

WELCOME

First of all, may we take this opportunity to welcome you to the University of Glasgow and to Scotland. Your first few days here will be packed with information from both official and (no less important) unofficial sources. Make use of it all!

In this brief guide, we would like to try to cover some of the important points and facts that will be relevant to your study period at the University of Glasgow. Our doors are always open if you require any further information or advice on any subject whilst here.

We have aimed to make this guide as brief but as comprehensive as possible. Hopefully it will help you to find out with relative ease all you need to know to make your stay here as enjoyable and as memorable as possible. This guide should be used in conjunction with the **International Student Handbook** which is a much more detailed document, and which you should have received in your Orientation pack.

We are so pleased that you have chosen to come and study at the University of Glasgow for the 2018-19 session. We hope that this guide will help you to make Glasgow your 'home away from home', and that your time with us is both academically and personally rewarding.

We look forward to working with all of you throughout your time here.

With best wishes,

The Study Abroad and Exchanges Team

1. Contact Information

WHO DOES WHAT: A QUICK OVERVIEW

Study Abroad & Exchange Office (Level 2, Fraser Building)

- General advice, first point of contact for any/all non-academic questions
- Provides Confirmations of Arrival/Departure, signs other documentation as your institutional coordinator
- Assists with class enrolment on MyCampus during Orientation subject to coordinator requests

Academic Subject Coordinator

(see separate coordinator list)

• Provides all academic advice and course approvals

Student Services

(Level 2, Fraser Building)

- Issues ID cards
- Issues transcripts at the end of your stay
- Council Tax forms

International Student Support Team (Level 2, Fraser Building)

- Orientation programming information
- Visa and immigration advice

The University also has services for Counselling, Psychological and Disability Support. Please do not hesitate to email the Study Abroad & Exchange Team if you feel that access to these services would be helpful for you at any point during your time at Glasgow.

EMERGENCY CONTACT DETAILS

Emergency Services (police, ambulance, fire brigade): 999

Emergency Text Phone number for the hard of hearing/speech impaired: 18000

University Emergency Telephone Number (24 hours): +44 (0)141 330 4444

This is the Security Gatehouse of the University, who will contact relevant staff members in an emergency situation. Contact them **after** contacting **999**.

Emergency situation means any situation in which yours or another's life is at risk. This can include death/ serious injury, muggings or other assaults, major traffic accidents or fire.

Police assistance for a non-emergency situation: 101 Non-emergency situation examples: stolen or damaged property, a minor traffic collision in which no one has been seriously hurt, etc

THE STUDY ABROAD & EXCHANGE TEAM

The Study Abroad & Exchange Team will be available throughout the academic year to meet with you to assist with enrolment, and/or to assist with any issues or questions that arise during your stay here and to sign any documentation (eg Erasmus Learning Agreements) during your stay here.

Booking an Appointment

You must book an appointment to meet with us. Appointments are booked through the online appointment booking system via your MyGlasgow portal. If you are an Erasmus + student (including Erasmus ICM) please select **Incoming Erasmus**; if you are an International (non Erasmus) exchange or study abroad visiting student, please select **Incoming Exchange**.

Appointments are held on Level 2 of the Fraser Building; appointment times are given at Orientation.

Contact Details

Study Abroad and Exchange Office Level 2, Fraser Building

Email

Erasmus+ students (including ICM): rio-erasmus@glasgow.ac.uk International Exchange & Study Abroad (non-erasmus): rio-abroad@glasgow.ac.uk

General Communications – Moodle and University Email address

Moodle is the University of Glasgow's virtual classroom environment. We use Moodle as our primary mode of communicating with all incoming students during the academic year for any updates/information from our office. You will receive information from our office during Orientation about signing up and how to access Moodle for Study Abroad & Exchange updates.

You will also be given a University of Glasgow email address (see the section on Internet and Email.) **Once you are in Glasgow, this is the email address that our office will use when contacting you.**

2. Registration & ID Card Collection

The University of Glasgow's Student Information and Records System is called **MyCampus**. MyCampus covers:

- Application and Admission
- Registration
- Enrolment in Classes, Timetable and Course Information
- Exams
- Grade Results and Transcripts

NB Year of Entry: You are recorded on MyCampus as a first year student. This is because you have never studied at the University of Glasgow before and it is your first year with us. This is for administrative purposes and will not affect the level of class you can take. This status will not be changed.

