Hertford College

Notes for Undergraduate Freshers

2017

The Start of Term
Financial Matters
College Facilities
Welfare Provision

Updated information will be posted on the Freshers pages within the My Hertford section of the College Website:

http://www.hertford.ox.ac.uk/my-hertford/freshers
The Start of Term

Michaelmas Full Term begins on Thursday 5th October 2017 (Thursday of 0th Week), by which date all undergraduates must be in residence. However, Hertford Freshers should arrive on Tuesday 3rd October ready to take part in the meetings and events of Freshers’ Week. If you are coming from overseas and arriving on the Tuesday is impossible, you should contact the Accommodation Manager to discuss accommodation arrangements (accommodation@hertford.ox.ac.uk).

Meetings to Note

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
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</thead>
<tbody>
<tr>
<td>Tuesday 3rd October, 2-4pm</td>
<td>Welcome Tea in the Hall</td>
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<tr>
<td>Wednesday 4th October, 2-3pm; Thursday 5th – Friday 6th October, 2-4pm</td>
<td>Welfare Teas in the JCR</td>
</tr>
<tr>
<td>Tuesday 3rd October, 6pm</td>
<td>Welcome Meeting in the Chapel</td>
</tr>
<tr>
<td>Tuesday 3rd October, 6.45pm</td>
<td>Opportunity to meet tutors (various locations)</td>
</tr>
<tr>
<td>Tuesday 3rd October, 7.15pm</td>
<td>Principal’s Dinner, The Hall</td>
</tr>
<tr>
<td>Wednesday 4th October, 8.30–10.55am</td>
<td>Registration in The Old Library</td>
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<tr>
<td>Wednesday 4th October, 9-11am and 2-5pm</td>
<td>Tours of the College Library (timed by subject group)</td>
</tr>
<tr>
<td>Wednesday 4th October, 11am–noon</td>
<td>College Welfare Meeting in the Baring Room</td>
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<tr>
<td>Wednesday 4th October, 5-6pm</td>
<td>Welfare Meeting with College Doctors and Counselling Service in the Baring Room</td>
</tr>
<tr>
<td>Thursday 5th October, 12-1pm</td>
<td>OUSU Freshers’ Fair (by ticket) in the Exam Schools</td>
</tr>
<tr>
<td>Thursday 5th October, 5pm</td>
<td>Bursary, IT, &amp; Health and Safety talk in the Baring Room</td>
</tr>
<tr>
<td>Saturday 7th October, 9am onwards</td>
<td>Medical Registration at the College Doctors’ Surgery</td>
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<tr>
<td>Saturday 7th October, 9am onwards</td>
<td>Principal’s Welcome Meeting (individual timeslots TBC)</td>
</tr>
<tr>
<td>Saturday 14th October, 8.30am</td>
<td>Matriculation; gather in Hall</td>
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</tbody>
</table>

* This programme is provisional, and may change. Please check the College website when you arrive in Oxford in case of changes. *

Term Dates

The dates of full term for the academic year 2017/2018 will be as follows:

- Michaelmas Term: Thursday 5th October - Saturday 2nd December 2017
- Hilary Term: Thursday 11th January - Saturday 10th March 2018
- Trinity Term: Thursday 19th April - Saturday 16th June 2018

Getting Established

On arriving at the College you will be welcomed by the Freshers’ Committee, shown to your room, and given further instructions about the week.

It is essential that all students new to Oxford attend the Matriculation Ceremony on the morning of Saturday 14th October, in order to become a formal member of the University. The ceremony is a closed event, so guests are not permitted to attend.

'Sub fusc' must be worn – i.e.:

1. One of
   a. Dark suit with dark socks, or
   b. Dark skirt with black tights or stockings, or
   c. Dark trousers with dark socks
2. Dark coat if required
3. Black shoes
4. Plain white collared shirt or blouse
5. White bow tie, black bow tie, black full-length tie, or black ribbon.

Gowns & caps are also worn. Gowns may be obtained from shops in town: Castell & Son (13 Broad Street); Shepherd & Woodward, (109 High Street); or Walters & Co. (10 The Turl). A group photograph will be taken in College after the ceremony.

**Overseas and European Students**
The University holds an Orientation Day for Overseas and European undergraduate students on Monday 2nd October 9am-12.30pm at the Exam Schools; please refer to the Student Gateway website: [www.ox.ac.uk/students/new/orientation](http://www.ox.ac.uk/students/new/orientation) to make a booking. The Orientation Registration Code is OP2017. The deadline to register is Monday 11th September 2017.

