Welcome to York
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.

Enjoy your time at the University of York.

Tracy Lightfoot
Pro-Vice Chancellor for Teaching, Learning and Students
WELL DONE FOR MAKING IT TO YORK!

We are so excited to welcome you to the York community and look forward to seeing you on our lovely campus. As your Students’ Union, we are here to ensure you get the most out of your time at university. Whether you choose to join any one of our hundreds of societies, sports clubs and campaigning groups, pump it out at Freshers’ or dine in our on-campus venues, we will be here every step of the way till your graduation. We are here to look out for you and to make you feel at home here on our beautiful campus and in our amazing city. Know that your place here is well earned and we are committed to delivering the university experience you dreamed of while sitting your exams.

On behalf of the entire Officer team, we look forward to meeting you very soon!

Pierrick Roger, President of the University of York Students’ Union (YUSU)

TOGETHER YORK

Our Together York community statement articulates our values, priorities and expectations, and invites all members of our community to join together in upholding and developing them.

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

**We are a community of respect**, fairness and compassion. We hold each other to these expectations and call out inappropriate behaviour.

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

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

york.ac.uk/togetheryork

Your Handbook
This handbook is your general introduction to the University of York. Use it as a reference throughout your time at York.
There are tasks to complete in preparation for the start of each academic year.

Enrol
All new and returning students need to enrol at the start of their academic year. This may be 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.

york.ac.uk/students/studying/enrolment

Check your student record on e:Vision
The system that contains your confidential student record and personal details is called e:Vision. Before arriving at the University, all students need to upload evidence of their right to study in the UK on e:Vision. This is also 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. 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 (after you have set up two-factor authentication).

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

Attend a student registration event
We hold student registration events at the beginning of Autumn Term to verify students’ right to study in the UK. Some UK students are selected at random to attend, whereas all Student visa holders must attend. Please bring all documentation with you – for UK students it may be your passport, whereas international students should bring their visa, Biometric Residence Permit (BRP) and passport. For international students, 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).

york.ac.uk/students/studying/student-visa/registration-events
Check term dates

The academic year has three terms. Your contact hours and many of your assessments will happen during these terms. Outside of term time, many of the University’s facilities have different opening hours.

Term dates 2022/23

**Autumn Term:** 26 September 2022 to 2 December 2022  
**Spring Term:** 9 January 2023 to 17 March 2023  
**Summer Term:** 17 April 2023 to 23 June 2023

From September 2023, the University academic year will be split into two semesters and for the majority of courses this will replace our current three term model.

[View Term Dates](york.ac.uk/about/term-dates)

**PEOPLE WHO CAN HELP**

**Enrolment queries**  
student-records@york.ac.uk  
+44 (0)1904 322136

**International student support**  
international-support@york.ac.uk  
+44 (0)1904 324140  
york.ac.uk/internationalsupport
It is important that you understand how your programme works and the standard of work expected.

There are 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 find our approach to academic integrity, referencing and plagiarism very different from that of your home country.

**Your programme**
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.

**Academic integrity**
You must understand and demonstrate academic integrity in your studies and the work you produce. Academic integrity includes values such as honesty, trust, fairness, respect and responsibility. It is compulsory to complete the online Academic Integrity tutorial on the Yorkshare VLE during your first year. Your department may ask that you do it before you submit any significant work or assessments. It covers correct use of referencing and helps you to understand and avoid assessment offences such as plagiarism and collusion.

**Turnitin**
Turnitin is a text-matching software designed to help students integrate material into assignments correctly. You can use Turnitin after you complete the compulsory Turnitin training on the Yorkshare VLE.

**Referencing**
Referencing is a key aspect of academic writing and is used to clearly identify information and ideas that come from source materials. It is essential to acknowledge other people’s ideas in this way so that you can avoid committing plagiarism. There are different referencing styles depending on your subject area. Our online guide to referencing contains advice and examples to help you use your department’s referencing style correctly.

york.ac.uk/integrity
Anything that stops you from continuing your studies in the usual way is called an ‘academic progress issue’. If you experience 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. You can find the Exceptional Circumstances Affecting Assessment claim form online, along with further information on submitting a claim.

[www.york.ac.uk/students/studying/progress/exceptional-circumstances](http://www.york.ac.uk/students/studying/progress/exceptional-circumstances)

**Making changes**

There are many occasions when personal circumstances may make it necessary for you to change aspects of your course. However, the decision to make changes to your course should not be taken lightly and it is essential that you understand the implications that any changes may have. You should discuss any proposed changes with your supervisor.

