WELCOME TO YORK
UNIVERSITY HANDBOOK
2021/22
for undergraduate students
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 studies.

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

Disclaimer

We have tried to ensure that the information contained in this document is accurate as of July 2021. Please check our website for any changes to this information.
Welcome to the University of York – we are delighted that you have chosen to study with us, and we look forward to sharing this journey with you.

Your programme of study reflects York’s unique approach to teaching and learning, and has been designed to challenge and inspire you, as well as providing you with opportunities to develop a wide range of skills and prepare you for your future careers.

You will be taught by world leaders in their field of expertise who are tackling global and societal challenges, and they will share with you their groundbreaking discoveries.

Your experiences at York will go beyond your academic studies as you choose from the many activities on offer, and engage with communities both on campus as well as in the historic city.

Our sports clubs, societies, colleges and Students’ Unions’ activities provide many different opportunities to get involved, and enable you to develop new skills, make new friends, and create lasting memories.

Through this integrated student experience we will support each of you to fulfil your potential and to help you succeed in whatever future you decide on.

Good luck.

**Tracy Lightfoot**
Pro-Vice Chancellor for Teaching, Learning and Students
Together York

A community built on values.

As a student, you join this community to pursue your academic interests and develop as an individual. At York, you will be challenged intellectually, encouraged to consider your place in society, and supported to achieve and to thrive. We want to empower you to think deeply, to explore ideas and experiences adventurously, and to use your time to become the best person you can be.

Together York has been developed collaboratively by students and staff to be a living document that describes the foundations and aspirations of our community. It articulates our values, priorities and expectations, and invites all members of the community to join together in upholding and developing them.

Each community statement explains what we (students, staff and the University) do together, what you can expect from the University, and what the University expects of its students.

For the full statements visit york.ac.uk/togetheryork

A COMMUNITY OF SCHOLARSHIP

We are a community of scholarship, where independent critical thinkers explore their area of study with passion and diligence.

Together:
- we engage in the pursuit of knowledge
- we are inquisitive and open-minded, respecting evidence and argument.

A COMMUNITY OF RESPECT

The University of York is a community built on respect, fairness and compassion. We hold each other to these expectations and call out inappropriate behaviour. Speak out, step up. Be part of the solution, not the problem.

Together:
- we act according to our shared values of respect, fairness and compassion, and hold each other to these expectations
- we debate our differences, relying on reason to examine values and tackle hard questions with respect and sensitivity
- we challenge injustice, unfairness, disrespect and abuse, both within and beyond the University.

A COMMUNITY OF PURPOSE

We are a community that cultivates personal growth and supports each student in developing a vision for their future.

Together:
- we maintain a welcoming environment, where people of all backgrounds and identities can feel at home and can explore and develop their values, motivations and aspirations
- we maintain activities and opportunities that prepare students for fulfilling lives and ready to make a positive contribution to society
- we make a positive contribution to York, the region and beyond.

For more information about Together York including what you can expect from the University and what the University expects of you, visit the Together York web pages.

york.ac.uk/togetheryork
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. You can enrol online before arriving on campus. Check and make a note of your enrolment deadline.

Before arriving at the University, all students need to upload evidence of their right to study in the UK on e:Vision. You may also have to present this evidence in person for verification so it is important to bring it with you.

[enrol@york.ac.uk](mailto:enrol@york.ac.uk)  
+44 (0)1904 322136  

**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 a council tax exemption certificate.

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.

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

**REGISTER TO VOTE**
If you are a British, Irish or Commonwealth student, you are eligible to vote in UK elections. You can register with both your home address and your York address.

[Gov.uk/register-to-vote](http://gov.uk/register-to-vote)

**CHECK TERM DATES**
The undergraduate 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

[2021/22](#)

<table>
<thead>
<tr>
<th>Term</th>
<th>Dates</th>
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<tbody>
<tr>
<td>Autumn</td>
<td>27 September 2021 to 3 December 2021</td>
</tr>
<tr>
<td>Spring</td>
<td>10 January 2022 to 18 March 2022</td>
</tr>
<tr>
<td>Summer</td>
<td>19 April 2022 to 24 June 2022</td>
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**STUDENT VISA REGISTRATION**
We hold Student Visa Registration events at the beginning of each academic year. Please bring all documentation with you including visas, Biometric Residence Permit (BRP) and passport. We also need to check the qualification certificate or transcript (with certified English translations as applicable) that you submitted as evidence when applying for your Confirmation of Acceptance for Studies (CAS).

