

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.

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 get some help with budgeting and managing my money?**

The Finance 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](#).

Health:

- **What do I do if I'm unwell on campus?**

We have a Nurse Advisor who is on hand to help you if you feel ill, have an accident or need general health advice on campus. Head to the Student Health Service (opposite Santander) in Drysdale Level 1, and find out more about our health centre [here](#).

- **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.

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.

- **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.

- **Can I have guests stay over?**

Yes, most halls allow guests to stay over for up to two nights per week. You may need to speak to management beforehand and sign them in and out every time they leave.

Security:

- **What do I do if I have lost my ID card?**

Don't worry if you lose your ID card, it's easy to buy a replacement from the Student Centre. If you purchase your replacement card online via the e-store, you will save 30% and pay £7. If you purchase your card in person at the Student Centre it will be £10, which must be paid using cash. If you have been a victim of crime and have had your ID card stolen, a replacement will be provided free of charge on production of a police crime reference number.

- **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.

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?**

It depends on your course. Check your programme handbooks for course specific information. Most of us take notes of some kind during lectures and seminars, some of us prefer using our laptops or iPads, some of us use old fashioned pens and paper. Try both out and see which works best for you.

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

- **When do the libraries open?**

Have a look at the [Library Opening Times page](#) on the City website for up to date library opening hours, including around exam periods, when the libraries usually have extended opening hours.

- **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!

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.

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.

- 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.
- 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.
- The City community is very diverse and made up of student 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. 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.

Social:

- **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 either during Fresher's Fair or 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 Fresher's/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.