Take a look at the Government website: [www.ukvisas.gov.uk](http://www.ukvisas.gov.uk). For immigration purposes, overseas students are required to present their passport and visa/ID card to the College Office for scanning when they collect their university card.

Students with Tier 4 visas will need to collect their biometric residence permit (BRP) cards on arrival. This can be done at the Exam Schools between 10am and 4pm from Tuesday 26th September to Friday 29th September, and again on Monday 2nd October and Tuesday 3rd October, between 10am and 4pm. If you wish to collect your BRP from the Exam Schools you will need to enter a unique code on your visa application, which is 2HE627, and select the ‘Alternative location’ collection option; we encourage you to use this. You should also sign up for an appointment slot to let the Visa and Immigration team know when you intend to collect the visa after you arrive; more information will be put on the [student visa webpages](http://www.ox.ac.uk/students/new/orientation).

Students who arrive much earlier than 29th September or after 3rd October will need to visit the Post Office to collect their BRP card.
Financial Matters

Fees and Charges
Undergraduates are liable for tuition fees charged by the University (and, depending upon students' circumstances, to the College) in advance of their attendance at the university. The college collects these fees from the students on the university's behalf, and you are invited to pay these fees before you arrive. There are also other charges due to the College for accommodation and meals, etc. For some students, there is an additional College fee which varies between £3,021 and £7,350, depending upon the course.

Details of these fees and charges for the academic year 2017/18, along with guidance on the College academic and domestic rules and procedures, are contained in a college booklet entitled Information for Members, which will be available to view on the college website (at http://www.hertford.ox.ac.uk/my-hertford/freshers) from the end of September. Meanwhile, the university website contains detailed information about university fees and available bursaries at http://www.ox.ac.uk/feesandfunding.

If you are a UK or EU student you must complete the Government Student Finance online forms at https://www.gov.uk/student-finance-forms before you arrive. Please do so whether or not you are likely to receive an award towards university fees, or wish to take out a student loan as information contained in these forms is essential to your joining the college and university and will determine whether you are eligible for financial support from the college and university.

You must attend the Registration session for Freshers on Wednesday 4th October (see the list of meetings and events above). At this event you will be expected to:

- pay any outstanding tuition fees;
- produce the SLC statement of financial support (if you haven't already submitted it).

Please note that the release of your maintenance loan from the Student Loans Company (SLC) depends upon the completion of the online university registration process and confirmation by the college of this fact at the registration session.

Other Charges
In addition to fees, undergraduates will be charged by the college for living and other costs. Accommodation costs are around £1,165 per term.

These college charges are known as 'Battels', and are invoiced to students at the beginning of each term. The invoices include a charge for accommodation for the coming term, and the actual cost of meals consumed in the previous term, as well as other small items.

Included in the first set of Battels will be a deposit of £200; this will be refunded upon the completion of your course.

The Battels bills are payable by the end of the third week of the term in which they are raised. There is a fine for late payments.
If you have any questions about finance, please contact the Bursary on 01865 279420 or bursary@hertford.ox.ac.uk. The Bursary can be found in OB2, on the ground floor.

Bank Accounts

Please keep your contact details in Student Self-Service (eVision) up to date, including your personal email address. We will use these details to keep in touch with you. If you wish to pay your Battels and fees by card or cheque, you will need to have a UK bank account. In order to prove your student status, you will need to show a bank:

- the letter offering you a place at the University, or your enrolment certificate (which you can print following your college registration);
- your University identity card (which you will receive at the registration session).

Banks are legally required to request (for overseas students particularly):

- proof of identity (such as passport);
- evidence of your UK address;
- (if appropriate) your overseas home address.

For the last two points, some sort of official documentation is desirable, ideally an up-to-date bank statement.

Useful information regarding opening a bank account in the UK can also be found on the university website: https://www.ox.ac.uk/students/new/arrive?wssl=1

Financial Difficulties

If during your time at Oxford you find yourself with financial problems and have (or expect to have) difficulty meeting College fees and charges, it is advisable that you seek assistance at the earliest opportunity. You can do so by making an appointment to see the Bursar. Alternatively, the Welfare Team (see page 10) are also available to provide advice.
College Facilities

Accommodation
The college is proud of the fact that we can house all Fresher Undergraduates in the main college buildings for their first year. Please note that we may not be able to accommodate students outside of full term and all enquiries about this should be sent to the Accommodation Manager, Charlotte Malins (charlotte.malins@hertford.ox.ac.uk) well in advance of the end of term.

