

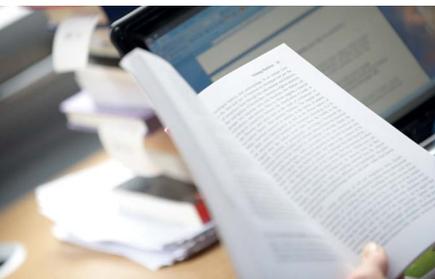
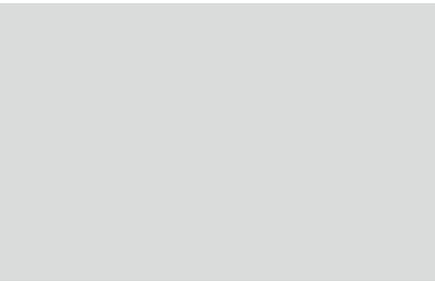


UNIVERSITY
of York

Welcome to York 2018/19

UNIVERSITY HANDBOOK

FOR ONLINE AND DISTANCE LEARNING STUDENTS



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University social media

If you have queries and you don't know who to ask, try using social media. The social media team can answer your questions and signpost you to other help. You can also follow us to keep updated with news from the University and to hear about events that are happening around campus and the city.

 [@UniOfYork](https://twitter.com/UniOfYork)  [/universityofyork](https://www.facebook.com/universityofyork)  [/UoYdistancelearnersnetwork](https://www.facebook.com/UoYdistancelearnersnetwork)

“ Welcome to the University of York. Your course will be demanding, and at times you may have to make sacrifices to get the results that you want. But do remember that we are all here to help you succeed – do use the support of your supervisors, tutors and peers. Enjoy your studies!”

Tracy Lightfoot

Associate Pro-Vice Chancellor for Teaching, Learning and Students and Chair, University Distance Learning Forum.



THIS HANDBOOK

This handbook will help you understand how the University works, and provide guidance about what you need to know and how to get help from the right people and places. It will serve as a handy source of advice for reference throughout your first year and beyond.

Please note that we will highlight specific guidance for international students using this symbol:



At the start of each year

In preparation for the start of each academic year you need to:

ENROL

All new and returning students need to enrol at the start of each academic year. Your academic year may start at the beginning of the Autumn, Spring or Summer Term, depending on the start date of your programme of study. Check and make a note of your enrolment deadline. PhD students enrol on the anniversary of their first enrolment.

york.ac.uk/students/studying/enrolment/distance-students

CHECK YOUR STUDENT RECORD ON E:VISION

The system that contains your confidential student record and personal details is called e:Vision. This is also the place where you can request official documents, including confirmation of study and confirmation of award letters.

It's really important that you keep your student record up to date and the information on your record accurate. This is the contact information the University will use to get in touch with you. You can check and update your student record by logging into e:Vision using your IT username and password.

<https://evision.york.ac.uk>

GET YOUR UNIVERSITY CARD

Your University card is your proof of student status. If you visit campus, it gives access to the Library and other facilities, allows you to borrow books, and lets you print or copy resources. You may also

PEOPLE WHO CAN HELP

If you are having any difficulty, please contact our dedicated Online and Distance Learning support team:

distance-learners-network@york.ac.uk

be able to access resources from other UK libraries near you under the SCONUL Access scheme. Apply for your University card through e:Vision.

york.ac.uk/students/studying/unicard

Useful contacts

GENERAL

- **Enrolment queries**
enrol@york.ac.uk
+44 (0)1904 322136
- **Your IT account or IT queries**
itsupport@york.ac.uk
+44 (0)1904 323838
- **College contacts**
york.ac.uk/students/colleges
- **Department contacts**
york.ac.uk/about/departments/academic
- **Travel, transport and parking**
york.ac.uk/students/travel
- **Careers and Placements**
york.ac.uk/careers
- **Graduate Students' Association (GSA)**
yorkgsa.org
+44 (0)1904 322718
- **University of York Students' Union (YUSU)**
yusu.org
+44 (0)1904 323724