REGISTRATION

By this point, you should have academically registered as a student at the University of Glasgow after receiving your AAN letter in August. Once this (and in some cases Financial Registration) have been completed, you will be able to collect your student ID card.

Financial Registration

All students are required to complete both Academic and Financial Registration on MyCampus. However if you are an International Exchange student or an Erasmus student, you do not pay tuition fees to the University of Glasgow and therefore should not see any tuition fees on your account during Financial Registration.

If however you are enrolled as a Study Abroad (fee paying) student, you may be asked to confirm how you are paying for your fees. If your home university or another organisation (sponsor) is paying your fees, they will be asked to provide further documentation to confirm this. If you are paying your own tuition fees, you will be asked during Financial Registration to confirm how you will pay your fees.

If there are any problems with any of this – please contact the rio-abroad@glasgow.ac.uk mailbox – and one of the team will be able to assist with your query/issue.

ID CARD COLLECTION

You will require your ID card for:

- General identification in the University
- Sitting examinations
- Access to University facilities, including the Library and Sports facilities

In order to collect your ID card, you must be fully registered on MyCampus, as above, and must have uploaded a photograph. Cards cannot be issued if registration has not been completed.

More information on registration and the schedule for collecting your ID card can be found online at: glasgow.ac.uk/services/registry/registration

Please make sure that you review the schedule and go at the appropriate time for your College and surname; this will assist in reducing queues.

STUDENT VISITOR VISA AND TIER 4 VISA CHECK IN

If you are here on a **Student Visitor Visa or a Tier 4 Visa**, you will be required to attend a Student Visa Registration check-in **before** you can collect your Student ID Card and begin your studies.

You will normally be required to bring your passport and other visa documentation with you.

Please see the information and the schedule and location for this online at: glasgow.ac.uk/services/registry/registration

3. Academic Information – Enrolment and Studying

ENROLLING IN CLASSES

Before you arrived - pre enrolment:

- The Study Abroad & Exchange Team requested pre-approval on your behalf for you to take the classes you listed on your application form and/or Learning Agreement.
- You received an email (and for Erasmus students

 a provisionally signed copy of your Learning

 Agreement) with your department's feedback on approved courses or anticipated changes if courses were not running etc.
- The Study Abroad & Exchange Team then began enrolling registered students in advance of your arrival in Glasgow in a course load made up from the subjects that your department(s) here could approve.

Now that you are here – making course changes:

Depending upon which courses have been approved for you and the courses you are presently enrolled on, you may need to either add or drop courses to make up a full-time course load. You may also wish to make academic changes depending upon course availability and your own preference.

Dropping Courses: You should be able to do this yourself through MyCampus.

Adding Courses: All new courses that you wish to take must be approved by the departments here. Without approval, you may be dropped from the course.

STEP ONE – Approval: Contact the academic subject coordinators (the responsible person) for any courses that you are interested in adding. For example, if you wish to add a Geography course, then you must contact the Geography subject coordinator to request admittance to their course. If you wish to then add a Scottish Literature course, then you must also contact the Scottish Literature coordinator. Our academic coordinators cannot approve courses from other subjects.

Coordinators should be able to approve via email. In the event that they cannot approve a course for you, they will normally be able to recommend a good alternative course for you.

A list of the academic subject coordinators and their email addresses will be handed out separately during Orientation. If you need to visit them in person, then their office addresses can be found if you view their profile on our Staff Pages: glasgow.ac.uk/stafflist. The best way to search for them will be by entering their surname.

Please note: some departments may also ask you to attend an enrolment meeting – details of which will be included on the handout.

