



Reuben College Student Handbook 2024-25

Introduction

Welcome to Reuben College! We hope that your studies in Oxford will be a memorable experience, and that the College can support you in your Oxford journey. To start, it might be helpful to get to grips with some Oxford terminology that you may be unfamiliar with – see the '[Oxford Glossary](#)' for a list of some of the most common terms you will hear at Oxford.

The Reuben Student Handbook contains key information that every Reuben student needs to know, so please read this document carefully. Please use this document with the Reuben and University webpages linked throughout, for more details.

Reuben College is located in central Oxford at 1-2 South Parks Road, OX1 3QP where you will find the Porters' Lodge (phone: 01865 616477), College staff, and facilities listed under section 8 of this handbook.

Contents

Introduction	1
1. Arrival.....	1
1.1 Registration and Enrolment.....	1
1.2 College Induction	1
1.3 Medical Registration.....	1
1.4 Arrival Information for International Students.....	2
1.5 Matriculation	2
1.6 University Card.....	2
2. College Governance	3
2.1 College Policies.....	3
2.2 The Graduate Common Room.....	3
2.3 Equality, Diversity & Inclusion	3
3. Getting to know College Staff.....	4
3.1 College Contact	4
3.2 The Academic Office.....	4
3.3 The Operations Team.....	4
3.4 College 'Intranet' (SharePoint).....	5
4. Welfare.....	5
4.1 Welfare Resources and People.....	5
4.2 University Sexual Harassment and Violence Support Service.....	8
4.3 University Counselling Service.....	8
5. Medical Care.....	8
5.1 Student Assistance Programme.....	8
5.2 College Doctor	8
5.3 NHS Treatment for International Students.....	9
5.4 Dental Care.....	9
6. Finances.....	9
6.1 Course Fees.....	9
6.2 Personal Credit Account ('Battels').....	10
6.3 Employment.....	10
6.4 Scholarships.....	10
6.5 College Funds.....	10



6.6 Disability Support and Allowances	11
6.7 PGCE Students' Childcare Grant	11
7. Academic Matters	11
7.1 College Advisers	11
7.2 Examinations.....	12
7.3 Assessment Extension Requests and Mitigating Circumstances Notices.....	12
7.4 Suspending your Studies	13
7.5 Academic Enrichment Events at Reuben	13
7.6 Libraries	14
7.7 University Terms & Residency Requirements	14
7.8 Graduation.....	14
8. College Facilities & Events.....	15
8.1 College Building.....	15
8.2 Meals.....	15
8.3 Room Bookings	16
8.4 Bar	16
8.5 Sports Facilities.....	16
8.6 Multifaith Room	17
8.7 Music Practice Room	17
8.8 Lockers.....	17
9. Practicalities.....	17
9.1 Mail and Contact Details.....	17
9.2 IT.....	18
9.3 Safety and Security.....	18
9.4 Cycling.....	19
9.5 Emergency Procedures.....	19
9.6 Smoke Free Law.....	19
9.7 Council Tax.....	19
9.8 Families.....	19
9.9 Travel Insurance	20
10. University Services and Facilities	21
10.1 Student Self Service	21
10.2 University Language Centre.....	21
10.3 University Careers Service.....	21

1. Arrival

1.1 Registration and Enrolment

All students are required to register online with the University before the start of their course. You will be sent a login name and password by the University after you have submitted your University Card form. Login details are emailed to the email address you have provided to the University. This will activate your University IT account and give you access to the [Student Self-Service](#) and [Self Registration page](#) where you can activate your Eduroam (Wi-Fi/VPN) account and download software provided by the University.

Once registered, you will have access to your own record at the University and can update your personal details, print enrolment certificates etc. Students on courses lasting more than one year will need to register annually, at the same time of year as their original registration.

New students are advised to arrive in Oxford by “0th Week”, which runs the week before [Michaelmas term](#) (first semester). Some students may be required by their department to arrive earlier.

When you arrive at Oxford, you should come to the Academic Office at Reuben College to collect your University Card and to complete your enrolment. Collection times will be communicated in the pre-arrival information.

Students with College accommodation

The Licence to Occupy commences 30th September 2024 but students can begin to arrive from 23rd September 2024 by arrangement with the Accommodation Office (daily rate charges apply). Students whose course schedule requires them to be in Oxford sooner, may be able to take their room earlier, again by special arrangement with the Accommodation Office by emailing accommodation@reuben.ox.ac.uk.

In accepting College accommodation, you agree to abide by the terms of your tenancy agreement, and to look after and treat your accommodation with respect as outlined in the Accommodation handbook which can be found [here](#).

1.2 College Induction

The College will hold an induction programme across 0th Week. The programme will focus on welcoming you to the College and sharing practical information as well as details of organised social activities. The events timetable will be emailed to you before the academic year starts.

1.3 Medical Registration

All student members of the College residents in Oxford are required to register with an Oxford Doctor, ideally prior to arrival. We recommend you register with our college Doctor, Dr Leaver and Partners, please register [here](#). Alternatively, you can register with the practice directly through their [website](#).

1.4 Arrival Information for International Students

Students with a student visa need to collect their visa card (Biometric Residence Permit) as soon as they arrive in Oxford. These cards must be collected from [the Post Office in St Aldate's](#). You will not be able to enroll at Reuben until you have collected your card.