SUPPORT

- **Student Hub**
student-hub@york.ac.uk
york.ac.uk/student-hub
+44 (0)1904 324140
- **Health and wellbeing advice**
york.ac.uk/students/health
- **Disability**
disabilityservices@york.ac.uk
york.ac.uk/disability
+44 (0)1904 324785
- **International**
york.ac.uk/internationalsupport
+4 (0)1904 324140
- **Student finance**
york.ac.uk/students/finance
- **Nightline – YUSU confidential helpline for students**
yorknightline.org.uk
+44 (0)1904 323735
- **GSA advice & support**
advice@yorkgsa.org
+44 (0)1904 322718
- **YUSU Advice and Support Centre**
asc@yusu.org
+44 (0)1904 323724



USEFUL LINKS

Student homepage – your homepage featuring news, events and links to all the applications and information you will need for your studies and life at York.

york.ac.uk/students

International students information – a section on the student site dedicated to information for international students.



york.ac.uk/internationalsupport

Information for new IT users – to help you set up and understand what facilities are available to you.

york.ac.uk/it-services/info/newusers

e:Vision – your student record and requests for official documents.

evision.york.ac.uk

SOCIAL MEDIA

To find out the latest University news and events, or to ask a question when you don't know who to ask, try using our social media.

f [/universityofyork](https://www.facebook.com/universityofyork)

t [@uniofyork](https://twitter.com/uniofyork)

Official University of York Distance Learners Network Facebook page

f <https://www.facebook.com/UoYdistancelearnersnetwork/>

Graduate Students' Association (GSA)

f [GSA facebook /YorkGSA](https://www.facebook.com/GSAfacebook/YorkGSA)

t [@GSAYork](https://twitter.com/GSAYork)

University of York Students' Union (YUSU)

f [YUSU facebook /yorkunisu](https://www.facebook.com/YUSUfacebook/yorkunisu)

t [@yorkunisu](https://twitter.com/yorkunisu)

For your daily dose of campus wildlife, follow Duck of the Day.

f [/duckoftheday](https://www.facebook.com/duckoftheday)

t [@duckoftheday](https://twitter.com/duckoftheday)

Find more University of York social media contacts.

york.ac.uk/social

Academic rules and responsibilities

Starting a programme of study at York may present new challenges including how you are expected to prepare and submit work.

You might not be familiar with the terms used for assessment and progression or the rules and regulations governing your academic work, conduct and how to present research and contribute to team assessments.

If you are an international student you may also find our approach to academic integrity, referencing and plagiarism very different from those in your home country.



It is important that you understand how your programme of study works, the standard of work expected and the ways in which you need to prepare, present or submit assessments. There is plenty of information and sources of help to guide you.

DEPARTMENTAL INFORMATION

Your department will supply all the information you need to understand your programme of study and how it will be delivered and assessed. They will tell you about your progression through the academic year and provide a timetable of any assessments, examinations or project completion deadlines.

LEARNING ACTIVITIES

Distance learners follow a structured programme with access to a virtual learning environment (VLE). The VLE is an online classroom and comprehensive resource centre.

Depending on your programme, weekly activities could include accessing pre-recorded lectures or recorded resources, reading articles or recommended book chapters, completing online quizzes or tasks, and contributing to online discussions and forums.

Expert academic support is provided by course tutors and you will also interact with fellow students.

ACADEMIC INTEGRITY

You must understand and demonstrate academic integrity in your studies and the work you produce. Academic integrity includes such values as honesty, trust, fairness, respect and responsibility.

Complete the online Academic Integrity tutorial. This is a compulsory part of your programme. It can be found on the Yorkshire virtual learning environment (VLE) and doesn't take very long to complete. It will cover correct use of referencing and help you to understand and avoid assessment offences such as plagiarism and collusion.

york.ac.uk/integrity

FORMATIVE AND SUMMATIVE ASSESSMENT

You will encounter two types of assessment during your time with the University:

Formative assessment helps you to develop. While it will not contribute to your final degree mark, it will help you learn more effectively as you will be provided with feedback on this type of assessment which will help you improve.

Summative assessment takes into account the extent of your success in meeting the assessment criteria and how well you have fulfilled the learning outcomes of a particular module or programme. This type of assessment will contribute to your final degree mark or towards progression decisions.

