GET AHEAD

INTRODUCTION

Early Start gives you the opportunity to get ahead and settle into your accommodation, familiarise yourself with the campus and meet other staff and students in a quieter environment. Take a look at our Welcome Week guide for more helpful information and guidance.

yorksj.ac.uk/study/welcome-guide

TOP TIP

Check you are ready to begin your studies with us by following these steps:

yorksj.ac.uk/before-you-start
Hello and welcome to York St John University.

In September we welcome students on to the Early Start programme and we are excited to meet you.

This guide has been designed to signpost you to the support services available at York St John University. It will also offer further information and helpful tips to help you settle in to university life.

You can contact us at the email below or follow us on @AS_Success_YSJ to find out more about Autism Success pathway events and opportunities.

E: autismsuccesspathway@yorksj.ac.uk

Hi, I'm Rita O'Loughlin one of the Disability Practitioners here at York St John University. I co-ordinate support for disabled students studying at York St John. I support students with a number of disabilities including Autism, Mental Health, Specific Learning difficulties (e.g. dyslexia), Visual Impairments and Long-term health conditions. I can help you apply for Disabled Students’ Allowance (DSAs) and arrange exam support. I can create Learning Support Plans, these are guides for academic staff on how they can support you with your studies.

You can contact the Disability Support and Inclusion Team to discuss support options at university. Disability Practitioners offer daily appointments. The best way to get in touch is by emailing:

disabilityadvice@yorksj.ac.uk
Stratus has been running since 2012 and is a social group for YSJ students who identify on the Autistic Spectrum. Stratus runs every Thursday at 6pm during term time, usually we meet in the same room every week. It is a chance to meet new people, in addition to keeping in touch with people from Early Start. Stratus is always more than happy to be student led, if you have an idea for an activity why not try it out in Stratus.

Please contact us with your ideas, we will also keep in touch with you for details of upcoming events. Stratus activities have included:

- Ghost Walks
- Movie Nights
- Board Games,
- Superhero Evenings
- Plus online quizzes, cards and activities

E: autismsuccesspathway@yorksj.ac.uk
Blue is registered with Pets As Therapy which is a national charity. It aims to enhance health and wellbeing in the community through the visits of trusted volunteers with their behaviourally assessed animals.

**BLUE AND AUTISM SUCCESS PATHWAY**

Blue will be 4 years old this September, he’s a Whippet. His owner and handler, Linda, is one of the Disability Practitioners at YSJ.

Blue’s 1 to 1 sessions are open to students as part of the Autism Success Pathway. This interaction and activity may facilitate with communication and relaxation. Blue is there to listen, to be played with and stroked or to simply sit there quietly, your time your space.

For information about sessions with Blue, please get in touch with l.bardy@yorksj.ac.uk.
The Wellbeing Team offer support to students for many different reasons including starting University. The Wellbeing Practitioners and Welfare Advisers in the team can help you understand these changes and support you in dealing with the tricky thoughts and feelings that moving into a new place with new people can bring up. They can also be the first place you can ask for help for yourself or others. For details on how to access the service, visit our website or email us.

yorksj.ac.uk/health-and-wellbeing/wellbeing-support

E: wellbeingenquiries@yorksj.ac.uk

In addition to our specialist services, we believe strongly in the positive impact that self-help resources can make. Other external services are available which may be of help to you.

EMOODJI
An app for the ups and downs of university life. Free from the mental health charity MIND.
www.emoodji.co.uk

WOEBOT
An automated robot which helps you to monitor your mood and learn about yourself. Woebot asks you how you are feeling and what is going on in your life through brief daily conversations.
www.woebot.io

NHS
Take a look at the Self Help Leaflets available to you on a variety of topics.
www.web.ntw.nhs.uk/selfhelp

STUDENT MIND
Student Minds is the UK’s student mental health charity. They empower students and members of the University community to develop the knowledge, confidence and skills to look after their own mental health, support others and create change.
www.studentminds.org.uk/resources

YSJ
Access services and support to help you manage your wellbeing.
yorksj.ac.uk/wellbeing

