STUDENT SUPPORT AND WELFARE SERVICES

The University's Student Support Network is designed to provide students with quick and easy access to a variety of sources of help and advice on all aspects of life as a student. **Personal supervisors** in academic departments are responsible for overseeing both academic progress and providing effective pastoral support through advice and guidance to support students’ personal development and well-being. In addition students will be part of a college which will ensure that they are part of a community. Each college has a team which includes the Head of College, Assistant Head of College and College Tutors, who also have responsibility for students’ well-being. Every full-time student is a member of a college and part-time students can request membership of a college. Students may approach their college team for help and advice whether or not they are resident in the college at the time.

Central support services available to all students include the Accommodation Office, the Open Door Team, Disability Services, the Student Support Hub, the Equality and Diversity Office, the International Office, the Student Financial Support Unit, Careers, and the Harassment Advisers (who offer support in cases of harassment). The department also has an Equal Opportunities Officer and a Disability Officer. In addition administrative offices such as Registry Services provide information and advice. Support is also available through the student-run organisations, particularly the Students’ Union and the Graduate Students’ Association.

Information about the student support network and its co-ordination is widely disseminated so that students seeking assistance in any quarter can, if necessary, be referred quickly to those with the specialist knowledge and skills to help them. Information about support services can be found on the Student Support Hub website: [http://www.york.ac.uk/student-support-hub/](http://www.york.ac.uk/student-support-hub/) including the main contributors to the student support network, information about the Campus Nursery, Unity Health and the Chaplaincy. Contacts for religions and faiths can be found from the Chaplaincy website [http://www.york.ac.uk/univ/chap/](http://www.york.ac.uk/univ/chap/).

Health and Safety

In respect of Health, Safety and Welfare, students:

- shall at all times, whilst they are on University premises or taking part in University activities, follow the Health, Safety and Welfare Policy and comply with any health and safety instructions given to them by the University, its Departments, the Students' Union, Athletic Union, Graduate Students Association or International Students' Association

- shall not, without the consent of the member of staff in charge of the area or activity, introduce any equipment for use on University premises, alter any fixed installations, alter or remove health and safety notices or equipment, or otherwise take any action which may create hazards for persons using the premises or employees of the University
• shall not, intentionally or recklessly, interfere with or misuse anything provided by the University in the interests of health, safety or welfare.

Equality and Diversity

The University is a diverse environment and welcomes different perspectives. We have a strong commitment to equality and diversity and to an environment free from bullying and harassment. Policies are in place to ensure that people are treated fairly on grounds of age, race, colour, nationality, ethnic origin, creed, disability, HIV status, sexual orientation, gender, marital or parental status, belief or social or economic class. The Equality and Diversity web pages at www.york.ac.uk/admin/eo give details of policies, codes of practice and training.
DISABILITY AND SPECIFIC LEARNING DIFFICULTIES

The University believes that those with disabilities should have access to the full range of academic, cultural and social activities it offers. To that end, the University takes all reasonable steps to meet both the general need for access and the specific needs of individuals with disabilities.

Disabled students, in common with all other students, are accepted by the University on the grounds of academic attainment and potential to benefit from the programme for which they apply. Practical problems arising from disability are a secondary consideration and are only of relevance if they cannot be overcome.

The University is experienced at responding to the additional support requirements of students with disabilities such as sensory or physical impairment, mental ill health, medical or health conditions, or specific learning disabilities such as dyslexia. If you have a disability, please inform the University as soon as possible, so that any special arrangements can be planned in advance. If you have specific concerns about undertaking your chosen programme of study please contact the Department or Disability Services.

Disability Services can be contacted as follows:-
Disability Services Website: http://www.york.ac.uk/students/support/disability/
E-Mail: disabilityservices@york.ac.uk
Tel: 01904 (32) 4785
Address: Sally Baldwin Buildings, Block B, University of York, Heslington, York, YO10 5DD
MONITORING OF STUDENT ATTENDANCE

The Department keeps a record of the attendance of MSc students in a number of different ways. This has become more important as a result of recent UK government legislation regarding immigration. Universities are now subject to periodic external checks by the relevant government agencies concerning the attendance of students holding a ‘Tier 4’ entry visa (i.e. students normally resident outside the EU). The University needs to be able to satisfy the authorities that it has appropriate procedures in place for ensuring that all registered students are genuinely pursuing their studies. **If you are repeatedly absent, or absent for a long period, without explanation, there is a risk that your ‘Tier 4’ visa may be withdrawn.** To avoid this risk, it is important for you to ensure that we have a complete record of your attendance.

We monitor attendance in the following ways:

- At meetings with your supervisor at the start of the Autumn, Spring and Summer Terms, and also at a further compulsory meeting in weeks 6 or 7, during the supervisor’s office hours.

