



THE UNIVERSITY
of EDINBURGH

GETTING STARTED

AT THE UNIVERSITY OF EDINBURGH

A guide to starting as an online
distance learning student 2016/17

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Welcome to the University of Edinburgh

This guide will help you get started at the University of Edinburgh and shows you where you can find useful information and services throughout your time as a student. As an online distance learning student at Edinburgh you will be very much a part of one of the world's leading universities.

When you join us, you will be admitted to one of our three Colleges: Arts, Humanities and Social Science; Science and Engineering; or Medicine and Veterinary Medicine. Between them, these Colleges comprise 20 Schools. You will be based in one of these, though if you are a research student, you may become more familiar with your individual institute or centre. Whatever your discipline, you will have a wide range of central student services and resources available to you.

Stay connected

Get the latest announcements, news and events from the University:

 www.ed.ac.uk/news/students

 [www.fb.com/EdinUniStudents](https://www.facebook.com/EdinUniStudents)

 twitter.com/EdinUniStudents + [@uoeline](https://twitter.com/uoeline)

Welcome week

The week immediately before your first semester starts at the University of Edinburgh is known as Welcome Week. Welcome Week includes communication of important information and orientation.

During this week, it is essential to confirm your attendance through accessing your virtual learning environment (VLE) and, on some programmes, making email contact with the Programme Team – this confirmation completes the matriculation process to become a fully-matriculated student, giving you access to student benefits, for example, student ID (see below). Details of matriculation requirements will be communicated by the Programme Team via your University email account.

As a student on an ODL programme, this week will give you an opportunity to familiarise yourself with your VLE and digital resources. There will also be opportunities to introduce yourself to other students on your course through the VLE and social media platforms.

There is no expectation that you will be familiar with the programme VLE in advance of Welcome Week – orientation documents and activities will help guide you round the platform, highlighting important areas to note for participation on the programme. However, if you have time, it is useful to familiarise yourself with University resources in advance of Welcome Week – in the month before you start your programme, you will have access to most resources through your VLE and MyEd channel, e.g. library provisions.

Matriculation

Matriculation is the process by which you will be formally admitted to the University of Edinburgh. For new students matriculation consists of three elements:

- Registration - registering at the University by completing an online registration form via the MyEd portal and making arrangements for the payment of your tuition fees.
- Confirm attendance – as a minimum, accessing your VLE. The School/College in which you will be studying will supply you with details about the arrangements.
- Fulfilling any admission criteria if prescribed by your College (as per your offer letter).

Guidance on the matriculation process (including registration instructions) is issued by Student Systems. This is normally published [online](#) in early July.

To make this process easier, the latest information is also signposted from the [New Students website](#).



University student card

The University requires that you have an up-to-date student card, which serves as your student ID, your library card and on-campus door access control card, if you happen to visit.

A guide to applying for and receiving your first student card is available on the [Information Services website](#).



Money

Tuition fees and student support

Tuition fees are shown on the [Scholarships and Student Funding Services website](#). You can also obtain information by email, fees@ed.ac.uk or telephone +44 (0)131 650 2230. General information of all aspects of fees and finance can be found on the [Fees and finance website](#).

Payment of tuition fees

Online distance learning students have a number of options of how to pay fees:

- sponsorship/scholarship funding
- in advance or at programme start
- by instalment or invoiced at course level

Most ODL programmes invoice at course level (ICL) which means you only pay for the courses you are enrolled to study on each semester. ICL programmes do not support additional instalment payment options.

UK based student instalment payments can only be made by direct debit from a UK bank. Non-UK based students can also pay by instalment. More information is available on the [Finance website](#).

You must complete the online distance learning programme mandate no later than one month after your programme start date. An instalment plan letter will be sent to your University student email account confirming the amount to be paid on each instalment date once the mandate(s) are received and actioned by the Income Section. More information can be found on the [Finance website](#).

Financial assistance

You may be entitled to financial support from your government, be funded by a sponsor or have arranged some other form of student loan.

[Online Learning Scholarships](#) are available for some programmes to eligible students.

Normally you will have to apply for this type of financial help as early as possible and for each year of study - your financial support or sponsor funding provider will be able to advise you. More information can be found at on the [Student Funding website](#).



Accessing services and resources

Library

At Edinburgh you will have access to one of the largest and most important academic libraries in the world. Our libraries currently house around 3.5 million printed volumes and a growing number of electronic resources. These include more than 300,000 electronic books and 50,000 electronic journals. These resources can be used remotely at any time. See the [Library website](#) for more information.

To help you get acquainted with the University's main libraries, orientation links will be available in your programme handbook and VLE or you can find more [information online](#).



Student Email and Computing Services

The University will send you your password for accessing the University's computing systems and e-mail service along with the application form for a University card. You will typically have access to these systems prior to the start of your programme.

