

ST HUGH'S COLLEGE, OXFORD

HANDBOOK
FOR STUDENT MEMBERS
2018-19

This handbook contains important information about the College

All students are required to complete the Undergraduate or Graduate Information Form to show that they have read and understood the handbook and understand their obligations to abide by the College's Rules and Bylaws.

You should take the time to read the handbook now, and then keep it so that you can refer to it as necessary.

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Introduction to St Hugh's College:

St Hugh's was founded in 1886 by Elizabeth Wordsworth (1840–1932), the great niece of the poet, William Wordsworth, and daughter of Christopher Wordsworth, Bishop of Lincoln (1868-85). The College was named for St Hugh of Avalon, a twelfth-century Bishop of Lincoln. Elizabeth was a champion of women's education and she intended the College to enable poorer women to gain an Oxford education. St Hugh's admitted its first male undergraduates in its centenary year. The College was born from a determination to make the delight of learning available to all and has a character and tradition all its own. St Hugh's is a community that seeks to combine friendliness and informality with an absolute commitment to the life of the mind.

Decisions about the College are taken by the Governing Body, which consists of the Principal and all Tutorial Fellows, Professorial Fellows and Fellows by Special Election. The College also has a number of committees which discuss different aspects of the College's operations. Student representatives attend meetings of the Governing Body and these committees, except for items which are confidential. The Presidents of the JCR and MCR attend Governing Body meetings for matters of unreserved business, while student representatives also sit on most other College committees. Undergraduates may be members of the Junior Common Room (JCR) and graduates members of the Middle Common Room (MCR). The JCR and MCR Code of Practice may be found in Section 9 of this handbook. Fellows and senior academic and administrative staff are members of the Senior Common Room.

The Main College Officers:

The Principal, The Rt Hon Dame Elish Angiolini DBE QC, is the Head of the College and chairs the majority of College Committees.

The Vice-Principal, Professor Adrian Moore, assists the Principal and chairs the Student Support Committee.

The Bursar, Ms Vicki Stott, is responsible for overseeing financial, domestic and operational matters.

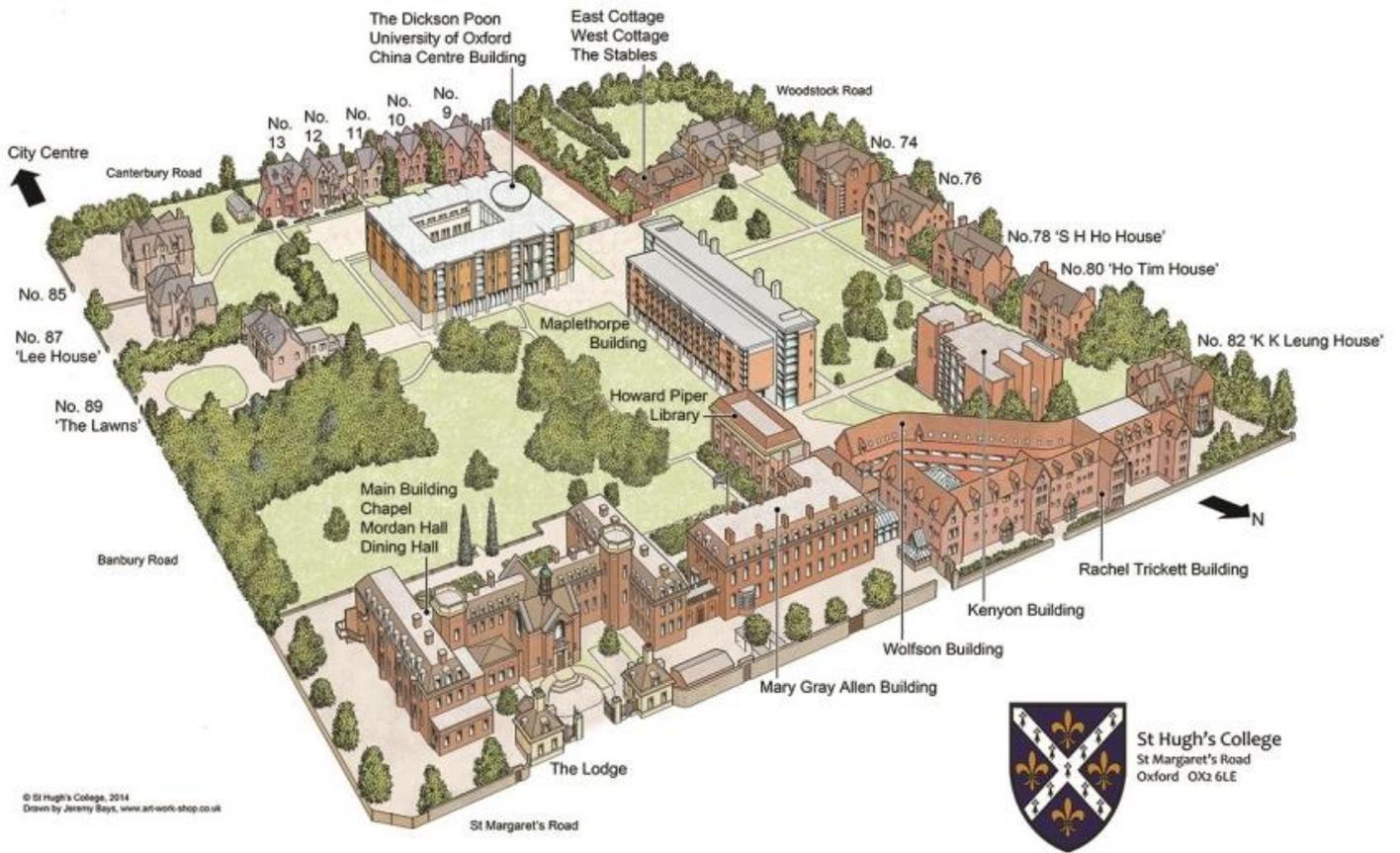
The Senior Tutor, Professor Roy Westbrook, is responsible for overseeing academic matters.

The Dean, Professor Rafael Perera, exercises jurisdiction over disciplinary matters related to community living. He is supported by the Assistant Dean and four Junior Deans.

The Academic Registrar, Miss Thea Crapper, supports the Senior Tutor, and can be consulted on student academic and disability matters; she can be found in the College Office.

Details of other College Officials, including their roles and how to contact them, can be found in the relevant sections of the handbook, and a full list of contact details is available in Section 10. Details of JCR and MCR committee members can be found on the Common Room websites.

If you have any questions, the first place to ask is in the College and Finance Offices, at the end of the Admin Corridor in Main Building. Alternatively, please see the College Porters at the Main Lodge on St Margaret's Road.



Section 1

Academic Matters

As a member of St Hugh's you are part of an academic community, and academic study should be your first priority. Your continued membership of the College depends upon maintaining a satisfactory academic record. This section sets out the College's academic expectations of you and explains the support available for your academic work.

1.1 *College and University Teaching*

Undergraduates have tutorial teaching (which may be held singly, in pairs, or in small groups) and this is usually arranged by your Personal Tutor. Attendance at tutorials is compulsory. Undergraduates who are unable to attend a tutorial (for example, because of illness), should make every effort to contact the tutor concerned in advance. Work for tutorials should always be of the best possible standard and good preparation for tutorials is essential.

In addition to tutorials, all undergraduates attend lectures and classes arranged by the University. Some of these, like tutorials, are compulsory. Others are optional, but undergraduates are strongly encouraged to make the most of all lectures and teaching opportunities arranged by the University.

1.2 *Personal Tutors (for Undergraduates)*

Each undergraduate has a Personal Tutor (normally one of the Fellows or Lecturers in College in the relevant subject) who directs their studies, helps to arrange teaching for them, and is available to offer academic and general advice. Personal tutors will normally see their undergraduates for report readings at the end of term, and may also arrange other meetings from time to time.

Undergraduates will be told the name of their Personal Tutor at the beginning of each academic year, and advised of any subsequent changes. If an undergraduate is unsure who their Personal Tutor is, they should consult the College Office. Students should feel free to consult their Personal Tutor about academic matters, and to approach them about pastoral or financial matters in the first instance. Undergraduates may also choose to approach any Fellow or Lecturer in College in the relevant subject for advice, or to approach the Senior Tutor or Academic Registrar with questions about academic and/or welfare provision in College.

In view of the demands of academic work and examinations, undergraduates are required to obtain the permission of their tutors before standing for election to become an officer of the JCR or of a University Club or Society. They must also consult their tutors before agreeing to a heavy commitment such as taking part in a stage production, or undertaking paid employment both in term time and vacations. Either during or at the end of their course, undergraduates applying for employment or seeking accommodation outside College may be asked to give the names of referees. Anyone wishing to give the name of the Principal, a College tutor, lecturer, etc, must first obtain that individual's permission.

1.3 *Supervisors and Advisors (for Graduate Students)*

Each graduate reading for a higher degree or diploma is allocated a supervisor by the relevant Faculty Board of the University when admitted. The supervisor may be a member of any college.

Each graduate also has a senior member of the College as an Advisor. This is in addition to the supervisor, who is appointed by the University and has direct responsibility for monitoring academic progress. The College Advisor is usually a Fellow of St Hugh's, but may also be another member of the Senior Common Room who is familiar with the subject area. Advisors see the reports written by the supervisor each term.

College Advisors can act as the first port of call about personal or financial problems. Graduates can, for example, discuss eligibility for academic-related grants with the College Advisor before submitting applications or requests to the Senior Tutor. In view of the demands of academic work and examinations, graduates are required to obtain the permission of their College Advisor before standing for election to become an officer of the MCR or of a University Club or Society. If the College Advisor is unavailable for a period (for example, because they are on sabbatical leave), the graduate should contact the Senior Tutor or Academic Registrar.

1.4 Collections and Reports

'Collections' in Oxford take two forms: Prior to the start of every term, most undergraduates sit examinations in College to consolidate their work, practice their exam technique and allow tutors to monitor their progress. Collections are held at 9.30am and 2.30pm on the Friday and Saturday of 0th Week and gowns must be worn. Whether or not a collection has been scheduled, all students must return to College by noon on the Thursday of 0th Week each term.

'Principal's Collections' are the meetings held every year for each undergraduate and the Principal, usually in addition to that undergraduate's tutor. These are formal meetings to discuss and monitor academic progress. Time is allocated each Hilary Term for Graduate Students to request a Principal's Collection. At the time of their collection with the Principal, students can make comments in confidence by responding to the invitation email received from the Principal's PA. Gowns should be worn at Principal's Collections and at any other formal interview with the Principal. You can also contact any of the tutors in your subject, the Senior Tutor, or the Principal at any time if you have concerns or problems.

Undergraduates meet their Personal Tutor regularly to discuss reports submitted on their work by tutors.

1.5 Academic Awards

The College may award undergraduate scholarships and exhibitions to those who perform very well in University examinations and/or in their College work and examinations. These awards are made to reward academic excellence and to encourage students to work at the highest level.

Named College Prizes

Students do not apply for these prizes, but are nominated by their tutors

- The Hurry Prize (£400) To the most distinguished finalist. Recommendations are considered by the Hurry Prize Committee, which meets in Michaelmas Term.
- The Alison Sheppard Prize for Mathematics (£350) For the third year Mathematician with the highest First Class mark. The prize will be open to all joint schools; the prize will be assessed only on the students' mathematical achievements, including Statistics but not Computer Science or Philosophy

- Elizabeth Francis Prize (£500) To a student of French who has shown marked improvement over the second year
- Hilary Haworth Prize (£100) To a student in the second or penultimate year of a Mathematics or Sciences degree
- The Mary Lunt Prize in Practical Biochemistry (£100)
- The John Morris Medical Award (£300) For the top performance in Preclinical Finals
- The Jonathan Boulter Memorial Award (£300) For the top performance at First BM
- The Jones Award (£400) For the top performance in Clinical Finals
- The Lois Vernon Prize (Part IA) (£150) For the best performing St Hugh's Chemist in the second year examination (with the stipulation that it must be a First Class ranking equivalent)
- The Lois Vernon Prize (Practical Work) (£150) For the Chemist scoring the highest practical mark after Part IB
- The Joseph and Nancy Burton FPE Prize (£150) For the student who receives the best Distinction in PPE Prelims
- The Joseph and Nancy Burton FHS Prize (£250) For the student who receives the best First in PPE Finals.