1.5 Matriculation

Matriculation is a formal ceremony marking your admission to the University of Oxford. Most new students on degree-bearing courses will be required to matriculate, although those who have already matriculated at Oxford are not allowed to do so again. You must have completed the enrolment process to matriculate. Find details on who does and does not matriculate [here](#).

Matriculation dates

Matriculation is traditionally held on the Saturday of "Week 1". Students who are not in residence at the time are normally required to matriculate in person at an event later in the year. Dispensation to matriculate 'in absentia' is occasionally permitted by the University Proctors, and certain courses are always matriculated in absentia (see details [here](#)).

Academic dress

As with most in-person exams, matriculation requires participants to wear full academic dress (known as '[sub-fusc](#)') including an academic gown and mortar board. For most Reuben students the required gown will be an 'Advanced Student' gown. See details of required dress and local stockists [here](#). **Academic dress code must be strictly followed. Any student not appropriately dressed for matriculation or degree ceremony will be refused entry by the University.**

Wearing gowns outside of official ceremonies

Gowns are worn in Oxford for some occasions outside of matriculation, examinations, and degree days. Many colleges require gowns to be worn at 'guest nights' and 'formal dinners'. For Reuben, this is currently optional.

1.6 University Card

Every Reuben College member is issued with a University Card (or 'Bod card') on arrival, which serves as an identification card, a library card, and gives access to College security doors, the dining hall and often also to your accommodation at Farndon Court. Cards will be ready for collection from the Academic Office at enrolment if you have returned the card application form to the University and completed online enrolment. For lost and damaged cards, please contact the academic office in the first instance. If you have lost your card, there will be a charge of £15 for a replacement, please order here: [Lost Cards | University of Oxford \(oxforduniversitystores.co.uk\)](#)

2. College Governance

2.1 College Policies

Members of the College are subject to the Proctors' regulations concerning the conduct of student members of the University. The University Student Handbook, issued by the Proctors' Office, can be found online [here](#).

Members of the College are also subject to a variety of college rules, either under the University umbrella, or as agreed through Reuben's Governing Body.

All students should familiarize themselves with [College policies](#) noting the Codes of Conduct they have signed up to in becoming a member of the College, and the rights and duties they hold by virtue of college membership. The use of illegal drugs, harassment, sexual harassment, and violence are never acceptable.

Please note the College's [Social Media Policy](#). Reuben values and protects freedom of expression; at the same time, the College does not tolerate posts that are offensive or derogatory relating to sex, gender reassignment, race, disability, sexual orientation, religion/belief or age, and nor does it tolerate posts that are meant to hurt, offend or denigrate an individual or are illegal under British law.

Reuben's Governing Legislation can be found online [here](#).

2.2 The Graduate Common Room

As the representative body for all students at Reuben College, the [Graduate Common Room](#) (GCR) Committee works to develop and promote opportunities for students to engage with the academic, social, cultural, recreational, and sporting life of the College. It also represents members in their corporate relations with societies, college clubs, and other bodies across the University of Oxford.

All on-course students at Reuben College are eligible to vote in GCR elections, and elections take place in stages during Michaelmas and Hilary Terms, for the new officers to take up their functions at the beginning of the next term. A staggered series of elections allow for the participation of students on taught as well as research courses, and for the transfer of skills and experience between committee members.

Students are encouraged to put on and get involved in a wide range of student-led social activities within the GCR. These events may take the form of formal exchange dinners, sports competitions, movie nights, quizzes, etc. Students who are interested in helping to organise such events might consider running for elected positions within the GCR Committee or getting in touch with the GCR Executive by emailing graduate.president@reuben.ox.ac.uk.

2.3 Equality, Diversity & Inclusion

Through every one of its committees, events, procedures and practices, the growing community of Reuben College is creating an environment in which everyone can take

advantage of the unique opportunities that living, working and studying in Oxford can bring.

The GCR aspires to elect at least one Equality and Diversity representative from amongst its members, who works with the GCR Social Secretary and other officers to ensure all College events are inclusive.

All College members are bound by the College's [Equality Policy](#) and commitment to the College's Equality Action Plan ([see here](#)). As part of their induction, all new students will be encouraged to participate in various workshops on Equality, Diversity and Inclusion.

3. Getting to know College Staff

The College's core office hours are Monday to Friday from 9am – 4.30pm. The only exceptions to this are likely to be over the Christmas and Easter University closure periods. Details of these arrangements will be communicated in advance.

3.1 College Contact

College members (academic and staff) will communicate with students primarily via their college email address. Students are expected to check their email accounts regularly as key College and University notifications will be sent to this address. Please make sure to activate this email address before you arrive.

3.2 The Academic Office

The Academic Office is led by the Senior Tutor, [Dr Caroline Mawson](#), and oversees admissions and on-course student academic affairs from enrolment to graduation and beyond (Alumni). If you have concerns about your academic progress or welfare, please contact the Academic Office who can guide and support you. The team consists of the Senior Tutor (details as above), Academic Administrator, [Leema Chapman](#), Graduate and Admissions Administrator, [Avalon Floyd](#).

The following administrative teams work closely with the academic office; President's Executive Assistant, [Chloe Mak](#), Communications and Events Manager, [Sarah Davidson](#), Events Co-Ordinator, [Catherine Barnett](#), Communications and Events Assistant, [Charlotte Sandy](#), Welfare Dean, [Kirren Mahmood](#), Academic Support and Events administrator, [Lisa Goode](#)

For details of these roles and other college members [see here](#).