[www.york.ac.uk/students/studying/manage/plan/taught](http://www.york.ac.uk/students/studying/manage/plan/taught)

**Appeals**

Appeals relate to decisions about your academic progress. You can appeal if you think there was a procedural error in arriving at an academic decision or that there were exceptional circumstances that the examiners didn’t know about. However, you cannot appeal against an academic judgement of your work.

[www.york.ac.uk/students/help/appeals](http://www.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.

**Students’ Union**

If you want to make an appeal or a complaint, the YUSU Advice and Support Centre (ASC) provides independent and confidential advice and guidance.

[asc@yusu.org](mailto:asc@yusu.org)

+44 (0) 1904 323724

[yusu.org/advice-support](http://yusu.org/advice-support)
We provide a range of services and facilities to help you make the most of your studies.

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

In addition to the main buildings on Campus West, there is also library space on the 1st floor of Piazza Building on Campus East, and you also have access to two other facilities based in the city. 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 particularly useful to students whose courses cover medieval literature, history, and art history.

Study spaces
The main Library building is located on Campus West where you’ll find over 1000 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.

Study spaces in the Library are both bookable and non-bookable and are split into zones with signs telling you what kind of atmosphere is expected in each one. Whether you like to work alone in silence or you prefer being with friends and chatting, there will be somewhere to suit you. Many of the spaces have power sockets and network access service sockets.

In addition to the Library, there are various study spaces across campus in colleges and departments. These vary in atmosphere and facilities and can range from quiet study spaces with individual desks to cafés and dining halls.

Learning resources
The Library stocks the books you need in either print or e-book 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 e-journals 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.
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

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 some of the earliest archbishops’ registers in the world, the archives of path-breaking psychiatric hospitals, playwrights’ archives and much more.

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 get involved, 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

PEOPLE WHO CAN HELP

University Library Help Desk

The Library is open seven days a week with extensive opening hours. 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. Find your Academic Liaison Librarian by choosing your department from the list.

subjectguides.york.ac.uk
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/introduction

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. You can also check what devices will connect to our network.

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

Staying secure

Make sure your personal devices, laptops, phones and tablets are updated with patches and are protected against threats such as viruses or malware. Be vigilant for email scams and phishing attacks, if the offer looks too good to be true, it usually is! The University will not ask you for passwords by email or text message, and will not send you urgent messages out of the blue. If in doubt, contact IT Services.

Two-factor authentication (2FA)

Two-factor authentication (2FA) provides an additional layer of security when you log on to IT systems from any device (e.g. 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/security

IT rooms

IT Services provide IT classrooms and study areas across campus. Some are always open to students; others may only be available to students outside teaching hours. Most are open 24 hours a day. Printers are available in or near most IT rooms.

york.ac.uk/it-services/rooms

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

PEOPLE WHO CAN HELP

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

Library & IT Help Desk
lib-enquiry@york.ac.uk
+44 (0)1904 323838
york.ac.uk/library
We will help you to build, develop and perfect your academic skills.

Your supervisor

Your department will allocate you an academic supervisor who is there to offer support and advice throughout your programme of studies. Your department will tell you how often you should meet. They are there to help; meet early in the term and make more appointments as you need to. See our guide to making the most of your supervisor meetings.

[link]
york.ac.uk/students/supervisor

Academic skills community

Our Academic Skills Community, based in the Fairhurst Library, helps students develop their academic and communication skills 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 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.

Maths Skills Centre

The Maths Skills Centre offers mathematics and statistics guidance and resources for all students. They offer drop-in sessions during term time or you can book an appointment for more in-depth guidance.

Writing Centre

The Writing Centre offers academic writing guidance and online resources for all students. They offer face-to-face and online appointments throughout the year.

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 online skills guides to find tips and interactive resources.

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.

[link]
york.ac.uk/academic-skills
Our ambition is to continually enhance your experience at York. 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, the Students’ Union.

**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.

**Course reps**

There are around 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. They are elected in Autumn Term.

**Department reps**

Department reps lead the team of course reps within your department. There are around 30 department reps and they are recruited during late Spring Term.

**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. They are elected in the Spring Term.

**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’s syndrome or autistic spectrum disorder.

yusu.org/your-voice/officers/part-time
Think about adding international experience and skills to your studies. Overseas opportunities are offered through our Global Programmes team 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.

Global Programmes

If you are interested in spending part of your studies abroad, or would like to make the most of your vacations, we offer 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 global opportunities by signing up to free language and cultural courses through Languages for International Mobility (LfIM).