STEP TWO – Enrolment: Once your new courses have been approved by your subject coordinator(s), you can be enrolled. For courses which are above Level 1, you will normally not be able to enrol yourself. Therefore the Study Abroad & Exchange team will enrol you into these new classes, on receipt of the confirmation email from the subject coordinator. So please forward the subject coordinators' email to either:

Rio-erasmus@glasgow.ac.uk if you are an Erasmus + student

Rio-abroad@glasgow.ac.uk if you are an International Exchange or Study Abroad student.

Please Note: even though you cannot enrol yourself in classes, you can add courses to a virtual timetable via MyChoices. This will allow you to work out the most suitable times for your chosen classes, and put together a virtual timetable. It will also allow you to see the locations where the classes are being held.

STUDYING AT GLASGOW

Credit Load

All students must take a full-time course load at Glasgow: 60 Glasgow credits (30 ECTS) for the semester or 120 Glasgow credits (60 ECTS) for the full academic year.

Timetable

Your timetable should be displayed on MyCampus. This will tell you when and where lectures and tutorials are held. You may find that class locations change due to room booking requirements, so we would recommend checking your timetable regularly in case of changes.

Finding rooms

A map of the campus is available online and there is a large Map at the Main Gate which you can consult: glasgow.ac.uk/about/maps. We strongly advise that you find out where you need to go for each subject in advance of the first class. To help you locate your classes, we recommend you download the Roomfinder app - https://frontdoor.spa.gla.ac.uk/spacett/login.m

Communicating with staff

You should use your University of Glasgow email address when communicating by email with staff. Most academic staff have office hours. These are times during the week when the member of staff will be in his or her office and available to meet students who can drop by without appointment.

Using the library

- Your student ID card will be required for entry to the Main Library and also for borrowing books. Note that some books in high demand may be in the Short Loan collection on the ground floor and borrowing of such items may be restricted to 4 hours or 24 hours.
- The library has printing, scanning and photocopying facilities; the Student Representative Council (SRC) in the John McIntyre Building also offers printing and internet services.
- Information about using the library can be found here: glasgow.ac.uk/services/library/ usingthelibrary

Attendance at classes

We expect you to attend all classes. Attendance at tutorials, seminars and exams is compulsory. If you choose not to submit assignments or not sit exams, then credit will be refused. In certain cases, alternate assessment options may be offered to you, however, this will be at the discretion of the course and department.

Absence/illness/extenuating circumstances

If you are ill and have to miss classes as a result, then you should complete an absence certificate on MyCampus. If you are ill for 5 days or more, than you will need to also submit a medical certificate from your doctor. Please note that different procedures apply during the examination diet. You will receive an email from the Clerk of Senate about this prior to the examination diet, and should refer to this email if you are ill during exams.

IMPORTANT: If you experience illness or other circumstances which directly impact upon your ability to successfully complete coursework, then make sure that you directly contact the course teacher or your main subject coordinator to let them know. They will be happy to advise you if you are in difficulties, as there may be options such as coursework submission extensions/alternate assessment that you can request. Contact them before your assignment deadlines have passed – sooner is always better than later in these cases. For further information see: glasgow.ac.uk/myglasgow/senateoffice/policies/studentsupport/absencepolicy

Exams and Resits

Information on exam timetables, marking periods and resit procedures are updated during the academic session at: glasgow.ac.uk/services/registry/exams. Not all classes at Glasgow offer a resit option; your course teacher will be able to advise you as to whether a resit is offered for a particular class.

Student Code of Conduct

We expect a high standard of conduct of students and that students adhere to an appropriate standard of behaviour on and off campus. The student code of conduct can be found here:

glasgow.ac.uk/myglasgow/senateoffice/ studentcodes/students/studentconduct

IMPORTANT ACADEMIC INFORMATION: PLAGIARISM

Plagiarism is when students incorporate material or ideas which are not their own into their academic work, but do not formally and properly reference and acknowledge the sources from which the material came. Plagiarism is an academic offense which is taken seriously, and which carries penalties.

The University of Glasgow does not distinguish between intentional plagiarism (passing someone else's work off as your own) and unintentional plagiarism (not realising that you had to reference general ideas as well as direct quotations etc.)