HealthAssured
HealthAssured is our Student Assistance Programme. They can offer mental health support (i.e., Bereavement, relationship advice, mood help, future planning) and practical concerns such as financial, legal, medical, or tax information and housing concerns. They also host a range of self-help materials. More information can be found on our webpage. The HealthAssured helpline is available 24/7:
0800 028 3766

Meet a Wellbeing Practitioner

My name is Sam and I am a member of the Wellbeing team. My aim is to listen very carefully to you to help you find ways to help yourself. It is sometimes easier to talk to someone independent about the troubles you are experiencing. Relationship difficulties, anxiety, low mood, and missing home are some of the issues that students come and talk to me and my colleagues in the Wellbeing Team about. We offer chat appointments by phone or video link and these can be booked via our website or email:

E: wellbeingenquiries@yorksj.ac.uk
Library and Learning Services are based in Fountains Learning Centre.
To find out about our Accessibility Services that are available to students with disabilities or dyslexia visit:
yorksj.ac.uk/students/library/supporting-accessibility
E: support@yorksj.ac.uk

Meet an Academic Liaison Librarian
Hi, my name is Ruth Patterson. I am one of the Academic Liaison Librarians here at York St John. Academic Liaison Librarians are here to help you access the information you need for your assignments. We can also help you with referencing. You may see me, or one of the other Academic Liaison Librarians, in your lectures and seminars but you can also book 1 to 1 tutorials with us:
yorksj.ac.uk/students/library/academic-liaison-librarians

Meet a Study Development Tutor
Hi, my name is Tim and I'm a Study Development Tutor here at YSJ. We offer tutorials, workshops and a range of other support to help you with any aspect of your study, from keeping up with your reading and managing your time more effectively to critical thinking and writing strategies. You can book a tutorial with us through our webpage:
yorksj.ac.uk/students/study-skills/study-development-tutorials
You can email any questions you have for us to: studydevelopment@yorksj.ac.uk

TOP TIP
Check out the Library page for updates and study tips:
yorksj.ac.uk/library
Hi, I'm Helen Varley. Do you wonder how technology might be able to help you with your studies? Do you wish you had a more effective approach to note making, planning, and proofreading? There is a range of assistive technology software available to help support you in your studies and we can train you to use them for everything from mindmapping to verbal dictation. We can also just show you how best to configure your computer to make the most of what it can do and support your needs.

We provide 1 to 1 training sessions, advice by phone or email, and workshops about software available on and off campus.

E: assistivetech@yorksj.ac.uk
@YSJ_AT
yorksj.ac.uk/assistivetech

Meet Assistive Technology Advisors

MOODLE
moodle.yorksj.ac.uk

Moodle is the University's VLE (Virtual Learning Environment). It will contain lots of useful information about your course, including course materials, assignment briefs, deadlines etc.

Meet a Digital Trainer

Hello, my name is Annette Webb and I am one of the Digital Trainers. We are based in Fountains Learning Centre and are here to help you get the best out of the software you will use at York St John University. We can help students with a wide range of university IT systems – for example, laying an essay out correctly with Word or uploading assignments to Moodle.

If you have any problems using IT at York St John, please do contact us by emailing:

digitaltraining@yorksj.ac.uk

You can also visit our Digital resources and support web pages, or book a tutorial via Digital Training 1 to 1 bookings.
CUSTOMER SERVICES

Coming to University is a huge change and can impact your life in many different ways. Once you are here one of the most important things to know is who to go to for information and advice. Our Customer Services team are located at the Information Services Desks in Holgate and in Fountains, and the Information Advisers on duty there are equipped to answer any questions you might have or refer you to a specialist team who can help.

For general assistance or IT assistance E: support@yorksj.ac.uk

CHAPLAINCY

The Chaplaincy is there for all students. You certainly don't have to be 'religious' to see the Chaplains, who will listen without judgement to any concerns you might have, no matter how serious or trivial you might think they are.

It can be exhausting dealing with the noise of campus life, so if you need a bit of time out, you can take advantage of several quiet rooms around the Chaplaincy area, including the Peace Garden, the Quiet Room and the Prayer room adjacent to the Chaplaincy Centre’s entrance hall. In the Quiet Room you can be on your own, have a sleep, listen to music, or do whatever helps you to stay calm and focused. No need to make an appointment. If you need to talk about anything, the Chaplain's office is next door, and you can just ask but there is no pressure for you to talk if you don’t want to.