3.3 The Operations Team

The Operations Team is responsible for all the College's domestic and financial operations, including Finance, HR, IT, Buildings and Accommodation. The Operations Team is led by the Bursar who can be contacted at bursar@reuben.ox.ac.uk. The Bursar's direct reports are the Buildings Manager, [Toby Christensen](#), College Accountant, [Eleanor Warner](#), Head of IT, [Alex Wooten](#) and HR Officer, [Evie Winchester](#).

For details of these roles [see here](#).

3.4 College 'Intranet' (SharePoint)

Many College materials are open to public access and can be found on the [College website](#). Other materials that are more sensitive, or relevant only to internal groups of Reuben members, are available through the College SharePoint site. The [Reuben College SharePoint Hub](#) is accessible to all Reuben members.

4. Welfare

You may experience struggles of one kind or another during your time in Oxford, whether they are study-related or personal, but you do not have to struggle on your own. We have a dedicated welfare team here to support all aspects of your health and wellbeing whilst you are studying here.

Maintaining good mental health is just as important as maintaining good physical health and our aim is to take a holistic approach to support your wellness and development.

4.1 Welfare Resources and People

Our Welfare Team consists of the Welfare Dean, the Senior Tutor, Sub-Deans, the Disability Lead and Disability Coordinator, Harassment Advisors and Peer Supporters. The Welfare Team will work proactively and collaboratively with representatives from the graduate body, academic staff, university-wide services, and community services to support you. Your College Advisor will also help you find relevant sources of help and support.

Further information about the College's welfare support can be found [here](#).

Student Assistance Programme

Reuben College offers a free Student Assistance Programme (SAP) which provides a 24/7 confidential call service and personal app, [See here](#)

You can use the SAP, day or night, for a variety of support needs, including for stress and anxiety, low mood, medical information, alcohol or drug issues, and nutritional advice.

Phone the helpline on 0800 028 3766 or find out more [here](#) on our website.

Welfare Dean - Kirren Mahmood (Email: welfare.dean@reuben.ox.ac.uk)

The Welfare Dean can offer support to students dealing with any issues related to welfare or wellbeing. Support is tailored to the specific needs of each student and subject to the Welfare Dean's capacity. This may include:

- Being a friendly face and having an informal chat when you need it
- Offering a reflective space and actively listening to your problems
- Developing a shared understanding of the presenting problem/s

- Psychoeducation and raising awareness of other significant issues including remits/criteria for relevant services
- Sharing self-help resources and information
- Signposting (directing our students to the most relevant services/ professionals for their needs)
- Offering preliminary evidence-based interventions for mild to moderate difficulties such as low mood, anxiety, stress and feeling overwhelmed

Kirren will be available for confidential drop-in sessions and pre-scheduled appointments. If you ever feel distressed, struggle with your mental health or are having any personal problems; experience relationship/ family issues; substance misuse; or you are just worried about your work, please do not hesitate to contact her. Kirren is also one of the College's Harassment Advisors and oversees the student Peer Supporters (trained by the University Counselling Service).

Senior Tutor & College Disability Lead - Dr Caroline Mawson (Email: senior.tutor@reuben.ox.ac.uk)

Caroline is concerned with students' progress and assisting with any problems related to graduate studies and work. She also has a strategic and governance role within the college. She has a welfare responsibility in conjunction with that of College Advisors and the other members of the welfare team. If you have any concerns regarding your academic progress, working relationship with advisors, or your department, please contact Caroline.

Academic Administrator & Disability Coordinator - Leema Chapman (Email: academic.administrator@reuben.ox.ac.uk)

As Academic Administrator, Leema's role includes providing on-course student support in academic related matters such as extension requests, suspensions, examinations, withdrawals, and managing arrangements for degree ceremonies.

Along with the Senior Tutor, Leema is also responsible for advising students about provision and support available for a wide range of disabilities. She can help you with any reasonable adjustments you may require.

University Disability Advisory Service

Leema and Caroline may liaise with linked staff members from the University Disability Advisory Service, DAS (Fiona Thorne and Pauline Graham), who are specialist advisors for information and advice on disability issues. They can help facilitate further assessment and support if required to help you access all aspects of your education and college life. For further information, please refer to the college [Disability Resources and Advice](#) webpage.

If you have a disability (a long-term physical or mental health condition that affects your ability to carry out day-to-day activities), or think you may have one, you are welcome to consult the Disability Coordinator confidentially in the first instance.

The University also has a wide range of [resources](#) that provide information and advice on disability issues.

Sub-Deans

Sub-Deans form a core part of the College's welfare and pastoral support, assisting the Dean, Welfare Dean, and College staff in creating a welcoming, safe, and supportive environment for our college community. Our Sub-Deans have a rotating roster and are available to assist our students with any difficulties that may arise out-of-hours, including help or advice for any pastoral/welfare issue, personal problem, illness, or crisis and matters relating to inconsiderate/antisocial behaviour.

The Sub-Deans are based in Farndon Court and Winchester Road (Reuben College accommodation sites), **students can contact the on-call Sub-Dean through the lodge phone number (01865 616477)** for urgent issues that arise out-of-hours.

College GP

For information about NHS healthcare for students, please visit [this webpage](#) and see the 'Medical Care' section below (5).

Peer Supporters

If you start feeling isolated, struggle to settle in, or you have any concerns about any aspect of college life, you might prefer to approach a Peer Supporter in the first instance.