Once your account is activated, make sure that you routinely access your e-mail as the University will use this account to contact you throughout your time of study.

Information Services (IS) provide useful [information](#) on all University computing services, including accessing your student email account.

Getting help

The IS Helpline provides a first point of contact for enquiries relating to library, computing services and online learning. The helpline is available around the clock with 24/7 cover. More details of the IS Helpline service are available on the [IS website](#). If you are logging a call outside of University working hours (8am – 6pm, Monday to Friday), your request may be automatically transferred to our out-of-hours support team who can deal with a wide variety of common IT queries. If they cannot resolve your request, it will be passed to the central IS Helpline for investigation. Please note that this may result in a short delay in finding a solution.

Please contact the IS helpline using your University email account to ensure your enquiry is prioritised: is.helpline@ed.ac.uk You can find more information about the services provided by [IS online](#) at their website. You can find status updates and alerts from IS Helpline on their [website](#).

Digital and information skills development

Learning resources and events to develop your digital and information skills are available through the [Digital Skills and Training website](#). As an ODL student you can set up a Lynda.com account, giving you access to an extensive library of high quality online video courses in technology, creative and business skills. Alternatively, in-house options include webinars and online self-teach resources focussing specifically on digital skills for study and research.

Massive Open Online Courses (MOOCs) are freely available online short-courses provided by universities around the world, including The University of Edinburgh, and can be a valuable resource for study support and academic skills development. Many are offered through self-paced delivery, so you can study flexibly around existing commitments. Courses are hosted by organisations such as [edX](#), [FutureLearn](#) and [Coursera](#).

Institute for Academic Development (IAD)

The IAD provides a number of workshops and resources for University of Edinburgh postgraduate students, to help you gain the skills, knowledge, and confidence needed for studying at postgraduate level.

The IAD will be offering various workshops/events for ODL students during the academic year. Details of these can be found on the IAD website or via [MyEd](#).

There are various resources available on the [IAD website](#), including preparing for your studies, studying at postgraduate level, developing your English, literature searching, managing research workloads, writing at postgraduate level, planning and drafting assignments, critical thinking, using digital media and guides and codes.

Email: iad.masters@ed.ac.uk
Blog: <https://iad4masters.wordpress.com/>
Twitter: [@iad4masters](https://twitter.com/iad4masters)

Careers and professional development

Our Careers Service provides extensive support via its website and offers individual support to ODL students through email or Skype. We also offer students the opportunity to engage in a variety of ways including online resources, occasional webinars, Facebook chats & virtual Careers Fairs. Find out more on the [Careers Service website](#).

English Language Support

The English Language Education (ELE) team provide courses and support materials for all students at the University. Information about ELE services can be found [online](#).

Before you start your studies

The Online Pre-sessional Academic Language courses (OPAL-tutored and OPAL-independent study) are designed for ODL Masters students to prepare for your programme. Both courses are free, but places on the tutored version are limited. You can find more information on the [ELE website](#).

While you are studying

The ELE provides support for all students during the academic session, primarily for international students with the minimum English language requirements for their programme. ODL students can apply for the online courses found on the [website](#).

In addition to the courses, you can access a range of [ELE self-study resources](#). The contact at ELE for ODL students is Anton Elloway.
Tel: 0131 650 6200
Email: eleinfo@ed.ac.uk

Employment

The [Careers Service](#) can work with you to explore your career aspirations and how you'd like to develop. If you need help to find employment during or after your studies, the Career Services' [MyCareerHub](#) portal includes an employer & vacancies database. You can access MyCareerHub once you have your matriculation number and student email account.

Chaplaincy Centre

The Chaplaincy is for students of all faiths and none. Through the Chaplaincy you have access to a wide range of multi-faith and humanist chaplains and belief contacts; to streamed services, debates, and other events; and to pastoral support, regardless of religious affiliation, and wherever you are in the world.

The Chaplaincy can provide telephone, email or skype contact, as well as links to specialist sources of help or information. As a distance learner, it may be difficult for you to visit in person, however you are always welcome to telephone or email the Chaplaincy in confidence. To find out more about the Chaplaincy, visit the [website](#).

Student Counselling Service

When you embark on further studies at a distance you are able to contact your tutors regarding all issues relating to your course. However the pressures of study on top of an already busy life can bring unexpected stresses, or other personal issues can arise which you may not wish to discuss with your tutor. Sometimes it can be helpful to talk in confidence to a counsellor.

The Counselling Service is aware that face-to-face counselling is not possible for most distance learning students and therefore offer an [email option](#) to ensure that the Service is accessible to everyone.

The [Student Counselling website](#) provides further information on how to access the Service and what counselling can offer you.