FHS Prizes

All undergraduates awarded a First in the Final Honour School receive a prize of £50 from the College; some of these prizes are associated with a named donor.

Book Prizes

Tutors may nominate a student for book prizes of £50 for truly excellent performance in College Collections or vacation essays, etc. Recommendations are considered by Education Committee.

Scholarships

Scholarships are automatically awarded to students who have obtained a First or Distinction in the First Public Examination or in intermediate (Part I Final, etc) examinations. Scholarships are worth £200 with several nights free vacation residence annually, and are granted from the start of the academic year following the examination.

Exhibitions

Recommendations for exhibitions (worth £150 with several nights free vacation residence annually) may be made by subject tutors in the cases of candidates who, following a year of strong academic performance, were 'near-miss' for First or Distinction in either First Public or intermediate examinations, or who obtained a University Prize in a single paper in such examinations. Recommendations are considered by Education Committee.

The College also administers a number of competitions during the year:

The Avril Gilchrist Brutten Award for Creative Writing (£250)

Categories of writing included in the scope of the award include: poetry; short prose fiction; drama; memoir and life writing; travel writing. Details are advertised at the start of Hilary Term.

The Edith McMorran Verse Translation Prize (£100 and £50)

Entries should be between 12 and 60 lines in length, and will be translations into English of verse writing in French, German, Italian, or Spanish. Submissions

should be made to the appropriate Modern Languages Fellow by 0th Week of Hilary Term.

The Joseph and Nancy Burton Essay Prize (£250)

The Prize is awarded on the basis of an essay, no longer than 10,000 words, submitted by any undergraduate of St Hugh's College in a topic in Philosophy, Politics, or Economics. Essays should be submitted to the appropriate Tutorial Fellow by 2nd Week of Trinity Term.

The Anna Haxworth Prize (£60 pa)

The Prize is awarded for a musical performance of between 10 and 15 minutes on any instrument or voice (excepting the organ) by any student, providing, if need be, their own accompanist. The competition is usually held in Trinity Term and the winner invited to give a recital shortly afterwards.

1.6 *Vacation Work*

Tutors will set vacation work as part of the undergraduate degree course and this must take priority over all other vacation activities.

1.7 *Examinations*

It is each student's responsibility to ensure that they are entered for the correct examinations by the necessary deadlines. Students will receive an email from the University concerning their examination entry, these should be submitted promptly, failure to do so before the deadline will incur a fee. Where a student has no exam options, their entry is automatic.

1.8 *Graduation*

During their final year, students will be invited by email to book their graduation. With a few exceptions, the ceremonies for undergraduates take place in September at the Sheldonian Theatre, with a celebratory event in College after the ceremony. Those who are unable to attend the ceremony must decline their invitation and may apply to attend an alternative ceremony, although they will not be prioritised for other dates. This can be done via the College's website or by contacting the College Office. Graduates on taught courses will also be invited in their final year, and graduate research students receive an invitation to book a ceremony once they have submitted their theses and been given leave to supplicate.

1.9 *Disciplinary Procedures and University Regulations*

Students are encouraged to talk to their tutors and supervisors, and/or to the Senior Tutor if they find that they are experiencing academic difficulties. The College expects its students to work at an appropriate level at all times and to put their academic work first. In rare cases, it may be necessary to invoke disciplinary procedures in order to ensure that students are working effectively. The College is responsible for academic disciplinary procedures for undergraduates, and has clear processes set out in Appendix B to the Bylaws. These processes set out a system of warnings and probationary measures. In the event that academic disciplinary procedures are required, undergraduates will be given the opportunity to discuss the processes with their tutors and/or with the Senior Tutor.

Undergraduates should familiarise themselves with the academic disciplinary procedures before they begin their course, so as to ensure that they understand the level of work and commitment that is expected of them. A copy of the College's Bylaws is on the College website under the heading 'Regulations and College Documents' on the following link www.st-hughs.ox.ac.uk/discover/governance/. All students must familiarise themselves with the contents. It is every student's responsibility to acquaint themselves with the University Examination Regulations now online at www.admin.ox.ac.uk/examregs, and to note in particular that "*no person may be admitted to the Second Public Examination unless he or she has passed, or been exempted from, the First Public Examination*".

1.10 Plagiarism

Plagiarism is the use, without appropriate acknowledgement, of the words or ideas of another author. The University has a policy on plagiarism in the University's Student Handbook (Proctors' and Assessor's Memorandum). The examination rules state that no candidate shall present as his or her own work any part or the substance of any part of another person's work. In any written work, passages quoted or closely paraphrased from another person's work must be identified as quotations or paraphrases, and the source of the quoted or paraphrased material must be clearly acknowledged.

Students should also take care in their tutorial essays always to make sure that quoted material is presented as such and that it is appropriately referenced. The authorship of material which is being paraphrased for the purposes of an essay must also be acknowledged.

The College takes a serious view of plagiarism. While tutors recognise that it can take time to learn how properly to present the ideas of other authors, it will not tolerate such practices as the downloading and submission as a student's own work of essays from the internet, the purchase of essays from other students, the copying of essays or passages in essays from other students or from books or journals, and so on.

Cases of such practices will be regarded at a minimum as non-submission of work and are likely to lead to proceedings under the College's procedure for academic deficiency (see Appendix 2). These may lead to a student being rusticated (suspended by a disciplinary panel) or sent down (expelled).

In relation to the case of other students' work, collaborative work among students will not be treated as plagiarism or cheating, provided that its collaborative character is clearly indicated on the piece of work submitted and that this does not present another person's work as the work of the student whose name is on it.

1.11 Library Services

Access to the College Library

The Library is open 24 hours a day and is for the exclusive use of current students and staff of St Hugh's College. This means that you may not allow members of other colleges or members of the public into the Library.

External readers (anyone who is not a current student or member of staff of the college) may be admitted by appointment. External readers wishing to make a visit must email the library at least a week in advance to arrange an appointment.

Behaviour in the library and care of its resources

You may bring bottled water into the library. No other drinks or food may be brought into the library. Please keep your mobile phone on silent mode in the library, and step outside the library if you need to make or receive a call. If you would like to use headphones, please keep the volume low so that other readers are not disturbed.

When you have finished working in the library, clear your desk space and take your personal belongings with you. Put books on the trolley to be re-shelved, and if you have borrowed any of the books, return them via the book return bin. Desk spaces may not be reserved, and any personal belongings left unattended will be removed.

Library books and resources are for the use of all College members. Please **do not mark or deface** any items.

Library alarm

If your actions cause the alarm to go off, you must **report immediately** to the Library Office; or, if the Office is closed, complete a form in the Alarm Trigger Log (blue folder) which you can find just outside the Library Office. If you trigger the alarm and fail to report it, you will be fined £50.

Using the self-service kiosk to borrow and return items

To **borrow** items, you will need your blue University card. You do not need your card to return items. Follow the instructions on the screen. You may place multiple items in the kiosk aperture simultaneously. If you are issued a new University card at any point in your studies, please bring it to the Library Office so that we can update your borrower record. **Please think of your fellow students** when borrowing large numbers of books at once and make sure to return them immediately you have finished with them.

JCR and MCR members may borrow according to the following rules:

Item	Maximum no. of items	Loan period	Maximum no. of renewals
Book	20	2 weeks	4
CD	20	2 weeks	4
DVD	3	3 days	0

Please note that vacations are not counted for loan periods, so if you borrow a book in 8th Week, it will be due back in 1st Week of the following term.

Return your books via the self-service kiosk and place them in the return bin in the library lobby. The best time to return your books is during the week, when the staff are there to empty the bin frequently.

DVDs and CDs

The JCR/MCR's DVD collection is available for loan from the College Library. You can find the DVD section in the lobby. DVDs are chosen and paid for by the JCR/MCR. Our collection also includes CDs that accompany textbooks. CDs are also located in the lobby. To borrow DVDs or CDs, use the self-issue kiosk just as you would to borrow books. As you leave the library, remember to 'unlock' the case using the unit on the wall. When you borrow a CD or DVD, the box will be locked and show a red lock icon on the side. Once you have borrowed a DVD or CD using the self-service kiosk, pass through the security gates and look for the unlocker unit on the wall. Swipe the case through this unit, and check to see that the green unlocked icon is displayed, showing that the case has been unlocked. Please return discs to the return bin in the library lobby.

Terms and conditions for borrowing DVDs

When you borrow a DVD, you agree to observe the following:

- Films may be borrowed on a short-term basis by registered Library users for their own individual private study and non-commercial research.
- Films may be borrowed by registered Library users and shown to an audience of University staff and students. Such a showing must be for educational, instructional purposes only. No fee may be charged for the viewing.
- Films may not be shown to the general public.
- No copies of a film may be made in any format or media. Digital rights management measures such as copy control mechanisms embedded in the media may not be removed for any purpose.

Overdue items

St Hugh's College Library does not fine you for returning items late. However, if an item becomes very overdue, it will be assumed lost and you will be charged the standard item replacement fee (currently £35) for each item not returned. This allows the library to purchase a replacement copy of the item. The library management system is set up to email you with overdue notices for items you have on loan. These will be followed up by email contact from the Library advising you to return your overdue items or be invoiced for the standard item replacement fee (currently £35) for each item not returned. If you are able to return items after the invoice has been issued, a credit note for £30 will be issued for each item, and you will still need to pay a £5 administrative charge per item. Use the 'My Account' function in SOLO to keep track of the items you have on loan and renew items online.

If you need any help with managing your library account, please come and talk to a member of library staff.

Renewals and reservations/holds

Books may be renewed up to 4 times online (if the title has not had a reservation placed on it by another reader). You may renew your books online via SOLO (<http://solo.bodleian.ox.ac.uk>) - you can find instructions here: <http://bit.ly/Q1Tot2>. If all copies of a book at St Hugh's College Library are out on loan, you may place a hold (reservation) on that title. You can find instructions here: <http://bit.ly/NuFHHf>

Copyright

Reproducing information from books, journals, or the internet is subject to copyright law. Please bear this in mind when photocopying, printing, photographing or scanning such information to ensure your use is legal. Information on keeping your copying legal is displayed on a noticeboard next to the combined/printer/scanner.

Use of computers in the library

Six reader PCs are available in the library: 4 in the lobby, 1 in the Upper Reading Room and 1 in the Law Library. You may send items to the library printer from any of these computers. WiFi internet access is available in the library. You are welcome to use your laptop in any part of the library except the Silent Reading Room on the upper floor. If you wish to plug your laptop in to the mains, you must do so in a way that does not leave the cable trailing across the floor, as this creates a trip hazard. Reader seats with sockets can be found in the Fulford Room, Science Reading Room, East Room, and the Upper Reading Room.

You can find out more information about the Library in our LibGuide: <http://ox.libguides.com/sthughs>

Section 2

Health and Welfare

The College takes the health and welfare of its members very seriously. You should not hesitate to contact any College Officer or your Personal Tutor/College Advisor if you have any questions. Further details are to be found on the Student Health and Welfare pages which are issued each term to graduates and undergraduates and posted on the College website.

2.1 *Medical Matters*

Emergencies	The Emergency Services	999
	The College Lodge	01865 274 900
	The College Doctors	01865 515 552
	National non-emergency health line	111

All students must register with a General Practitioner (GP) in Oxford, who may be one of the College doctors. It is particularly important that all students register with a doctor at the start of their course, both for their health and wellbeing, and to ensure that medical notes *etc* can be provided in the event that special arrangements are required for examinations or similar.

Overseas students from countries that do not have reciprocal arrangements with the United Kingdom for medical treatment are required to have medical insurance acceptable to the College. Overseas students who are in the UK on a course lasting 6 months or more are eligible to register with the National Health Service, and should do so at the beginning of their course. If the course is shorter than 6 months, then Medical Insurance is necessary.

The College Surgery is on the first floor of the Mary Gray Allen Building (MGA).

The College Nurse and Wellbeing Coordinator, Mrs Sarah Dragonetti, is available in the Surgery each weekday to see students (at no charge); Sarah can be contacted by email: nurse@st-hughs.ox.ac.uk. Students should check the college website for surgery hours at www.st-hughs.ox.ac.uk/currentstudents/welfare/.

The College Doctor is Dr Penny Moore. Surgery hours in College, during term time, are Monday 8.30am-10am. Dr Moore, or one of the partners, can also be consulted by appointment at Summertown Health Centre, 160 Banbury Road (01865 515552) www.summertowngp.co.uk/.