Please make sure that you read the information from our Student Learning Services at: glasgow.ac.uk/services/sls/plagiarism/whatisplagiarism

This will give you good advice on what is considered to be plagiarism at Glasgow, and how to avoid it.

4. Getting Around: Train, Bus and Bikes

The City of Glasgow has excellent public transport facilities.

The Underground www.spt.co.uk/subway

This is one of the easiest ways to get around Glasgow City Centre and West End areas. Trains run every 7/8 minutes (or 3/4 minutes during peak hours). You can either buy individual travel ticketsor a SmartCard which can be topped up.

The nearest underground stop to the University is on Byres Road and is called Hillhead Underground station.

The Overground www.firstgroup.com/students

One of the largest bus networks in Glasgow is First Glasgow. They have named their coverage of Glasgow and outreaching parts the Overground (as opposed to the Underground). Buses are frequent and serve the whole of the City of Glasgow and outreaching suburbs and towns.

Trains www.scotrail.co.uk

The City Centre has two main train stations – **Queen Street Station** which mainly serves North of Glasgow and Northern Scotland (and has frequent express trains to Edinburgh, every 15 mins) and **Central Station** which serves mainly southern Scotland (and England) and also has a local (takes *ages*) train to Edinburgh.

Information on train routes, timetables and fares can be obtained from either station.

Bikes

Glasgow has over 300km of cycle ways, and there are a number of new and second-hand bike shops in the West End and the City Centre.

The Bike Station (65 Haugh Road) is a good starting point. They sell new and second-hand bikes, and also offer bike repair services and maintenance classes. If you want to buy a bike, get there early in the day; the good bikes go quickly!

Glasgow also participates in the **Next Bike** rental scheme: www.nextbike.co.uk/en/glasgow. The Next Bike site also offers advice and tips for safe cycling routes in Glasgow.



5. Life in Glasgow

ACCOMMODATION

Accommodation Resources

If you are still looking for accommodation:

The Student Representative Council (SRC) here at the University has good resources and advice for how to find accommodation. The SRC are based in the John McIntyre Building next to the Main Gate and can also be reached by email at advice@src.gla.ac.uk

Our accommodation team also run a **Residential Services Database**, and have advice for finding private accommodation:

glasgow.ac.uk/undergraduate/accommodation/ privateaccommodation

Please note that the majority of private accommodation leases in Glasgow are for a minimum of 6 months.

Council Tax

Students living in private accommodation who are attending Glasgow for only one semester may be required to pay Council Tax. Please see information and exemption eligibility information at glasgow.ac.uk/students/sset/counciltax

We normally recommend that in addition to the exemption form, you also provide the Council with a letter from your home university (in English) confirming that a) you are a full-time degree student at that university, and that b) your exchange period at Glasgow forms an integral part of your home degree.

HEALTH

As a student at Glasgow, you will normally be eligible to request treatment through Britain's National Health Service (NHS).

You should register with an NHS GP (general practitioner) doctor and dentist shortly after you arrive in Glasgow.

If you have health difficulties outside of normal office hours, you can also contact NHS 24 on their phone service: 111.

Please see www.nhs24.com/explained/services to find out about this service.

Our International Student Support Team is the main point of contact for queries about registering with a medical practice and other information; please see glasgow.ac.uk/international/support/livinginuk/nhs

BANKS AND MONEY

Opening a Bank Account

Incoming exchange students require various documents to permit them to open a bank account in the UK. You will need to decide which bank you wish to open an account with, and confirm with them what documentation they will require from you.

Our International Student Support Team can offer further advice and information on how to open a bank account in the UK please see glasgow.ac.uk/ international/support/livinginuk/banking

ERASMUS+ICM STUDENTS:

You will need to open a UK bank account in order to receive your Erasmus grant.

INTERNET, EMAIL, PHONE AND MAIL

Internet

You will have access to the internet through University computers and will be given a University of Glasgow email address. Your AAN letter includes instructions on how to log in to the University systems. Computers are available for student use in (among other places), the University Library, the SRC (in the John McIntyre Building) and on Level 2 of the Fraser Building.