If you arrive at another point in the year please present these at the Student Hub in Market Square.

[york.ac.uk/students/studying/student-visa](http://york.ac.uk/students/studying/student-visa)

**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 on your official UKVI letter which was emailed to you to confirm your successful receipt of the Student Visa. You must register online. The Student Hub in Market Square can help you with this process.

[york.ac.uk/police-registration](http://york.ac.uk/police-registration)

**PEOPLE WHO CAN HELP**

**Enrolment queries**
[enrol@york.ac.uk](mailto:enrol@york.ac.uk)  
+44 (0)1904 322136  

**International student support**
[international-support@york.ac.uk](mailto:international-support@york.ac.uk)  
[york.ac.uk/internationalsupport](http://york.ac.uk/internationalsupport)  
+44 (0)1904 324140
Useful contacts

General

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

- **Campus map and room finder**
  york.ac.uk/maps

- **Careers and Placements**
  york.ac.uk/careers

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

- **Department contacts**
  york.ac.uk/about/departments/academic

- **Enrolment queries**
  enrol@york.ac.uk
  +44 (0)1904 322136
  york.ac.uk/students/studying/enrolment

- **Health centre**
  unityhealth.info
  +44 (0)1904 754900

- **Student Records**
  student-records@york.ac.uk

- **Travel, transport and parking**
  york.ac.uk/students/travel

- **University of York Students’ Union (YUSU)**
  yusu.org
  +44 (0)1904 323724

- **Your IT account or IT queries**
  itsupport@york.ac.uk
  +44 (0)1904 323838
  york.ac.uk/it-services
  @uoyitservices

Support

- **Disability**
  york.ac.uk/disability
  disabilityservices@york.ac.uk
  +44 (0)1904 324785

- **Health and wellbeing advice**
  york.ac.uk/students/health

- **International and Immigration**
  york.ac.uk/internationalsupport
  +44 (0)1904 324140

- **NHS non-emergency** 111

- **Nightline – YUSU confidential helpline for students**
  yorknightline.org.uk
  +44 (0)1904 323735

- **Police non-emergency** 101

- **Student finance**
  york.ac.uk/students/finance

- **Student Hub**
  york.ac.uk/student-hub
  student-hub@york.ac.uk
  +44 (0)1904 324140

- **YUSU Advice and Support Centre**
  asc@yusu.org
  +44 (0)1904 323724

EMERGENCIES

- **On-campus**
  +44 (0)1904 323333

- **Off-campus 999**
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

Reporting room faults

york.ac.uk/fix-my-room

SAFEZONE APP

Download the Safezone App. It gives you quick access to key services: emergency calls, first aid, campus maps and general help desk.

york.ac.uk/safezone

DOWNLOAD THE MYUoY APP

MyUoY is our app designed by students, for students. View your timetable for each day and add campus events you’re interested in to personalise your schedule. See our MyUoY app guide for more information.

york.ac.uk/students/news/2020/uoy-app

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.

facebook /universityofyork

@uniofyork

Official University of York students 2021/22 facebook group

facebook.com/groups/uniofyorkfreshers2021

YUSU

facebook /yorkunisu

@yorkunisu

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

@duckoftheday

facebook /duckoftheday

Find more University of York social media contacts at 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

Turnitin is a text-matching software designed to help students integrate material into assignments correctly. All students can access and use Turnitin themselves if they have completed the compulsory Turnitin training workshop and related tests. The workshop and tests are accessible online in your VLE module list. Alternatively, you can complete the Turnitin workshop with the help of a tutor by signing-up to attend one of the weekly open workshops offered via the VLE.

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

york.ac.uk/study-skills
Academic Progress

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 student pages of the website.

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.

Students’ Union
If you want to make an appeal or a complaint, YUSU can help you.

YUSU Advice and Support Centre (ASC)
The ASC provides independent and confidential advice and guidance.
asc@yusu.org
+44 (0) 1904 323724
yusu.org/advice-support

APPEALS

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).

york.ac.uk/students/help/appeals
Study

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.