Students are encouraged to visit their home dentists for routine appointments. For emergency treatment, students are advised to see Studental at Brookes University www.studental.co.uk.

Basic First Aid equipment, for use in emergencies only, is available from the College Lodge.

2.2 *Welfare*

Where appropriate, students are encouraged to consult their Personal Tutors on welfare matters which may concern them. They should also feel free to approach the Academic Registrar or the Senior Tutor. The College and University also provide other facilities for the support of student welfare - see below.

The College Counsellor, Ms Elizabeth Treasure, is available to students who may need to discuss personal matters in strict confidence. All queries, including requests for appointments, should be sent by email to counsellor@st-hughs.ox.ac.uk. The University Counselling Service at 3 Worcester St, OX1 2BX, may be contacted on through its website. The Counselling Service and the College Counsellor provide their services to students free of charge.

The College Nurse, Mrs Sarah Dragonetti, is also happy to see students to discuss non-medical matters.

The Chaplain, the Reverend Dr Shaun Henson, is in College on most weekdays and Sunday afternoons and evenings during full term. He is available to all students who wish to discuss any matters of concern in strict confidence. Please contact him by email: shaun.henson@st-hughs.ox.ac.uk or telephone: 01865 274955.

The Tutor for Equality may be consulted by any student on equality or general welfare matters. The Tutor for Equality also arranges events to promote equality. Appointments may be arranged by email: tutorforequality@st-hughs.ox.ac.uk.

The College's Harassment Offices, Mrs Shelagh Vainker and Professor Glen Loutzenhiser, can be contacted in confidence: shelagh.vainker@ashmus.ox.ac.uk and glen.loutzenhiser@st-hughs.ox.ac.uk.

The College's Communications Manager, Mr Ben Jones, is available to help and advise any student contacted by the media.

Peer Supporters are students who have received training in listening skills. Contact details for Peer Supporters can be found online and in the Lodge. Room 17 in 80 Woodstock Road has been designated for the use of the Peer Support team

The College Bylaws (Appendix K: Confidentiality in Student Health and Welfare) set out the circumstances in which information of a personal and private nature may need to be disclosed. As is made clear there, any disclosure without consent from the individual concerned would only be made in exceptional circumstances, on a strict 'need to know' basis, confined to the minimum practically necessary and only after due consultation with the Principal or immediately concerned College Officers. Such an event is rare and restricted to cases where there is very serious risk to one or more individuals.

2.3 *Disability*

The University and College are committed to making arrangements to enable any student with a disability to participate as fully as possible in student life. The College's Disability Officer is the Academic Registrar, Miss Thea Crapper (01865 274918, thea.crapper@st-hughs.ox.ac.uk). If students have any difficulties regarding their College room, the Accommodation Manager will ensure that necessary adjustments are made.

The College's contact at the Disability Office is Ms Dorota Antoniak, who can be contacted by email: dorota.antoniak@admin.ox.ac.uk. Students with disabilities or specific needs, including Specific Learning Difficulties, are urged to notify College as soon as they are able of any alternative requirements or provisions, with respect to examinations, adapted rooms, ramps, fire evacuations *etc.* Detailed information for students with disabilities is available on request.

2.4 *Undergraduate Suspension of Status*

In exceptional circumstances, students may apply to suspend their studies for a year. Suspension is never an ideal option, but it exists to give students the best possible chance of completing their degrees in the face of serious health or personal issues.

An undergraduate thinking that a year's suspension might be necessary, should discuss the matter with their Personal Tutor and with the Academic Registrar, before making a formal request by email to the Academic Registrar. Students may be asked to supply a supporting medical statement.

If permission is granted, the student must arrange to leave College as soon as possible; belongings may be placed in storage for collection at a later date if it is impractical to remove them immediately.

While suspended, a student's email, single sign-on accounts, and University Card will be continued, as will their access to University Libraries and other University services, including the Counselling Service. However, students who have suspended are not permitted to use the College facilities or premises; although students are encouraged to stay in touch with the College and their tutors, they are not entitled to tuition.

A student granted permission to suspend before the end of 3rd Week, will return to the course at the beginning of that term in the following year. A student suspending after 3rd Week will return at the beginning of the next term in the following year. In both cases, no additional tuition fees will be due, and students will only pay accommodation for the nights they use.

Before returning from a suspension granted on health grounds, students must provide a letter from their doctor or specialist confirming that they are well enough to return to fulltime residence and study.

The University's website gives more information about suspension:

www.ox.ac.uk/students/academic/guidance/undergraduate/status?wssl=1

Section 3 Decanal Matters

All members of College are expected to behave courteously and sensibly at all times. Behaviour that threatens people or property, or which makes it difficult to live and work easily in College, will be treated very seriously. The Dean, who has the power to impose fines and other sanctions, enforces the College's Disciplinary Code and is supported by the Assistant Dean and four Junior Deans. The Disciplinary Code forms Appendix C to the College's Bylaws and can be found online: www.st-hughs.ox.ac.uk/wp-content/uploads/2014/12/Bylaws-April-2014.pdf?c4a5ef. Students must read the Disciplinary Code so that they are aware of the standards of behaviour expected of them when living in our community.

3.1 *Noise*

In particular, disturbing others by loud noise at any time of day is not allowed. The Porters, Assistant Dean, and Junior Deans will intervene in the case of irresponsible or disruptive behaviour. If you are being disturbed by noise or other disruption and cannot resolve the issue yourself, you should phone the Lodge (**01865 274 900**). Each night during term one or two of the Assistant and Junior Deans are on duty, as well as the College Porters. They act with authority delegated to them by the Dean and have a responsibility for the safety and security of students, for keeping noise to a reasonable level, for responding to incidents and for recording details of incidents for report to the Dean. The Porters also act with authority delegated by the Dean in some matters.

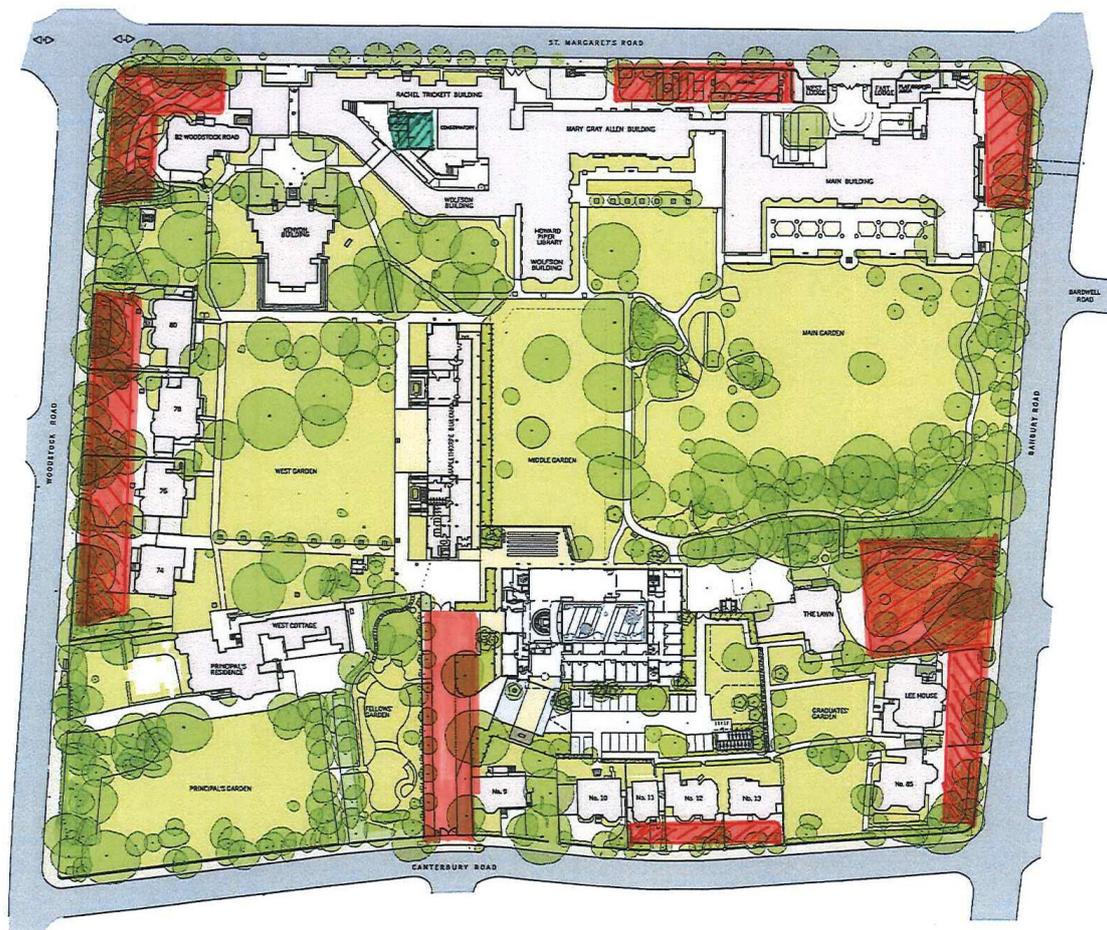
3.2 *Smoking*

Smoking (including "vaping") is forbidden by law anywhere within the College's buildings, including its balconies. Any undergraduate who contravenes this law, or who in their study bedroom or balcony allows others to do so, will be summoned to see the Dean and will be liable to a minimum fine of £100 for a first offence. More generally, smoking at St Hugh's College will be permitted **only** in the areas marked in red on the map overleaf. Smokers are requested to remain two meters away from any buildings in order to prevent smoke drifting in through open windows.

On Bop nights **only**, smoking will also be permitted on the JCR decking area (marked in green on the map). Smokers here are asked to remain two meters away from the Wolfson Building to prevent smoke drifting into bedroom windows. Smoking is **never** permitted in the 'Wolfson arch', even on Bop nights.

The designated smoking areas will be equipped with suitable receptacles for cigarette butts, which must not be left on the ground. A covered smoking area can be found in the MGA car park and it is not the College's intention to provide further smoking 'shelters'.

Any breach of this smoking policy will be addressed by the Decanal Team.



Map of St Hugh's College, showing designated smoking areas (in red).

3.3 *Visitors*

Visitors are allowed in College between 8am and 2am on all days of the week. Students may have overnight guests in their rooms at weekends (Friday and Saturday nights). If you wish to have an overnight guest in your room on another night or you will not be there yourself, you must apply in advance to the Dean for permission. Whenever a guest stays in College, his or her host should sign the guest's name in a book kept in the Lodge by midnight, for reasons of personal safety and security. A member of the College must accompany visitors after midnight.

3.4 *Parties, Events, and Society Meetings*

Permission from the Dean is required for all parties with more than 10 people present held in College, including the gardens. In order to avoid trouble with gate-crashers, the guests should be personally invited **by written (paper or email) invitations**. Those who wish to entertain in a College house should first obtain permission from any resident tutor. Student event end times will be determined by the Dean, but **all parties must end by 11.45pm**. Students wishing to use College rooms or space, including the JCR for undergraduates, the MCR for graduates, the Wordsworth Room, or College Bar, should first book the room with the Conference and Events Manager, then obtain permission from the Dean and the Domestic Bursar (and the Bar Manager, where applicable). **The Conference and Events Manager holds application forms for this purpose**. Once all relevant sections of the form have been completed, it should be returned to the

Conference Office for processing. Forms should be completed **at least two weeks** in advance of the proposed event.

Extra cleaning and any damage will be charged. To avoid disturbance during working times, permission is normally given for evening parties on Friday and Saturday nights only. Permission will not be granted for parties or events during the period of from Sunday at the end of Week 3 of Trinity Term until all University examinations are complete, (known as the 'Entz Ban' period).

No Society or Club meeting will be permitted which might contravene section I (n) of the Disciplinary Code, which states that junior members may not "intentionally or recklessly engage in [...] conduct which is detrimental to the interests of the College". Students are not permitted to use the college facilities, property, name or address for financial gain. Students wishing to book society or club events must complete a room booking form.

3.5 Gardens and Grounds

See Appendix L to College Bylaws for regulations relating to use of premises and grounds.

Note in particular that student cars may not be driven or parked anywhere in the College grounds except with the written permission of the Dean, *or* at the beginning and end of each term for the purpose of delivering and collecting belongings in accordance with directions made and restrictions imposed by the College Porters.

