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**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: 🌎
Welcome to the University of York and the start of an exciting journey where you will be challenged, inspired, and rewarded for hard work and determination. Your programme of study will reflect York’s unique approach to teaching and learning.

You will be taught by world leaders in their field of expertise with access to groundbreaking knowledge and discoveries delivered through our research and enterprise activities.

Your experiences at York will go beyond your academic studies as you choose from the many student activities on offer. Our sports clubs, societies, colleges and Students’ Union activities encourage you to get involved at any level and develop your skills and capabilities, while complementing your studies and helping you succeed in whatever future you decide on.”

Professor John Robinson
Pro-Vice Chancellor for Teaching, Learning and Students
In preparation for the start of each academic year you need to do the following:

**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. You can enrol online before arriving on campus. Check and make a note of your enrolment deadline.

[https://york.ac.uk/students/studying/enrolment](https://york.ac.uk/students/studying/enrolment)

**CHECK YOUR STUDENT RECORD ON E:VISION**
The system that contains your confidential student record and personal details, including your University accommodation contract if you have one, is called e:Vision. This is also the place where you can request official documents, including confirmation of study and council tax exemption forms.

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](https://evision.york.ac.uk)

**REGISTER TO VOTE**
If you are a British, Irish or Commonwealth student, you are eligible to vote in UK elections. Visit the City of York Council website and enter ‘register to vote’ in the search field.

[https://york.gov.uk](https://york.gov.uk)

**CHECK TERM DATES**
Each academic year is made of three terms. Your contact hours and many of your assessments will happen during these terms. Also, many of the University’s facilities have different opening hours outside of term time. You can check term dates at

[https://york.ac.uk/about/term-dates](https://york.ac.uk/about/term-dates)

**PEOPLE WHO CAN HELP**

**Enrolment queries**
registry@york.ac.uk
+44 (0)1904 324643

**International student information**
york.ac.uk/internationalsupport
+44 (0)1904 324140

**Immigration**
york.ac.uk/immigration
+44 (0)1904 324140

**ORGANISE YOUR VISA**
The rules and regulations surrounding visas may change over the course of your programme of study. It is essential that you keep up to date with regulations and deadlines that apply to the issuing or renewal of your visa.

[https://york.ac.uk/immigration](https://york.ac.uk/immigration)

**REGISTERING WITH THE POLICE**
Students from certain countries will need to register with the police on arrival in the UK. If you need to do this, it will say so in your visa. You can do this at Fulford Police Station which is a short walk from campus. (Fulford Police Station is about to release an online facility for registration.) The International Student Support office in Market Square can also help you with this process.

[https://york.ac.uk/police-registration](https://york.ac.uk/police-registration)
# USEFUL CONTACTS

## General contacts

**Interactive campus map and room code finder**
york.ac.uk/maps

This click-on interactive map also includes where to find bus stops and cash machines

**Enrolment queries**
registry@york.ac.uk  
+44 (0)1904 324643

**Your IT account or IT queries**
itsupport@york.ac.uk  
+44 (0)1904 323838

**Reporting a room fault**
york.ac.uk/fix-my-room

Goodricke, Langwith and Constantine University study rooms: +44 (0)1904 325101  
All other colleges: +44 (0)1904 325555

**Reporting a maintenance fault in other rooms/areas**
york.ac.uk/fmhelpdesk/contact  
+44 (0)1904 325555

**Accommodation queries**
accommodation@york.ac.uk  
+44 (0)1904 322165

**College contacts**
york.ac.uk/colleges

**Departmental contacts**
york.ac.uk/about/departments/academic

**Travel and transport**
Including buses and car parking  
york.ac.uk/students/getting-around

**Library helpdesk**
lib-enquiry@york.ac.uk  
+44 (0)1904 323873  
york.ac.uk/library

**Careers**
york.ac.uk/careers  
+44 (0)1904 322685

**Notice of works happening on campus**
Bridge, path or road closures etc  
@UoYCampusWorks

## Emergency contacts

**Emergency number at the University**
+44 (0)1904 423333

**Emergency services** – police, ambulance and fire services: 999

**Non-emergency NHS** 111

**Non-emergency police** 101

Download the **SafeZone app** for quick access to three key services: emergency calls, first aid and a general help desk  
york.ac.uk/safezone

## Support contacts

**Student support and advice**
student-support@york.ac.uk  
+44 (0)1904 324140  
york.ac.uk/students/support

**International student information**
york.ac.uk/internationalsupport  
+44 (0)1904 324140

**Immigration advice**
immigration@york.ac.uk  
+44 (0)1904 324140  
york.ac.uk/immigration

**Nightline**
Student-run confidential listening service  
+44 (0)1904 323735  
yorknightline.org.uk

**YUSU advice & support**
asc@yusu.org  
+44 (0)1904 323724

**GSA advice & support**
advice@yorkgsa.org  
+44 (0)1904 322718

**Health Centre on campus**
unityhealth.info  
+44 (0)1904 721820

**Faith contacts and chaplains**
york.ac.uk/students/support/faith/contacts
USEFUL CONTACTS

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

Timetable

york.ac.uk/viewtimetable

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

evision.york.ac.uk

Yorkshare VLE – some departments have a different VLE, eg Maths has Moodle.

vle.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.

@uniofyork

/universityofyork

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

@duckoftheday

/duckoftheday

This link will give you the list of social media contacts at York.

york.ac.uk/social
ACADEMIC RULES AND RESPONSIBILITIES

Starting a programme of study at university 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 HANDBOOKS AND ONLINE 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, supervised experiments, performance requirements or project completion deadlines.