- At meetings of seminars, or small-group problems classes. In addition to sessions which are timetabled as ‘lectures’, most MSc modules have sessions which are timetabled as ‘seminars’ (these may also be called ‘problems classes’ or ‘tutorials’). We ask the seminar tutors to make a note of each student’s attendance at the seminars and to record this in a central database.

- At exams, which take place in January and in May/June.

- During the period of your work for the MSc dissertation (June - September), your dissertation supervisor is asked to record three ‘interactions’ with you. An ‘interaction’ will normally be a face-to-face meeting, but it could alternatively be another form of communication such as an exchange of emails, to allow for the possibility that either you or your supervisor may temporarily be away from York.

If you are prevented from attending in the above ways for any reasons beyond your control (e.g. illness, or family problems requiring you to leave York), it is important to let your supervisor, or seminar tutor, or the DERS Student Services Office (Room A/D/002), know as soon as possible.

Policy about the monitoring of attendance is set by the University. More details about this policy can be found on the University’s web pages, at:

https://www.york.ac.uk/students/studying/tier4/
OTHER DEPARTMENTAL AND UNIVERSITY FACILITIES FOR POSTGRADUATE STUDENTS

1. Teaching/Seminar Facilities

1.1. Summer Session in Micro-Economics and Quantitative Economics

Prior to the start of the academic year there is a five week residential course in microeconomics, macroeconomics and quantitative methods available for students as a preparation to the MSc degrees if their background is limited. This course is also available on a distance learning basis. Normally we will routinely advise students who we feel would benefit from this course but anyone interested can contact; Dr Maria Garcia Reyes, the Summer Session Organiser, Department of Economics and Related Studies, for further information: mariaelena.garciareyes@york.ac.uk

1.2 Seminar Series

There are various seminar series in which MSc students are welcome to participate. The main ones are:

1.2.1 General Departmental Seminars

There is a general departmental staff/research student seminar, usually every Wednesday during term time and usually addressed by visitors. Department seminars are advertised in the weekly ‘ReminDERS’ bulletin.

1.2.2 Staff Research Workshops

There is a regular staff research workshop at which staff present research results. Research and MSc students are welcome to attend.

2. Information Facilities

The Department has site licences or network licences for most computing software: Microfit, OxMetrics, including PCGive, Stata, Matlab, Eviews, Gauss, Scientific Workplace, WinEdt, MathType and other finance oriented software.

All supported PC’s on campus have access to Thomson Reuters Datastream and CRSPSift. Many Financial data and Social and Economic data are available through the numerous subscriptions held by the library. Eg Nexis UK, Passport: Global Market Information Database, World Trade Organisation: International Trade and Market Data, Eurostat, OECD iLibrary Statistics, and the UK Data Service

The Department has its own Discussion Paper Series. Past MSc dissertations are available for inspection via the ‘Dissertation’ pages of the VLE.
3. **MSc Study Area**

There is a dedicated office (A/D/163) in a building adjacent to staff offices, which is exclusively for the use of MSc students.

There is limited space within the MSc study area so if you would like access please speak to a member of the Student Services Team at the Economics Reception desk. Access will be granted in approximately 3 days after the request is received.

At the start of the academic year your accounts will be charged with the equivalent of £25 of free printing. This will allow you to use the York Print Plus devices across campus, and the MSc area. After that quota is used you will need to charge your own accounts for additional printing/photocopying.

*Please use the study area respectfully. Do not allow entry to any students who are not students on Department of Economics & Related Studies MSc programmes. Individuals found to be misusing the study area may have their access rights withdrawn.*

4. **University-level Facilities**

In addition to the above departmental facilities, there are many relevant university facilities:

(i) The University’s IT Services offer a variety of resources to support teaching and learning. As part of the enrolment process, you will be provided with an IT Services account which gives you access to a range of facilities including an email account, central filestore and printing. Remember to keep the password for your IT account private – IT Services staff will never ask you to reveal your password by email, in person, or on the phone.

IT Services maintains a number of IT rooms across Heslington West, Heslington East and at King’s Manor. Most of the rooms are open 24/7 and may be used by all students, regardless of their college. For more information, visit [www.york.ac.uk/it-services/it/rooms/](http://www.york.ac.uk/it-services/it/rooms/). You can print, copy, and scan in most IT rooms – colour and A3 printing and copying are available.

If you’re using your own laptop or other mobile device, you can access the University’s Eduroam wireless network, this is also available in York city centre. Access to the network (including the internet and email) is available in all on-campus college accommodation, and some off-campus accommodation, via the Network Access Service (NAS). When you’re away from the University, you can connect to York facilities including email and filestore. Visit [www.york.ac.uk/it-services/connect/](http://www.york.ac.uk/it-services/connect/) for more details.
The IT Support Office is your first point of contact with IT Services, providing information and advice on IT issues and basic software support. It’s located in the Harry Fairhurst building and is open Monday – Friday, 09:00 - 17:00. You can visit in person, email itsupport@york.ac.uk, or phone (01904 32) 3838.

