Tutorial/Class Allocation Requests: School Guidelines for Higher Education Students

Background:
As a Higher Education student, you are required to use the Student Timetabling System to create your timetable each semester.

Sometimes you are unable to finalise your timetable for the following reasons;

- the system says that all of the tutorial/class options are ‘FULL’
- the only tutorial/class options available for you to book into for a particular course, are run at the same time as another lecture or class (i.e. you have what is known as a ‘timetable clash’)
- there is a course that does not appear on the system yet because you have recently enrolled in it.

In these instances, School staff can help you finalise your timetable.

Guiding principles used by academic staff to resolve multiple identical tutorial/class requests:

Entry into your preferred class cannot be guaranteed.

To ensure student equity, requests are prioritised according to student need, not solely on a first-come-first-served basis.

All reasonable requests are considered by academic staff on a case-by-case basis according to university resources and student demand. Highest priority is given to students experiencing a genuine timetable clash, and then to students who have recently enrolled in a course where all tutorials are full.

The majority of students plan outside paid work around their study commitments. Students wanting swaps for this reason may be asked to find another student in the course who is willing to swap classes.

If the request is necessitated by other personal reasons (e.g. carer’s commitments), supporting evidence may be requested by staff before providing assistance.

How to make a tutorial/class swap request:

The School appreciates the stress you experience when you are not able to finalise your timetable, especially if classes have already commenced.

However, the School receives large numbers of often identical requests for assistance regarding tutorial/class allocations.

For this reason, the School expects you to be polite and to respect the process and protocols put in place to ensure that every student’s issue is resolved as fairly and as soon as possible.

BEFORE CONTACTING THE SCHOOL

Help us to assist you by answering the following questions;

1. Is the course offered/owned by the School of Media and Communication?

To check this, type the course code or name into the internal search engine of the RMIT website.
2. **Have you tried to self-allocate to your preferred tutorial/class via the Student Timetabling System?**

   ‘**NO**’ — Please go to the [Student Timetabling System](#) and try to self-allocate.

   ‘**YES**’ - Proceed to next step OR if you have tried to self-allocate but cannot access the course or cannot view your preferred tutorial/class might be available right now! Please try to allocate yourself into your preferred tutorial/class again before contacting the School.

   **Note:** Depending on your issue, you may need to contact IT Services or the Student Administration Support Line to correct your systems access or enrolment records in the first instance. These issues cannot be resolved at School level.

3. **Have you revisited the Student Timetabling System today?**

   ‘**NO**’ - Students often change their tutorials/classes up until the third week of semester. A space in your preferred tutorial/class might be available right now! Please try to allocate yourself into your preferred tutorial/class again before contacting the School.

   ‘**YES**’—Proceed to next step.

4. **Contact the School via the relevant generic email account.**

   If you still need assistance to finalise your timetable, please email your issue in detail to the relevant [Generic Program Email Account](#).

   Your email will then be reviewed by a team of School Program Administrators, and referred to the relevant Course Coordinator if required.

   **Use of Generic Program Email Accounts**

   You must contact the School using the relevant [Generic Program Email Account](#). This enables a team of administrators to review your issue, and refer it to the correct person for quick resolution.

   To assist us with your query, please provide the following information in your email:

   - Your full name (the name you enrolled by)
   - Your student ID
   - The course code and course name
   - The details of at least two tutorials/classes that you can attend
   - **OPTIONAL:** the reason/s for your request.