This information will be covered in a Departmental Handbook provided online or in hard copy.

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. You are required to complete it during your first year, and your department may ask that you do it before you submit any significant work or assessments. It can be found on the Yorkshare 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

TURNITIN

All students have access to Turnitin text matching software, which is designed to help you integrate your source material into assignments correctly. Some departments will organise workshops you can attend, or you can sign up to attend one of the weekly open workshops to learn what the system is and how you can use it.
If things go wrong with your studies

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, i.e. 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 website.

york.ac.uk/students/support/academic/mitigation

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

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.

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

York University’s Students’ Union
enquiries@yusu.org
+44 (0)1904 323724
yusu.org

Graduate Students’ Association
advice@yorkgsa.org
+44 (0)1904 322718
yorkgsa.org

york.ac.uk/students/support/academic/mitigation
Your studies at York will reward you with more than a qualification. You’re about to be immersed in knowledge and opportunities that will encourage you to grow and succeed. You’ll grapple with big ideas and be encouraged to think differently by academics whose research is changing the world.

There is plenty of support to help you make the most of your academic studies, resources to improve your personal skills and opportunities for you to add a global perspective to your studies.

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 their advice.

REFLECT ON PROGRESS
Talk to your supervisor about your general academic progress, how you think you are doing and if you have any issues with the teaching on your programme of study. Ask your tutors to explain specific feedback on your marks or assessment criteria.

TELL THEM YOUR POSITIVE NEWS TOO
Keep your supervisor updated with all aspects of your life at the University, including the good things you are doing or trying to achieve, and your career aspirations. One day you may ask them for a reference, so make sure they know all about you.

york.ac.uk/students/support/academic/supervisors

STUDY

Your supervisor

Your department will allocate you an academic supervisor who is there to offer support and advice throughout your programme of studies. It is important to make the most of your supervisor meetings, so follow these tips and be prepared.

ATTEND
You should meet with your supervisor at least once each term. Meet early in the term and make more appointments as you need to. Your supervisor is there to help, so don’t feel you are bothering them.

PREPARE
Know what you want to talk about when you meet with your supervisor. Make notes on what is happening in your studies, your university life and any issues or worries you might have.

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 want to explore. They can also point you to the right person or service to get you the best help and advice.
Academic skills support

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

ONLINE INTERACTIVE TUTORIALS

Learn how to follow good academic practice in your reading, note-making, essay writing and referencing of sources. Complete the series of interactive online tutorials available through your module list on the VLE.

THE WRITING CENTRE

The Writing Centre in the Fairhurst Building is open to all undergraduate and taught Masters students interested in discussing and developing their academic writing. Staff are able to help with planning and structuring assignments, developing arguments, expressing your ideas and integrating sources into your writing.

THE MATHS SKILLS CENTRE

Based in the Fairhurst Building, the Maths Skills Centre offers mathematics and statistics help to all students. They offer 30-minute drop-in sessions during term time. Alternatively, you can book a 60-minute session for more in-depth guidance.

CENTRE FOR ENGLISH LANGUAGE TEACHING

The Centre for English Language Teaching provides English language and study skills support for all international and EU students during their programme of study. They deliver courses within departments, academic skills courses and more general English language and culture courses. They also run workshops in dissertation and thesis writing and provide one-to-one consultations.

WORKSHOPS

Open Door deliver workshops throughout the year on various topics to support your studies including:

- Developing confident communication
- Developing helpful exam strategies
- Managing presentation anxiety
- Mindfulness
- Practical productivity skills
- Pushing through perfectionism
- Pushing through procrastination
- Using anxiety as a positive.
Go global with your studies

York has always had a global perspective and we encourage you to think about adding international experience and skills to your studies to help you prosper in a global workplace. Overseas opportunities are offered through our Centre for Global Programmes or through placements organised by your department. You also have the chance to learn another language through Languages for All.

CENTRE FOR GLOBAL PROGRAMMES

If you are interested in spending part of your studies abroad, or would like to make the most of your vacations, the University offers exciting opportunities to study, work or volunteer in countries across the world. Programmes vary from three weeks to 12 months in length and funding is available for eligible students. Deadlines for applications often happen in the first year and places are limited in number so please think about this early and attend one of the events run by the Centre in the Autumn Term to find out more.

york.ac.uk/studyabroad

LANGUAGES FOR ALL (LFA)

The University’s Languages for All courses are a perfect opportunity to broaden your horizons and learn about a new culture. Courses are available in 14 different languages and at different levels so you can take part whether you are a beginner or nearly fluent. Students may be charged for these courses.

york.ac.uk/lfa

PEOPLE WHO CAN HELP

Writing Centre
writing-centre@york.ac.uk
+44 (0)1904 324935
york.ac.uk/study-skills

Maths Skills Centre
+44 (0)1904 324936
york.ac.uk/maths-skills-centre

Centre for Global Programmes
global-programmes@york.ac.uk
+44 (0)1904 322846
york.ac.uk/studyabroad

Languages for All
lfa@york.ac.uk
+44 (0)1904 322493
york.ac.uk/lfa
The Library

THE LIBRARY ON CAMPUS

The University Library has an extensive collection of books and audio visual resources for you to use, along with a range of study areas to ensure that you find somewhere that works for you.

You can find out more on our pages for new students. [york.ac.uk/library/info-for/new-students](http://york.ac.uk/library/info-for/new-students)

Most of these facilities are found in the main Library building located on Campus West. This building is split into three main sections.