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 and Student Visa holders should meet with their supervisor twice 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.

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
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 reps recruited and supported by YUSU.

ACADEMIC REPS

Academic reps are students who are the voice of their cohort within the University. They are a part of YUSU and 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. You find out who your representatives are by visiting the YUSU website.

yusu.org/your-voice/academic-reps

COURSE REPS

There are over 400 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 28 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 NETWORKS AND PART-TIME OFFICERS

YUSU supports many networks and they are led by part-time officers who represent the views of these students to the University. Groups include:

- care leavers
- BAME students
- LGBTQ students
- working class students
- disabled students
- women and Non-binary students
- mature students
- international students
- students with children
- students with caring responsibilities
- students with Asperger syndrome or autistic spectrum disorder.

yusu.org/your-voice/officers/part-time

FIND OUT MORE

Find out more about YUSU Academic Reps including what they are, who they are, what they have achieved and how to become one.

yusu.org/your-voice/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 and develop your digital skills for effective reading, note-making, essay writing and problem solving. Consult our skills guides to find tips and interactive resources.
subjectguides.york.ac.uk/skills

DIGITAL SKILLS TRAINING
We offer workshops throughout term time to help you enhance your academic and digital skills. Training includes reference management, critical skills, presentations and digital creativity.
subjectguides.york.ac.uk/skills/training

ACADEMIC SKILLS COMMUNITY
The Academic Skills Community, based in the Harry Fairhurst Building (Library), is open to all students interested in developing their academic skills and language to a high standard. Through online resources, workshops and one-to-one consultations, academic skills staff 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
- developing their maths and statistics skills
- advancing their language skills to higher levels
- integrating sources and data effectively into their writing
- developing a more critical stance and developing academic argument.

For more information see: york.ac.uk/students/studying/skills/community

THE MATHS SKILLS CENTRE
Based on the first floor in the main library (Harry Fairhurst Building), the Maths Skills Centre offers mathematics and statistics guidance and resources for all students. They offer drop-in sessions during term time. Alternatively, you can book an appointment for more in-depth guidance.
york.ac.uk/maths-skills-centre

REFERENCING GUIDES AND 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
Go global with your studies

York has a global perspective and we encourage you to think about adding an 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 (CGP) or through placements organised by your department. You also have the chance to learn another language through either Languages for All or Languages for International Mobility.

CENTRE FOR GLOBAL PROGRAMMES (CGP)

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 two weeks to 12 months in length and funding is available for eligible students.

What’s more, you will be supported in making the most of any CGP opportunities by signing up to free language and cultural courses through Languages for International Mobility (LfIM).

Come along to CGP’s Global Opportunities Fair online on Handshake in the Autumn Term to speak to returning York students, CGP staff, partner universities and more. 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 CGP’s Autumn events.

To find out more about the global programmes on offer, visit york.ac.uk/globalyou

PEOPLE WHO CAN HELP

Writing and Language Skills Centre
writing-language-skills@york.ac.uk
york.ac.uk/wlsc

Maths Skills Centre
math-skills-centre@york.ac.uk
york.ac.uk/maths-skills-centre
@UoYMathsSkills

Centre for Global Programmes
global-programmes@york.ac.uk
+44 (0)1904 323654
york.ac.uk/globalyou

Languages for International Mobility (LfIM)
york.ac.uk/lfim

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

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. There may be a charge for these courses.

york.ac.uk/lfa
The Library

The University Library provides a vast array of high quality online resources, books, and spaces to work. Our staff are here to help, whether that’s in person at the Help Desk or via email, phone, chat, Twitter or Facebook.

You can find out more about where to start on our pages for new students.

york.ac.uk/library/info-for/new-students

LIBRARY SPACES

The main Library building is located on Campus West. You’ll find over 1200 places to work across the three sections of the Library: the Morrell, the Fairhurst and the Burton. These include a variety of quiet and silent areas, IT rooms, and bookable group and individual study rooms. You’ll be able to use our print collections, our audiovisual collections, and access our e-resources via PCs, iMacs and our collection of laptop loans.

In addition to the main buildings on Campus West, there is also library space on the 1st floor of the Piazza Building on Campus East, and you also have access to two other facilities based in the city. The King’s Manor Library is in the city centre, with collections relating to the Departments of History, History of Art and Archaeology. York Minster Library is also open to all members of the University, and will be particularly useful to students whose courses cover medieval literature, history, and art history.

