkoO-?startTime=1586490933000
	Session 7.4 Analysis of Variance (ANOVA) Two Way ANOVA With Replication https://macquarie.zoom.us/rec/share/4_xIFZX0qGdLT53t92faUYwLFJrPeaa8g3dP-PcNnkyXwx08iwkCJqmUfq Pkc6nR?startTime=1586503510000
	 Text book Readings Analysis of variance (one-way) - ch 8.1 - 8.7, 8.12 Multiple comparisons - ch 8.8 - 8.11 Analysis of variance (two-way) - ch 8.13 - 8.17 Using Minitab - ch 8.19
Class Worksheets (Optional Pre- work)	 Session 7 One-way ANOVA Download Speeds Session 7 One-way ANOVA Example Executive Salaries Session 7 One-way ANOVA Example Session 7 Two-way ANOVA Example

Tuesday 11 th August	6pm – 7:30 pm – Sydney time (via zoom)	
Session 8	Logistic Regression	

Pre-work:	Powerpoint Videos
	Session 8.1 Logistic Regression Introduction and Odds https://macquarie.zoom.us/rec/share/zPx3CLzIxFhLY8_A1BnidvA-E5rVX6a80CAc_PRZyU3S-pK5tD4qy0sxqel Kjrsp?startTime=1586654501000
	Session 8.2 Logistic Regression – Simple Logistic Regression https://macquarie.zoom.us/rec/share/1ylJzryFNJW5Xu6BniBekLGY_Heaa81SJKrvoOnh44CaE0rE060ARm0 fjeL86j?startTime=1586660193000
	Session 8.2.1 Simple Logistic Regression NASA Case Study https://macquarie.zoom.us/rec/share/pu9MNZXP811Ja5GXs2D6Sq88XaPLX6a81ygXrqcJy0zn98jcH3rs7huW4 LkQNFzI?startTime=1586667900000
	Session 8.3 Logistic Regression - Multiple Logistic Regression https://macquarie.zoom.us/rec/share/wNQsK-qtzFILbNaTr336VooRWZX5eaa8hicYq6EEzBzeYOQHr288Y-zZf5 gdfh2x?startTime=1586673909000
	Text book Readings
	 Odds and probability - ch 9.1 - 9.3 Odds ratios - ch 9.4 Binary logistics regression - Single covariate - ch 9.5 - 9.7 Using Minitab - ch 9.8 - 9.9 Testing of parameters - ch 9.10 - 9.12 Binary logistic regression - Multiple covariates - ch 9.13
Class Worksheets (Optional Pre- work)	 Session 8 Log Regression Worksheet 1 Session 8 Log Regression Worksheet

Tuesday 18 th	6pm – 7:30 pm – Sydney time (via zoom)
August	

Unit guide MMBA8160 Information and Decision Analysis

Session 9	Queue Theory
Pre-work:	Powerpoint Videos
	Session 9.1 Queues Introduction and Single line single server (MM1) Queues
	https://macquarie.zoom.us/rec/share/y5JeA-r0piBIE6vE63_tA6kmM9j-aaa8hyQZr_QlyEzg1iIPCWtWwk1IcnMt
	BpJV?startTime=1586733718000
	Session 9.2 Queues-Introduction to Simulation
	https://macquarie.zoom.us/rec/share/585aH6nWqEFJXLP8sAbCYZQuB5y4aaa80XJM-vEEnkibKr3GwMpSo3b RbVkqcdXM?startTime=1586742908000
	Session 9.3 Queues Single Line Multiple Server (MMs) Queue Systems
	https://macquarie.zoom.us/rec/share/64ssK5fTyntLbrPBt1CHYr8sQ4G5aaa8hHMeq_MJzh2ZJhxE-6ieYpK0V2 mG0T5O?startTime=1586748611000
	Text book Readings
	Queueing systems - ch 12.1
	Definitions and parameters - ch 12.2 - 12.9
	A simple queue - ch 12.10
	Calculation of probabilities and outcomes - ch 12.11, 12.13 - 12.14
	Multiple server queues - 12.16 - 12.22
Class	Session 9 Activity 1 MGSM Phones Worksheet
Worksheets	Session 9 Activity 2 Fast Food Restaurant Worksheet
(Optional Pre-	Session 9 Activity 3 Six Sigma Bank
work)	Session 9 Activity 4 Telephone Ordering System