1. **The Morrell Library**
   Located in the central part of the building, the Morrell Library houses most of the Library’s book stock and many other resources. It also has a variety of quiet and silent study spaces, IT rooms, and bookable group and individual study rooms.

2. **The Fairhurst Building**
   Next to the Morell Library is the Fairhurst Building. Here you will find the music and audio visual collections, a large IT room, a further IT area with iMacs and thin client PCs, and over 500 individual and group study spaces.

3. **The Raymond Burton Library**
   To the right of the reception is the Raymond Burton Library, which is a reference library housing quiet and silent study spaces.

BORROWING IN THREE SIMPLE STEPS

1. Use YorSearch to see whether the item you are looking for is available and find out its shelf reference.
2. Find the resource you need and issue it using one of the machines found in the foyer of the Morrell Library or in King’s Manor Library.
3. Check your library account on Yorsearch to see when your loan ends and to renew it.

yorsearch.york.ac.uk

PEOPLE WHO CAN HELP

**University Library Help Desk**

The Library is open 24/7, and the Help Desk is open from 9am until 6pm on weekdays and 10am until 6pm at weekends. You can send us an enquiry if you wish using our LibAnswers service and when the Help Desk is closed you can use our out-of-hours chat service.

libanswers.york.ac.uk
+44 (0)1904 323873

**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.

subjectguides.york.ac.uk

**OTHER FACILITIES**

Alongside the main building on campus, you also have access to two other facilities, based in the city centre.

**The King’s Manor Library**

At the King’s Manor in the city centre, you will find collections relating to the Departments of History, History of Art, and Archaeology, as well as some individual study spaces. Your Bus 56 runs to King’s Manor every day.

**York Minster Library**

York Minster Library is open to all members of the University. Its collections will be particularly useful to students whose courses cover medieval literature, history and history of art.
**IT Services**

No matter what you are studying, you will need to use the University’s IT facilities to complete assessments, access your emails and access 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*

**Get connected**

If you are using your own device you can access the University’s network using the wireless network (eduroam) or the wired network sockets in study bedrooms, the Library and other open access areas.

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

**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*

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**PEOPLE WHO CAN HELP**

**IT Support**

itsupport@york.ac.uk
+44 (0)1904 323838
*york.ac.uk/it-services*

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**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)**

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*

**Using York facilities off campus**

You can access University facilities when off campus using the virtual private network (VPN) or the virtual desktop service (VDS).

*york.ac.uk/it-services/services/vpn*

**Microsoft Office 365 free to students**

As a student at York you can download a free copy of the Microsoft Office 365 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*
STUDY

Studying on campus

During your studies, you will probably need to spend some time working on campus. At York, you have access to a range of study spaces. Whether you like to work alone in silence or you prefer being with friends and chatting, there will be somewhere to suit you.

INDIVIDUAL WORK

Much of the work you do will be your own work and will require independent study. There are facilities across campus that enable you to do this.

In the Library

All three sections of the Library have spaces to work on your own. The study spaces there are split into zones with signs telling you what kind of atmosphere is expected in each one. In many of the study spaces in the Library, you will find power sockets and network access service sockets.

Around campus

There are various study spaces in the colleges on campus that are open to everyone. These vary greatly in atmosphere and facilities and can range from quiet study spaces with individual desks to cafés and dining halls. To find these locations and check live seating availability in the library visit york.ac.uk/library/study/university-study-spaces

POSTGRADUATE ONLY

Some study spaces are reserved for postgraduate use. Usually these are accessible by card and they may only be available at certain times of the day.

IT ROOMS

IT Services provide IT classrooms and study areas across campus – some are non-bookable and always open to students, others may be booked during teaching hours, but are otherwise available to students. Most are open 24/7. Printers are available in or near most IT rooms.

GROUP WORK

There are a number of spaces in the Morrell Library dedicated to group work; you can book them in advance on the University website. In other parts of the Library, group work is permitted in studious buzz zones. Many of these are found in the Fairhurst Building.

For more information on what is available, visit york.ac.uk/library/study
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).

ACADEMIC REPS

Academic reps are students who are the voice of their cohort within the University. They represent you within your department, faculty and the University as a whole.

Academic reps are organised into departmental teams. Each team is made up of all the course reps within the department and is led by a department rep. Teams work together to ensure your department makes the changes that you want to see. It’s important that you raise any issues, ideas or suggestions with your representatives so they can act upon it.

COURSE REPS

There are over 300 course reps who represent students across the University. They attend meetings with the University and work as a team to improve the experience you have on your programme of study and within your department.

DEPARTMENT REPS

Department reps lead the team of course reps within your department. There are currently 29 department reps who lead student representation across the University.

FACULTY REPS

There are three faculties within the University: Arts and Humanities, Social Sciences and Sciences. There is one undergraduate and one postgraduate rep per faculty.

yusu.org/representation/academic-reps

POSTGRADUATE REPRESENTATION

The Graduate Students’ Association (GSA) has course reps for every department, faculty reps and two full-time sabbatical officers.

Course reps represent students in departments and attend the board of studies meetings, student-staff forums and other departmental committees. Faculty reps represent students to their faculty, and attend the faculty board meetings. The GSA officers are full-time sabbatical officers, who represent students to the University and attend most University committees and meetings.