Peer Supporters are students who have received intensive training and regular supervision by the University Counselling Service to help other students think through issues and provide emotional support in a safe and confidential manner. To find out more about who they are, [see here](#) or email peer.support@reuben.ox.ac.uk.

If you are interested in becoming a Peer Supporter [see here](#).

Harassment Advisors (Bullying & Harassment)

Neither the University nor the College tolerate bullying, harassment, or victimisation in any form. All members of the College are expected to treat each other fairly and with respect, courtesy, and consideration.

If you feel that you have experienced any bullying or harassment, Harassment Advisors are available to help. They can clarify the options open to you, assist you in resolving the matter informally where possible, and support you throughout the resolution of your concerns. Information will be held in confidence, except in cases where there is an unacceptable risk to a member of staff, student, or to the University.

See more details [here](#).

Additional support and guidance from the University on Harassment:

- Students can contact the University's harassment line on 01865 270760 or harassment.line@admin.ox.ac.uk.
- For information, help and advice available to students dealing with harassment and conflict [please see here](#).
- For further information about the University's response to bullying and harassment, including the Harassment Advisor Network, [see here](#).
- See the [University's full policy and procedure on harassment](#) and a helpful one-page [flow-chart](#) to guide students who are experiencing harassment.

4.2 University Sexual Harassment and Violence Support Service

The [Sexual Harassment and Violence Support Service](#) (SHVSS) provides a safe space for all Oxford students to be heard, offering free support and advice to any student who has been impacted by sexual harassment and/or violence. All specialist advisors at the service are trained to support you at your pace, free of charge and in confidence.

The University also has an [Independent Sexual Violence Advisor](#) (ISVA) who provides emotional and practical support and advice to any student who has experienced sexual violence, recently or in the past. Students can self-refer to the ISVA using a [referral form](#), or can email oxforduniisva@osarcc.org.uk for further advice.

4.3 University Counselling Service

It is often possible to resolve personal or emotional problems with help from members of the welfare team and Student Assistance Programme

However, if you need to speak to a professional counsellor or therapist, the University has an excellent counselling service. They offer individual counselling, workshops or short courses, group counselling, self-help resources and podcasts to help you gain understanding and insight into any difficulties you may be experiencing.

[Oxford University Counselling Service](#) offer free and confidential support, but they are not an emergency service. Appointments can be made by telephone (01865 270300), by email to counselling@admin.ox.ac.uk, or by a personal visit to their offices at 3 Worcester Street, OX1 2BX.

5. Medical Care

5.1 Student Assistance Programme

The College's [Student Assistance Programme \(SAP\)](#) (SAP) offers Reuben students a 24/7 confidential call service and a personal app. As well as using SAP for mental health support (see section 4.1), you can use the Student Assistance Programme, day or night, for medical information, alcohol or drug issues, nutritional advice, medical factsheets, fitness advice and health checks. The service also includes access to medical information from qualified nurses (via the telephone helpline, Monday-Friday 9am – 5pm)

Phone the helpline on 0800 028 3766 or find out more [here](#) on our website.

5.2 College Doctor

All College members and residents of Oxford must register with a local General Practitioner (GP) Doctor. In the UK your GP is your first point of contact for all non-emergency medical treatments including health and mental health conditions. Many problems can be treated by the GP, but if you need specialist care, the GP will refer you to an appropriate NHS Specialist.

You are strongly encouraged to register with the [College Doctors](#), Dr Leaver and Partners at the Jericho Health Centre on or before arrival. If you decide to register with a different local GP you must provide the Academic Office with their contact details (academic-office@reuben.ox.ac.uk), so that the College may call them in the event of an emergency.

You can contact the GP for medical appointments with a doctor or practice nurse for any health (or mental health) concerns. This may include sleep disturbance, contraception and sexual health, medicines, vaccinations or managing a long-term health condition.

For further information about how the UK medical system works, [see here](#).

5.3 NHS Treatment for International Students

Students coming from countries with reciprocal health arrangements with the UK are eligible for free treatment under the National Health Service (NHS). To find out if you are eligible for NHS services, please visit the [UK Council for International Student Affairs](#) website. Treatment for a medical emergency is free, regardless of status.

5.4 Dental Care

Most dentistry is provided by private practitioners in the UK (who can offer a range of clinical and cosmetic treatments). However, some dental clinics also offer NHS treatments. These are treatments that are considered “clinically necessary” for good oral health and are significantly cheaper than private treatment, but please note they are not free.

There are currently a number of practices open to new patients within Oxford. For further information on how to find an NHS Dentist in Oxfordshire [see here](#).

6. Finances

6.1 Course Fees

For those paying fees from their own funds and starting their course in Michaelmas Term, invoices are sent out in September. Full payment for the year should be made before the academic year starts. **Please note that students will not be allowed to matriculate or graduate unless fees have been paid.**

At the end of the fee liability period (the statutory number of terms for which full fees are required) a student who is still on course will be designated a “Continuing Student”. Such students, whether in residence or not, will be liable for a college continuation charge and a university continuation charge each term until submission of their thesis, please see [Continuation charges](#) for further details. This will entitle them to full College facilities and to continue to use dining facilities at the subsidized student rate. **Please note that unless we are advised in writing that your grant authority will pay these charges, you will be personally responsible for payment.**

6.2 Personal Credit Account ('Battels')

It is the College policy that, where possible, students pay for all items at the point of consumption (e.g., meals in College, and at the College bar).

From time to time, students will purchase an item and be charged and invoiced for payment by the College. Where this happens, all credit accounts ('Battels') must be settled promptly via the [College's payment platform](#).