There is more information about developing your study skills including academic integrity, Turnitin and referencing online.

york.ac.uk/study-skills

If things go wrong

We hope that your university life goes smoothly and that you never encounter any significant difficulties. However, we recognise challenges can arise and there is support in place if they do.

PROBLEMS WITH YOUR PROGRAMME OF STUDY

Anything that stops you from continuing your studies in the usual way is called an 'academic progress issue'. If you are having problems with your programme of study you should talk to your academic supervisor as soon as possible.

EXCEPTIONAL CIRCUMSTANCES AFFECTING ASSESSMENT

Sometimes things happen beyond your control that either have an impact on your performance during an assessment or prevent you from undertaking the assessment at the scheduled time. If these events are truly exceptional, ie serious, unusual and unpredictable, they may be classed as exceptional circumstances and you may be able to defer or re-sit an assessment. If such exceptional circumstances do occur, you must seek support from your supervisor and provide evidence as soon as possible at the time they occur. The Exceptional Circumstances Affecting Assessment claim form along with further information on submitting a claim can be found on the Exceptional Circumstances web page.

york.ac.uk/students/studying/progress/exceptional-circumstances

PEOPLE WHO CAN HELP

Your supervisor

If you have a problem, talk to your supervisor. They will be able to help and guide you through the procedures involved and tell you who to contact.

Student representation

If you want to make an appeal or a complaint, there are student representatives who can help you.

Graduate Students' Association (GSA)

advice@yorkgsa.org
+44 (0)1904 322718
yorkgsa.org

University of York Students' Union (YUSU)

+44 (0)1904 323724
asc@yusu.org
yusu.org

APPEALS AND COMPLAINTS

You can appeal against a procedural error in arriving at an academic decision or on the basis of exceptional circumstances that the examiners didn't know about. However, you cannot appeal against an academic judgement of your work (this is the marker's opinion under the academic appeals procedure).

You can also complain about a service you have received as a student within the University.

york.ac.uk/students/help/appeals

Study

Your department will have a specific member of staff or team of staff available to assist you with any enquiries that relate directly to your department or programme.

Your supervisor

Supervisors are able to answer questions relating to both academic and welfare related issues. Your supervisor will be allocated early in your first term and you should ensure that a 'catch-up' (online or on the phone) is organised so that planning for the time ahead can begin. You will usually have a scheduled catch-up with your supervisor at least once per term, but you can contact them anytime to ask questions or get help. They can signpost you to different University support networks. It is important to make the most of your supervisor meetings. Follow these top tips to make sure you are well prepared:

1. ATTEND

You should have contact with your supervisor at least once each term. Make contact early in the term and arrange more appointments as needed. Your supervisor is there to help, so do not think you are bothering them. If your supervisor doesn't make contact with you, you should make contact with them.

2. PREPARE

Know what you want to talk about when you arrange a session with your supervisor. Make notes on what is happening in your studies and any issues or worries you might have.

3. ASK FOR ADVICE

Your supervisor is your first point of contact for any problems, whether academic or personal. They are there to offer support and advice for opportunities you may want to explore.

4. HELP YOURSELF

Your supervisor's job is to help you to help yourself. They can only help you if you tell them what's happening and what you need. Then it is up to you to act on the advice given.

5. REFLECT ON PROGRESS

Tell your supervisor about your general academic progress, how you think you are doing and if you have any issues with the teaching on your course. Ask your course tutors to explain specific feedback on your marks.

6. TELL THEM THE POSITIVE STUFF TOO!

Keep your supervisor updated with all aspects of your life, including the good things you are doing or trying to achieve and your career aspirations. One day you may ask them to write you a reference, so make sure they know all about you.

Representing your views

York is an excellent environment in which to live and learn and our ambition is to continually enhance the student experience. We find listening and acting on feedback from our students is one of the best ways to identify improvements that make a real difference. There are many ways in which we capture your thoughts and opinions on your study experience. One key way is through student academic representatives (reps).

COURSE REPRESENTATIVES

Course representatives are elected by students in their departmental year group to represent the views and interests of students on department committees and within GSA/YUSU.

Students can go to them with any concerns or suggestions about how the department or aspects of courses are run. Course representation is a partnership between the GSA, YUSU and the departments of the University. Together, they aim to ensure that students play an essential role in guaranteeing and driving the quality of the academic experience here.