Bicycles may not be brought into College grounds beyond the bike racks positioned at each entrance. Bicycles should be left only in the bike racks; bicycles left elsewhere will be removed. You will be required to register your bike prior to bringing it to College, please see section 7.10 for further information.

The use of skateboards, scooters, roller-blades or roller-skates is also prohibited.

The MCR barbecue can be booked for private use. Where more than 10 people are in attendance, permission is required from the Dean and such barbecues are also covered by the entertainment ban during exams in Trinity Term. The person organising the barbecues will be responsible for cleaning up at the end of the event. Portable barbecues are strictly prohibited and only those provided by College may be used.

The College **Sports Ground** on the Woodstock Road has cricket and football pitches, cricket nets, space for netball, two clay tennis courts and one grass tennis court. The ground is shared with Keble College, and bookings can be made through the Groundskeeper, Mr Adrian Roche: 07817 863841, adrian.roche@keble.ox.ac.uk.

The College has a **Boathouse**, shared with a number of other colleges, on the river below Christ Church Meadow; it should be noted that no student member shall participate in rowing on the river, except in a single scull, between the hours of 8.30am and 1pm from Monday to Friday inclusive during Full Term without the prior permission of the Proctors.

In Trinity Term students may take out **punts** from the Cherwell Boathouse on Bardwell Road; JCR punts may be booked on a calendar in the Lodge, who also issue authorisation slips. The MCR operate a system of reimbursement on presentation of a receipt.

Section 4 Domestic Matters

4.1 Catering

Dining Hall

Term-time Meal Times

Monday-Friday Breakfast	8-10am
Weekend Brunch	10.30am-1.30pm
Monday-Friday Lunch	12.30-1.30pm
Monday-Friday Dinner	6-7.15pm
Formal Hall (doors open)	7pm

Any changes to these times are noted on the weekly menu which is put on the notice board outside the Dining Hall, on the college website at www.st-hughs.ox.ac.uk/currenstudents/food, and on the JCR/MCR web pages.

There is no dress code, except at Formal Hall, but students are reminded that it is not appropriate to attend meals in sleep attire, and that for health and safety reasons they should wear shoes when not in their study bedrooms.

One evening a week dinner is formal and must be booked in advance, tickets are available online. On that evening students wait for Senior Members to come in to High Table and stand for Grace. Dress code is smart and mobile phones are prohibited. Enquiries about tickets and diets should be addressed to the Catering Manager, Mr Andrew Sheridan, at andrew.sheridan@st-hughs.ox.ac.uk.

Meals are bought using the 'cashless card system', *ie* money credited to a student's University Card, which will be swiped at the Hall till. An initial amount of £10 is added to the fresher's card in the first year, which is then invoiced to that student. Subsequent top ups can be made on line using www.upaychilli.com and if for some reason you experience problems with this you can top up your account in the Finance Office. Any money unused at the end of your studies is returned.

Elizabeth Wordsworth Tea Room

The Wordsworth Team Room in the Dickson Poon Building is open each weekday during Term (0th-9th Weeks inclusive) from 9.30am until 4.30pm, serving breakfast items, lunches and cakes. Your University card, as well as bank cards or cash can be used to purchase items.

Guests

Guests may be entertained to all meals in Hall with payment made as described above, however if you plan to bring more one guest to Hall, you must let the Hall team know in advance so they can cater accordingly.

Special diets and food allergies

At St Hugh's we aim to take reasonable steps to cater for dietary needs to promote inclusive catering for all students. All those requiring special diets must register at the start of each term with the Domestic Bursar and Catering Manager. Those requiring special diets for medical reasons should bring a doctor's letter. We are grateful for any additional information and advice that can be given with regard to the provision of special diets.

Vacation Meals

Catering times may differ out of term time and meals are sometimes unavailable if an event is taking place in College. You will be advised of any changes by email. During vacations, it is particularly important that you let Hall know in advance of any guests you are planning to bring, so that they can cater accordingly.

Cutlery

China, glass, and cutlery must not be taken from the Dining Hall.

4.2 Accommodation - General

Guests Staying in College

Arrangements should first be made with the Accommodation Manager. The charge for the guestroom is £22.06 +VAT per night, i.e. £26.47 (room only) for 2018/19. If you wish to have an overnight guest in your room on a Friday or Saturday night and you will be there yourself, you must inform the Lodge. If you wish to have an overnight guest in your room on another night or you will not be there yourself, you must apply in advance to the Dean for permission (see Decanal Matters, 3.3)

Rooms and Kitchens

Students should aim to keep rooms in the condition in which they find them on arrival. They must not damage the walls or doors by using drawing pins, sellotape or blutack. Should any damage occur and in the opinion of the College the walls of the room require painting, the undergraduate will be charged accordingly. Room inventories should be completed and returned to the Accommodation Office by Monday of 2nd Week of each term; there is a £10 charge for late returns. Any items identified for repair must be reported via the College's Maintenance Request form as soon as practicable (see 'Repairs' below).

All rooms and kitchens must be kept clean and tidy. Used china and cooking utensils left in kitchens overnight should be cleared away by 10am. All washing up should be done in the kitchens and all laundry in the allocated laundry rooms. Students may be charged in the event of a drain becoming blocked as a result of misuse. The cooking of food and boiling of water in study bedrooms is prohibited and this includes the use of kettles, cookers, toasters and microwaves.

Obstructing corridors and stairs with personal possessions including washing is strictly against health and safety protocol. Similarly, emergency exits must be kept clear at all times. Fire extinguishers are only to be used in emergencies, and must not be used to keep doors open.

Repairs

All repair requests should be made using the College's website; a link to the 'Maintenance Request' form can be found at the very bottom of every page. **No repairs or alterations may be carried out by students.**

Students are asked to report immediately any accidents to furniture or soft furnishings. Stains can often be completely removed if treated immediately and breakages repaired more efficiently if repairs are carried out immediately. Repairs and replacements attributable to unfair wear and tear to a room and/or its contents may be charged to the occupant's battels. Furniture, carpets and curtains must not be removed from any room without permission from the Accommodation Manager. Students are

asked not to bring additional substantial pieces of furniture including double beds to their accommodation without asking prior permission.

Housekeeping Requests

All requests should be made through the online 'Maintenance Request Form', selecting the 'Housekeeping' option.

Lights

Students are asked to turn off unnecessary lights. The bulbs supplied at the beginning of Michaelmas Term should not be changed. If a replacement bulb is required, a maintenance request form should be submitted via the College website www.st-hughs.ox.ac.uk.

Pets

Students are not allowed to keep pets or animals of any kind in their rooms or any College buildings, including fish and fish tanks.

Lost Property

Lost property should be handed to, and reclaimed from, the Porters' Lodge.

Changes of Accommodation

Any student proposing to change or swap accommodation *must* write to the Accommodation Manager for permission in advance. Further:

- Whenever possible changes should be at the beginning or end of term.
- Permission must be granted *two weeks prior* to any move.
- Changes in and out of College: Students vacating a room in College for any reason, except withdrawal from the University (see Regulation 4) during the year, will normally be required to pay the College Maintenance Charge for the remainder of the year/tenancy agreement period, or until the vacated room is re-occupied. Applications to live out must be made in the normal way, with the tutor's approval.
- No student may change his or her accommodation except through the above mentioned procedures and charges will NOT be adjusted for unauthorised changes. Room changes are permitted entirely at the discretion of the College.

Living Out

Students are required to give their living out address to the College Office (college.office@st-hughs.ox.ac.uk).

4.3 Accommodation – Undergraduates

Accommodation for Undergraduate students is charged at a fixed cost of £1,390 per term or £4,170 per year for the 2018/19 year, this will be invoiced termly.

Accommodation in the College is covered by the Universities UK Code of Practice for the Management of Student Housing. The following should be read in conjunction with the section Domestic Services (Undergraduates) Code of Practice.

College has adopted a policy of offering all undergraduates accommodation in College for all years of their course. Undergraduates may ballot for their choice of room for the second, third and fourth years living in College. Undergraduates wishing to live out in

any year must consult their tutor each year and apply to the Senior Tutor on a form obtained from the Accommodation Manager. Applications to live out must be received by the end of 6th week in Hilary Term. Permission will not necessarily be given.

All first year undergraduates, including mature students or those with Senior Status, will have a room in one of the College buildings and a deposit of £250 must be paid, which is refunded at the end of a student's course after a final inventory check. There are a limited number of rooms with pianos and priority for these rooms will be given to undergraduates reading Music.

Queries about accommodation should be raised in the first instance with the Accommodation Manager. Undergraduates seeking welfare or financial advice related in particular to their accommodation should feel free to approach the Accommodation Manager, or any other member of the College's welfare staff as appropriate (see Section 2).

Undergraduates are required to give notice by the end of the third week in term if they intend to withdraw during or at the end of term. Failure to provide such notice will render undergraduates liable for payment of the College Maintenance Charge for the term following withdrawal. University and College fees can sometimes be reimbursed if an undergraduate leaves during the course of a year. Undergraduates vacating a room in College for any reason, except withdrawal from the University (see above) during the year, may be required to pay the College Maintenance Charge for the remainder of the year, or until the vacated room is re-occupied.

4.4 Accommodation – Graduates

Graduate Accommodation in College

Graduate accommodation is provided in the newly-built Dickson Poon Building, where rooms are ensuite; and in some of the Victorian houses situated around the College site, whose rooms are of varying sizes and, whilst a small number have their own showers and toilets, most rooms share bathroom facilities with the other residents living in their area of each house. All kitchen facilities are shared. Rooms all have computer connections and each room contains a bed, bedside unit, wardrobe, chest of drawers, desk, desk lamp, desk chair, and book shelves. College does not provide bedding (beyond a mattress and mattress protector) and you will need to provide your own duvet, pillows, sheets, pillowcases and towels. Bedding packs consisting of sheet, duvet, duvet cover, pillow and pillowcase can be purchased from College, for further details please contact the Accommodation Manager. You will also need to provide kitchen utensils, crockery and cutlery, although you are advised not to buy the last three items until after you arrive because graduates generally pool their resources and when they complete their course they very often leave these items behind for the use of future graduates.

The rent bands have been agreed with the MCR Committee and mainly represent the size of the room, although standard of décor, numbers sharing facilities *etc.* have been taken into account. The monthly rent bands for 2018/19 are as follows:

Band 1	£502	Band 5	£575
Band 2	£532	Band 6	£593
Band 3	£545	Band 7	£625
Band 4	£557	Studio	£725

This information is provided to give a general view of the accommodation available to graduates - it has no connection with actual accommodation allocations.

Terms and Conditions Relating to College Graduate Accommodation

- Graduate accommodation will be let on the basis of 9, 10, 11, or 12 months' occupancy (all commencing 27th September 2018). You will be able to make it clear on the contract which option you would like to take up.
- A damage deposit (equivalent to a month's rent) is due to secure the tenancy and will be held until you vacate your room; this, together with the first month's rent, must be paid before occupancy. Rents will be charged per calendar month. This deposit will be refunded when you leave College accommodation and subject to your room inspection.
- Subsequent monthly rental payments are expected to be made by direct debit and will be taken on 1st of each month. If payment is returned unpaid charges will be made in line with the Consumer Credit Act 1974. International students may opt to pay via PayToStudy each month to avoid bank transfer charges, further information can be found under 'Current Students' on the College website.
- No remission of rent is offered in respect of periods of absence but graduate students undertaking research trips/visits away from Oxford may apply for assistance to the Student Support Committee which may take rental commitments into account in determining any award made. Queries should be addressed to the College Accountant.
- Students should inform the Lodge if they are to be away from College for longer than two nights.
- Arrears in payments will attract a surcharge and interest at bank rate base rate plus 4%. Persistent offenders will be reported to the Dean.
- Rooms (excluding the College's studio) are for single occupancy only and may not be sub-let except by special arrangement with the Accommodation Manager.
- The rent includes the use of hot water, lighting, cooking facilities, and cleaning of associated bathrooms and kitchens and individual rooms.
- Bedding is not provided, though students may purchase a £25 bedding pack
- Graduate tenants are responsible for maintaining the room and its contents in good order. Any loss, breakage or damage will be charged for and should be reported immediately to the Accommodation Manager.
- Graduate tenants are responsible for keeping common parts clear of belongings and for maintaining a reasonable standard of tidiness in common parts (washing crockery etc).
- No animals may be kept in any of the accommodation provided for the MCR.
- The College retains the right to inspect graduate accommodation and to refuse accommodation or give due notice if these terms and conditions are not adhered to.