A series of online IT training modules, delivered via the VLE, are available to all students, covering essential IT skills for study and for employment. For further information, visit: www.york.ac.uk/it-services/training/students/. One-to-one mentoring is available where appropriate.

To find out more about IT Services visit www.york.ac.uk/it-services/ or refer to the IT Services User Guide given to all new students on arrival. You can keep up to date with news and developments at twitter.com/uoyitservices and facebook.com/uoyitservices.

(ii) The main University Library is the JB Morrell Library, next to the Seebohm Rowntree building. New students are automatically enrolled to join the Library; your University Card is also your Library card for borrowing books.

For information about all the Library’s collections, including how-to guides for new students, start from the Library’s Economics portal: http://libguides.york.ac.uk/economics.

The Library’s e-resources include e-books, e-journals and newspapers, economic and financial databases and bibliographic databases such as EconLit and Web of Knowledge. Secure links from the Library’s website enable you to login to these services from any network, using your University of York username and password.

All the recommended reading for taught modules can be found in the Library’s print or electronic collections, unless you are advised otherwise by lecturers. Module sites on the Yorkshare VLE incorporate reading lists which link to the Library Catalogue and the appropriate host websites for e-resources.

If the Library doesn’t have the publication you need, we may be able to borrow it for you: http://www.york.ac.uk/library/borrowing/interlending/

Follow the Library on Twitter for news and service updates: @UoYLibrary.

(iii) (University) Student Services is the central administrative unit concerned with MSc student admissions and registration, student fees, personal cases and examination matters. We report to them. They can be contacted on student-hub@york.ac.uk you can also consult their web pages: https://www.york.ac.uk/about/departments/support-and-admin/student-services/
The GSA is the primary representative body for all registered postgraduate students at the University of York and works hard to help postgraduates to achieve their aim: gaining a postgraduate degree. This is done through:

- Raising postgraduate views within departments through Postgraduate Academic Representatives, who act as a channel of communication between the University and fellow postgraduate students. If you would like to become a Postgraduate Academic Representative for your department contact advice@yorkgsa.org
- Providing support services that enhance student wellbeing, including: free sport sessions, trips, events and peer to peer groups. For further details on these services contact info@yorkgsa.org
- In addition, for postgraduates who may find themselves with mitigating circumstances, problems with progression, or suspected of academic misconduct, the GSA can provide support and representation. If you require these services please contact advice@yorkgsa.org

5. **Careers/employability**

Careers and Placements at the University of York offers information and advice to support postgraduate researchers with skills development and career planning in conjunction with RETT. You can expect:

- impartial and confidential careers guidance from our team of careers consultants to help you consider your future career options;
- access to events and dedicated workshops on campus, offering you the opportunity to meet employers and build on your skills;
- online resources, and reference materials available in Careers and Placements building.

For more information, visit [https://www.york.ac.uk/research/graduate-school/careers/](https://www.york.ac.uk/research/graduate-school/careers/).
6. CHANNELS OF COMMUNICATION WITHIN THE GRADUATE SCHOOL

There are various channels of communication within the University and the Department, depending upon the nature of the communication and which way the communication is going. If it is from you, the appropriate channel is as follows:

(1) Academic nature—you should consult your supervisor in the first instance; if he or she is not able to help (or is inappropriate) consult the Director of your MSc programme; failing that you should consult the Chair of the Graduate School Board or Head of the Department.

(2) Bureaucratic nature (connected with the Department)—you should consult the Postgraduate Administrator or the Assistant Postgraduate Administrator. The DERS Student Services Office is situated on the first floor of Alcuin College D block, room A/D/002.

(3) Administrative nature (connected with the University)—you should consult the Registry Services in the Student Administration Building. For general enquiries please email: registry-services@york.ac.uk.

(4) Personal nature—as your supervisor for advice; he or she will advise you appropriately.

Our usual methods of communication to you are as follows:

(1) Graduate Noticeboard—this is situated outside on the ground floor of the Economics Building, near the reception area. Please check this regularly.

(2) Your University email address—you should check your University email account on a regular basis. Please make sure that your inbox doesn’t become full as you may not receive important emails from the Department or University. If you experience any problems with your email account you should report this to IT Services immediately.

(3) Internal mail—please check the MSc pigeonholes regularly; these are situated within the 1st floor photocopying room.

(4) For matters related to the teaching of individual modules—through announcements in lectures, through lecture handouts and through the modules web pages (also known as ‘Yorkshare’ or the ‘VLE’).

One important source of two-way communication is through the main departmental Boards. There is graduate representation on the two main Boards: the Board of Studies and the Graduate School Board. The Graduate School Board takes responsibility for the running of the departmental Graduate School. On each of these committees there are MSc student representatives. The course Directors will ask for volunteers to become an MSc student representative at the beginning of the academic year. This is a very important role for feeding views between students and staff.