Tuesday 25 th August	6pm – 7:30 pm – Sydney time (via zoom)
Session 10	Course Review, Assignment and Exam Q&A

Pre-work:	PowerPoint Videos
	Session 10.1 Review-Introduction , Normal Curve and Estimation
	https://macquarie.zoom.us/rec/share/x51ZEpTI7GIJQJXntHnPBbQZN4fDeaa81ihL-PZYz0oLKPnTqqLAfXFgdJN1 6Bgx?startTime=1587430334000
	Session 10.2 Review Discrete Random Variables Expected Values Decision Trees and Categorical Data
	https://macquarie.zoom.us/rec/share/vsV3LrCr8W5IRYHu6GHWeKgIR5-7eaa81yIY8qIJyUsp_L-o8FuwhLwhF04w aiq7
	Session 10.3 Review ANOVA Linear and Logistic Regression and Queueing
	https://macquarie.zoom.us/rec/share/1dYscrOq92xOZbfBt2DBVo0nEaC8X6a8hnVM_fRbyU3tg1p-sn32tcltAepHY 8To
	Text book Readings
	Review all previous readings
Class	Session 10 Revision Activity 1 Normal Curve
Worksheets	Session 10 Revision Activity 2 Estimation and Confidence Intervals Exercise
(Optional Pre-	Session 10 Revision Activity 3 Expected Value Calculations
work)	Session 10 Revision Activity 4 Analysis of Categorical Data
	Session 10 Revision Activity 4.3 One Sample Tests Session 10 Revision Activity 5 Linear Regression Analysis New TV Handout
	 Session 10 Revision Activity 5 Linear Regression Analysis New TV Handout Session 10 Revision Activity 5 Single ANOVA
	Session 10 Revision Activity 5 Single ANOVA Session 10 Revision Activity 6 Log Regression
	Session 10 Revision Activity 7 Queueing

Policies and Procedures

Macquarie University policies and procedures are accessible from Policy Central (https://staff.m q.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-centr al). Students should be aware of the following policies in particular with regard to Learning and Teaching:

- Academic Appeals Policy
- Academic Integrity Policy
- Academic Progression Policy
- Assessment Policy
- Fitness to Practice Procedure
- Grade Appeal Policy

- Complaint Management Procedure for Students and Members of the Public
- <u>Special Consideration Policy</u> (*Note: The Special Consideration Policy is effective from 4* December 2017 and replaces the Disruption to Studies Policy.)

Students seeking more policy resources can visit the <u>Student Policy Gateway</u> (https://students.m <u>q.edu.au/support/study/student-policy-gateway</u>). It is your one-stop-shop for the key policies you need to know about throughout your undergraduate student journey.

If you would like to see all the policies relevant to Learning and Teaching visit Policy Central (http s://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/p olicy-central).

Student Code of Conduct

Macquarie University students have a responsibility to be familiar with the Student Code of Conduct: https://students.mq.edu.au/study/getting-started/student-conduct

Results

Results published on platform other than <u>eStudent</u>, (eg. iLearn, Coursera etc.) or released directly by your Unit Convenor, are not confirmed as they are subject to final approval by the University. Once approved, final results will be sent to your student email address and will be made available in <u>eStudent</u>. For more information visit <u>ask.mq.edu.au</u> or if you are a Global MBA student contact globalmba.support@mq.edu.au

Student Support

Macquarie University provides a range of support services for students. For details, visit <u>http://stu</u> dents.mq.edu.au/support/

Learning Skills

Learning Skills (mq.edu.au/learningskills) provides academic writing resources and study strategies to help you improve your marks and take control of your study.

- · Getting help with your assignment
- Workshops
- StudyWise
- Academic Integrity Module

The Library provides online and face to face support to help you find and use relevant information resources.

- Subject and Research Guides
- Ask a Librarian

Student Services and Support

Students with a disability are encouraged to contact the **Disability Service** who can provide appropriate help with any issues that arise during their studies.

Student Enquiries

For all student enquiries, visit Student Connect at ask.mq.edu.au

If you are a Global MBA student contact globalmba.support@mq.edu.au

IT Help

For help with University computer systems and technology, visit <u>http://www.mq.edu.au/about_us/</u>offices_and_units/information_technology/help/.

When using the University's IT, you must adhere to the <u>Acceptable Use of IT Resources Policy</u>. The policy applies to all who connect to the MQ network including students.