You may need to book a study space in the Library – find out what’s available at york.ac.uk/library/study

PEOPLE WHO CAN HELP

University Library Help Desk

The Library is open long hours, seven days a week. The Help Desk on the Ground Floor is open from 9am until 5pm, and you can send us an email or use the Chat Service, which is also available out-of-hours. Please contact us if you need specific help such as resources in different formats.

lib-enquiry@york.ac.uk
+44 (0)1904 323838
york.ac.uk/library

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

LEARNING RESOURCES

The Library stocks the books you need in either print or ebook format, or both. We’re not just about books though: we provide access to high quality academic information which Google can’t find via our extensive collection of ejournals and databases.

Search our collections via YorSearch, the library catalogue. If all copies are already out on loan, place a reservation in YorSearch so that you get access at the earliest possible opportunity.

yorsearch.york.ac.uk

You can find specialist resources for your subject and information on how to evaluate and manage your sources.

Our online Skills Guides provide videos, slides and interactive tutorials to help you develop your information skills, learn to code, work with data and get creative with digital technologies.

subjectguides.york.ac.uk/skills
UoYTIPS
You'll find loads more tips, from the Library and from your peers, via the hashtag #UoYTips.
bit.ly/uoytips

THE BORTHWICK INSTITUTE FOR ARCHIVES
Few universities have archives with the range and quality of those at the Borthwick – from the medieval to modern periods, from York to Cape Town, and from Shanghai to Washington DC. We have the some of the earliest archbishops' registers in the world, the archives of path-breaking psychiatric hospitals, playwrights’ archives and much more.
borthcat.york.ac.uk

We support teaching across a wide range of departments and provide work experience and skills teaching across archive and archive conservation work, ranging through digital archives, parchment codices, photographic prints and negatives and reel-to-reel tapes. Our blogs and Twitter feed are good ways to discover how you can be involved with one of the country’s leading archives, whether you are interested in research for your dissertation, helping to create online resources, or gaining work experience for your career after you graduate.
york.ac.uk/borthwick

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

TWO-FACTOR AUTHENTICATION (2FA)
Two-factor authentication (2FA) provides an additional layer of security when you log on to IT systems from any device (eg laptop, desktop, phone, tablet). It’s commonly used for online services like banking and helps to protect your personal information. You’ll need to set up 2FA to access some University systems including eVision and remote access (VPN and VDS).
york.ac.uk/it-services/services/duo
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 Google Meet. 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 and scanning service. A range of multifunctional devices (MFDs) are available in open spaces and offices around campus. You are able to use the YPP devices using your University card. You are given print credits every year and you can top up your account online with a debit or credit card.

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/work-off-campus

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

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.

PEOPLE WHO CAN HELP

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

Library & IT Help Desk
9am – 5pm, 7 days a week

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
The Library study spaces are split into zones with signs telling you what kind of atmosphere is expected in each one. Many of the spaces have 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.

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.

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

yusu.org/student-life/clubs-and-socs

Volunteering

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

yusu.org/student-life/volunteering
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’s ‘Give it a Go’ 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.

yusu.org/student-life/clubs-and-socs/york-sport-union
yusu.org/student-life/clubs-and-socs/college-sport
Things to do

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

EVENTS ON CAMPUS

YUSU events
YUSU organises events from Freshers’ Week to the Summer Ball. Look out for RAG and also Roses – the annual sporting competition between York and Lancaster.
yusu.org/events

University events
The University runs a calendar of public events that are free to students. These cover a wide range of subjects and attract well-respected speakers. 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.
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.

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. Check our web pages to find your closest venue.
yusu.org/food-drink
york.ac.uk/eatatyork

SHOPPING ON CAMPUS

Nisa
There are two branches of the Nisa grocery store on campus: Market Square and Kimberlow Hill. Both offer a range of food and drink items, including most of the essentials.

EXPLORING THE CITY OF YORK

York is a beautiful, vibrant and historic city. It attracts millions of tourists each year. 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.