Wi-Fi: Instructions on using and setting up w-fi through the University are available in the main library. IT services provide full online instructions: **glasgow.ac.uk/ myglasgow/it/mobile/wifihotspots**

University Email

Your email address will be comprised of your Student ID number, plus the first letter of your last name @student. gla.ac.uk e.g.: 2102345p@student.gla.ac.uk. You can access your emails by logging in with your User ID and password to https://mail.student.gla.ac.uk/. Your University email address will be the main email address that our office and your teachers here will use to contact you, so make sure that you check it regularly.

SHOPPING

Glasgow is renowned for its shops! We are a city of shopaholics.

There are a wide range of shops across the city – the University of Glasgow does not endorse any individual shops or chains. However, the information below will help to give you an idea of where to find food, toiletries, etc. in your first few days.

West End

Located at the western end of University Avenue, Byres Road is the main shopping area for the West End of Glasgow.

Supermarkets

Waitrose on Byres Road is a reasonably-sized supermarket which stocks most of the grocery supplies you would need. **Tesco Metro/Express** is a supermarket chain with small branches on Byres Road and elsewhere; it tends to be cheaper than Waitrose. There is also a Tesco Superstore on Maryhill Road which sells home/kitchen wares as well as groceries. **Sainsbury's** has a similar range and also has small express branches on Byres Road and on Great Western Road. **Marks & Spencer** also has a food outlet on 165-169 Great George Street.

- Boots (on Byres Road and Great Western Road)
 chemist and toiletries
- Roots and Fruits (455-457 Great Western Road)
 Health and organic food shop; includes fruit and vegetables
- Ruthven Lane (off Byres Road) a small maze
 of vintage clothing and antique stores, record and
 comic book shops, restaurants, and dance and
 yoga studios.
- Oxfam Bookshop (on Byres Road) a varied selection of second hand books including academic subject material
- Fopp (on Byres Road and in City Centre) CD/DVD retailer

City Centre

The main shopping streets are: **Argyle Street** (take the Underground to St Enoch Station), **Buchanan Street** (take the Underground to Buchanan Street), and **Sauchiehall Street** (take the Underground to Buchanan Street)

- Argos (Sauchiehall Street) catalogue shop which sells everything under the sun. Electrical/bedding/ jewellery/toys/bikes/furniture
- H&M (St Enoch's Centre and Buchanan Street) clothing
- Primark (Sauchiehall Street & Argyle Street) clothing
- TK Maxx (Sauchiehall Street next to Waterstones) clothing outlet retailer; can also be good for bedding/ towels/homewares
- Marks & Spencer (Sauchiehall Street); John Lewis (Buchanan Street) – department stores

NIGHTLIFE & ENTERTAINMENT

Glasgow is renowned for its wide selection of pubs, restaurants, and concert/cultural venues. It's one of the top cities in the UK for nightlife.

Drinking Age

The legal drinking age in the UK is 18. However there are some pubs and clubs which impose an age restriction of 21 or even older for entry. It's worth checking this out before going out. **Remember to take some ID with you.**

Side Note: Drinking alcohol and going to pubs is very much a part of Scottish (and British) culture, especially amongst students. However, it is still acceptable to go to a pub and **not** drink alcohol. A lot of socialising is done in pubs – but this doesn't mean you have to imbibe the potent stuff!

Smoking

Scotland introduced a no-smoking ban in all enclosed public places in 2006. This is strictly enforced and extends to pubs and nightclubs. Be sure to adhere to the regulations or face a hefty fine.

University of Glasgow Unions

The University itself has two undergraduate student unions which are well known for their student nightlife, the GUU (Glasgow University Union) and the QM (Queen Margaret Union). Both are worth checking out.

As with shops, the University of Glasgow does not endorse any individual venues. However, the information below will help to give you an idea of where to start when you're not studying!

Food and Drink

- Oran Mor , 731 Great Western Road great little pub and concert venue
- Mackintosh at the Willow (217 Sauchiehall Street) experience a Scottish high tea in a unique tearoom designed by revolutionary architect Charles Rennie Mackintosh
- Mother India Café, Argyle Street (opposite the Kelvingrove Museum and Gallery) – A Glasgow institution
- Curlers Rest, 256-260 Byres Road cosy place to have a drink on rainy days
- The Wee Chip/The Ubiquitous Chip, Ashton Lane a fancy restaurant/pub for when family and friends come to visit!