YUSU and the GSA run elections for course reps and recruit to departmental and faculty rep positions. If you are interested in becoming a course, department or faculty rep look out for news on the YUSU and GSA websites.

yorkgsa.org/students/academic/postgraduate-departmental-course-reps
COLLEGES AND COMMUNITY

Studying at university gives you a unique opportunity to become involved in activities outside your academic studies.

You will have the chance to have fun, meet new people, try new things, enjoy new experiences and even develop skills that will improve your employability prospects. What’s important is that you don’t sit back and let these opportunities pass you by – get involved!

GET INVOLVED

Societies

Many students at York say that joining societies has been one of the best parts of their university experience. YUSU has a wide range of societies covering almost every hobby, interest or activity you could think of. If there isn’t already one that interests you, consider forming a society yourself.

\[ \text{yusu.org/opportunities/societies} \]

Volunteering

You can make a difference to the community and gain valuable skills by volunteering. Opportunities to volunteer can be found through Careers, YUSU or your college.

\[ \text{yusu.org/opportunities/volunteering} \]
\[ \text{york.ac.uk/students/work-volunteering-careers/skills/volunteer} \]

College community

Your college will host plenty of activities, events and sporting opportunities for you to get involved in. This is a great way to meet people from different backgrounds, cultures and fields of study. Look out for news from your college or your Junior Common Room Committee (JCRC). To gain extra experience you could think about running your own college events or putting yourself up for election to the JCRC.

SPORT AT YORK

There are lots of opportunities to enjoy sport at York. The sports facilities provided by York Sport Village on Campus East include a swimming pool, velodrome, dance studios and football pitches. The facilities on Campus West include tennis and squash courts, an athletics track and field stadium, sports halls and pitches and a fitness suite, so you can take part in most sporting activities at whatever level you enjoy. There are student discounts on membership at the Sports Village on Campus East and for the facilities on Campus West.

If you like to play for fun

YUSU Get Into Sport sessions are great if you just want to have a go at a sport you have never played before without any commitment. Playing for your college is also a great way to have fun and compete at all levels.

If you want to compete for the University

YUSU hosts over 60 different sports clubs, many of which compete in BUCS (British Universities and Colleges Sport) leagues. Clubs welcome members from beginner level so you can play even if you’re new to the sport.

\[ \text{yusu.org/opportunities/sport} \]
\[ \text{yusu.org/opportunities/collegesport} \]
\[ \text{york-sport.com} \]

GSA FREE SPORTS SESSIONS FOR PGTs

The GSA offer free sports sessions for postgraduate students. See what sports are on offer

\[ \text{yorkgsa.org/students/sports} \]
Things to do

Our campus is full of green open space for you to enjoy and relax in. There are lots of things to do around campus, including places to eat, drink and socialise.

EVENTS ON CAMPUS

YUSU events
Throughout the year the campus plays host to hundreds of events. YUSU organises a programme of student events which runs from the start of your time here with Freshers’ week right through to the Graduation Ball. Look out for events including the RAG charity fundraising weekend and Roses – the annual sporting competition between rivals York and Lancaster.
yusu.org/whats-on

University events
The University runs a calendar of public events throughout each academic term. These cover a wide range of subjects and attract a number of well-respected speakers to talk on campus. A highlight of the year is the Festival of Ideas, a joint project with partners in the city, which hosts hundreds of themed events over the course of a fortnight. All University-run events are free to students.
york.ac.uk/news-and-events/events
yorkfestivalofideas.com

Department events
Many departments organise events relating to their research and area of expertise, often with visiting speakers or partner institutions. Look out for events advertised around campus or on departmental web pages.

GRADUATE STUDENTS’ ASSOCIATION (GSA)

The GSA runs regular trips to places of local and national interest across the UK. They host networks to help you find other like-minded students, such as the family support network for students with children, and they also offer free sports sessions for postgraduate students.
yorkgsa.org/students

FOOD AND DRINK ON CAMPUS

The University and YUSU operate a range of cafés, dining halls and bars across campus, offering you a selection of different dining experiences. The campus bars and Library Café open late into the evening so you can unwind with friends or grab a coffee to keep you writing into the night. Check our web pages to find your closest venue or have a look in your Residents’ Handbook (see page 26) for more detail.
york.ac.uk/food-and-bars

SHOPPING ON CAMPUS

Nisa
There are two branches of the Nisa grocery store on campus, one in Market Square and the other based at Halifax College. Both offer a range of food and drink items, including most of the essentials.

YUSU shop
The YUSU shop is a Students’ Union-run store in Market Square. It offers great value meal deals and discounted newspapers, among other things

EXPLORING THE CITY OF YORK

York is a beautiful, vibrant and historic city. It attracts millions of tourists each year and was recently voted ‘the best and most beautiful place to live in the UK’. Regular bus services run between the railway station, the city and the campus.

While in the daytime you can enjoy shopping, marvelling at the Minster, walking the city walls, and exploring the city’s many art galleries, museums and historic landmarks, York also has a lively, cosmopolitan nightlife with bars, clubs and pubs to suit every taste.

There’s always something going on in York – from the themed markets on Parliament Street to Illuminate York, an event where historic buildings are transformed by moving light displays.
visityork.org/7daysinyork
COLLEGES AND COMMUNITY

Colleges

York is one of a handful of UK universities with a college system. When you join us you become a member of one of these small, distinct communities – your home from home whether you live on or off campus.

MORE THAN A PLACE TO LIVE

Your college provides you with a support network and a calendar of events and activities to help you settle in, develop your skills and explore your interests.