All student residents must read and understand the terms of the Accommodation Licence Agreement, a copy of which will be posted on the college website in August, at http://www.hertford.ox.ac.uk/my-hertford/freshers. You are deemed to have accepted this Licence Agreement by accepting or using keys to your allocated room on arrival at Hertford.

The college provides furniture, electricity and heating, internet access and telephone connection, but not towels, crockery, cooking equipment or bedding. If you do not wish to bring your own bedding (including duvet and pillows), you may purchase a bedding pack via the college website at http://www.hertford.ox.ac.uk/my-hertford/freshers, which will be placed in your room prior to your arrival.

All rooms are single rooms. If residents wish to have guests to stay, they can book a guest room for them, for which there will be a charge. The college views the safety of its residents as paramount, so guests are not permitted to stay in single student rooms unless their presence is notified in advance to the Lodge and to Housekeeping and they stay for no more than three consecutive nights. There will be a fine and a charge for guests who overstay or who stay without prior notification. If an additional mattress and bedding is required for the visitor, there will be a charge of £10 per night.

First arrival at the College
Accommodation at the college in accordance with the standard Licence (see above) will start on Thursday 5th October.

Freshers should arrive on Tuesday 3rd October to participate fully in the welcome events; please note that the Tuesday and Wednesday nights will give rise to an additional accommodation charge at the normal vacation rate (see http://www.hertford.ox.ac.uk/discover-hertford/fees-finance/costs-for-undergraduate-students).

For those wishing to drop off luggage on arrival, please be aware that parking outside the college is very scarce - and quite heavily penalised. 40 minutes only is allowed for unloading - the Lodge can provide you with a temporary permit for this. In an effort to avoid congestion, it would be helpful if students with surnames beginning A-L would arrive between 10am and 2pm, with others arriving between 2pm and 5pm.

Absence from accommodation
If you wish not to reside in college for any reason, you should apply to the Dean (dean@hertford.ox.ac.uk) as soon as possible.
A weekend away is permitted, but if there are special circumstances that mean that you have to be away from college during the week, you will need the permission of your Tutor and the Dean (dean@hertford.ox.ac.uk).

In the event of any absence, you must sign the Exeat Book in the Lodge.

**Accommodation-Things to Note**
- Smoking is not allowed in college buildings, including student rooms and the Old Building (OB) and New Building (NB) Quads.
- There are restrictions on a number of electrical appliances which can be brought into residence; please consult the Information for Members booklet (available on [https://www.hertford.ox.ac.uk/my-hertford/documents-and-policies](https://www.hertford.ox.ac.uk/my-hertford/documents-and-policies)). Appliances over three years old should be PAT-tested: if you have such items, please contact the Maintenance team (maintenance@hertford.ox.ac.uk) to arrange testing.
- Fairy lights, incense sticks, and candles are strictly forbidden in college rooms.
- Cushions and rugs brought from home should be fire-retardant (rating 5*) and require approval from the Domestic Manager (Mrs Karen Smith, karen.smith@hertford.ox.ac.uk).
- Students are not permitted to bring their own bed.
- Blue tack or any other adhesive should not be used in college rooms.
- Television licensing is the responsibility of each individual student, and not the College.
- There is an iron and ironing board in the Laundrette of NB6 Basement.
- There are strict rules about noise around college, detailed in Information for Members (available on [https://www.hertford.ox.ac.uk/my-hertford/documents-and-policies](https://www.hertford.ox.ac.uk/my-hertford/documents-and-policies)).
- Further information is available in Hertford’s Licence to Occupy Residential Premises and Information for Members, both available at [https://www.hertford.ox.ac.uk/my-hertford/documents-and-policies](https://www.hertford.ox.ac.uk/my-hertford/documents-and-policies).

**Insurance Cover: Important!**
The College is introducing a new service this year to provide a basic level of insurance for students’ possessions (including bikes, laptops, phones etc.) as well as some personal cover. This is paid for by the College and included at no additional charge, but has a number of limitations – notably that some high-value items are not covered outside of your room. The insurance is provided through Endsleigh, and you can add extra cover to suit your own needs (or simply check what is included) by visiting their site at [https://www.endsleigh.co.uk/personal/home-insurance/check-your-student-cover/](https://www.endsleigh.co.uk/personal/home-insurance/check-your-student-cover/) and entering the College’s policy number HH1587. Please do make sure your insurance arrangements are sufficient for your needs.