A variety of festivals throughout the year bring colour and vibrancy to the city. There’s always something going on whether it is literature, vikings, food and drink, illuminations, comedy or music. Don’t leave it until your final year to discover the wonders of the city.
 visitsyork.org/7daysinyork
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.

WORKSHOPS

Colleges host workshops throughout the year on various topics to support your studies such as:
- 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

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 offers support throughout your time at university. Second and Third Year Contacts (STYCs) help you move in and look after you during Welcome Week.

Second and Third Year Mentors (STYMs) provide first level support throughout the year.

The College wellbeing team have had recent experience of being students and are available to provide confidential pastoral support, 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.
What does The University of York Students’ Union do for you?

- yusu.org
- @yorkunisu
- 200+ Societies for students to get involved with
- 67+ Sports clubs representing the university each week
- 4 Student club nights in the city centre of York
- 465 student representative roles to elect
- 14 Volunteering projects for students to give something back
- 3,500+ attending our Summer Ball and other major events throughout the year
- 1 Independent and confidential advice service

COLLEGES AND COMMUNITY

COLLEGE CONTACTS

**Alcuin College**
Manager: Cath Dickinson
Administrator: Judith Pink
alcuin@york.ac.uk

**Anne Lister College**
Manager: Sarah Hay
Administrator: Paula Mountain-Agar
lister@york.ac.uk

**Constantine College**
Manager: Jonny Lovell
Administrator: Naomi Robinson
constantine@york.ac.uk

**Derwent College**
Manager: Andrew Kerrigan
Administrator: Chris Unwin
derwent@york.ac.uk

**Goodricke College**
Manager: Auriel Hamilton
Administrator: Helen Goodwill
goodricke@york.ac.uk

**Halifax College**
Manager: Jenny Underhill
Administrators: Larry Healey/Jacqui Fountain
holifax@york.ac.uk

**James College**
Manager: Mike Britland
Administrator: Lenore Klassen
james@york.ac.uk

**Langwith College**
Manager: Jonny Exon
Administrator: Suzanne Dekker
langwith@york.ac.uk

**Vanbrugh College**
Manager: Georgina Heath
Administrator: Kirsty Hanson
vanbrugh@york.ac.uk

**Wentworth Graduate College**
Manager: Claire Anderson
Administrator: Barry Crump
wentworth@york.ac.uk
What does The University of York Students’ Union do for you?

200+ Societies for students to get involved with
67+ Sports clubs representing the university each week
4 Student club nights in the city centre of York
465 student representative roles to elect
14 Volunteering projects for students to give something back
6 On-campus venues run by YUSU
3,500+ attending our Summer Ball and other major events throughout the year
1 Independent and confidential advice service

HERE TO MAKE YOU
#LOVEYORK
Health and wellbeing

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.

**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](http://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. Colleges also deliver a range of wellbeing workshops. 
[york.ac.uk/students/campus-city/colleges](http://york.ac.uk/students/campus-city/colleges)

**STUDENT HUB**
Advisers in the Student Hub can help with many practical matters such as official University letters, immigration, housing, finances and childcare. They also provide targeted support for students from specific groups. 
[york.ac.uk/student-hub](http://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 an impact on their ability to study. 
[york.ac.uk/students/support/disability](http://york.ac.uk/students/support/disability)

**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](http://york.ac.uk/opendoor)

**TOGETHERALL**
All students have access to this 24/7 safe anonymous online space. 
[york.ac.uk/students/health/help/togetherall](http://york.ac.uk/students/health/help/togetherall)

**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](http://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](http://york.ac.uk/students/support/faith/chaplaincy)

**NETWORKS**
There are a number of networks to support specific groups of students including:
- care leavers
- BAME 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](http://york.ac.uk/students/support)

**STUDENT FINANCIAL SUPPORT (SFS)**
The SFS team can help students who run into financial difficulties due to unexpected and unforeseeable circumstances. 
[york.ac.uk/students/finance](http://york.ac.uk/students/finance)
Supporting your career ambitions

At York we encourage you to engage early with your professional development and get involved with activities to build the strengths, skills, leadership qualities and experience desired by employers.

Our employability initiative, York Futures, will help you understand the options that are available to you, and the breadth and range of opportunities make it easy for you to get started.

You’ll build a portfolio of skills and experience by engaging in the activities we offer. We’ll guide you in your journey towards a career that lets you thrive.