To represent the views of fellow students and have a say in how a course is run, students stand for election annually. Contact your department to find out how students are represented within your distance learning programme.

yusu.org/representation/academic-reps

Academic skills support

The University provides a range of services to help you build, develop and perfect the skills you need to be exceptional.

SKILLS GUIDES

Learn how to follow good academic practice in your reading, note-making, essay writing and referencing of sources. Consult this series of web pages to find guidance, tips and interactive resources on a range of skills.

subjectguides.york.ac.uk/skills

THE WRITING CENTRE

The Writing Centre in the Harry Fairhurst Building is open to all students interested in developing their academic skills and language to a high standard. Through one-to-one consultations and workshops, staff in the Writing Centre work with undergraduate, Masters and PhD students who are interested in:

- transitioning to a different learning culture
- planning how to work on academic assignments, dissertations and theses
- advancing their language skills to higher levels
- developing skills in integrating sources and data effectively into their writing
- developing a more critical stance and
- developing academic argument
- working on drafts of academic writing to achieve focus, coherence and clarity.

After submitting your work to the Writing Centre you can receive feedback via email, recorded video or live through Google Hangout. For more information see:

york.ac.uk/writing-centre

THE MATHS SKILLS CENTRE

Being remote from the University campus doesn't restrict your use of the Maths Skills Centre either. The Centre is available via Skype or Google Hangout for help with mathematics and statistics topics generally, or for more specific advice before you start a major project or tricky numerical problems.

york.ac.uk/maths-skills-centre

REFERENCING AND ACADEMIC INTEGRITY RESOURCES

In addition to the compulsory Academic Integrity Tutorial on the VLE, check out the Academic Integrity web pages where you'll find resources to support you in developing your department-specific referencing skills.

york.ac.uk/integrity

TIME MANAGEMENT

Studying online may be very different from your previous studies. One of the biggest challenges is time management, as you may have work and family commitments alongside your studies. Planning your time is key. Our skills guide for time management gives top tips for managing study around other busy areas of your life and how not to stretch yourself too far.

<https://subjectguides.york.ac.uk/skills/time-management>

Supporting your studies

The Library provides a vast array of high quality online resources and books. Our staff are here to help via email, phone, chat, Twitter or Facebook.

You can find out more about where to start on the Library page for distance learners.

york.ac.uk/library/info-for/distance-learners

THE LIBRARY

The University's Library collections include over 600,000 ebooks, 19,000 e-journals and 200 bibliographic/statistical databases. Access these by logging on with your University username and password. To find the items you need, search the Library catalogue using *YorSearch*. If your programme/course uses Yorkshare as its virtual learning environment (VLE), you can access *YorSearch* and other resources from the links in the Yorkshare Library tab.

A postal loans service is provided to give students on distance learning programmes access to material which is not available online. Check the Library website for more information.

york.ac.uk/library/borrowing/postal

Students based in the UK can join the SCONUL Access scheme, a co-operative venture between UK higher education libraries. It enables distance learning students to borrow material from other libraries closer to where they live or work. For full details, see:

york.ac.uk/library/other-libraries/sconul

PEOPLE WHO CAN HELP

University Library Help Desk

The Library is open 24/7 and the Help Desk is staffed from 9am until 7pm on weekdays (UK time) and 10am until 6pm at weekends (UK time). Staff are happy to help with any queries you may have about the Library.

+44 (0)1904 323838

lib-enquiry@york.ac.uk

subjectguides.york.ac.uk

york.ac.uk/library/info-for/distance-learners

You will need a University Card to enter and exit the Library. Speak to staff at Library Reception if you need a temporary access card.

Academic Liaison Librarians

Your Academic Liaison Librarian is your main contact in the Library, They can help you identify specific resources for your subject and talk to you about tools and techniques for working effectively.

IT Services

You will need to use the University's IT facilities to complete assessments, access your emails and log on to the virtual learning environment (VLE).