6.3 Employment

The University recognizes that some full-time graduate students will want to undertake a limited amount of paid work during their studies, whether as part of their academic development (e.g., teaching and demonstrating) or to help to support themselves financially. The [University's guidelines](#) on paid work aim to ensure that paid work does not adversely affect students' success in their studies or their ability to complete their course on time. In addition, some graduates (for example, graduates funded by research councils and some other scholarships) will have prescribed limits on how many hours' paid work they can do.

Overseas students are entitled to work in the UK subject to conditions. The maximum hours you can work during term-time are normally printed on your visa sticker or Biometric Residence Permit (BRP). For most Oxford students holding a student visa this will be up to 20 hours a week during term time. You should seek permission from your supervisor or course director before taking employment. For further information [see here](#).

6.4 Scholarships

Reuben College offers [graduate scholarships](#) only at admission stage, and a central University website provides a [search of all available scholarships](#).

6.5 College Funds

Reuben College provides a range of grants for on-course students. [Our financial support webpages](#) provide information on these grants and on how to apply for emergency support. Individual grants may be applied for under the following main categories:

- **Grants for Academic Related Activities**

Each full-time fee paying graduate student (excluding those paying continuation fees only) may claim up to £225 per annum for academic-related support. This includes conference support, language or other academic courses, and relevant expenses. Please note that this does not include fieldwork support. Funds are reclaimed via our expense platform ([SAP Concur](#)) with receipts and proof of payment required. Awards will require the completion of an [application form](#) and sign-off from the academic administrator, or if unavailable, the graduate and admissions administrator. Part-time students are eligible for the same funding on a pro-rata basis. Funds can be rolled over whilst within fee-paying liability at Reuben.

- **Grants for Sports and Wellbeing**

Each full-time fee-paying graduate student (excluding those paying continuation fees only) may claim up to £100 per annum for activities related to sport or wellbeing ([Oxford Blues](#) are entitled to an additional £50). This may include support for sports kit, equipment, sports or wellbeing course fees, or participation in clubs, music, or welfare classes. Part-time students are eligible for this same funding on a pro-rata basis.

- **Financial Assistance Grants**

We encourage any Reuben student who finds themselves in **unexpected** financial hardship to discuss their concerns with the College as soon as possible. Please contact the Bursar (bursar@reuben.ox.ac.uk) in the first instance. The College operates its own [Financial Assistance Fund](#) and a small number of grants and loans are made from this throughout the year. Grants are typically limited to £500 but can be up to £1,000 in exceptional circumstances. Students facing unexpected hardship are also advised to refer to the [University's finance pages](#).

The Oxford Student Union's Student Advice Service (SAS) can also be contacted confidentially for [support on budgeting and financial planning](#).

6.6 Disability Support and Allowances

There are a wide range of individual adjustments and study support available for disabled students, and the University's Disability Advisory Service (DAS) will help you determine what support is appropriate for you.

Students facing unexpected academic-related costs related by virtue of any disability are advised to discuss this with the Senior Tutor or Academic Administrator, who may be able to suggest an application to the DAS or for the College's discretionary support fund.

Discretionary Support for students with disabilities

Students registered with the University's Disability Advisory Service may apply to the College for a contribution to academic-related costs recommended within a Student Support Plan but not provided for within the Disabled Students Allowance (DSA) or by other means. Grants will not normally exceed £100 for equipment or £50 per annum for photocopying and consumables. No award is given automatically.

6.7 PGCE Students' Childcare Grant

UK PGCE students only may be eligible for a grant from their regional funding body. You should apply for the [Childcare Grant](#) when you apply to your regional funding body for financial support.

7. Academic Matters

7.1 College Advisers

Each graduate student is assigned a College Adviser. This is often a senior academic member of the College such as an Official (Governing Body) Fellow, but in many cases

a wide range of academic members of Reuben act as Advisers. Your College Adviser can:

- Monitor your progress by discussing your university supervision reports
- Discuss any problems or difficulties you may be experiencing in your department or Faculty, and/or with your supervisor
- Consult with the Senior Tutor with concerns about your academic progress
- Offer guidance on sources of support available within the College and University
- Provide pastoral support, for example on health, personal or coping issues, and direct you to appropriate persons for assistance

Your College Adviser is *not* expected to perform the role of your Department or Faculty Supervisor(s) and is not responsible for directing your academic work or for giving detailed academic guidance. Your College Adviser will not necessarily be from your department or subject area. However, they may be able to offer you advice on academic-related matters such as applications for research funding, conferences and seminar attendance, publication, and career plans.

You will first meet your College Adviser during your first term (ideally within the first three weeks), and you are encouraged to contact them when you need advice or help. Whilst we try our best to ensure you have the same College adviser for the duration of your studies, your College Adviser may change during periods of sabbatical or other academic leave.

Please let the Senior Tutor know by the third week of your first term if you have not had contact with your Adviser.

7.2 Examinations

University examinations information is available [here](#).

Applications for special consideration or [alternative arrangements](#) in exams, and any other communication with the University concerning the conduct of exams and assessment should be made through the College Office (academic.office@reuben.ox.ac.uk) at the earliest opportunity, and by no later than the Friday of week 4 of the term BEFORE the exam is due to take place.