ACTIVITIES AND EVENTS

Most college events are organised for students, by students – from big summer parties to club meet-ups, live music events to guest lectures, and Christmas fairs to bake-off competitions. If nothing on offer interests you, put in your own proposals for events.

COLLEGE SPORTS AND CLUBS

Every week, colleges compete in over 20 college sport leagues. There are regular training and coaching sessions for all team members, who range from beginners to seasoned pros, meaning that you can take part whatever your sporting ability.

LEADERSHIP AND VOLUNTEERING

If you run for a position on your college committee, you'll represent your college peers, and you could deliver campaigns, design and sell college clothing, co-ordinate the sports teams or arrange socials. College committees also provide platforms for volunteering and fundraising for charity projects you're passionate about.

SUPPORT AND GUIDANCE

Your college team offer support throughout your time at university. College tutors live on campus and provide confidential pastoral care, so if you are experiencing any difficulties you can talk to a friendly face.

DIFFERENT PERSONALITIES, COMMON GOALS

Each college has its own personality depending on its history, accommodation, layout, location, facilities and the people who live and work there. However, every college aims to cultivate your academic curiosity, develop your skills and employability and support your health and wellbeing.
COLLEGE CONTACTS

Alcuin College
Assistant Head: Martin Crosby
Administrator: Judith Pink
alcuin@york.ac.uk

Constantine College
Assistant Head: Kate Harper
Administrator: Jacqui Fountain
constantine@york.ac.uk

Derwent College
Assistant Head: Keith Kinsella
Administrator: Chris Unwin
derwent@york.ac.uk

Goodricke College
Assistant Head: Sarah Napoli-Rangel
Administrator: Sarah Hay
goodricke@york.ac.uk

Halifax College
Assistant Head: Shai Danmole-Ellis
Administrators: Cath Dickinson and Larry Healey
halifax@york.ac.uk

James College
Assistant Head: Mike Britland
Administrator: Sarah Doughty
james@york.ac.uk

Langwith College
Assistant Head: Jonny Exon
Administrator: Suzanne Dekker
langwith@york.ac.uk

Vanbrugh College
Assistant Head: Georgina Heath
Administrator: Lenore Klassen
vanbrugh@york.ac.uk

Wentworth Graduate College
Assistant Head: Claire Anderson
Administrator: Rachel McCormack
wentworth@york.ac.uk
University of York Students’ Union

18,000 Students, 1 Students’ Union

We hold the biggest events on campus
We represent every single student at the University of York
We fund hundreds of student opportunities
We operate the best campus bars and outlets
ALUMNI HELPED 30 STUDENTS TO TAKE PART IN TRAVEL EXPERIENCES

FIND OUT MORE ABOUT WHAT YOUR STUDENTS’ UNION DOES FOR YOU

FOLLOW US ON SOCIAL MEDIA ‘YORKUNISU’ WWW.YUSU.ORG

182 SOCIETIES FOR STUDENTS TO GET INVOLVED WITH

63 SPORT CLUBS REPRESENTING THE UNIVERSITY IN THE BUCS LEAGUE EACH WEEK

4 OFFICIAL CLUB NIGHTS HELD EVERY WEEK AT THE HEART OF THE YORK NIGHT SCENE

14 VOLUNTEERING PROJECTS FOR STUDENTS TO GIVE SOMETHING BACK
GETTING STARTED

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

Remember to register with a doctor when you arrive. You can boost your immune system by getting enough sleep, eating well, drinking sensibly and exercising. Remember, it isn’t good to study all the time – join a club or society that appeals to your interests to help achieve a good work-life balance.

Should you need them, you also have access to an extensive network of support services.

HEALTH SERVICES

The campus-based health centre, run by Unity Health, offers GP- and nurse-led appointments, a repeat prescription service and walk-in clinics.

unityhealth.info

ACADEMIC SUPERVISOR

Your academic supervisor will provide guidance and advice on your academic work and progress. They can also support your personal development and wellbeing, referring you to specialist advisers or self-help resources where appropriate.

COLLEGES

College teams provide support and advice for both resident and non-resident students. You can discuss personal difficulties in confidence with your college tutor, administrator or assistant head.

york.ac.uk/colleges

STUDENT SUPPORT

Student Support Advisers can help with many practical matters such as housing, finances and childcare.

york.ac.uk/students/support

DISABILITY SUPPORT

The Disability Services team supports students with dyslexia and other specific learning difficulties, Autism spectrum disorder, visual and hearing impairments and various medical conditions. Contact them to discuss your individual needs.

york.ac.uk/students/support/disability

OPEN DOOR

Open Door provides a range of self-help materials and workshops 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/students/support/health/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

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 groups of students including:

- mature students
- international students
- students with children
- students with caring responsibilities
- students with Asperger syndrome or autistic spectrum disorder.
York’s ambition is to help you succeed in a global workplace. Competition for graduate jobs and further study at top flight institutions has never been tougher.

Your studies at York will reward you with an exceptional qualification recognised around the world. The opportunities you have taken to advance the development of your personal skills and work-relevant experience will be the factors that make you stand out from the other graduate applicants.

BUILDING YOUR PERSONAL SKILLS

Being at York offers you a valuable chance to get involved in a wide variety of activities that, as well as being fun, will enhance your skills and build your list of achievements in preparation for the world of work or further study. You can gain such experiences in a variety of ways.

Your studies

Your programme of study at York will have learning outcomes associated with personal development skills such as leadership, data analysis and presentation skills. Be aware of what you are achieving through your studies.