Graduate Accommodation Procedure

In order to give all graduates a better idea of what accommodation the College may be able to offer in each successive year the following procedure has been adopted:

Existing Graduates:

- **1st Week Hilary Term** – An application form requesting information relating to accommodation requirements for the following year will be sent by email to all current graduates by the Accommodation Manager.
- **3rd Week Hilary Term** – Completed forms should be returned by the end of 3rd Week to the Accommodation Manager.
- **4th Week Hilary Term** – Acknowledgements that forms have been received will be sent out at the end of 4th Week.

- **7th Week Hilary Term** – All those graduates who have sent in completed application forms will be informed as to whether they have been allocated accommodation, or a place on the waiting list for accommodation for the coming year.
- **1st Week Trinity Term** – To confirm their accommodation those existing graduates who have been allocated accommodation must have paid a deposit, equivalent to one month's rent for their room, by the end of 1st Week in Trinity Term, and signed their tenancy agreement.

Notes:

There will be a certain number of places within graduate accommodation allocation reserved for existing graduates. This number will include up to ten non-transferable places for MCR Committee office holders.

Existing graduate scholars should complete the accommodation request forms and if their scholarship continues to be current in the following year then their accommodation is i.) guaranteed and ii.) does not come from the twenty-five places referred to in A above. However, they will have to pay a deposit and sign a tenancy agreement by the end of 1st Week in Trinity Term.

College Accommodation is only confirmed once the deposit and signed tenancy agreement has been received. The deposit is refundable at the end of the period of the tenancy agreement.

4.5 Vacation Arrangements

Vacation Residence – Undergraduates

College does not undertake to offer accommodation to undergraduates during vacations; students are only permitted to remain in College over a vacation by permission of the College. Permission is usually granted only where the student demonstrates specific academic reasons to justify their continued stay in College. In general, it is felt that students perform better during term time where they have had a complete break from College, and so the expectation is that the majority of students will return home for every vacation. To reconcile the needs of conference activities, which are vitally important to the finances of the College, it may be necessary to move any undergraduates in residence during the vacation to rooms other than those they normally occupy. The rules around vacation residence may be found in a separate policy. If granted, the cost per night is £22.06.

Grants for Vacation Residence, Reading, Equipment, Examinations, and Travel

The College's website lists the funding for which students can apply. Information on how to apply for grants will also be issued to all undergraduates during the second week of each term. Grants to support vacation residence may be applied for during each term preceding the vacation when residence is required, but will only be granted in cases of genuine academic and financial need.

Vacation Storage Arrangements

College has a very limited amount of storage space available for students' belongings during the vacations. Storage is limited to an average of two items per student (five for overseas students). Acceptable items for storage are trunks, suitcases or strong cardboard boxes. College cannot store or take responsibility for money, jewellery, musical instruments, clocks, watches, photographic equipment, televisions, computers, works of art, or any kitchen equipment. Students who have permission for a personal fridge may request that College stores the fridge. A £30 deposit will be charged for storing fridges. This will be returned when the fridge is collected. The fridge must be empty and clean

when put into storage. Additionally, food, beverages, flammable, or corrosive materials cannot be accepted.

4.6 Additional Facilities

The following are available:

Facility	Location
Computing facilities	Rachel Trickett Building and the Library
Music practice rooms <i>see below</i>	The Eloise Susanna Gale Music Room The Band Room, Basement of Main Building The Music Room, Principal's Lodgings
Freezers	Provided in most kitchens
Washing machines and tumble dryers	Basements of Kenyon and Maplethorpe Buildings
Refrigerators, kettles, toasters, cookers and/or microwave ovens	All kitchens
Iron and ironing boards	Provided in laundry rooms
Vending machines	The Buttery
Telephone call box	Ground floor Rachel Trickett Building
Squash courts (Wolfson College)	Booking through St Hugh's College Lodge
Key to the croquet sets	College Lodge
Television and Sky	JCR
Newspapers	JCR - College Bar & Buttery
Crockery, cutlery, glasses for special events	Apply to the Domestic Bursar
College stationery	Apply to the JCR Treasurer
JCR Photocopier & Printer	Library and JCR IT Room
Insurance Coverage	All bedrooms
Gym	Rachel Trickett Building

Music Practice Rooms

The College has several rooms available for students to practise. The largest of these is the Main Building basement practice room, reached by the external steps in the kitchen carpark. The key, and the key for the Eloise Susanna Gale Music Room near the Mordan Hall, is available from the Lodge. When the Chapel is not in use for services or private prayer, students may use the space for practising.

Instruments

The College owns several instruments for student use:

Instrument	Clavinova
Location	The Band Room, Basement Practice Room – external steps
Access for	All students
Key from	The Lodge
Instrument	Grand piano
Location	Mordan Hall
Access for	Those with Grade 8 Piano, whose names have been verified by the President of the Music Society to the Accommodation Manager
Key from	Arrangements must be made with the Conference Office for the piano to be brought out into the main hall and unlocked
Instrument	Schimmel upright piano
Location	The Eloise Susanna Gale Music Room
Access for	All students
Key from	The Lodge

Instrument	Yamaha Clavinova
Location	Chapel
Access for	All students
Key from	Students are asked to be considerate of other Chapel users
Instrument	Tamburini Organ
Location	Chapel
Access for	Organists granted express permission by the Chaplain
Key from	The Chaplain or Chapel Music Tutor
Instrument	Blüthner grand piano
Location	Principal's Music Room
Access for	Students of a serious disposition unable to find time in the main practice rooms
Key from	The Lodge, by prior arrangement with the Principal's PA
Instrument	Harpsichord
Location	Principal's Music Room
Access for	Students of a serious disposition
Key from	The Lodge, by prior arrangement with the Principal's PA

4.7 Graduate Centre

The Middle Common Room is located in the Graduate Centre, 87 Banbury Road, which is a large house on the College site, adjacent to a second graduate house. There is easy access to University departments, and also to local shops.

The Centre contains common rooms, a kitchen, a television room, and laundry facilities. There is a seminar/computer room with a whiteboard, projector screen, computers and printers.

The Television Room is provided with a video, SkyTV, daily papers and magazines for the use of all members of the MCR, resident and non-resident. The Common Room has a stereo for the use of members until 11pm (midnight at weekends). The Graduate Centre also has a University internal phone.

Information about MCR activities, University appointments, examinations, job offers, events, and other matters of general interest is posted on the notice board. Incoming mail is placed in the MCR pigeonholes - which are situated in the Lodge.

The Common Room may be reserved by members for teaching or for parties, which must end by 11pm on weeknights and midnight on Fridays and Saturdays. The Computer Room also has a booking sheet for reservations.

4.8 Register to Vote

To have you say in an election or referendum in the UK, you must be registered to vote. Register to vote online at www.gov.uk/register-to-vote, which only takes a few minutes. Alternatively, you can register to vote by post, downloading the voter registration forms from the gov.uk website. Further information, including how to update your name, address or other details on the electoral register can also be found on the Register to Vote page of the gov.uk website.

Section 5

Financial Matters

All students

5.1 *Finance Office*

The Finance Office can be found at the end of the Admin Corridor in Main Building, and can be contacted with questions with regard to any of the below. You will be contacted in relation to your finances and any actions you may need to take and all emails from that office should be treated as urgent. You will not be sent marketing material from the Finance Office.

5.2 *Confidentiality and consent*

Your financial information is confidential and will not be shared with any party outside of the organisation without first obtaining your consent. As the account holder, the Finance Office will not discuss your account with anyone but you. Should you wish the Finance Office staff to discuss your account, or an item on your account with a nominated person (for example a parent) consent needs to be provided in advance. Please contact finance.office@st-hughs.ox.ac.uk should you wish to give such consent.

Undergraduates

5.3 *Undergraduate Fees and Charges*

Tuition fees

Tuition fees comprise the University Fee and College Fee and are payable annually in advance. University Fees are payable by all undergraduate students. College Fees are generally only payable by undergraduates with overseas fee status, or Home/EU undergraduates who are doing a second undergraduate degree. All students complete a Financial Declaration which gives more information about the University and College Fees relevant to them.

Maintenance Charges

The cost of accommodation is £4,170 per annum, payable either as a single payment or in termly instalments of £1,390; it covers accommodation from Sunday of 0th Week until 10am on Saturday of 8th Week. Maintenance Charges must be paid, or a direct debit be in place, before a student is given their keys.

Freshers' Advance Charges (mandatory)

In addition to tuition fees and maintenance charges, new undergraduates will also be invoiced for a small number of other mandatory charges relating to their college accommodation and membership. These are listed below:

- Room deposit (£250)
- Library deposit (£50)
- Cashless card starter balance (£10 non-refundable, for use in the Dining Hall)
- Contents insurance (£8.95)
- JCR membership (£35-47)

Please note that the contents insurance provided by the College does not cover laptops, mobile phones or other electronic gadgets outside your study bedroom. Nor does it cover musical instruments. You are strongly advised to consider supplementing the insurance policy to cover your property outside your room.

Freshers' Advance Charges (optional)

Using the online Freshers' Finance Form, new undergraduates are able to request that optional charges be added to their invoice. These optional charges are listed below:

- Additional cashless card top-up (variable)
- Gym membership (£65 or £33)
- JCR Freshers' Dinner (£11)
- Purchase of bedding pack (£25)
- Any other items you have requested using the online Freshers' Finance Form

5.4 *Payment of Undergraduate Fees and Charges*

An invoice will be raised and sent to you by email two weeks before the start of term. This must be paid either on or before arrival. If you are expecting a student loan to pay your fees you must send your loan documents as evidence. Payment details are included on the invoice.

Home students

Home students with UK bank accounts must complete the Direct Debit bank instruction form, found on the College website and return it to the Finance Office. The Direct Debit will be taken from your account on Friday of the first week of term; this date is chosen to allow for any delays in the receipt of your student loans.

Overseas/EU students

International students who do not have a UK bank account must pay within 14 days using PayToStudy, a free of charge service with competitive exchange rates, or by bank transfer. Please note that international bank transfers are subject to bank charges of up to £12 at the receiving bank, and PayToStudy is therefore the preferable method of payment for students without a UK bank account.

International students with UK bank accounts will be required to set up a Direct Debit; payment will be taken from your account on Friday of the first week of term. Further information can be found at: www.st-hughs.ox.ac.uk/currentstudents/finance/making-payments-college/.

5.5 *Payment of Battels*

During your time at College you may incur additional charges such as:

- Charges for lost keys (£25 for key, £12.50 for fob)
- Charges for late library books (£35, reduced to £5 if returned)
- Vacation residence charges for pre- and post-term residence (£22.06 per night)
- Guest accommodation fees (£22.06+VAT per night)
- Printing (charged at the end of each term)
- Essay binding (Library)

These charges are known as Battels, and they will be invoiced by email on a weekly basis. When payment is made by Direct Debit, it will be taken from your account 14 days

after the date of the invoice. Payment by other methods must also be made 14 days after the date of the invoice.

5.6 *Arrears*

Arrears outstanding at the end of the first week of term will incur surcharges in line with the Consumer Credit Act 1974. Students with fee payments outstanding after Friday of 1st Week will be liable for suspension from access to the premises and facilities of the College and University.

5.7 *Financial Assistance, Vacation Grants, and Bursaries*

Both the College and the University have funds from which grants or loans may be made to students who are experiencing unforeseen financial difficulties, for example because of a serious change in family circumstances. Normally undergraduates would first discuss such problems with their Personal Tutor. Applications should be made on the College website. Further advice can be obtained from the College Accountant, Jeremy Weeks, or the Bursar, and there is extensive information available on the College's website at www.st-hughs.ox.ac.uk/currentstudents/finance/financial-advice-for-students.

Separately, a limited amount of money is available for vacation courses and required reading in Oxford. The College has some additional funds available to contribute towards expenses incurred by travel in connection with a course or other vacation studies. Please see the finance pages of the College website for more information.

All students entitled to full or partial fee remission will receive an Oxford Bursary. Details of this and other assistance available from the University may be found online: www.ox.ac.uk/admissions/undergraduate/fees-and-funding

Graduates

5.8 *Graduate Fees and Charges*

Tuition fees

Tuition fees comprise the University Fee and College Fee and are payable annually in advance. University Fees and College Fees are payable by all graduate students. All students complete a Financial Declaration which gives more information about the University and College Fees relevant to them.

