

## Getting started at City

We know that as new students we had so many questions about everything from finance to finding our course timetables. We have compiled this list of FAQs to give you a head start and help you settle in especially during uncertain times.

### Study:

- **When and where will I find my timetable?**

You can find your induction timetables on the new student web page [here](#) and access your course timetable on the [online timetabling service](#).

- **What study equipment will I need?**

To help you study online, the University have put together a checklist of things you'll need, from a laptop to downloading the free Microsoft Office programmes.

There may also be additional things you'll need for your course - check your programme handbooks for course specific information.

If you need calculators during your studies, you can use any model for personal use but during exams only some models will be allowed. Find the full list [here](#).

- **Will the Library be open?**

You can find the Library opening times and more information [here](#).

- **I won't be on campus, how can I access books and resources?**

You can still have access to your academic material through the [Library website](#). There are plenty of books, research papers, journals, websites and special archives.

- **What are the term dates for the academic year?**

Term dates are available on the [City, University of London website](#). Remember to check with your course admin for any programme specific dates!

### Health:

- **I'm an International Student, can I use NHS services?**

The following NHS treatments are free for everyone:

- Some emergency treatment
- Family planning services
- Diagnosis and treatment of certain communicable diseases
- Compulsory psychiatric treatment.

To qualify for other NHS treatments, you will need to have a valid Tier 4 visa and be enrolled on a course lasting six months or more. If your course is less than six months, your course will need to be 35% funded by the British Government – you will need evidence to support this.

- **Do I need to be registered with a doctor?**

You should register with a GP near where you live as soon as possible. For European students there are no additional fees register. Find more about the process [here](#).

#### **Accommodation:**

- **When will I find out where I'm living?**

You will be informed about where you will be living and when your housing contract starts from mid-August to early September.

- **Do students have a curfew for when they should be back in the halls?**

There is no curfew for students, but please do continue to check your emails for communications from your halls, as rules may change in line with UK Government guidance.

- **Where can I get help for finding non-university accommodation?**

Visit the [Accommodation team's webpage](#) for helpful guidance on finding private accommodation and information on how to get in touch with the team.

#### **Social:**

- **Can I make friends if I am studying from home?**

Yes, you still can! The best way is to [join our societies](#) because they will host virtual events through platforms such as Zoom. This will let you connect with other fellow students that share similar interests as you! You can also find lots of online activities on the [ExperienceCity website](#).

- **How many societies can I join and how?**

Whether it is Sport, Politics or Drama you're interested in, there are plenty to choose from. You can join as many societies as you like by signing up on the [Students' Unions website](#).

- **How can I find someone who can help me settle into university life?**

Sign up for a CityBuddy – the team is made up of friendly students who can share their experiences and help you settle in. You can apply for a CityBuddy mentor and find out more [here](#).

- **How do I find out about Freshers'/Welcome Week events?**

Have a look at the Welcome Week web pages and head to the [Students' Union Website](#) and CULSU on social media to keep up to date.

#### **Finance:**

- **What happens if my student loan isn't in my bank account by the time I start university?**

Don't worry, if your loan isn't in your bank account by the time you arrive at City. Once you have completed both your online and in-person registration, the [Student Loan Company \(SLC\)](#) will be notified. You should receive your loan within three to four days of the University confirming your registration with SLC.

If your loan is delayed and you can't get by financially while you are waiting for it, get in touch with the Finance Team at the Student Centre. They are a specialist team who can offer personalised confidential advice.

- **Where can I find out about getting a part time job?**

There are lots of opportunities to work while you study, both on and off campus. To browse vacancies, log into the [Careers Hub](#) using your City credentials, and sign up with [Unitemps](#), our on-campus agency who can help you find part time work while you study.

- **Can I work as an international student?**

Tier 4 students who are studying full time can only work on a temporary basis for a maximum of 20 hours per week during term time. If you are a part-time student holding a Tier 4 visa you don't cannot undertake any type of work. Find out about the requirements [here](#).

- **Can I get some help with budgeting and managing my money?**

The Student Funding team, based in the Student Centre, offer advice about managing your budget and how to make your money go further. [Book an appointment and find out more on their web page](#).

### **Support and Wellbeing:**

- **Where do I go if I want to discuss personal difficulties with someone?**

University can be challenging sometimes, but there are plenty of people who are here to help if you're having a difficult time.

o The Student Counselling and Mental Health teams are on hand to offer practical and confidential support. Find out about the teams and contact them here for helpful advice and information.

o You will also be assigned a personal tutor for each year of your studies. This will be a member of teaching staff on your course who will be able to help with personal and course related queries. Your tutor will make contact with you at the start of term.

o The City community is very diverse and made up of students of all faiths. The Chaplaincy and Faith Advisory team is here to provide support to all students, regardless of whether they have a faith. Find out more on the Student Hub [here](#).

- **Is there any support for dyslexia and neurodiversity?**

Yes, if you have dyslexia or another learning difference, you can contact [neurodiversity@city.ac.uk](mailto:neurodiversity@city.ac.uk). The team are based next to the Student Centre on Monday to Wednesday 9am-5pm, Thursday 10.30am-5pm and Friday 9am-5pm.

- **Where can I find academic support and study tips?**

Whether you are returning to studying after a break and would like advice or you have just finished your A-Levels and are wondering how you can develop your skills; [Academic Learning Support](#) can help. They offer online study guides and one to one support. There is also course specific advice on Moodle.

**Travel:**

- **Can I get a discounted Oyster card for my travel?**

Yes – as a student, you're eligible for a discounted Oyster card. If you are still 18 years old in August, you can use a 16+ Oyster card for the first year of University. If you are 18 or over (and are in full time education in London), you can use the 18+ Oyster. Find out more on the TfL website, or visit the Student Centre for further information.

- **I'm over 25 but studying full time, am I eligible for a 16-25 Railcard?**

Good news –if you are studying for 15 hours or more per week, for at least 20 weeks of the year, yes you are! Head to the [16-25 Railcard Website](#) for more information.

**Security:**

- **Do I have to carry my ID everywhere around the university with me?**

Yes, you need to carry your ID with you at all times when you are on campus, as many of the buildings require you to swipe your ID before entering.