Come along to our Global Opportunities Fair online in Autumn Term to speak to returning York students, staff, partner universities and more. Deadlines for applications often happen in the first year and places are limited in number, so you need to think about this early and attend one of our autumn events.

york.ac.uk/globalyou

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
At York we encourage you to think about your personal and professional development right from the start of your programme. Get involved with activities to build strengths, skills, leadership qualities and experience desired by employers. It’s also a fun way to get to know yourself and others.

**Careers and placements**

Our Careers and Placements team can help you with career planning, getting experience, developing your skills and strengths, job hunting and making applications, preparing for interviews and aptitude tests, as well as providing information about further study and funding.

Careers drop-in sessions run every weekday in term-time or you can book a careers advice appointment to discuss career options in more depth. We also provide tools, advice and feedback for making applications, writing CVs and gaining interview practice.

Each term we host a variety of events, including recruitment fairs, employer presentations and skills sessions. Our insight days allow students to visit companies to learn more about them and the job market, putting you in touch with employers, which may help you secure an internship.

With 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.

**Sign up for Handshake**

Our online careers platform, Handshake, allows you to book an appointment with a member of our team, see details of careers events, and view job vacancies and volunteering opportunities. You’ll get access to Handshake when you begin your studies.

[Handshake website](https://york.ac.uk/careers)

**York Futures**

Not sure where to start? York Futures, our personal and professional development journey, helps you understand the options by providing a term-by-term guide to the range of opportunities you can get involved in. You’ll build a portfolio of skills and experience by engaging in the activities we offer and we’ll guide you in your journey towards a career that lets you thrive.

[York Futures website](https://york.ac.uk/students/york-futures)
SUPPORTING YOUR CAREER AMBITIONS

York Strengths
Our unique York Strengths programme helps you understand both what you are good at and enjoy doing, so that you can focus on preparing for a career that suits you and will let you shine. During your first year you will be invited to participate in York Strengths Online and our award winning in-person Development Days 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. You will then be supported to plan your time at York so that you can build on and develop your strengths, gain a range of experiences, and capture your achievements in the York Award.

York Award
Towards the end of your programme of study, 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.

Volunteering
Our extensive volunteering programmes offer a wide range of experiences, allowing you to build new skills and gain insights into different career sectors. 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. Opportunities to volunteer are offered through Careers and Placements, as well as YUSU and your college.

Internships
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.

Placement Year
A placement year is a structured work experience opportunity that can be integrated into your studies between your 2nd and 3rd year, extending your time at York by one year. It is available on the majority of undergraduate courses, unless you already have a substantive work experience placement built into your degree. Register your interest in a placement year in Autumn Term of your second year.

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.

Working during your studies
We can help you to find a part-time job and can provide information on your legal rights and obligations. View job vacancies on Handshake, our online careers platform.

We advise that you work no more than 20 hours a week during term-time as anything over this may interfere with your studies and affect your health and wellbeing.

If you are a Student visa holder you will need to be aware of any working restrictions placed on you by your visa.
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!

**Your department**

Look out for communications from your department featuring activities and events to get involved in.

**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 student committees.

[link to college website]

**Student Connect**

Student Connect is the easy way to make new friends and expand your uni network! Student Connect matches you with other students from your department or college so that you can make new connections.

[link to student connect website]

**Societies**

Many students at York say that joining societies was 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.

[link to societies website]
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/sport
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
325 Student representative roles to elect
23 Volunteering projects for students to give something back
5 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

yusu.org   @yorkunisu
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 smaller, distinct communities – your home from home whether you live on or off campus. 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, propose your own events.

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.

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.

Music
The College Music Scheme gives access to music facilities and opportunities in your college. Sign-up to get priority invitations to events and activities, such as choirs, workshops and equipment hire. For a small add-on fee, members can access whichever of the college-hosted music facilities suits their needs, from an instrument lending library, to band practice facilities.

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. You’ll also be allocated a Second and Third Year Mentor (STYM), who provides support throughout your first year.

Our colleges have a dedicated team of staff and recent or current students who are on hand to talk, offer support and guidance and point you in the right direction when further expertise is needed. If you are experiencing any difficulties, you can talk to a friendly face.

College Life Coordinators and Advisors provide peer support, particularly on the common issues that students can face. Look out for sessions on topics such as adapting to change, coping with uncertainty, managing presentation anxiety, perfectionism, procrastination, recognising your self worth, and the secrets to successful sleep.
As well as starting a new programme when you arrive in York, you may also be settling into a new home. Get to know your new surroundings so that you can feel comfortable as soon as possible.