**YORK STRENGTHS PROGRAMME**

Starting in your first year, our unique York Strengths programme will help you make sense of what you can offer to employers.

It will help you to understand both what you are good at and enjoy doing, so that you can focus on preparing for a career that will let you shine.

You will then be supported to plan your time at York so that you can build on your strengths, gain a range of experiences, and capture your achievements in the York Award.

Working with graduate employers, York has identified nine qualities that can make the difference between a good and a great graduate employee - these are known as the York Strengths.

During your first year you will be invited to participate in York Strengths Online to help you discover your strengths, identify where to focus your personal development and careers planning, and make the most of your time at university.

[york.ac.uk/york-strengths](http://york.ac.uk/york-strengths)

**SHAPE YOUR FUTURE**

During your time at York you will have many opportunities to gain experience and explore your strengths and skills. Getting involved early can help you get ahead in the recruitment process. It’s also a fun way to get to know yourself, others and a wider community.

**Volunteering**

Our extensive volunteering programmes offer a wide range of experiences – from working in schools to running a community project. Interacting with a cause you care about can provide great experiences whilst building new skills and insights into different career sectors.

We offer a wide range of opportunities every term to volunteer in schools, museums, charities or the environment through placements or bespoke projects targeted to where you can make the most difference.

There are roles and levels of commitment to suit almost every student and timetable.

[york.ac.uk/careers/volunteering](http://york.ac.uk/careers/volunteering)

**Insight days**

Insight days allow students (particularly first years) to visit companies to learn more about them. For the employer it is a great way of connecting with good future candidates for internships and graduate roles.

It offers you an insight into the graduate job market, puts you in touch with employers and may help you secure an internship. Opportunities are listed on Handshake, the Careers and Placements’ vacancy and appointment platform.
Internships

Many employers offer summer internships, which can be a stepping stone to securing a graduate job. Internships provide real life work experience and the opportunity to learn more about yourself and what you like, and are a great way of getting connected and developing your professional network.

Our Student Internship Bureau works with companies in the York area to create paid project-based internships, covering a wide variety of roles and sectors.

[york.ac.uk/careers/internships]

Placement year

A placement year is a structured work experience opportunity that can be integrated into your studies, giving you a substantial amount of work experience that is recognised within your degree title.

This option is available on the majority of undergraduate courses, unless you already have a substantive work experience placement built into your degree.

You would take the placement between your 2nd and 3rd year, extending your time at York by one year. While you are responsible for securing your own placement with an organisation, you are well supported in this process and throughout the duration of your placement.

You will be invited to register your interest in a placement year in the Autumn Term of your second year.

[york.ac.uk/careers/placements]

Enterprise

Whether you have a business idea of your own or want to develop enterprise as a mind-set, we can help you develop the skills you need and provide practical support to start your own business.

[york.ac.uk/careers/enterprise]

Global opportunities

At York we aim to provide every student with an opportunity to gain an international experience, either on campus or by travelling abroad. This can range from a full academic year to a two-week academic and cultural programme.

Enhance your employability, boost your self confidence, develop your language skills and broaden your cultural perspectives.

[york.ac.uk/globalyou]

YORK AWARD

Towards the end of your programme of study, you are encouraged to apply for the York Award, the University’s certificate of personal and professional development.

Gaining the York Award demonstrates that you have taken a proactive approach to your time at university by getting involved in university life and acquiring a range of skills and experiences within and outside your academic studies. It is a great addition to your CV, helping to record and reflect on your experiences and articulate them in a way that will appeal to employers and future study providers. You can start working towards the York Award requirements from your first day at York.

[york.ac.uk/careers/yorkaward]

CAREERS AND PLACEMENTS

The Careers and Placements team offers an impressive variety of activities and services that will help you make the most of your time at York and support you with taking your next steps after university.

With information and advice from our team of experts, you can begin to shape your future.
Websites and information resources
Our web pages provide information to help you with:
- career planning
- getting experience
- developing your skills and strengths
- job hunting
- making applications
- preparing for interviews
- aptitude tests
- global experiences
- further study and funding.
york.ac.uk/careers

Handshake
Our online careers platform allows you to book an appointment with a member of our team, see details of careers events, and view job vacancies and volunteering opportunities.
york.joinhandshake.co.uk/login

Advice and information
If you want to discuss your career ideas, get advice about job hunting or need help finding specific careers information, come and talk to us.