SETTING UP

You should have already set up your IT account and have access to your email and the systems you need to use. If you need help or would like to know more about what's available to you, see our information for new users.

york.ac.uk/it-services/info/newusers

Check your University email

You will receive all correspondence from the University, your department and your tutors through your York Gmail account. Log in using your email address and IT password.

york.ac.uk/it-services/services/email

Access York facilities off campus

- Access your filestore and a range of software packages using the Virtual Desktop Service (VDS)
- Access your files and other restricted resources using the Virtual Private Network (VPN)
- Connect to wifi when you're out and about using eduroam, which is available at participating institutions worldwide. Log in with your York username and password.

Find out more about working off campus, including access to software and Google apps.

york.ac.uk/it-services/work-off-campus

Get connected

If you visit campus and are using your own laptop or other mobile device, you can access the University network using eduroam or use the wired sockets in the Library and various open access areas.

york.ac.uk/it-services/services/wifi

PEOPLE WHO CAN HELP

IT Support

+44 (0)1904 323838

itsupport@york.ac.uk

york.ac.uk/it-service

Stay secure

Make sure your personal devices are protected against threats such as viruses. Be aware of email scams and phishing attacks.

york.ac.uk/it-services/security

USEFUL INFORMATION

IT services provide more than just your IT account.

Google apps

The University uses Gmail (Google mail) together with a host of other Google apps for education such as calendar, Google drive and hangouts. All students have access to these services by logging in with your email address and IT password.

york.ac.uk/it-services/google

York Print Plus (YPP)

For those who visit campus, YPP is the printing, photocopying, scanning and faxing service. A range of multifunctional devices (MFDs) are available in open spaces and offices around campus.

You are able to use the YPP devices by swiping your University card. You are given print credits every year and you can top up your account online with a debit or credit card, or with cash at a York Print Plus kiosk.

york.ac.uk/yorkprintplus

Microsoft Office free to students

As a student at York you can download a free copy of the Microsoft Office suite, which you can use on up to five different devices. Your subscription will remain valid as long as you are a member of the University of York (and connect online every seven to ten days).

york.ac.uk/it-services/software

Careers and placements

You may already be in employment, and perhaps will be studying to advance your career as a requirement of your role or as a stepping stone to a career change.

Whatever your employment situation the Careers and Placements team is available to support and guide you, both now whilst you are studying and also after you have graduated. Careers and Placements provide many useful resources and services, such as interview and CV guides.

Careers Consultants are available to review job applications and personal statements and to discuss your career plans.

Quick questions can be sent direct to the team, while telephone and skype appointments are available to students not in the York area.

PEOPLE WHO CAN HELP

Careers and Placements

+44 (0)1904 322685

careers@york.ac.uk

[york.ac.uk/students/work-volunteering-careers/
student-groups/distance-learners](http://york.ac.uk/students/work-volunteering-careers/student-groups/distance-learners)

Your distance learning support team

We want you to get the most out of your experience and feel a sense of belonging to York, no matter where you are based. We aim to support you in this by making sure you know where to go if you need help, and by providing resources, news, contacts, activities and a social space that are relevant to you as distance learner.

You will find study support and other resources on our dedicated online and distance learner support page:

york.ac.uk/students/support/distance-learners

If you can't find the answers you need, or would like to hear more about connecting with your fellow students, please contact our dedicated Distance Learning support team at:

distance-learners-network@york.ac.uk

WENTWORTH COLLEGE

York is one of a handful of universities with a college system and our nine colleges provide a focus of community, networking and support. As a postgraduate student, you are automatically a member of Wentworth College unless you have studied at York before, in which case you will continue to be a member of the same college.

If you live locally or visit York at any time during your studies, you are welcome to visit us and make use of college facilities. The college also acts as an additional resource for support if you need help. Click on the College's web pages for more information:

york.ac.uk/colleges/wentworth



STUDENT SERVICES

Student Services are the central point of contact within the University for administrative processes relating to current students. They deal with matters relating to:

- enrolment
- academic progress
- completion
- student records
- official correspondence

+44 (0)1904 324643
student-hub@york.ac.uk
york.ac.uk/student-hub

YUSU AND THE GSA

Both of the main student organisations, University of York Students' Union and the Graduate Students' Association, can be contacted via email, phone, their websites or social media.