**Living on campus**
If you are living in 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.

[link](york.ac.uk/students/accommodation)

**Campus map**
Use our interactive campus map to find rooms and navigate your way around campus.

[link](york.ac.uk/map)

**Post and parcels**
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 discounted prices from the University post room at Dalham Farm, the Piazza mailroom or the Print shop on the upper tier in Market Square.

[link](york.ac.uk/mailroom)

**Living with others**
Moving away to university can be exciting but living with others can sometimes present challenges. We can advise on issues students may experience with flatmates or neighbours.

[link](york.ac.uk/students/accommodation/private-sector/problems)

**Finding somewhere to live next year**
Towards the end of your first term, you’ll receive information about accommodation for next year. There are a limited number of rooms available on campus beyond your first year so we recommend you give yourself plenty of time to decide where you want to live and who you want to live with. There are student flats and houses within easy walking distance of the University.

[link](york.ac.uk/study/accommodation/private-sector)
Help and advice
The Student Hub offers help and advice on contracts and negotiations if you are arranging off campus accommodation with a private landlord. Don’t rush into signing anything before looking at our tenancy agreement checking guide. We also offer help and advice on your rights and responsibilities as tenants.

york.ac.uk/students/accommodation/private-sector/moving-in

Rent guarantor
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. To help students without a UK guarantor, the University has partnered with YourGuarantor who act as a rent guarantor for students living in the private sector.

york.ac.uk/students/accommodation/private-sector/rent-guarantor-scheme

Get involved in sustainability
Sustainability is a key element of our responsibilities and values. We provide opportunities and facilities around campus to help you live more sustainably, from purchasing a YORCUP on campus to help reduce the number of single use coffee cups sent to landfill to checking out our A-Z waste guide for the best ways to reuse, recycle and dispose of unwanted items.

We have British Heart Foundation clothes banks 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.

See our sustainability web pages to find out what you can do, from giving a little extra consideration to how you dispose of your waste, do your shopping or get around campus, to joining societies or initiatives across campus and the local area.

york.ac.uk/about/sustainability/what-you-can-do
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 campus so why not get on your bike? Get free cycle training and free safety products including high-visibility vests or ‘slap and wrap’ arm reflectors from our Travel and Transport team. The Bike Doctor comes onto campus regularly, offering free bike checks.

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.

Don’t have a bike? Get free bike hire by joining our Cycle Pool Scheme. E-scooters and e-bikes are also available to hire.

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.

**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.

**Buses**

You can travel between Campus East and West for free on several routes. Regular services take you into the city from campus in about 20 minutes. Download the First Bus app – you can check timetables and even track your bus. The University works with approved bus service providers to negotiate student discounts on tickets and annual passes.

**Taxi**

The University’s preferred taxi service is Streamline. They offer student discounts and have dedicated parking bays around campus, so you can call a taxi quickly. If you don’t have your fare, you can leave your University card with them and pay the next day when you collect it.

[+44 (0)1904 656565](tel:+44%20(0)1904%20656565)

[york.ac.uk/about/transport-maps-parking](http://york.ac.uk/about/transport-maps-parking)
Events
From Freshers’ Week to the Summer Ball, a wide range of student events are hosted on campus, organised by YUSU, your college, the Student Hub, your department, and more! Many are featured on the student events page or YUSU events page – or download the My UoY app from your app store to get personalised event suggestions. Your department may organise events, often with visiting speakers or partner institutions.

york.ac.uk/students/events
yusu.org/events

The University runs a calendar of open events that cover a wide range of subjects and attract well-respected speakers. A highlight of the year is the York 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

Food and drink
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.

york.ac.uk/study/student-life/food

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 and attracts millions of tourists each year. 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.

visityork.org
We have a wide range of people and services that can help if you run into difficulties.

**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.

**Practical matters**

**Student Hub**
The Student Hub is a first point of contact to help you find any support and advice you may need during your studies. Advisers in the Student Hub can help with many practical matters such as housing advice, financial support and money management, academic progress issues, official University letters, and more.

[www.york.ac.uk/student-hub](http://www.york.ac.uk/student-hub)

**Disability support**
Disability can arrange academic support and adjustments if you have a physical or mental health disability, Specific Learning Difficulty, or long term health condition that has an impact on your ability to study.

[www.york.ac.uk/students/support/disability](http://www.york.ac.uk/students/support/disability)

**Student financial support**
Sometimes you might need extra support if you are having particular difficulty with your finances. You may be able to apply for assistance funding or loans to support you through your studies.