**Meals**
Meals are purchased by swiping your University card (issued to you soon after you arrive in College), and the cost is added to your battels bill the following term. During term, meals are served in Hall at the following times:

<table>
<thead>
<tr>
<th>Time</th>
<th>Day</th>
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<tbody>
<tr>
<td>Breakfast</td>
<td>8.15 - 9am</td>
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<tr>
<td>Brunch</td>
<td>11am - 12.30pm</td>
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<tr>
<td>Lunch</td>
<td>12.00 - 1.30pm</td>
</tr>
<tr>
<td>Dinner</td>
<td>6 - 6.45pm</td>
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<tr>
<td>Formal Hall</td>
<td>7.15pm</td>
</tr>
<tr>
<td>Guest Night</td>
<td>7.15pm</td>
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</tbody>
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Libraries
Hertford students have access to the library 24 hours a day, 7 days a week. The library is arranged across three floors and provides textbooks and journals, study spaces with network points, Wi-Fi and a computer room. Further information about the library is available at http://www.hertford.ox.ac.uk/library and there will be introductory tours during Freshers’ Week. The Librarian is available Monday to Friday, 9-5 and can be found in the library office or contacted by email library@hertford.ox.ac.uk.

The Lodge
The College Lodge is always open and is staffed by the Head Porter, Dave Haxell, and his team of Porters: Derek, Phillip, Angelo, David, John, and Martyn; it is a student’s first port of call when arriving at Hertford, for keys and guidance. From the Lodge students can book punts, music rooms, and sports facilities, register bicycles, get spare keys and it is where post and parcels are delivered.

If you decide to live out, or register with an external doctor, or if your home address changes, let the Lodge know (porters@hertford.ox.ac.uk).

The Lodge staff are all first aiders and can minister to small accidents. Should you be taken ill in your room, call the Lodge (01865 279400) who will be able to call the College Nurse or Doctor.

Religion
Hertford welcomes students of all faiths and none, and is committed to equal opportunities for all. For information about different faith communities in the university, in Oxford and beyond, please see the links provided on the Hertford Chapel website (https://www.hertford.ox.ac.uk/my-hertford/chapel).
The college has an Anglican chapel, located in the OB quad. All members of college are welcome to join in services or events, or to use the chapel as a quiet place for peaceful reflection at any time. The Chaplain, Reverend Mia Smith is available for all members of college, regardless of belief and can be contacted at mia.smith@hertford.ox.ac.uk. Further information about the chapel and its choir is available on the Chapel website.

IT
Hertford College has undergraduate computer rooms in NB quad, the Library, Abingdon House and the Warnock annexe. These computers can be used on a 24-hour basis and have all the appropriate software for your studies and printing needs.

As part of your registration with the University you will receive what is known as a Single Sign On account (SSO). This will be vital for your studies and communications while you are at Oxford. The account includes an email address (your.name@hertford.ox.ac.uk) and gives you access to restricted areas on the Oxford University Network, as well as being required to login to most university online services.

Your account details, and instructions regarding how to activate your SSO account will be sent to your personal email address (as supplied on your admissions application). Once you have completed the activation process you will be able to log into Student Self Service
and complete the remainder of the university registration process, which is essential for your enrolment.

The college has both wired and wireless network access; please read the network regulations information before you arrive at Hertford: [http://www.it.ox.ac.uk/rules](http://www.it.ox.ac.uk/rules)

To find out more about College IT (including printing) visit [https://www.hertford.ox.ac.uk/my-hertford/it-at-hertford](https://www.hertford.ox.ac.uk/my-hertford/it-at-hertford).

**Bicycle Registration**

All students with bicycles are required to register them with the Lodge. You may also borrow the UV marker to mark your property with the same number as your bicycle. The Lodge porters keep a bicycle repair kit and cycle pump for student use. The Lodge stocks front and back lights, flashing armbands, and cycle locks, which are available for purchase. All bicycles are to be placed in cycle racks; any bikes not parked correctly will be removed.

**Student Overseas Storage**

Owing to Hertford’s limited storage facilities, all students other than overseas students, are required to remove all their own property from the premises at the end of term or when vacating their lodgings. Storage facilities are located in HW1 Basement.

A limited amount of out of term storage in college is available for overseas students only, on a first come first served basis (maximum 3 boxes per person; weight limit applies). Overseas students who wish to use the college storage facility should make contact with the Domestic Manager (Mrs Karen Smith, karen.smith@hertford.ox.ac.uk) at the start of term to ascertain availability and the terms and conditions under which storage can be made. If no space is available in college, students can make arrangements, at their own expense, with commercial properties in the Oxford area, e.g.