Students are responsible for [entering their names](#) and the correct course options for all University Examinations through [Student Self-Service](#) at the times given in [University guidance](#). It is important that you do so by your course deadline, although within a certain period following the deadline you may be able to pay a fee for late entries or change of option. It is also important that you check through Student Self Service that you have entered for the correct options.

7.3 Assessment Extension Requests and Mitigating Circumstances

Notices

If you have issues submitting assessments on time due to illness or other personal circumstances and need an extension please refer to: [Problems completing your assessment](#).

If you have a short-term illness or a fluctuation of a chronic condition, you can [apply for a self-certification extension](#) yourself. Please note this is capped at two per academic year.

If you have experienced situations that have affected your academic progress, such as illness or personal events, for example, bereavement, you can submit a Mitigating Circumstance Notice (MCE) so that examiners are made aware of the situation. Please see [MCE Guidance](#) for further guidance. Such applications must be made as close to the event as possible and must be received by noon the day *before* the final meeting of the exam board.

Applications for MCE to Examiners can be submitted directly on the Student Self Service or through College. You will need to include your own personal statement and at least one piece of supporting evidence.

Dispensation requests submitted via the Education Committee and applications to the Proctors office on the grounds of ill health, require medical evidence. Please remember to register with a local GP and let the Academic Office know the details if you are not registered with the College GP. Find out more here: [Medical evidence and certificates](#).

7.4 Suspending your Studies

Unforeseen circumstances may mean you need to suspend your studies to take time out, for one term or a maximum of three terms at any one time. In this case, you will need to apply for a suspension of status. If you feel this is the right route for you, please speak to your supervisor and the Senior Tutor initially, who will be able to guide and support you. You should apply to your department to suspend your studies via form GSO.17, Graduate Study (GSO) or through student self-service (depending on course) Forms are available to download [here](#).

Please see our College policy here: [Suspension of Status](#) (available on the Student Hub on Sharepoint).

Further University information on changes in student status can be found [here](#).

7.5 Academic Enrichment Events at Reuben

Tuesday evening talks with dinner

The academic heart of the College lies in its Tuesday night seminar series (colloquially known as 'Dining with Dinosaurs'), which are held in weeks 1-8 of each term. These bring students and academics together in communal dining and discussion. Learn more [here](#).

'Reuben Explores'

Reuben students are invited to informal skills and development talks on alternative Mondays during term. These events feature internal and external speakers and interactive workshops. Students are warmly invited to contribute suggestions for workshops through their graduate committee reps or to the Academic Office.

Details of these events can be found on our [termcards](#).

7.6 Libraries

Bodleian Libraries

All students will be given a University card (or 'Bod card'), which also functions as a library card and a College entrance card on arrival. You can find information on Oxford's comprehensive library services [here](#).

The Bodleian Libraries provide access to an extensive collection of databases, electronic reference works, e-Journals and e-Books. These and other electronic resources can be accessed from the [Bodleian Libraries Finding resources](#) web page. If you are working outside the University network, you can still access most online resources using your Oxford Single Sign-On (SSO) or via the Oxford VPN. [More information is available here](#).

College Library

Reuben College has its own library space available for Reuben students whenever the College buildings are open.

The College is happy to consider requests for new book purchases of general interest. Please email library@reuben.ox.ac.uk if you would like to make a recommendation. Academic texts for solely personal use can be claimed against each student's academic related funds, subject to the cap on those funds. [Find out more](#).

7.7 University Terms & Residency Requirements

Although the framework of graduate work is much less geared to academic terms, the annual pattern of life – and the basis for charging fees – is still dictated by the three-term year (four for graduates in Medical Sciences).

For most diplomas and degrees, except those few specifically designated as distance or part-time courses, students must spend a period in residence – which means graduate students live in term time within 25 miles of Oxford. In exceptional circumstances, permission to reside outside the limits must be sought from the University (see details and application form [here](#)). Students on part-time or distance-learning courses are exempt from the residence requirement.

The minimum period of residence for most diplomas or the degrees of MSc or MSt is three terms. The minimum period of residence for the degrees of MPhil (BPhil in Philosophy), MLitt or DPhil is normally six terms.

7.8 Graduation

University of Oxford degrees are normally conferred at [degree ceremonies](#) held in the Sheldonian Theatre. You may graduate in person or "in absentia", either straight after you've finished your degree, or at a later date. If you choose to graduate in person, you will be presented by your College Dean of Degrees.

Taught course students will receive an email invitation from the University at the start of their final year with information about booking a degree ceremony. Research students will be able to book a date once they have been granted leave to supplicate. Having booked a ceremony, the College's Alumni Team will be in direct contact via email (to your non-Oxford email address if you have left College and provided this) to inform you of the procedures and requirements for the day. Please keep your details updated here: [my oxford online](#) account.

All ceremonies currently have a two-guest limit and your place at a particular degree ceremony will only be confirmed once you have cleared any unpaid bills. All enquiries regarding graduation should be made to alumni@reuben.ox.ac.uk.

8. College Facilities & Events

8.1 College Building

The College building will normally be open 24 hours, except for holiday closure periods. Changes in opening hours if they occur, will be communicated to students via the Reuben website and newsletter, or by email.

Facilities include:

- Library
- Multifaith room
- Informal breakout spaces
- Cafeteria
- College bar
- Music room (requires booking)
- Games room
- Common Room
- Snug (quiet space)
- IT services
- Lecture room
- Shower
- Post room
- Lockers

8.2 Meals

The Reuben Dining Hall is open for self-service lunches on weekdays, and on Monday, Tuesday and Thursday for dinners during term-time, except holidays and fixed closure dates.