Careers drop-in sessions run every weekday in term-time. These are ideal for getting started with planning your future, researching job sectors and finding work experience opportunities. No need to book – just call in during the drop-in session.

To discuss career options in more depth, and get help with decision making, you can book a careers advice appointment. Our team of Careers Consultants offer impartial advice that takes your individual needs into account.

CV and application reviews provide feedback and help you improve your job and further study applications.

We also provide tools, advice and feedback for making applications, writing CVs and gaining interview practice.

Events
Each term we host a variety of events (on-campus and online) including:
- recruitment fairs
- employer presentations
- Q&A events, giving you the opportunity to meet professionals from different job sectors (many of them York alumni)
- skills sessions to help you develop essential skills for the world of work.

All of our events are listed with full details on Handshake.
york.ac.uk/careers/events

York Profiles and Mentors
We have a rich portfolio of profiles from York graduates, giving an insight into their work and career journey. Many York alumni are also available as mentors to help support and advise you.
york.ac.uk/careers/profiles

RULES AROUND WORKING DURING YOUR STUDIES
If you are interested in working during your studies to earn money in term time, Careers and Placements can offer you help to find a part-time job and can provide information on your legal rights and obligations.

We advise you work no more than 20 hours a week during term-time. Anything over this may interfere with your studies. Be aware that late night working or taking on extra responsibility (such as promotion or extra shifts) can affect your health and wellbeing – impacting on your ability to concentrate fully on your academic work.
york.ac.uk/careers/work

If you are a Student Visa holder you will need to be aware of any working restrictions placed on you by your visa.
york.ac.uk/international-students/work
Accommodation

As well as starting a new programme when you arrive in York, you may also be settling into a new home. It is important to get to know your new surroundings so that you can feel comfortable as soon as possible.

Living in York
If you are living in University campus accommodation you will receive a Resident's Welcome email when you arrive. This will contain links to 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 web pages.
york.ac.uk/students/accommodation

FINDING SOMEWHERE TO LIVE – NEXT YEAR
Towards the end of your first term, you’ll receive information about accommodation for next year. With the option of university accommodation or renting in the private sector, there’s no need to rush into signing a contract.

We recommend you give yourself plenty of time to decide where you want to live and who you want to live with.

If you choose to live off-campus, many private landlords and estate agents require tenants to provide a rent guarantor who will be required to pay rent should the tenant fail to do so. For further information on finding a guarantor visit york.ac.uk/students/accommodation/private-sector/rent-guarantor-scheme

ON CAMPUS
As well as the real benefits of being close to your studies, 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 in the Autumn Term 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.
york.ac.uk/study/accommodation/private-sector

DEALING WITH LANDLORDS
If you are arranging off campus accommodation with a private landlord, the Student Hub offers help and advice on contracts and negotiations.

We also offer help and advice on moving into privately rented accommodation and your rights and responsibilities as tenants.
york.ac.uk/students/accommodation/private-sector/moving-in

LIVING WITH OTHERS
Living with others can sometimes be challenging. For help and advice on coping with flatmates or neighbours see our accommodation web pages.
york.ac.uk/students/accommodation/private-sector/problems
General information

POST AND PARCELS

Receiving
If you live on campus, 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 Piazza mailroom for colleges on Campus East. All residents will receive an email when a parcel has arrived for them including details of the reception where the mail can be collected.

Sending
You’ll find red Royal Mail post boxes on or near campus and a Post Office in Heslington village.

You can also send post, at greatly discounted prices, from the University post room at Dalham Farm, the Piazza mailroom or the Print shop on the upper tier in Market Square. We can post letters and parcels to any destination in the world much more cheaply than Royal Mail.

york.ac.uk/mailroom

PEOPLE WHO CAN HELP

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

Sustainability Engagement
sustainability@york.ac.uk
york.ac.uk/about/sustainability/what-you-can-do
@UoYSustain

RECYCLING ON CAMPUS

The University has great facilities around campus to help you recycle your food and a wide range of general waste types. We have a video and a handy A-Z to show you what you can put in the recycling bins. 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.