Rent

Graduate rents will be charged per calendar month at the appropriate rate for the band of the room. The equivalent of one month's rent will be paid by way of deposit, plus the first month's rent before occupancy.

5.9 *Payment of Graduate Fees and Charges*

An invoice will be raised and sent to you by email two weeks before the start of term. This must be paid either on or before arrival. If you are expecting a student loan to pay your fees you must send your loan documents as evidence. Payment details are included on the invoice.

Monthly rental payments will be collected by Direct Debit on or around the 1st of the month, and a Direct Debit mandate will be issued with the tenancy agreement. Where a Direct Debit is not in place, payment for the year in advance will be expected.

Home students

Home students with UK bank accounts must complete the Direct Debit bank instruction found on the College website and return it to the Finance Office. The Direct Debit will be taken from your account on Friday of the first week of term.

Overseas/EU students

International students who do not have a UK bank account are encouraged to set one up, and must pay within 14 days of the date on the invoice using PayToStudy, a free of charge service with competitive exchange rates, or by bank transfer. Please note that international bank transfers are subject to bank charges of up to £12 at the receiving bank, and PayToStudy is therefore the preferable method of payment for students without a UK bank account.

International students with UK bank accounts will be required to set up a Direct Debit; payment will be taken from our account on Friday of the first week of term. Further information can be found at: www.st-hughs.ox.ac.uk/currentstudents/finance/making-payments-college/.

5.10 Grants

Research Council grants are paid quarterly; other publicly funded Maintenance Grants are paid termly. All grants are paid directly into students' bank accounts. Graduates may apply for research travel grants from the Barbinder Watson Fund (between £150 and £500), and to the Travel Grant Fund. All students are also expected to explore external sources of funding.

5.11 Financial Assistance and Hardship Funds

All students are required, before admission, to satisfy the College that they have adequate financial resources. Limited financial help may be available in cases of unforeseeable difficulty, and the College Accountant should be consulted in the first instance. The College cannot in general support graduate students whose grants have expired but who have not completed their studies. The College may be prepared to offer loans, exceptionally, to students in the first year after the fee-paying period of their course, (for example, fourth-year DPhil students in the process of completing their theses). However, it is College policy not to consider requests for assistance after the end of that year. Applications should be made via the College website. Further advice can be obtained from the College Accountant, Jeremy Weeks, or the Bursar.

5.12 MCR Subscriptions

All MCR members in residence beyond the standard period of fee liability should pay MCR subscriptions direct to the MCR Treasurer.

Section 6

The Chapel & Prayer Room

The Chapel is on the first floor, above the front door of the Main Building at the head of the stairs, and is open day and night to provide space for quiet reflection and prayer.

Services are held during term every Sunday at 6.15pm. The usual service is Evensong, in the traditional Book of Common Prayer (1662) version. There are also Anglican and Roman Catholic Masses several times per term. Although most services are Anglican (Church of England) in form, they are completely ecumenical in character. Members of College of all denominations and viewpoints, or no religious views at all, are warmly welcome and invited to take part. Guests from other colleges and the public are also most welcome. Each service is followed by sherry or juice and then a Chapel Supper in the College Dining Hall, which is free to all in attendance.

On occasion other special services are held in Chapel during term, which are advertised widely throughout College. The Chapel also offers Baptisms, Confirmation preparation, and Weddings to College members.

The Chapel sponsors various discussion groups, concerts, and other entertainment activities throughout the academic year, which are advertised in Chapel and on College notice boards.

A Chapel card is published every term giving full details of all services and other activities, and is distributed to all members of College.

In addition to our Chapel, we have a dedicated **Multi-faith Prayer and Quiet Room** for College members of any religious viewpoint or none who desire a separate space for private prayer, meditation, or contemplation. The room is located in the Wolfson Building at the foot of Staircase 3, and is well-lit and ventilated by large windows. Features include a storage cabinet where items such as prayer mats, images, or literature can be stored for personal use. The room is accessible day and night by activated key fob; fobs can be activated in the Accommodation Office. Guidelines for sharing the space are clearly displayed.

St Hugh's College Chapel Choir is an important and vibrant part of College life, and is integral to Chapel worship. The Choir meets to rehearse every Friday at 5.00pm (4.45pm for cake and tea) in Chapel, followed by supper in College, and on Sundays at 4.30pm. The Choir is led by a Senior Organ Scholar, with the help of Middle and Junior Organ Scholars, each with their own monetary award. There are also four Choral Awards given each year, one for each part, which run for three terms. Choral Award holders receive free singing lessons several times each term from a local professional. Please see the Chaplain for applications. The Chapel has a Chapel Music Tutor who teaches conducting and the organ, and gives overall guidance to the functioning of music in Chapel.

The Chaplain, The Revd Dr Shaun Henson, is in College on most weekdays and Sunday afternoons and evenings during full term. He welcomes unscheduled and informal visits whenever helpful. On any day he can be contacted via the Lodge, by email: shaun.henson@st-hughs.ox.ac.uk, or by telephone: 01865 (2)74955. The Chaplain is always available to members of College in any kind of need, to offer friendly support in strict confidence.

Section 7

Grounds and Property

7.1 *Property Services*

All requests to the Estates Section for maintenance work should be made using 'Maintenance Request' form at the foot of every page on the college website: www.st-hughs.ox.ac.uk. The form is simple to complete; please give as much information as possible which will ensure your request is dealt with efficiently. There is a housekeeping request form for reporting domestic issues, such as cleaning and furniture replacement.

In the case of a genuine **Emergency or Health and Safety concerns**, for example water is pouring through a ceiling or a major heating or electrical failure, you should immediately inform the College Lodge by telephone (on 01865 274900) or in person and they will take the appropriate action. You must also complete a confirmation maintenance request to ensure the job is properly logged.

We endeavour to respond to all maintenance requests within the following timescales. In the majority of cases the repair should be completed within these targets.

- Emergency Repairs - 2hrs
- Urgent Issues - 2 working days (Mon-Fri)
- Non-urgent repair (excluding cosmetic repairs) - 7 working days (Mon-Fri)
- Scheduled/Programmed Repairs – dates to be agreed

In certain circumstances the work may be delayed where the College has been unable to obtain the correct materials or parts to facilitate the repair. In such circumstances the student will be notified and given an explanation of the reasons for the delay. If you are in your room the explanation will be given verbally.

All maintenance works are undertaken so as to minimise the inconvenience to the residents. This will, however, not always be possible with unplanned (reactive) maintenance where immediate action is required.

The resident will normally be given 7 days' notice prior to the commencement of planned maintenance work. The College will endeavour to avoid sensitive periods such as examinations.

The resident will be given 24 hours' notice of reactive maintenance, unless the repairs are an emergency, or if a request was made by the resident.

Light bulbs, but not elements within sealed or rigid fixtures, are available via the maintenance request procedure. The bulbs supplied by the College are low energy and suitable for the size of the rooms concerned. Students should not install bulbs with a higher power output or use standard tungsten bulbs.

7.2 *Energy Efficiency*

The College is committed to reducing the amount of energy it consumes and the resultant carbon dioxide emissions. Where viable, energy saving measures are incorporated within all refurbishment schemes.

Students are reminded that they must use energy responsibly and actively try to reduce consumption. A few key items are noted below-

- Turn off all lights when you leave the room.
- Use natural daylight where possible.
- Turn off all electrical equipment when not in use.
- Do not leave computers, printers and TVs on standby mode.
- Turn down your room heating where possible.
- Report dripping taps and running overflows.
- Only use portable electric heaters no larger than 2kW (1kW in the Dickson Poon Building) in the event of a heating failure (these are available via a maintenance request).

The College is keen to work with students on energy initiatives and welcomes suggestions as to where improvements can be made. Please contact your JCR/MCR environmental representative.

The College maintains internal room and hot water temperatures at levels suitable for the buildings' use. If you have any concerns, these can be discussed with the College's Building Maintenance Manager.

The College heating system is in use between 1st October and 1st June (6am – 11pm). If the weather is unseasonably cold the Bursar may agree for the heating to be on outside these dates and times.

7.3 *Grounds Management*

The College gardens and grounds are maintained to a high standard and are there for the enjoyment of all College members. Students are asked to keep to the paths when walking through the gardens and to consciously avoid making tracks across the lawns. No spiked or studded shoes may be worn on the grassed areas. See Appendix N to College Bylaws (included in this handbook) for regulations relating to use of premises and grounds.

7.4 *Litter clearance*

The leaving of litter anywhere within college grounds is strictly prohibited. Please use the litter bins provided. The external bins are emptied and general litter cleared throughout the grounds regularly, the frequency of clearance will be increased as the need dictates.

7.5 *Snow and Ice Clearance*

Students are reminded to take extra care within the College grounds following snow falls and frost. The external paths and steps are likely to be very slippery. The Estates Department are responsible for clearing snow and applying salt following a frost. During the weekend and outside normal working hours, the Porters will take over this responsibility. If you are concerned about the safety of the College grounds following extreme weather, please speak to the Porters, who will arrange the appropriate remedial works.

7.6 *Health and Safety*

The College is committed to providing a safe environment where students can live and study. To achieve this goal, we need the help and co-operation of all College members.

The College has a Health and Safety Policy, Risk Assessments and procedures in place which are checked and reviewed by an independent safety advisor.

Detailed below are some of the main Health and Safety issues and procedures which you MUST be aware of and comply with at all times while you are at St Hugh's College.

7.7 *Fire Precautions*

- The fire alarms are tested on a Tuesday every week between 10am and Noon in all College buildings. The alarm will sound for 5 seconds and it will then be silenced. If you are concerned about the audibility or notice a sounder that is not functioning in any part of College, you should immediately report this to the College Lodge.

If the fire alarms sound at any other time, or for longer than 5 seconds on Tuesday morning, you should immediately evacuate the buildings.

- The College arranges a practice evacuation of all buildings each year during Michaelmas term. The evacuation is intended to ensure, by means of training and rehearsal, that the College's procedures are satisfactory should a real emergency occur in the future. Any student who fails to evacuate their room during this practice evacuation (or any other fire evacuation) will be summoned to see the Dean and will be liable to a **minimum** fine of £20.
- All students should familiarise themselves with the procedure on what to do 'IF YOU DISCOVER A FIRE' and 'ON HEARING THE FIRE ALARM'. A copy is located within in bedrooms and adjacent to the fire alarm call points within all buildings.
- You should familiarise yourself with the means of escape and other fire precautions in the building in which you reside and other buildings that you visit.
- Fire extinguishers and other firefighting equipment are situated at key locations throughout all buildings. These are provided for your own safety and under no circumstances should they be interfered with, moved or damaged. If you notice that, for example, an extinguisher has been moved, please replace it in the correct position. Any damage MUST be reported to the College Lodge.
- All College buildings are fitted with a Fire Alarm System consisting of smoke and heat detectors, which are designed to alert residents and visitors to the danger of fire by activating the fire alarm sounders. Never tamper with any part of the fire alarm system. This includes covering smoke detectors with tape, cling film or bags.
- Never prop open any fire door: each is there for a reason. If you see a door propped open, please remove the obstruction.
- All corridors, staircases and escape routes MUST be kept clear of furniture, equipment and other combustible items.
- The use of candles, tea lights, or any other item of equipment that produces a naked flame, is forbidden within College.
- Kettles, toasters, cookers, microwaves, and other food preparation equipment MUST NOT be used in bedrooms.
- Take special care when using the kitchenettes; never leave the kitchen unattended while cooking. DO NOT use cooking equipment with the kitchen door open as this will trigger the fire alarm in the corridor and cause an unnecessary evacuation of the building.
- Smoking (including "vaping") is forbidden by law anywhere within the College's buildings, including its balconies. Any undergraduate who contravenes this law, or who in his or her study bedroom or balcony allows others to do so, will be summoned to see the Dean and will be liable to a **minimum** fine of £100 for a first offence. Contravention of the smoking policy (detailed on p.15) in other areas of

College may attract a lesser fine for a first offence, but will still be treated extremely seriously.

It is important to note that it is a criminal offence for any person to interfere with any part of the College's Fire Precautions, firefighting equipment or means of escape. If caught, at a minimum, the student will be reported to the Dean and fined. All students will be issued via email with a copy of the 'Student & Visitor Fire Emergency Plan' and the general Fire Safety Leaflet on an annual basis. This provides detailed information regarding the College's fire procedures, which you should read and digest.