Other Entertainment

- The Grosvenor, Ashton Lane restaurant, pub, cinema and live music
- Glasgow Film Theatre, Rose Street –independent cinema, runs a film festival in February/March
- Sloan's, Argyll Arcade Scottish ceilidh dancing every Friday night in one of the oldest pubs in the city (booking usually required!)
- Glasgow is a UNESCO City of Music as well as being home to the Scottish Opera and the Scottish Ballet – keep an eye on concert listings!

Further Information sources

Glasgow

www.peoplemakeglasgow.com - Great resource for finding out about upcoming events, historical city sights, and top tourist attractions.

Scotland

www.visitscotland.com - The official tourism website for Scotland; they also have an office branch next to the Buchanan Galleries in the city centre.

6. Appendix I – For Erasmus+ Students only

ERASMUS+ DOCUMENTATION

Your home university will have given you instructions and/or templates for the Erasmus+ programme documentation which you have to complete and return to them in order to request your Erasmus grant.

CONFIRMATIONS OF ARRIVAL AND DEPARTURE/ATTENDANCE

The Erasmus Team produces standard Confirmation of Arrival and Departure/Attendance forms for all students.

We no longer sign individual student arrival/departure forms.

How to Collect your Confirmation of Arrival

All Confirmations of Arrival are produced by the Erasmus Team after the Welcome Meeting.

Your form will be available for you to collect from September 10th from the Student Services Desk on Level 2 of the Fraser Building.

Confirmations of Departure/Attendance are *not* produced for students until the **end** of your stay at Glasgow. You will receive a communication from the Erasmus Team with more information on these closer to the end of your stay.

When certifying your start and end dates, please note that as per the regulations of Erasmus+, the University of Glasgow will certify your time with us from the start of our Orientation period to the final date of the exam period. We cannot certify:

- early arrival in order to search for accommodation
- late departure due to holidays/sightseeing, etc
- additional time for exams or assignments submitted after departure/outwith the formal academic session
- extended stay due to repeat examinations

LEARNING AGREEMENTS AND CHANGES TO LEARNING AGREEMENTS

You should have received a provisionally signed copy of your Learning Agreement from the Erasmus Team in August. This was signed for you on the basis of the feedback which the Erasmus Team received from your department(s) here.

Now that you are in Glasgow, if you are making changes to this original courseload, then you should complete the section 'Changes to your Learning Agreement'.

List any courses which you have dropped and any new classes for which you have obtained approval. This should then be signed by a member of staff from the Study Abroad & Exchange Team (the 'responsible person' at Glasgow), by yourself and by your home university.

TOP TIP:

It will be your responsibility to send copies of your Erasmus+ documentation and your final transcript of records to your home university. Make sure that you know whether your home university has any deadlines for returning your documentation to them.

COLLECTING YOUR FORMS

For any Erasmus documents which need an Institutional Coordinator's signature, and/or for any other forms for which you need a signature (such as student finance forms/other confirmations of enrolment for your home university etc.), please put these forms into the black Erasmus drop-box on Level 2 of the Fraser Building.

Your forms will be collected and signed and will be available for you to collect from the Student Services Desk after *three* working days. Bring your ID card to the desk and let the staff know that you are an incoming Erasmus student who is here to collect a document.

TRANSCRIPTS

You will receive a formal transcript of records automatically from Glasgow at the end of your stay in Glasgow. This will happen after your departments have released your marks onto MyCampus.

Transcripts are issued centrally by our Registry Exams Team and are posted directly to students to the permanent home address that you have entered on your MyCampus record.

The Erasmus Team will normally contact you towards the end of your stay with a general timeline for when you can expect to receive your transcript and other relevant information.

ERASMUS+ICM STUDENTS:

We will ask you to come in for a short meeting with our team to check all of your documentation and to go through any specific questions you might have about ICM programming and your grant payment.

