

UK Partner Franchised Students

University of
Greenwich HESA
Return

Access to online
resources with
limitations according
to licenses

Full borrowing
rights and access to
university libraries

UK Partner QA Students

Partner
Institution
HESA Return

No access to online

Borrowing rights and
access to university
libraries
(depending on MOA)

Why are some students registered on University of Greenwich programmes at Partner Colleges able to access eresources while other students cannot?

Within Partnerships Agreements we have two different types of students, Franchised students and QA students. Franchised students at Partner Institutions are registered on an award delivered by a Partner but are reported as part of the university HESA report. QA students are not included in the University of Greenwich HESA return and are registered with a Partner Institution in a programme for which the university has a role in Quality Assurance.

The access to eresources is fully determined by how students are claimed to HESA. Franchised students fall within the definition of Authorised Users for some providers, and therefore they have access to some eresources.

What eresources can partner students access?

The licenses for eresources the university subscribes to clearly determine if access can be given to University of Greenwich partner students registered in Partner Institutions. For more details about what they can access visit: <https://libguides.gre.ac.uk/eresources/access>

What eresources can partner staff access and how?

Staff in a UK partner institution who are not employed by the university, but are involved in the teaching or support of students registered for a University of Greenwich award can apply for an Affiliate Account which will give them access to some eresources through the Portal. More details about what databases are accessible to partner staff can be found at: <https://libguides.gre.ac.uk/eresources/access>

Why do people experience technical issues although they are logged in to the Portal?

Access to eresources is more seamless from a networked university PC as you are connecting from an authorised location. When users are off campus, they are required to select the name of the university from a list of institutions to connect. Partner students do not experience technical issues when accessing eresources because they are partners. The issues are due to authentication issues off campus. More guidance about how to solve connectivity problems can be found at <https://libguides.gre.ac.uk/partners/offcampusaccess>

Why do Partner staff have access to fewer eresources than Partner students?

The University of Greenwich is obliged to comply with the terms and conditions of the licenses governing the use of the electronic journals and databases. Some publishers and providers do not recognise staff who are not employed by the University of Greenwich as authorised users.

Why are users asked to pay for some articles?

The main reason this happens is because some suppliers offer bibliographic information of content to which we don't subscribe and to which we don't have access to full text content. When this happens, users need to check if we subscribe to that specific publication using the **Publication Finder** feature available in LibrarySearch. If we have a subscription for that title but the database is asking for payment, it means the user has not been authenticated properly. More guidance about how to solve connectivity problems can be found at <https://libguides.gre.ac.uk/eresources/authentication>