7.8 *General Considerations*

- Do not enter restricted areas.
- Access to roof areas is strictly prohibited.
- Comply with all warning signs that are displayed throughout College.
- Do not interfere with or alter the settings on any boiler or hot water system. If there is a problem with either system, it **MUST** be reported to the College Lodge or via the maintenance request form.
- It is illegal to smoke in any building, balcony, or enclosed space in the College. College rules extend this ban to the College's grounds (excluding designated smoking areas) and includes the consumption of e-cigarettes. Any cigarette ends must be disposed of carefully and in the bins provided.
- Never run within the buildings and be aware of site conditions, as slips, trips and falls are the most common cause of injury. Do not walk in communal areas in bare feet.
- Report all accidents and near misses within the accident book in the College Lodge.
- If you see anything around College, however small, that you consider dangerous, please report it immediately to the College Lodge. Do not take the view that it must have already been reported.
- Keep away from all areas where contractors are working. This is especially important where scaffolding or other access equipment is being used to undertake the works.

7.9 *College Electrical Regulations*

- Do not overload the electrical supply in your bedroom.
- Switch off and unplug electrical equipment and flexible cables when not in use.
- Under the Electricity at Work Regulations 1989 there is an obligation on the College to control all electrical appliances connected to its electrical system.
- You can only bring electrical appliances into College if you can guarantee their safety. You may be asked for proof of testing or asked to pay a fee to the College if we have to test the item. If you are unsure about the safety of an item, you should contact the Maintenance Team via a maintenance request and ask for advice.
- If necessary, the College can arrange for your electrical equipment to be inspected and/or tested at a cost of £1.50 per appliance. This **MUST** be carried out in your first week at College and can be arranged by submitting a maintenance request form via the College website.
- Every appliance must carry the appropriate British Standard number or Kitemark. The plug must also carry BS number 1363, be of the safety sleeve type, and be correctly fused for the appliance. Flexible cables must be in good condition and not worn, perished, split, stretched or twisted. You are responsible for ensuring that appliances are well maintained and tested regularly by a competent person.

- **ITEMS YOU MUST NOT BRING WITH YOU TO COLLEGE:** You may not bring any kind of cooking appliance including microwaves, toasters, sandwich makers, rice boilers etc; electric fires, heaters of any kind (gas, oil, paraffin, electrical); and infra-red lamps.
- Electric irons should not be used within student bedrooms. Ironing should be carried out within the College laundries.
- You must not interfere with electrical fittings; connect appliances to a lighting circuit, or use two or three plug (multi-way) adaptors plugged directly into a socket outlet. DIY multi-sockets and rotary extension cables are strictly prohibited. Factory made, fused multi-sockets fitted with a plug to BS 1363 and with cable not exceeding 1 metre long may be used where there are insufficient permanent sockets. All appliances **MUST** be fitted with a fused British standard Three Pin Plug. Foreign plug adaptors not conforming to BS 1363 are not permitted and will be removed if found.
- The College reserves the right to enter any room in order to check on the use and safety of any electrical equipment. Any appliances, leads etc thought to be faulty or potentially dangerous will be removed. All cooking appliances will automatically be removed. **THERE IS A DECANAL FINE FOR USING COOKING EQUIPMENT IN BEDROOMS.**
- If you require any further help or assistance regarding these regulations, please email the College Building Maintenance Manager via a maintenance request.
- **THE COLLEGE'S DECISION ON THE USE OF AN ELECTRICAL APPLIANCE IS FINAL.**

7.10 College Security

The College is committed to maintaining a secure environment for its students. All College members and staff have a role in ensuring security. Do not simply rely on the automatic door closing mechanisms. It is **YOUR** responsibility to ensure that doors close behind you. If you are unlocking a door, do not let anyone pass through the door with you unless you know that they are entitled to pass. If you are suspicious or concerned about any activity in the College, during the day or night, contact the College Lodge. You should keep your bedroom door locked at all times.

Access to College Houses and Buildings at Night

All outside gates except the one at the Lodge are locked at dusk. St Hugh's has a very open site and intruders may enter College buildings if simple precautions are not taken. Security measures can only be maintained with the co-operation of all concerned. Care should therefore be taken to see that all doors are kept locked and that the front doors of all College houses are always locked by members going in and out. This is for the protection of those living in College and of their property and that of the College. Window locks, if fitted, must be used.

Insurance

The College has arranged a block insurance policy to cover the possessions of all students who are in residence. This has been arranged at a competitive price through Endsleigh Insurance, will be charged to battels and should be paid with the term's undergraduate Maintenance Charge or with a graduate's first month's rent. Further details and policy documents will be provided on arrival at College. Because of the risk of petty thieving, students are asked not to leave money or valuables unattended and to keep their rooms locked at all times. The Accommodation Manager will keep valuables in the Strong Room on request.

Please note that the contents insurance provided by the College does not cover your laptops, mobile phones or other electronic gadgets outside your study bedroom. Nor does it cover musical instruments. You are strongly advised to consider supplementing the insurance policy to cover your property outside your room.

The College cannot accept responsibility for any property that is lost or left in College at any time, including during vacations. In particular, you should never leave large sums of cash in your room even when it is locked.

Bicycles

All bicycles MUST be registered with the Lodge. – Any unregistered bicycles may be removed if they cannot be identified. Upon registering your bicycle the Lodge will provide you with a bike registration form and two stickers. Attach both stickers to your bicycle frame and register your bike on line with www.bikeregister.com. Always use a substantial lock to secure your bicycle to the racks provided.

A ‘cull’ of unused bicycles is carried out regularly. Details are circulated via student email accounts and College notice boards.

Keys, Fobs, and Key-cards

Keys for individual study bedrooms are issued at the beginning of each term. Student Fees must be paid before keys can be issued. If a key is lost, you should report this to the Lodge immediately. A charge is made for a replacement of £25 for a key, £12.50 for a fob, and £10 for a lost spare key card.

Keys should never be lent to anyone and must be handed in at the College Lodge at the end of each term. A fine of £25 will be imposed for keys not returned on your departure date at the end of each term. To avoid being charged a total of £62.50 please ensure that you return your keys on time to allow the college to let the room to other residents in your absence. Your University card will act as a keycard for most areas of College. The key panel on the front door updates cards when used.

Students who lose their University Cards should purchase a replacement from the University’s online store at once (www.oxforduniversitystores.co.uk/product-catalogue/university-card-office/lost-cards/co-replacement-of-lost-university-card)

Placing an order cancels the old card, ensuring that it cannot be used by another person as a key or payment card. New cards are delivered to the College Office 36 hours after ordering; interim key cards can be signed out from the Lodge.

Members of the College are strongly advised to lock their rooms at all times, including overnight.

Section 8

College IT Services

8.1 *IT Support*

St Hugh's College has IT Services staff who are responsible for the day to day running of the network and College-owned machines. This team is able to offer advice and assistance with any problems you have in relation to the network or any of the available services offered within the College.

The IT Services Office is contactable at it-support@st-hughs.ox.ac.uk. College infrastructure, staff and fellows are given priority, so there are times when an immediate response is not possible.

8.1 *Internet access*

Wireless Network:

To use the wireless network (Eduroam) you need to have signed up for a Remote Access Account, which you can do at <https://register.ox.ac.uk>. You can use Eduroam throughout College – this is the best network for students to use. If you are having any problems connecting to Eduroam, please visit the IT Office who will be happy to help.

Wired Network:

All student accommodation within College is fitted with Ethernet ports. St Hugh's College operates an automated Computer Registration System; this allows students to register their own computers on the network. Ethernet cables can be bought from the IT Services Office (subject to availability) and are priced at £2 for 2m and £3 for 3m.

Please note it is imperative that your computer has the latest updates and a fully licensed and up-to-date antivirus program installed. If you have a trial version or an expired version, please remove it and install Sophos (available **free** from <https://register.ox.ac.uk>).

You must read and follow the Terms and Conditions when registering your device. You are responsible for your own computer, its software and any security breaches. Ignorance is not an excuse. If you are unsure about any aspects of your computer please contact IT Services.

8.2 *Printing*

The College provides a service called WebPrint which enables you to print to any of the student College photocopiers from a personal device. To use this service you should visit, <https://print.st-hughs.ox.ac.uk> and sign in using your Single Sign On.

You must be connected to the University network to use this service: including wired connections, Eduroam or VPN. You will need your University card in order to collect your documents from the photocopier; uncollected documents will be deleted and refunded automatically after 48 hours.

A £25 one-off allowance is given to all students at the start of their course. All printing charges, beyond this allowance will be put on your battels and invoiced each term.

For further assistance in activating or using your University email account you can contact either the DODOs (jcr.dodo@st-hughs.ox.ac.uk or mcr.dodo@st-hughs.ox.ac.uk) or the IT Services Office (it-support@st-hughs.ox.ac.uk).

8.3 *Email Accounts*

All new students will be allocated an address upon arrival in College in the form firstname.surname@st-hughs.ox.ac.uk. However this address will need to be activated successfully before you can receive emails.

All current students **must** hold an active St Hugh's College email address, and check their email account daily.

Access to email is normally via the Nexus365 Webmail interface – <https://outlook.office365.com/>, however, email clients can be configured using the instructions found here - <https://help.it.ox.ac.uk/nexus365/setting-up-email>

8.4 *Computer Facilities*

There are computer rooms open 24 hours a day for student use. All PCs are networked and have a standardised set of software.

The JCR computer room is located in Rachel Trickett Building (RTB) Basement.

The MCR computer room is located in 87 Banbury Road (Graduate use only).

The Library has several computers for student use.

- The JCR/MCR computer rooms have black and white photocopier/printers. Students are required to supply their own A4 paper. Paper can be bought from the IT Office (£5 for 500 sheets)
- The Library has a colour photocopier and paper is provided.
- All students are given £25 printer credit at the start of their time at St Hugh's; subsequent usage will be invoiced termly.
- If the photocopier is jammed or is not working please contact the JCR/MCR DODO (IT Rep) or the College IT Services Office.

You need to have an activated University SSO to use the computer rooms. Remember to back up your data. Do not store data solely on the public computers. Remember to logout after you finish using the computers, as the IT Services Office is not responsible for any data loss.

8.5 *Backing up data*

If your device has a hardware fault and you have data on it which needs to be retrieved, the IT Office may be able to take the hard drive out and recover the data. However, we do stress that this is not guaranteed and that backing up your data is imperative.

A backup can be to an external drive or to a Cloud storage provider (eg Google Drive, OneDrive, Dropbox). Please make sure that you have at least 2 copies of data – as data stored solely on an external drive is not a backup – and hard drives do fail!

8.6 *Hardware repairs*

If you have any problem with a personal device and require support, the IT Office is always happy to have a look and advise on the best course of action.

The IT Services Office does not repair hardware on Apple devices, however University IT Services on 13 Banbury road is an authorized Apple service provider, and provides hardware repairs. They do not repair Windows based hardware. See <https://help.it.ox.ac.uk/helpcentre/aasp/index> for more information.

For Windows devices, we do not generally provide hardware repairs, although it is always worth bringing the device to us, in case we are able to offer a solution.

8.7 *Viruses*

It is imperative that you keep your antivirus software fully licensed and up-to-date, as well as protecting your computer by making sure it has the latest updates installed.

If you encounter a virus either in the computer room or your own machine, please let IT Services know immediately. If your computer is unprotected IT Services reserve the right to disconnect it, as well as any other computer which is considered to be a threat to the network.

8.8 *Door Access*

All students are issued with a University Card, which you will need to open many doors in College. You should use your card regularly on a silver card reader – these are located mainly on the external entrances into College and keep your card active. If you do not do this, then your card may not work on other internal doors in College – eg the Library entrance. Make sure to always hold your card on the reader until the light goes green – this makes sure that your card is correctly updated. If you have any difficulties accessing any door in College, please visit the IT Office who will investigate.

8.9 *Oxford University IT Services*

St Hugh's College should be your initial contact for IT Support. However, the University IT Services also provide a range of support services for students. If visiting, they require an appointment is made by telephone first – (01865 6)12345.

Please see their website www.it.ox.ac.uk for more details.