During Welcome Week, a Quiet Café is offered as an alternative to the Freshers' Fair, where you can enjoy free refreshments in a relaxed atmosphere, with plenty of space.

E: chaplaincy@yorksj.ac.uk

Find out more on our webpage: yorksj.ac.uk/chaplaincy
We can be followed on Facebook, Instagram and Twitter: @ChaplaincyYSJ
QUIET SPACES

We can all need a time-out, familiarise yourself with the quiet areas on campus.
• The Chapel
• Peace Garden
• The Quiet Room
• Second floor of Fountains (The Library) is a quiet floor

yorksj.ac.uk/health-and-wellbeing/religion-and-spirituality/sacred-spaces

FUNDING ADVICE

The Student Funding Advice Team can provide advice and guidance on student finance throughout your student journey. The team can also advise on any funding available from the University.

York St John University has invested in an online financial wellbeing tool called Blackbullion. It can help you prepare for financial reality of university life before landing on campus about starting university, budgeting, saving, increasing your income and so much more. This online tool is designed so that you can learn at your own pace and develop your skills to help make the best financial decisions. You can also prepare a budget by using the online Budget Calculator. You can register online for free at www.blackbullion.com.

E: fundingadvice@yorksj.ac.uk

TOP TIP

If your student finance application has not yet been approved check your online Student Finance account to make sure there is nothing outstanding.
The Careers Team are here to support you throughout your student life cycle. You can continue to access careers support as a YSJ alumni. You can find us at the LaunchPad in Holgate.

What can we help with?

The teams support you in lots of different ways during your time at York St John. We have a team of friendly and helpful advisors who can help to answer questions like 'how can I find a part time job?' to 'Help, I've got no idea what I want to do after I graduate!'.

We offer support to help you find out what your version of success is and offer lots of tools and opportunities to grow your CV by getting involved with volunteering, work experience and placements, how to build your confidence in talking about your skills and achievements and where to look for opportunities.

You’ll meet members of the YSJ Careers Team and Student Opportunities Team in your lectures and you can also book 1 to 1 appointments by coming to see us in LaunchPad or booking online via LaunchPad online.

E: careers@yorksj.ac.uk | @YSJJobsCareers

TOP TIP

Consider embracing new experiences and engaging with a range of opportunities during your time with YSJU – such as securing a part-time job, undertaking some volunteering, or joining a society or sports team. (There’s lots to choose from!) Not only will this allow you to develop some brilliant key skills but will also help you to figure out your likes and dislikes, and could give you some exciting careers ideas to explore further!

TOP TIP

Make sure you sign up for LaunchPad Event Alerts
The International Student Support Team offers support to international students with the transition to living in the UK. We can help you with any questions or problems, provide information about living in York and give you advice on studying in the UK.

E: ISS@yorks.j.ac.uk

Global Campus Programme

This programme of socials, cafes, celebrations and trips is open to both international and UK students. Celebrate our diverse community, explore new cultures and make friends with students from across the globe.

E: globalcampus@yorks.j.ac.uk
Our Widening Participation team offers advice and guidance to students with a variety of different backgrounds and personal circumstances. We’re here to help you engage with the University community and guide you towards success! If you are interested in the work we do, or would like to speak to a member of the team, please get in touch or book a support session. We will always be happy to hear from you.

E: SuccessAndEngagement@yorksj.ac.uk

Anna Deacon
Anna works with care leavers, student carers, estranged students and trans students.

Emily Segaran
Emily works with student parents, mature learners, commuting students and BAME students.
SCHOOL ADMINISTRATORS

The School Administration Unit (SAU) provides a wide variety of support for all Schools and programmes and can be contacted for any related queries.

Find out who your Academic Tutor is and book a tutorial with them. You can look for this information on Moodle or ask your School Administrator.

ACADEMIC STAFF

Most of your contact at university will be with your academic tutors and fellow students. Each course will have a Course Lead, some courses also have Module Leads. Each student will also be allocated an Academic Tutor. This is often an invaluable point of academic and pastoral support during your time at University.
A HUGE welcome to York St John University and an even warmer welcome from all of us at the Students’ Union.