Student societies

Join one or more societies and get involved. There are hundreds of student societies to choose from. Taking on a leadership or organisational role will give you great experience and skills that you can talk about.

Colleges

You are a member of a college. You can organise college events, take part in college sports, run for election to the Junior Common Room Committee or take part in college-led volunteering. All these activities will help build your personal profile.

Volunteering

YUSU, Careers, your college, the Centre for Global programmes and charities in the community all offer opportunities for volunteering, from supporting reading in schools through to volunteering abroad. You’ll be giving back to the community and gaining valuable experience in the process.

YUSU and GSA

You can run for election to be part of the YUSU or GSA team of student representatives. YUSU and the GSA also organise the academic reps for your programme of studies. There is also the opportunity to help organise and run the student sports calendar, including the annual Roses tournament.

BUILDING YOUR WORK EXPERIENCE

We asked students, graduates and employers what they felt is the most important thing to do to get the job they want. They all said it was to get work experience. Research shows that graduates with no work experience have little or no chance of scoring a place on a graduate scheme.

Work experience

Volunteering, part-time work, internships and support for developing your own business idea are all on offer at York.

The Student Internship Bureau advertises an exclusive programme of paid project-based internships through local employers including the University.

The Careers Gateway is the best starting point to search for part-time and temporary jobs (Opportunity Search). We advertise all vacancies sent to us by employers and proactively seek out relevant local opportunities for you. Careers can also advise on the legal limits of working while you are a student in higher education.
SUPPORTING YOUR CAREER AMBITIONS

Employment opportunities with the University
There are opportunities to apply for paid employment with the University. One route is through internships and placements. Others include positions with the Student Ambassadors scheme run by the Recruitment and Admissions team, the Alumni (DARO) YuCall fundraising team and various opportunities with the catering and portering services.

Log on to the Careers Gateway for hundreds of types of part-time work, internships, and volunteering and placement opportunities.

york.ac.uk/careersgateway

ENGAGE WITH TOP EMPLOYERS ON CAMPUS
Start the conversation with employers early – a third of graduate roles go to students who have already worked for that organisation.

Attend Careers Fairs throughout your time at York to find out about a huge range of exciting internships and industry insight days for first and second years, as well as early preparation for graduate positions.

There is an extensive programme of visiting employers throughout the year.

york.ac.uk/careers/events

ENTERPRISE, NETWORKING AND MENTORING THROUGH ALUMNI
Careers offers funding and support to budding entrepreneurs alongside events, competitions and workshops.

York alumni also offers opportunities to get entrepreneurial ideas off the ground through initiatives like YuStart crowd sourcing and YuFund funding opportunities.

The York Alumni Association also offers a rich database of York alumni located around the globe who can offer mentoring and networking opportunities.

yorkspace.net/students

STUDY, VOLUNTEER OR WORK ABROAD
Gaining international experience in the form of study, working or volunteering abroad will significantly add to your CV and help to set you apart when it comes to succeeding in a global workplace. A range of overseas opportunities are offered through our Centre for Global Programmes.

york.ac.uk/studyabroad
RULES AROUND WORKING DURING YOUR STUDIES

If you are interested in working during your studies to earn money in term time, Careers can offer you help to find a part-time job and can offer advice on your legal rights and obligations.

york.ac.uk/careers/work

If you are an international student you will need to be aware of any working restrictions placed on you by your visa.

york.ac.uk/students/support/international/immigration/employment/working-during-your-studies

YORK AWARD – MAKE YOUR FIRST YEAR COUNT!

York Award is a great way to help capture the personal development and employability skills you gather through your studies and other activities you’ve become involved in. There are three levels of the award:

<table>
<thead>
<tr>
<th>York Award</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stage one</td>
<td>Aimed at first year students</td>
</tr>
<tr>
<td>Gold</td>
<td>Aimed at second year students and above</td>
</tr>
<tr>
<td>Leaders</td>
<td>Aimed at final year and postgraduate students</td>
</tr>
</tbody>
</table>

The first two levels encourage you to get involved with work experience and volunteering, giving you the chance to think about your key strengths and skills and how you might use them in the future. The final award, York Award Leaders, is a more intensive programme of training and events with contributions from leading graduate employers and high profile York alumni.

york.ac.uk/careers/yorkaward

PEOPLE WHO CAN HELP

Work with our careers experts

Our Careers team is here to help you. Access help and support through our online learning facilities, workshops, careers events and careers experts who can help guide you toward your chosen career.

careers@york.ac.uk
+44 (0)1904 322685
york.ac.uk/careers
You will probably not only be starting a new programme as you arrive in York but also settling in to a new home. It is important to get to know your new surroundings so that you can feel comfortable as soon as possible.

**LIVING ON AND OFF CAMPUS**

If you are living in University campus accommodation you will receive a Residents’ Handbook as part of your welcome. This will contain all the information and advice you need to enjoy your new home on campus. All other relevant information can be found on the accommodation section on the student webpages.

[york.ac.uk/accommodation](http://york.ac.uk/accommodation)

**FINDING SOMEWHERE TO LIVE – NEXT YEAR**

Although you may be reading this in the first days or weeks of moving to York, there will be lots of information coming your way about where to live next year.

With plenty of accommodation available on campus and in the private sector, there’s no need to rush into signing a contract. We recommend waiting until the Spring Term to give yourself time to decide who you want to live with and where you want to live.

**ON CAMPUS**

As well as the real benefits of being close to your department, the Library and other campus facilities, there are lots of other great reasons to live on campus beyond your first year.