8.9 *Terms and Conditions for using the College Network and IT Resources*

To connect your computer to the College network the following rules must be followed:

- All Peer-to-Peer software must be removed (e.g. Limewire, BitTorrent etc). All file sharing is strictly forbidden. Such software has an adverse effect on other users of the network and, depending on the severity, will be considered as computer misuse. Any other actions that cause disruption to the network could also warrant disciplinary proceedings including fines and loss of connectivity.
- All antivirus software must be fully licensed and up-to-date at all times for all Operating Systems.
- You must not download any unpaid copyrighted material such as DVDs or software without proof of purchase.

- You must not use any unauthorised network device such as your own wireless router.

You are responsible for your own computer, its software and any security breaches. If you are unsure about any aspects of your personal computer please contact IT Services.

NOTE - Anyone found to be breaching these rules will be disconnected from the network and fined a minimum of £50 by the University. It is normal practice for the College, via the Dean, to impose a comparable administration fee.

You must abide by the Oxford University IT policies which can be found at - www.it.ox.ac.uk/rules

8.10 Further Useful Information for IT Users

Welcome to IT
www.it.ox.ac.uk/welcome/

IT Services Help
<http://help.it.ox.ac.uk/>

St Hugh's IT Office
it-support@st-hughs.ox.ac.uk

Section 9

Codes of Practice

9.1 Domestic Services (Undergraduates)

Introduction

This document describes the services provided to resident students of the College in their rent (maintenance charge).

Rooms

Undergraduates are provided with a single study-bedroom furnished with, at a minimum: A bed with mattress protector; a desk, chair and reading lamp; an easy chair; a bookcase; a chest with drawers; a wardrobe; a wastepaper bin; a mirror; curtains.

No additional charges are raised for heating, lighting or hot water (whether provided in the room or in the communal facilities). The College is working towards the provision of four double electrical sockets in each room.

Cleaning

- Study bedrooms (including en-suite rooms) are cleaned once per week by College staff. Cleaning schedules are displayed in all corridors and communal areas. Scouts will dust and polish as appropriate, clean the wash-hand basin area or bathroom, if present, and vacuum. Waste bins will be emptied every day; if the bin is left outside the room, the Scout will empty it without entering the room. Should the bin not be outside, the Scout will not enter the room to empty it. Additional waste and recycling bins are sited within buildings to enable undergraduates to manage their waste in an environmentally sustainable manner.
- Communal facilities and in particular bathrooms/toilets and kitchens are cleaned daily. College staff are not expected to clean students' cooking utensils or crockery/cutlery. A written notice will be posted at least three days before the confiscation of dirty utensils, crockery and/or cutlery from kitchens.
- A general 'spring clean' is carried out before each term begins, when College-owned fridges are defrosted and cleaned thoroughly.
- Staff are instructed to report any circumstance in which their normal duties are obstructed, or made impossible, by student behaviour, including untidiness.

Waste & Recycling

- Recycling bins are provided in all kitchens for glass, plastics, cans/tins and paper products. Please do not contaminate the recycling bins with non-recyclable waste, food waste or pizza boxes or food containers etc... as this will result in additional charges from our service provider (pizza boxes are not accepted as recyclable).
- Cardboard – waste arising from online purchases (e.g. Amazon) should be broken down and flattened and placed in the large grey bins with blue lids located at the following locations:
 - MGA car park
 - 89 Banbury Road
 - 74 Woodstock Road
- PLEASE DO NOT PLACE PACKAGING OR PIZZA BOXES IN KITCHEN RECYCLING BINS OR GROUNDS/GARDENS LITTER BINS.
- Storage Boxes – All students bringing cardboard storage boxes to transfer belongings at the beginning of term are encouraged to flatten these and submit a maintenance request for collection from their room. The boxes will be stored for

re-use and subject to availability students may request a number of boxes to assist with their move at the end of each term by submitting a maintenance request. This action should reduce the amount of waste produced at the beginning of term and enable the boxes to be re-used saving students money on purchasing new. Please note that this is not an individual storage system and you are not guaranteed to receive the same boxes on request.

- Food waste – The College works closely with environmental and sustainability representatives on a building-by-building basis on this matter and, where available, students are encouraged to use the available provisions to minimise waste.

Repairs

- Breakages and other needs for repairs or replacement are reported, if routine, on the College website: www.st-hughs.ox.ac.uk by clicking on the relevant Request Form from the Facilities page under Current Students.
- If breakages are caused by wilful or careless damage, a charge will be raised.

Kitchens

All College accommodation will have access to a communal kitchen.

Bathrooms

Residential buildings should have at least one shower. All basins and baths will be equipped with plugs. Basins adjacent to toilets will be equipped with soap and paper hand towels or equivalent.

Storage of Students' Personal Effects

Owing to Conference commitments during vacations, it is not possible for students' belongings to be left in rooms out of term. A secure General Store in front of Main Building is available and access details are published in the regular 'End of Term Arrangements' memorandum.

Telephones

University Network telephones are provided in communal areas throughout College's residential buildings and may be used by undergraduates to make calls within the University and to make calls to the Emergency Services (Fire, Ambulance, Police). A pay phone is provided in the Rachel Trickett Building

9.2 *The JCR and MCR: Code of Practice*

- The JCR is an association open to all undergraduate members of the College. The MCR is a similar association open to all graduate students.
- Their main objects are to promote the interests and welfare of, and social activities among, their members and to represent the interests of students to the Governing Body of the College.
- The JCR and MCR have written constitutions, elect officers and hold regular meetings. Membership of the JCR and MCR is automatically granted to all students who qualify for membership. Anyone who does not wish to take up membership should notify the Secretary of the JCR or MCR (as the case may be) not later than the end of the Second Week of Michaelmas Term.

- Membership is free of charge to students of the College.
- Withdrawal from membership will disqualify students from standing for office, voting at or attending meetings of the JCR or MCR.
- The written constitutions of the JCR and MCR contain arrangements for the conduct of elections, the conduct of officers, financial management and reporting, the funding of groups and clubs affiliation to external organisations (including OUSU), and the handling of complaints. The implementation of these arrangements is supervised on behalf of the Governing Body of the College by the Dean, in respect of elections, conduct of affairs and handling of complaints, and by the Bursar in respect of financial matters.
- The College provides certain social, recreational and welfare facilities for all its junior members, including the use of common rooms and the bar. It provides the JCR and MCR with funds to enable them to maintain these services on behalf of the College. The services provided by the College are available to all undergraduates or graduate students (as the case may be) on equal terms whether or not they are members of their respective association.
- Complaints about the management of the JCR or MCR should in the first place be made to the President in question. If you are dissatisfied with the handling of any complaint it may be referred to the Dean or the Bursar.
- A copy of the constitution of the JCR and MCR may be inspected in the Senior Tutor's office.

Section 10

Data and Privacy Policy

St Hugh's College is committed to protecting the privacy and security of personal data, and our privacy notices explain what personal data the College holds about students and former students, how we use it internally, how we share it, how long we keep it and what your legal rights are in relation to it. These notices can be found on the college website at www.st-hughs.ox.ac.uk/discover/governance/.

Section 11 Contact Details

In the event of a **life-threatening emergency**, call **999** and ask for the relevant service (police, fire or ambulance), giving your location as St Hugh's College, St Margaret's Road, OX2 6LE, once you have done so, you should then alert the Lodge. In the case of all other emergencies, telephone the Lodge on 01865 274900. Contact details for College Officials in St Hugh's are given below. Telephone numbers are those for the internal network. For outside calls, prefix with '**01865 2**'. For contact details of tutors in College and in other colleges and departments, you may find it helpful to use either the St Hugh's website (www.st-hughs.ox.ac.uk) or the 'contact search' facility on the University's website (www.ox.ac.uk/contact/).

College Officials

Principal	The Rt Hon Dame Elish Angiolini QC elish.angiolini@st-hughs.ox.ac.uk	74920
Principal's PA	Mrs Amanda Moss amanda.moss@st-hughs.ox.ac.uk	74920
Communications Manager	Mr Ben Jones communications@st-hughs.ox.ac.uk	74965
HR Office	Mrs Felicity Walker Ms Melina Kapsala hr@st-hughs.ox.ac.uk	74914
Vice-Principal	Professor Adrian Moore adrian.moore@st-hughs.ox.ac.uk	13219
Bursar	Ms Vicki Stott vicki.stott@st-hughs.ox.ac.uk	74913
Bursars' Executive Assistant	Mr David Hodges david.hodges@st-hughs.ox.ac.uk	74913
Senior Tutor	Professor Roy Westbrook roy.westbrook@st-hughs.ox.ac.uk	74917
Academic Registrar and Tutor for Undergraduates	Miss Thea Crapper thea.crapper@st-hughs.ox.ac.uk	74918
Dean	Professor Rafael Perera rafael.perera@st-hughs.ox.ac.uk	74417
Assistant Dean	Mr James Coates james.coates@st-hughs.ox.ac.uk	
Junior Deans	Miss Sile Johnson sile.johnson@st-hughs.ox.ac.uk	
	Miss Julia Kotthaus julia.kotthaus@st-hughs.ox.ac.uk	
	Sam Lunn-Rockcliffe samuel.lunn-rockcliffe@st-hughs.ox.ac.uk	

Mr Leon Romano Brandt
leon.romanobrandt@eng.ox.ac.uk

Miss Jelena Sučević
jelena.sucevic@st-hughs.ox.ac.uk

College Office and Finance Office

Academic Registrar & Disability Contact	Miss Thea Crapper thea.crapper@st-hughs.ox.ac.uk	74918
Deputy Academic Registrar	Miss Jane V. Hall college.office@st-hughs.ox.ac.uk	74911
Academic Officer	Miss Sophie Cheng college.office@st-hughs.ox.ac.uk	74929
Admissions Coordinator	Mr Luke Jackson-Ross admissions@st-hughs.ox.ac.uk graduate.admissions@st-hughs.ox.ac.uk	74910
Outreach Officer	Miss Elena Sorochina outreach@st-hughs.ox.ac.uk	74989
College Accountant	Mr Jeremy Weeks jeremy.weeks@st-hughs.ox.ac.uk	74903
Financial Controller	Mrs Karen Peake karen.peake@st-hughs.ox.ac.uk	84447
Finance Officers	Miss Nicole Cooper nicole.cooper@st-hughs.ox.ac.uk	74915
	Miss Lesley Mabanta finance.office@st-hughs.ox.ac.uk	74916

Health and Welfare

College Doctor	Dr Penny Moore (Summertown Health Centre	01865 515552)
College Nurse & Wellbeing Coordinator	Mrs Sarah Dragonetti nurse@st-hughs.ox.ac.uk	74945
College Counsellor	Ms Elizabeth Treasure counsellor@st-hughs.ox.ac.uk	74945
Chaplain	Revd Dr Shaun Henson shaun.henson@st-hughs.ox.ac.uk	74955
Tutor for Equality	tutorforequality@st-hughs.ox.ac.uk	

Library

Library & Archive Fellow	Professor George Garnett george.garnett@st-hughs.ox.ac.uk	74972
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Librarian	Ms Nora Khayi nora.khayi@st-hughs.ox.ac.uk	74956
Library Assistant	library@st-hughs.ox.ac.uk	74938

Accommodation and Buildings

Accommodation Manager	Mrs Magdalena Robinson accommodation.manager@st-hughs.ox.ac.uk	74907
Housekeeping	housekeeping@st-hughs.ox.ac.uk	23260
Head of Estates	Mr Colin Bailey colin.bailey@st-hughs.ox.ac.uk	613882
Building Maintenance Manager	Mr Simon Furneaux simon.furneaux@st-hughs.ox.ac.uk	613882

IT Services

IT Fellow	Professor James Martin james.martin@st-hughs.ox.ac.uk	
IT Manager	Mr Mike Pitts ictmanager@st-hughs.ox.ac.uk	74993
IT Officers	it-services@st-hughs.ox.ac.uk	74931

Lodge

Head Porter	Mr Robert Lewis robert.lewis@st-hughs.ox.ac.uk	74900
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Catering

Domestic Bursar	Mrs Rahele Mirnateghi rahele.mirnateghi@st-hughs.ox.ac.uk	74908
Catering Manager	Mr Andrew Sheridan andrew.sheridan@st-hughs.ox.ac.uk	74905

Conference Office

Conference and Events Manager	Ms Gemma Sedgwick conferences@st-hughs.ox.ac.uk	74921
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Development

Director of Development	Ms Sarah Carthew development.director@st-hughs.ox.ac.uk	84443
Development and Alumni Relations	development.office@st-hughs.ox.ac.uk	74958