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

GET INVOLVED IN SUSTAINABILITY

The University is committed to being sustainable and would like students to be involved either through them adopting more sustainable habits (buy a reusable Yorcup from our catering outlets to reduce disposable cup usage and save money) or by taking part in One Planet Week or our Sustainability programmes. For example, colleges run a Student Switch Off competition to see which college can save the most energy and we train student volunteers to support our Green Impact Programme.

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

Facebook UoYSustainability
Twitter UoYsustain
Looking after your finances

Keeping control of a student budget is often a difficult task. We want to make sure that you don’t have to worry about your finances, and have 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
US students funding their studies through Direct Loans should not sign a direct debit form issued by the University. Fees are paid directly to the University automatically.

BURSARY PAYMENTS
If you receive a York Bursary and live in University accommodation, it will be paid towards those fees. Setting up a direct debit ensures that only the exact amount owed will be taken.

Further information can be found at york.ac.uk/students/finance/bursaries-scholarships

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

Assistance funding
If you find yourself in financial difficulties you may be able to apply for assistance funding or loans to support you through your studies.
york.ac.uk/students/finance/funding

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-hub@york.ac.uk
+44 (0)1904 324140
york.ac.uk/student-hub

Student Financial Support
sfsu@york.ac.uk
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. 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.

Below is a summary of 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 visit the Student Hub 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 web pages.

york.ac.uk/students/help
yusu.org/advice-support

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 web pages.

york.ac.uk/students/accommodation/campus-accommodation/leave-or-change-room/
york.ac.uk/students/accommodation/private-sector/problems/

PEOPLE WHO CAN HELP

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

See support contacts on page 6 of this Handbook.
york.ac.uk/students/help

COMPLAINTS

You can complain about a service you have received as a student within the University.
york.ac.uk/students/help/appeals/student-complaints

YOUR MONEY

If you are having problems or concerns about your finances you can talk to a Student Adviser at the Student Hub in Market Square. Appointments can be made via

york.ac.uk/student-hub

YOUR HEALTH AND WELLBEING

It’s important that you stay happy, healthy and safe during your time at university. Should you fall ill or not feel yourself, there are people and places you can go to for help. Your first point of contact should be the Student Hub 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 web pages.
york.ac.uk/wellbeing

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 healthcare entitlements. Visit the following web pages.
york.ac.uk/internationalsupport
Travel and transport

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. We even have the ‘Bike Doctor’ who comes onto campus regularly to offer you a free bike check.

Please be aware that it is illegal to cycle after dark without lights. It is also illegal to cycle on a pavement unless it is marked as a cycle route. You can be given a £50 on the spot fine for either offence.

Don’t have a bike? It is possible to get free bike hire by joining our Pool Bike Scheme at James, Halifax, Goodricke or Kings Manor.

Bike pumps and bike storage

There are fixed bike pumps at locations across campus and there are numerous secure cycle storage points around campus for your use.

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.

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.

PEOPLE WHO CAN HELP

Travel and transport information
york.ac.uk/about/transport-maps-parking
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.

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

FREE BUS SERVICE ON CAMPUS

You can travel between Campus East and Campus West for free on the frequent bus service.
Rules and responsibilities

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/student-misconduct

HEALTH AND SAFETY SERVICES
We aim to ensure that all students and staff can work in a safe and healthy environment.
york.ac.uk/admin/hsas

SECURITY
Campus Security Officers are on duty 24 hours a day, 365 days a year.

They are the first response for everyone on campus. All officers are first aid trained and part of the Mental Health First Contact network. They provide security advice, facilities management and aid the emergency services on campus.

Emergency contact 01904 32 3333
Non emergency contact 01904 32 4444

DATA PROTECTION
The University collects, uses, stores and shares certain types of personal data, in various formats, about its current and past students in order to fulfil its functions as an education provider and to maintain its lifelong relationship with its alumni community. In doing so, it complies with the UK General Data Protection Regulation and Data Protection Act 2018. For further information on how the University uses your data and the various rights you have, please see:
york.ac.uk/records-management/dp/your-info

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.
Join the Official University of York students 2021/22 Facebook group
facebook.com/groups/uniofyorkfreshers2021

/universityofyork
@UniOfYork

Follow the hashtag #UoYFreshers and tell us why you #LoveYork

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