- Lunch (self-service, cafeteria style) will be available between 12-2pm, Monday to Friday (12-1pm is only for Reuben members and guests, 1-2pm open to those with a university card)
- Dinners will be available termtime on Mondays (take out service available), as part of Tuesday evening talks, and for Thursday Formal Halls and cultural suppers

There are no meals on weekends or Bank Holidays.

Payment for lunchtime meals

Meals at Reuben College will be paid for via cashless payment methods (e.g., Apple Pay, debit card etc.).

Thursday night dinners

Each Thursday evening during term time there will be a sit-down formal meal in the Reuben Dining Hall. This will alternate between a traditional Formal Hall and International/Cultural themed celebrations. More details on these can be found [here](#).

Tuesday evening talks and Dinner

These meals are free of charge to Reuben students. Pre-booking is required, and students are expected to attend the prior lecture and engage in discussion over dinner. These dinners cannot be transferred to others or exchanged. Please note that although free of charge to Reuben students, to avoid waste late cancellations and 'no shows' may be charged. Cancellations, menu changes and changes to dietary requirements cannot be made after the booking deadline. Learn more [here](#).

8.3 Room Bookings

The ground floor meeting room, music room and first floor common room are available for students to book throughout the year. Please note that **the common room will not be able to be booked on an exclusive basis** and will remain open to all members for access.

For details of these spaces, and instructions on how to book, please see the [room bookings](#) webpage. Please ensure you read the [Room Booking Terms and Conditions](#) and ensure that you comply with the college's [Freedom of Speech policy](#) before making a booking.

8.4 Bar

The David and Simon Reuben bar area opens from 6.30am, Monday to Friday and from 10am on Saturday and Sunday, it is locked daily at 11pm.

When the bar itself is open – i.e. serving drinks – it is “Members and Guests Only”. All drinks are to be charged at point of sale to your bank/debit card, i.e. there is no credit or cash facility.

8.5 Sports Facilities

University Sports Centre and clubs:

Reuben College has paid for gym, swim & track membership for all its members at the University's sports centre (Iffley Road Sports Centre). Details on how to register will be communicated in newsletters and online. [See here](#) for facilities available.

For details of the huge variety of clubs and sports facilities available through the University, see [here](#).

Linacre Gym:

Reuben students have access in 2024-25 to the Linacre College gym, subject to capacity. Please [see here](#) for details of inductions, facilities, and opening times.

College Sports Clubs

The College supports students in a variety of sports and the College is growing its own teams. Students can be supported individually through health and wellbeing grants (see section 6.5) and the Bursar and GCR executive should be contacted regarding the setting up of new College clubs.

Rowing

Reuben has established an independent boat club. Details on participation and membership will be communicated regularly, and the club is open to all members irrespective of experience. The club is overseen by Reuben Fellow Phil Fowler and students, including men's and women's boat club captains.

8.6 Multifaith Room

Our multifaith prayer room is available for all members of the Reuben community (as well as guests and visitors of any faith or none) to use for private prayer, peaceful contemplation, meditation, and quiet time.

The room is open daily and has a maximum capacity of 5.

Please respect the guidance displayed in the room to ensure it remains a safe space for all who wish to use it. There is a notice board outside for religious and cultural events.

8.7 Music Practice Room

An on-site music practice room is available, within the college bar area. This is a bookable space (through the lodge).

8.8 Lockers

A limited number of small lockers are available on site. These can be hired annually: please speak to the Head Porter for details (head.porter@reuben.ox.ac.uk).

9. Practicalities

9.1 Mail and Contact Details

It is important for students to keep their contact details updated, including any change of address in Oxford, of your permanent home address, or telephone contact details. Please provide a mobile phone number which will work in the UK and which you have regular access to. Update your contact details using the [Student Self-Service](#).

There is no formal requirement to obtain University permission to be away from Oxford, although you should be aware of the formal [residency requirements for graduate students](#) (see 7.7) If you are going to be away from Oxford for a term or more, please ensure that you leave a forwarding address and inform the Head Porter

(head.porter@reuben.ox.ac.uk). If you are staying in College accommodation, see your accommodation handbook for details on management of personal mail.

'Pigeonholes' at the main College building are adjacent to Porter's Lodge however, please note that the College does not have the capacity to accept and store large parcels on site.

9.2 IT

University IT facilities and support

Information about IT facilities at the University can be found on the [IT Services' website](#). All students are bound by [University Regulations](#) on computing use, and should make themselves aware of what these regulations do and do not allow. Breaking the rules for network usage may lead to disconnection from the network as well as disciplinary action.

IT at Reuben College

All members with a Reuben affiliation on their University card are entitled to an email account and address of the form: `firstname.lastname@reuben.ox.ac.uk`. This account will be created automatically when your card is issued, and activation details will be sent to you. If you have any queries regarding your email account, please contact the Head of IT at it.support@reuben.ox.ac.uk.

[IT Support](#) for Reuben students can change depending on which building or service you are needing support for.

Wireless access is provided via the University OWL and Eduroam services in all areas. See the University IT Services pages [here](#).

9.3 Safety and Security

Oxford is generally a safe place to study and socialize in, but please do take care and take precaution regarding your personal safety. [The University has a helpful guide on this](#), please do take a few moments to read it.

Please ring 999 in the event of an emergency and if you need the police, ambulance, or fire services.