Meet your Presidents

ISABELLA ROBINSON President of SU
AIMEE YEOMAN President of Education
CHRIS SMITH President of Diversity and Wellbeing

PRESIDENT OF STUDENTS’ UNION
Hello! I’m Bella and I am the President of the Students’ Union. I have been elected to represent our students and to ensure that you are having the best experience during your time studying with us. This role sees me as the lead on all things activity wise, such as societies, student groups, and general activities. As well as this, I look after some of the governance for the SU, which involves me chairing the Board of Trustees and being your Student Representative on the university’s Board of Governors.

E: i.robinson@yorksj.ac.uk

PRESIDENT OF EDUCATION
Hi, I’m Aimée and I am the President of Education at York St John Students’ Union. In my role, I work closely with students to ensure that they are receiving the best educational experience possible whilst studying at YSJ, making sure that they are represented, valued and accepted within our academic community.

E: a.yeoman1@yorksj.ac.uk

PRESIDENT OF DIVERSITY AND WELLBEING
My job is to support all students with any issues they may face at university surrounding mental health and wellbeing. I strive to ensure that York St John is a fun, inclusive, representative, and safe environment for all. I run campaigns throughout the year which highlight important events and issues close to communities as well as taking on your feedback to improve your university experience.

E: c.smith4@yorksj.ac.uk

DISABILITIES LIBERATION OFFICER
My role as disabilities liberation officer is to offer student-based advice to any student, as well as work with or hold to account staff or other members of the university when needed. It is a voluntary/elected role, and the best way for students to contact me is at my current email address:

E: matthew.rees@yorksj.ac.uk
**SECURITY**

Security Lodge is located next to the Music Block, opposite Holgate. Security officers are on campus 24 hours a day, 365 days a year.

For emergencies and non-emergencies please ring 01904 876444

E: security@yorksj.ac.uk
T: 01904 876444

**PORTERS**

Porters are based in St Anthony’s House. Our main services are room set ups, key issue, replacement keys and parcels.

They are open:
Monday to Friday | 7.00am to 7.30pm
Saturday | 8.00am to 12.00pm

E: porters@yorksj.ac.uk

**ACCOMMODATION SERVICES**

Accommodation Services can support you with your residential needs throughout your time in Halls of Residence. Every site has a residential support assistant (RSA) who can help with everyday accommodation issues. You can also see the Accommodation Service staff who are based in Holgate.

They are open:
Monday - Thursday | 9.00am to 5.00pm
Friday | 9.00am to 4.30pm
Follow us on Twitter @YSJHalls

E: accommodation@yorksj.ac.uk
T: 01904 876650

**WHERE TO EAT ON CAMPUS**

Whether you want a full meal or a quick coffee, the Catering team have got it covered! Follow us on Instagram @YSJKitchen to find out about special offers and events

**YSJ Kitchen** (Holgate Building)
YSJ Kitchen is the main place to buy food on campus and has something to satisfy all tastebuds from hot breakfast rolls to main meals, sandwiches to home made cake. Not forgetting coffee for £1!

Opening times:
Monday to Friday | 7.30am-5.00pm

**Pizza Neo** (Holgate Building)
Serves freshly made pizzas and the Fork Pasta concept. Be sure to look out for daily specials!

Opening times:
Monday to Friday | 11.30am to 4.30pm (term time only)

**Holgate Coffee Bar** (Holgate Building)
Enjoy delicious barista coffee, grab and go options such as sandwiches and Phat pasties, and for those of you with a sweet tooth, waffles and crepes with a variety of toppings

Opening times:
Monday to Friday | 10.00am to 6.00pm (term time only)

**Fountains Costa Café** (Fountains Learning Centre)
Enjoy the convenience of having a wide variety of hot and cold Costa beverages, right on the doorstep of the library at prices that are much cheaper than the high street! Sandwiches and paninis also available.

Opening times:
Monday to Friday | 8.00am to 6.00pm
Saturday | 8.30am-3.00pm

**Haxby Road Sports Café** (Haxby Road Sports Centre)
Serving delicious Costa Coffee, smoothies and a range of healthy lunch options.

Opening times:
Monday to Friday | 10.00am to 6.00pm
Saturday | 9.00am-2.00pm