- You can apply to live with your friends, from one or two people to larger groups.
- You don’t need a guarantor.
- Gas, electric, water and internet are all included in your rent.
- Our 24/7 security presence and personal possessions insurance are included in the price.

Full details and prices will be available from October each year.

**OFF CAMPUS**

If you would prefer to live off campus, there are plenty of student flats and houses within easy walking distance of the University.

We recommend the City of York Council’s YorProperty scheme. YorProperty landlords have to attend yearly training, and the Council checks ten per cent of properties each year. Look for YorPropertyPlus homes, which are an even higher standard.

[york.ac.uk/study/accommodation/private-sector](http://york.ac.uk/study/accommodation/private-sector)

[yorproperty.co.uk/accommodation](http://yorproperty.co.uk/accommodation)

**DEALING WITH LANDLORDS**

If you are arranging off campus accommodation with a private landlord, our Student Support office offers help and advice on contracts and negotiations with your landlord.

[york.ac.uk/students/accommodation/accom-help/contract](http://york.ac.uk/students/accommodation/accom-help/contract)

We also offer help and advice on moving into privately rented accommodation and your rights and responsibilities as tenants.

[york.ac.uk/students/accommodation/accom-help/moving-in](http://york.ac.uk/students/accommodation/accom-help/moving-in)

[york.ac.uk/about/departments/support-and-admin/accommodation/privatesector](http://york.ac.uk/about/departments/support-and-admin/accommodation/privatesector)

**LIVING WITH OTHERS**

Whether you’re living in University accommodation or sharing a privately let property, living with or near others can sometimes be challenging. For help and advice on coping with flatmates or neighbours see our accommodation webpages.

[york.ac.uk/students/accommodation/accom-help/getting-along](http://york.ac.uk/students/accommodation/accom-help/getting-along)
HOW WE HELP

You’ll be invited to our Housing Talks towards the end of the Autumn Term which will give you all the information you need to start deciding whether college or private sector accommodation is right for you.

We also invite YorProperty-approved landlords onto campus for our Housing Fair in the Spring Term (run in association with YUSU).

General information

LAUNDRY

There are a number of card-operated launderettes on campus. You can buy a card from the laundry rooms. You can top up your card online.

There is a dry cleaning service available on campus at YUSU shop in Market Square. Clothes are collected and delivered back on set days of the week.

york.ac.uk/commercialservices/retail/launderettes

POST AND PARCELS

Receiving

Letters are delivered to your flat/house mailbox or, if you do not have a mailbox, to your college mailroom. Parcels and registered items are delivered to your college reception or to the Ron Cooke Hub for colleges on Campus East. Residents on Campus East will receive an email when a parcel has arrived for them.

Sending

You can find red Royal Mail post boxes in or near campus, and there is a Post Office in Heslington Village. You can buy postage stamps from the YUSU shop in Market Square.

You can send post at discounted prices from the University post room, including letters, parcels and special and recorded delivery items.

york.ac.uk/campusservices/postroom

PEOPLE WHO CAN HELP

Accommodation Services
accommodation@york.ac.uk
+44 (0)1904 322165
york.ac.uk/accommodation

Energy Management team
greenimpact@york.ac.uk
+44 (0)1904 322180
york.ac.uk/about/sustainability/get-involved

RECYCLING ON CAMPUS

The University has facilities around campus to help you recycle your food and general waste. We also have British Heart Foundation clothes banks around campus so you can donate any unwanted shoes and clothes. It’s especially important when you are moving in or out of your accommodation to remember to dispose of your rubbish and unwanted items in the correct way. We have a handy A-Z guide to recycling to help you.

york.ac.uk/about/sustainability/recycling/wasterecycling

GREEN CHAMPIONS

The University offers lots of opportunities for students to get involved in sustainability and ‘green’ projects and events. For example, colleges run Student Switch Off competitions to see which college can save the most energy and our Energy Management team hires students to be Green Impact Champions each year.

york.ac.uk/about/sustainability/get-involved
GETTING STARTED

Keeping control of a student budget is often a difficult task. The University wants to make sure that you don’t have to worry about your finances, and has a range of resources to help you.

PLAN YOUR BUDGET
Budgeting is the best way to make sure you don’t lose control of where your money is going.

WORK OUT YOUR INCOME
This could be funding you are receiving for your studies, support from your family or a salary from a part-time job.

DECIDE HOW LONG TO BUDGET FOR
Different people receive money at different times; you could be on a monthly wage or receive an annual lump sum. Decide how to split your budget plan according to when your money is coming through.

PLAN YOUR SPENDING
Think about your regular expenses: rents and utilities for example. Then give yourself an idea of how much extra you can spend in the time you have decided to plan for.

KEEP AN EYE ON THINGS
Making sure you review your finances regularly is a good way of making sure that you are sticking to your budget; it also allows you to check that direct debit payments are going through properly and the right amount of money is leaving your account at the right times.

ADVICE FOR AMERICAN STUDENTS RECEIVING DIRECT LOANS
If you are funding your studies through Direct Loans, you should not sign a direct debit form issued by the University. Fees payable by students who have US loans are paid directly to the University automatically. Setting up a direct debit mandate will result in an overpayment of fees.

PEOPLE WHO CAN HELP

Information on student finance
These web pages cover fees, payments, bursaries, budgeting and help with hardship.
york.ac.uk/students/finance

Student support and advice
student-support@york.ac.uk
+44 (0)1904 324140
york.ac.uk/students/support

FINANCIAL SUPPORT
Sometimes you might need extra support if you are having particular difficulty with your finances.