You can contact the Reuben College Lodge on 01865 616477 when emergency services are not required. Contact the Duty Porter about:

- Concerns about someone acting suspiciously or general concerns about the College building
- Any health and safety issues relating to the College building

Alternatively, contact the Oxford University Security Services (OUSS) (24/7) on 01865 289999 for assistance. Please be aware of the "Safe Lodge" Scheme as depicted by a green circle in most college Lodges. You can ask for help to get home from any college lodge. They will contact us and arrange a taxi home for you and you will be able to take refuge in their lodge until it arrives.

9.4 Cycling

Cycling is the most convenient way of travelling around the city, but it can also be dangerous if you are unfamiliar with the rules of the road or don't have the right equipment. For information on how to get cycling safely around Oxford, [see here](#).

Please be aware that when cycling in the dark you are legally required to have white front and red rear lights as well as red rear reflectors. We would also very strongly encourage you to wear a helmet. These measures can be the difference between life and death, or a serious injury, so please do not compromise your safety.

Unfortunately, bicycle theft is a significant problem in Oxford and you are therefore strongly advised to follow the University's guidance on [bike repair and security](#). It is strongly recommended that you take out insurance against theft and register your bicycle with [bikeregister.com](#). This free register has reunited hundreds of cyclists with their stolen bikes. Outdoor cycle racks (uncovered) are available at the College.

9.5 Emergency Procedures

In the event of a serious accident or emergency, summon the Fire Brigade, Ambulance Service or Police by dialing 999. Immediately after calling the emergency services and during normal office hours, please inform Reuben reception lodge (01865 616477). See the [Health, Wellness and Welfare page](#) on the College's website for further emergency contacts and support.

In case of a fire alarm or evacuation, please follow the guidance posted in your building.

9.6 Smoke Free Law

It is against the law in England to smoke or vape in all 'enclosed' and 'substantially enclosed' public places and workplaces – this includes all College buildings. You are also respectfully requested to avoid smoking or vaping directly outside of the main College entrance at Reuben and of all College accommodation.

9.7 Council Tax

Students living outside of college accommodation will need to claim a student exemption on receipt of a demand from the City Council. An Enrolment Certificate for this purpose can be obtained from the [Student Self-Service](#) section of the University's website, then signed and stamped by the Academic Office.

9.8 Families

Accommodation

The College is currently able to offer a two-bedroom flat for a Reuben student with family and two couples' flats, both within its Winchester Road housing. Availability will be advertised to all Reuben students, with priority given to incoming students. The University Graduate Accommodation Office also has accommodation for families in sites across the city – [see here](#).

The Oxford University Newcomer's Club

The [Oxford University Newcomers' Club](#) is run by volunteers who aim to help the newly arrived partners of, graduate students, academic and administrative members of the University to settle in and meet people in Oxford.

Children at Reuben events

Reuben welcomes children in most parts of the College and at most events. Highchairs are provided in the dining hall, and College members are welcome to bring children for lunches. Formal dining and Tuesday dinners are not usually appropriate for children of junior school age or under, unless otherwise advertised.

Schools in Oxford

There are many excellent schools for young people in the Oxford area. To find a school place for your child, make sure you apply before your arrival. See useful links below:

- [Applying to School](#)
- [School Transfer Application](#)
- [Find Your Catchment Area](#)
- [OFSTED \(reporting agency for schools\)](#)

Note: Many state schools have "Church of England" in their name. Despite this naming convention, these schools are run by the state, free to attend, and are open to all.

University Nurseries

It is highly recommended that you apply for nursery care as soon as you can. Oxford University has five [University Nurseries](#), as well as five independently run [college nurseries](#), and 11 community nurseries.

Apply for these nurseries available [here](#), or email childcare@admin.ox.ac.uk. **(Note: College nurseries are separate from University Childcare Services and so you must apply to them directly).**

Reuben College pays a subscription for a small number of priority nursery places. Whilst this does not guarantee a place, it does mean that a small number of Reuben members will have priority access. Please contact the Senior Tutor as soon as possible if this would be useful and be aware that you need to have already applied for a university nursery place to be eligible.

Oxfordshire Day Nurseries

To find nursery options not affiliated with the University in the Oxfordshire area, [see here](#). Information is also available about crèches, care for disabled children, childminders, toddler groups, out-of-school clubs, etc. [here](#).

9.9 Travel Insurance

Whilst the University can provide travel insurance for students travelling within the UK or worldwide on University business, this cover is not automatic. To arrange insurance please refer to the University's guidance [here](#). Students travelling on fieldwork are recommended to discuss insurance with their faculty.

10. University Services and Facilities

10.1 Student Self Service

A huge number of University guides and weblinks can be found on the [Student Self Service webpage](#).

10.2 University Language Centre

Students wishing to learn or improve a foreign language, or seeking to improve their English (including written English for academic purposes) should contact the [Oxford University Language Centre](#), which runs classes throughout the academic year. (For College support towards these classes see 'Grants for Academic Related Activities', 6.5).

10.3 University Careers Service

The Careers Service is open to all Oxford University students for use during your time at Oxford and after graduation (please note that advice appointments will only be available for two years after graduation). See [Information for Alumni](#) for further details. You will be offered expert advice and resources including:

- [Advice appointments](#)
- [Internships](#) exclusively available to Oxford students
- [Skill development programmes](#)
- [Careers fairs](#)
- [Careers events](#) run by careers advisers and visiting recruiters
- Vacancies listing on the [Careers Service website](#)