GSA
 +44 (0)1904 322718
info@yorkgsa.org
yorkgsa.org
 @GSAYork



YUSU
 +44 (0)1904 323724
enquiries@yusu.org
Yusu.org
 @yorkunisu



Health and wellbeing

It is important to look after both your physical and mental health. If you become ill it can impact on your studies as well as affecting you personally.

STUDENT HUB

Advisers in the Student Hub can help with many practical matters such as official University letters, immigration, housing, finances and childcare.

york.ac.uk/student-hub

DISABILITY SUPPORT

Disability can arrange academic support and adjustments for students with a physical or mental health disability, Specific Learning Difficulty, or long term health condition that has a significant impact on a their ability to study.

york.ac.uk/students/support/disability

STUDENT FINANCIAL SUPPORT (SFS)

SFS assist students who run into financial difficulties due to unexpected and unforeseeable circumstances.

OPEN DOOR

Open Door provides a range of self-help materials to aid your personal development and wellbeing as well as a professional confidential one-to-one service for students experiencing mental health issues.

york.ac.uk/opendoor

NIGHTLINE

Nightline is a confidential listening and information service run independently by students for students. It is open from 8pm to 8am every night during term time.

yorknightline.org.uk

CHAPLAINCY

Our chaplains will speak in confidence with any student, regardless of faith or belief. They have a network of contacts with other faiths and provide spaces for prayer and reflection on campus.

york.ac.uk/students/support/faith/chaplaincy

NETWORKS

There are a number of networks to support specific student groups, though these are aimed primarily at campus-base students:

- mature students
- international students
- students with children
- students with caring responsibilities
- students with Asperger syndrome or autistic spectrum disorder.

york.ac.uk/students/support



Visiting the campus

All distance learners are very welcome to visit the University at any time – to visit your department or college, or just to see the campus and our famous ducks and geese!

Students considering visiting the campus – outside of any programmed residential element of their programme – may wish to consider booking accommodation through York Conferences. Bed and breakfast facilities are available all year round in Franklin House based in Alcuin College, and during selected weeks within vacation periods hostel accommodation is available at Halifax College.

If you are an international student requiring a visa to visit or attend your graduation and require advice then the University's Immigration Advice Service can assist you.

+44 (0)1904 324140
immigration@york.ac.uk



For location and travel information see our maps and directions web page.

york.ac.uk/maps

If you do intend visiting the campus why not contact the Distance Learning Support Team to arrange a tour of the campus or recommend activities that are running during your visit. We would love to have you visit and make you most welcome.

Distance Learning Support Team
 +44 (0)1904 323003
distance-learners-network@york.ac.uk

The small print

Regulations and discipline

When you enrol, you agree to accept and abide by the University Regulations.

Some elements of the Regulations are mentioned in detail in this Handbook. In particular, you should make sure you are familiar with Regulation 7 which is about student discipline. It details the sorts of behaviour which are unacceptable in our community and explains our procedure for taking disciplinary action. We aim to manage a community in which students and staff can study, work and live constructively together and we hope that your life will not be affected by problems of ill-discipline.

Learn more about Regulation 7, reporting student misconduct and discipline procedures on the website.

york.ac.uk/about/departments/support-and-admin/sas/student-misconduct

DATA PROTECTION

The University needs to process certain information about its current, past and potential students as part of the necessary functioning of the institution as an education provider. In doing so, it must comply with the General Data Protection Regulation and Data Protection Act, 2018. Both pieces of legislation govern how personal data and special category data is processed and set out the rights of individuals in relation to their data. Both pieces of legislation relate to data held in any format, including written notes and records as well as electronic data. For further information on how the University uses your data, please see:

york.ac.uk/records-management/dp/your-info

HEALTH, SAFETY AND SECURITY

We aim to ensure that all students and staff can work in a safe and healthy environment.

york.ac.uk/admin/hsas

PROGRESSING THROUGH YOUR COURSE

As you work through your programme, you will need to complete certain steps in order to make sure you can progress to the next stage. The requirements of your programme will be detailed in your departmental handbook.

Disclaimer

We have tried to ensure that the information contained in this document is accurate as of July 2018. Please check our website for any changes to this information.



york.ac.uk/students/welcome

Photo credits: Lee Brown, John Houlihan, Mark Woodward