Hardship funds
The University is able to give students who find themselves in particular financial difficulty a hardship award. Talk to the student advisers to find out whether you might be eligible.

BLACKBULLION
For help with taking control of your money, check out Blackbullion. It is a free online learning resource for students at the University on subjects such as budgeting and managing debt. You can enrol on the programme and compete for points against other universities, and earning more points will give you access to internship and work placements arranged by Blackbullion.
blackbullion.com

LOOKING AFTER YOUR FINANCES
IF THINGS GO WRONG

We hope that your University life goes smoothly and that you never encounter any significant difficulties.

But we recognise that there are lots of challenges that can arise and there is support in place to help if they do. We have created a web page that covers most of the information and contacts you might find useful should the need arise. You are not alone - there are plenty of people willing to listen and to help. You should never suffer in silence: you can always reach out and talk to someone.

york.ac.uk/students/help

Below is a summary of the some of the potential areas of concern and your first point of contact.

YOUR STUDIES

Anything that stops you from undertaking your studies in the usual way is officially called an ‘academic progress issue’. We advise you to see your academic supervisor in the first instance, but you can talk to members of your college staff, YUSU or GSA advice services or visit Student Support in Market Square.

For links to information, forms and instructions regarding confirmation of illness, academic progress, exceptional circumstances affecting assessment, academic appeals or a change in plan (eg you wish to switch courses or take a break in your studies) visit the following website.

york.ac.uk/students/help

YOUR ACCOMMODATION

If there is an issue with your University accommodation contact the Accommodation team.

york.ac.uk/fix-my-room

For links to information regarding problems with private sector accommodation, getting along with housemates or neighbours, requesting a room transfer, finding somewhere to live or ending a tenancy agreement, visit the following website.

york.ac.uk/students/accommodation/accom-help

YOUR MONEY

If you are having problems or concerns about your finances you can reach out to Student Support.

For further information on fees, payments to the University, bursaries, budgeting and help with financial hardship visit the following website.

york.ac.uk/students/finance

YOUR HEALTH AND WELLBEING

It’s important that you stay happy, healthy and safe during your time at university. There are lots of opportunities for you to play sports, eat healthily and feed the soul on campus. However, should you should fall ill or not feel yourself, there are people and places you can go to for help. Your first point of contact should be Student Support or a member of your college team.

For links to further information on healthcare and illness, common problems suffered by students, disability support, bullying and harassment, sexual assault and mental health visit the following website.

york.ac.uk/students/help

INTERNATIONAL STUDENTS

We have set up information for international students around living and studying in the UK. The information covers everything from immigration advice, setting up a UK bank account to life in the UK and cultural differences. Visit the following website.

york.ac.uk/internationalsupport

PEOPLE WHO CAN HELP

Whatever problem you may be having, there is sure to be someone who can help.

See support contacts on page 5 of this Handbook.

york.ac.uk/students/help
GETTING STARTED

Exploring campus, the city and the surrounding area is made easy by the frequent bus services, the excellent road and rail networks and by the fact that York is a cycle-friendly city.

ON YOUR BIKE

It takes around 15 minutes to cycle to the city from the campus so why not get on your bike?

Offers and discounts

There are offers and discounts for you and your bike. You can get free cycle training and free safety products including high-visibility vests or ‘slap and wrap’ arm reflectors from our Travel and Transport team, and discounted bike products from YUSU shop in Market Square. We even have the ‘Bike Doctor’ who comes onto campus regularly to offer you a free bike check.

If you don’t own a bike, you can purchase pre-owned discounted bikes or get access to free bike hire.

Storing your bike

There are numerous secure cycle storage points around campus for you to use. Please note that if you want to leave your bike on campus over the summer period you must register your bike with the Travel and Transport team who can give you the correct label for it and the storage location where you should leave it.

york.ac.uk/students/getting-around/cycling-walking

CARS AND PARKING

While we think our campus is a great place to walk, cycle or get the bus to, we recognise that some students may need to drive. There are pay-and-display car parks around campus with disabled bays available. Under certain circumstances students may be eligible to apply for a parking permit.

york.ac.uk/students/getting-around/cars-parking

PEOPLE WHO CAN HELP

Travel and transport information

york.ac.uk/students/getting-around/public-transport

transport-team@york.ac.uk

PUBLIC TRANSPORT – BUSES

There is regular free transport on buses between Campus West and Campus East, so if you don’t want to walk or cycle, hop on a bus.

There are regular services to take you into and back from the City, many of which will stop at York railway station en route.

The University works with approved bus service providers to negotiate student discounts on tickets and annual passes that last 12 months from date of purchase.

The night service

If you’re working late at the Library during the exam period or partying late at a club night, our Clubbers’ Bus and Study Shuttle will help you to get back home.

york.ac.uk/students/getting-around/public-transport

TAXI

The University’s preferred service is Streamline. They offer student discounts and have dedicated parking bays around campus, so you can call a taxi quickly.

+44 (0)1904 656565
STUDENT VOICES

This handbook is full of information to help you make the best start to your time at York. We hope that it helps you to understand how everything works. However, to find out what life at University is actually like, it is probably best to have a look at what your fellow students have to say. To find out more about what might be in store for you during your time at York, and see a whole load of tips and tricks to help you make the most of your time, have a look at our student-run blog.

blogs.york.ac.uk/student-voices
Follow the hashtag #UoYFreshers and tell us why you #LoveYork