[www.york.ac.uk/students/finance](http://www.york.ac.uk/students/finance)

**International student support**
Our International Student Support team provides immigration advice as well as support for issues many international students can face when living and studying in the UK.

[www.york.ac.uk/students/support/international](http://www.york.ac.uk/students/support/international)

**Student communities**
We have a number of networks to support different groups of students to get the most out of their university experience:

- BAME students
- Care leavers
- Students living at home
- Disabled students
- Estranged students
- First generation students
- Mature students
- Refugees
- Student from military backgrounds
- Students with children
- Students who are carers
- Students who are pregnant

[www.york.ac.uk/student-communities](http://www.york.ac.uk/student-communities)
Health services
All students are advised to register with a doctor as soon as possible after arriving in York. The health centre closest to campus is Unity Health or you can search the NHS website for GP surgeries in the area.

[link]

Wellbeing advice A-Z
Our wellbeing advice A-Z helps to break down the myths of university life, lets you find self-help and guidance, and lets you know that you are not alone.

[link]

Wellbeing support
If you find things difficult, it is important to know that you do not have to struggle alone. There are lots of people ready to listen and help you.

Security
Campus Security staff 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. Contact them through the SafeZone app or telephone +01904 323333 (emergencies) or +44 (0)1904 324444 (non-emergencies).

Report+Support
Report+Support is the University's tool to report student misconduct and to find support both within and outside the University on issues such as bullying and harassment, discrimination, domestic abuse, hate crime, sexual harassment and sexual violence. You can choose to report anonymously.

Colleges
Each college has College Life Coordinators and Advisers to provide confidential pastoral care. They are a team of trained students who live in college and help resolve issues or point you to specialists. Whether you are an on-campus resident or not, your college is ready to listen.

Faith contacts
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.

Togetherall
You can access free online support with Togetherall, an anonymous 24/7 online global community with support from trained professionals.

York 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.

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.

Sexual Violence Liaison Officers
Our Sexual Violence Liaison Officers (SVLO) can work with you one-to-one to talk you through support options and reporting options, both within the University and externally. They will support you through whatever choices are right for you.

[link]
Regulations and discipline

When you enrol, you agree to accept and abide by the University Regulations. You should make sure you are familiar with Regulation 7: Student Discipline, and the associated procedures, which details the sorts of behaviour which are unacceptable in our community and explain our procedure for taking disciplinary action. We aim to maintain a community of respect in which students and staff can study, work and live safely together. We hope that your time at the University will not be affected by problems of misconduct, but you can find all the information you might need on our website.

[Link to student misconduct]

Complaints

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

[Link to student complaints]

Health and safety services

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

[Link to health and safety services]

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. See further information on how the University uses your data and the various rights you have on our website.

[Link to data protection]
### Quick Reference

#### At the start of the year

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

#### Academic life

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

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

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

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

**Academic Skills Community**
- academic-skills-community@york.ac.uk
- york.ac.uk/academic-skills

#### Opportunities

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

**Global Programmes**
- global-programmes@york.ac.uk
- +44 (0)1904 32 3654
- york.ac.uk/students/study-abroad

**Careers and Placements**
- careers@york.ac.uk
- +44 (0)1904 322685
- york.ac.uk/careers

#### Student life

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

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

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

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

**Campus map**
- york.ac.uk/map

**Mailroom**
- york.ac.uk/mailroom

**Sustainability**
- york.ac.uk/sustainability

#### Support and wellbeing

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

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

**International Student Support team**
- +44 (0)1904 324140
- york.ac.uk/internationalsupport

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

**Health and wellbeing help and support contacts**
- york.ac.uk/students/health/help

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**EMERGENCIES**
- Security +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

Things to know this week
Your weekly term-time digest of key things happening each week.
york.ac.uk/students/things-to-know

Timetable
york.ac.uk/viewtimetable

e:Vision
Your student record and requests for official documents.
evision.york.ac.uk

Yorkshare VLE
Most departments use Yorkshare VLE for teaching materials.
vle.york.ac.uk

Library catalogue
yorsearch.york.ac.uk

Report room faults
york.ac.uk/fix-my-room

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 our social media channels.

@/uniofyork
/universityofyork
/uni@uniofyork

Official University of York undergraduate students 2022/23 facebook group
facebook.com/groups/uoyfreshers22

YUSU
@/yorkunisu
/yorkunisu
/@yorkunisu

Find more University of York social media contacts at:
york.ac.uk/social

Apps

SafeZone app
Download the Safezone App to get quick access to key services: emergency calls, first aid, campus maps and general help desk.

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.