<table>
<thead>
<tr>
<th>Storage Facility</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Big Yellow Self Storage</td>
<td>01865 332500</td>
<td><a href="http://www.thebigyellow.co.uk">www.thebigyellow.co.uk</a></td>
</tr>
<tr>
<td>AVM Storage</td>
<td>0800 833932</td>
<td><a href="mailto:avm@tesco.net">avm@tesco.net</a></td>
</tr>
<tr>
<td>Barretts</td>
<td>0800 54231899</td>
<td><a href="http://www.barretts-storage.co.uk">www.barretts-storage.co.uk</a></td>
</tr>
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**Electoral Roll**

It is the responsibility of students living in college to register for the Electoral Roll if they so wish and are eligible to vote. EU students may apply for a form to participate if they wish to do so.

To find out more about voting, the following websites may be useful:

[https://www.gov.uk/browse/citizenship/voting](https://www.gov.uk/browse/citizenship/voting)
[https://www.yourvotematters.co.uk/can-i-vote/students](https://www.yourvotematters.co.uk/can-i-vote/students)
Welfare Provision

Medical Facilities
It is a requirement that every student must register with an Oxford doctor. The College Doctors are Dr Chloe Borton, Dr Matt Easdale, and Dr Rachel Allan: you should complete the online medical registration as detailed at http://www.hertford.ox.ac.uk/medical-and-welfare-for-undergraduate-freshers in good time before the start of term. The doctors will meet all Freshers at the College Doctor’s Surgery on the morning of Saturday 7th October. If you have an NHS medical card, please bring it to this meeting. All students are expected to attend this session, but if you are unable to do so, please contact the College Nurse to arrange a meeting.

If you wish to register with a different doctor, their name and address should be given to the College Office (college.office@hertford.ox.ac.uk), the College Nurse (nurse@hertford.ox.ac.uk) and the Lodge (porters@hertford.ox.ac.uk).

NHS dentistry is available at Studental on the Oxford Brookes University campus (http://www.studental.co.uk/). They can also be contacted by phone: 01865 689 997.

There is an additional leaflet for international students regarding healthcare; this is available at http://www.hertford.ox.ac.uk/medical-and-welfare-for-undergraduate-freshers.

The College Nurse, Mrs Alison Nicholls, holds a surgery every weekday from 0th to 9th Week in the medical room in NB1.3, and will visit students in their rooms if they are too unwell to attend surgery. She is able to deal with minor illnesses and will provide confidential advice and/or referral on health matters, vaccination or welfare problems. The Nurse’s hours are displayed on the Hertford College web pages. She can be emailed (nurse@hertford.ox.ac.uk or alison.nicholls@hertford.ox.ac.uk) or telephoned in the college surgery (2)79401.

Welfare and Disability
Mrs Yo Davies is the College Welfare Coordinator. She is available to speak to, in confidence, about any welfare concern. She will listen to any issues and help you to start the process of resolving any problems. She also provides Cognitive Behaviour Therapy to students who think they would benefit from this approach. She supports the Junior Deans, the JCR Welfare Officers and the Peer Supporters. She has regular “Drop In “sessions throughout the week and can also offer individual appointments. She also coordinates support for students with disabilities. This can vary from arranging appropriate accommodation, liaising with the University’s Disability Advisory Service (DAS) or providing necessary adjustments that may be required by any student whether for mental or physical reasons. She liaises closely with the College Nurse, Chaplain and other members of the welfare team. She can be contacted on 01865 279461 or by email: yo.davies@hertford.ox.ac.uk.

The College Welfare Team
The Dean, Professor Alison Woollard; the Welfare Coordinator, Mrs Yo Davies; the Nurse, Mrs Alison Nicholls; the Chaplain, Reverend Mia Smith; and the Registrar, Ms Lynn Featherstone, are responsible for the pastoral care of all the students. The Welfare team
(which also includes the Junior Deans) is here to help make your time in Oxford as happy as possible. Student Welfare Reps and Peer Supporters are also available to help you with any problems (even the really small ones) that you may encounter during your time in Oxford. Further information and contact details are available from https://www.hertford.ox.ac.uk/my-hertford/health-welfare/hertford-welfare-support.

For more information
Look at the Freshers’ area of the Hertford website ‘My Hertford’ pages

The University’s online gateway for new students is a very useful website, giving information for freshers: http://www.ox.ac.uk/students/new/