Student Administration Services

can answer your questions on any aspect of being a student at Edinburgh – from matriculation to graduation. Visit the [Student Administration Services website](#) for more information or email: infopoint@ed.ac.uk

Disabled students

The Student Disability Service offers a range of support to students with dyslexia, mental health issues, chronic health problems, students on the autistic spectrum, as well as those who have physical and sensory impairments.

If you think you may need support, which could include teaching and learning adjustments or one-to-one assistance such as proofreading support or mental health mentoring, please make contact as early as possible. The Service is keen to offer support in a flexible way in order to meet the needs of all students, including distance learners. Arrangements at the University of Edinburgh may be different from those you already have, so early contact with the Service is strongly recommended.

Tel: 0131 650 6828
Email: disability.service@ed.ac.uk
Website: www.ed.ac.uk/student-disability-service

Edinburgh University Students' Association

When you enrol as a student at Edinburgh, you automatically become a member of the [Edinburgh University Students' Association](#). This allows you to benefit from a number of different services including representation, welfare, advice, and the facilities that are provided online and within your union buildings.

Your Students' Association represents all students at the University of Edinburgh, whether based on campus or online as distance learners. Students elect representative including Sabbatical Officers and course and School Representatives. All students are eligible to stand and vote in the student elections.

Within your programme, staff will also ask for individuals who would like to become Class Reps. Find out more about all that's on offer from your Students' Association at www.eusa.ed.ac.uk

The Advice Place

Edinburgh University Students' Association also provides The Advice Place: free, friendly, independent and confidential advisory service for all students studying at the University.

They offer information and advice on a wide range of topics including money, funding, academic issues, University processes and regulations, housing and tenancy, employment, health and sexual health, and harassment.

Many of the Advice Place information resources are available online and can be downloaded from their website. ODL students in financial difficulty are eligible to apply online for hardship funding.

More information about the services provided to ODL students can be found on [The Advice Place website](#).



Professional advisers are available throughout the year, including the summer vacation period. You can contact the Advice Place by telephone on 0131 650 9225 or email: advice@eusa.ed.ac.uk

Peer Learning and Support

The Students' Association provides extensive peer learning and support, including peer proofreading for students whose first language is not English. Find out more on their [website](#).

Please note that in courses where the quality of your written English is being assessed, it may be inappropriate to use a proofreading service. If in doubt, please consult your course handbook or your Course Organiser.



(Above from left to right) Jenna Kelly, Vice President Services / Alec Edgecliffe-Johnson, President / Patrick Garratt, Vice President Academic Affairs / Jess Husbands, Vice President Societies & Activities

Edinburgh
University
Students'
Association



Checklist

After you have accepted your offer to study at Edinburgh, these are some of the things you may need to do next:

Preparing to study at Edinburgh

Ensure you have activated your Office365 email account (available 6 weeks before you begin):

- Go to www.office365.ed.ac.uk
- Click the green Activate button
- Enter your EASE username and password

You **MUST** check this email account regularly throughout your time as a student - the University will use this address to contact you

Apply for your student card by uploading a photograph in MyEd, following the instructions in the email from [Card Services](#)

Complete [online registration](#) on MyEd

Check the start date stated in your offer of admission and ensure you will be ready to begin your studies on this date

Disabled Students

Contact one of our [Disability Advisors](#) as soon as possible to discuss any specific requirements

Before you start

Familiarise yourself with the Student sections of the University [website](#) to understand what support services are available to you

Make sure you read the information provided specifically for new students starting your degree

Getting started

Matriculation

Complete the matriculation process. This consists of three elements:

Make sure you have registered via your MyEd portal

Confirm attendance: Log in to your Virtual Learning Environment (VLE) and check your University email account for messages from the programme team

Fulfilling any admission criteria as prescribed by your College

Where applicable, send the Fees and Student Support team a copy of your [sponsor award letter](#)

Tuition Fees

Make arrangements for the [payment of your tuition fees](#)

Check your offer letter to see whether there are any additional costs associated with your programme

Computing

Read the [guidance on computing, library and e-learning services](#) for new students

To access the university Wi-Fi service (called Eduroam):

- Go to www.ed.ac.uk/is/wireless
- Follow the instructions for 'Accessing the wireless network service'

Continued overleaf...

Useful links

General ODL enquiries	online.learning@ed.ac.uk
New Student website	www.ed.ac.uk/new-students
Anti-virus	www.ed.ac.uk/is/anti-virus
The Advice Place	www.eusa.ed.ac.uk/advice
Careers Service	www.ed.ac.uk/careers
Card Services	www.ed.ac.uk/is/card
Chaplaincy Centre	www.ed.ac.uk/chaplaincy
English Language Education (ELE)	www.ed.ac.uk/english-language-teaching
Edinburgh University Students' Association	www.eusa.ed.ac.uk/activities/postgraduate/about/odl/
Fees and Student Support	www.ed.ac.uk/student-funding/tuition-fees
Institute of Academic Development	www.ed.ac.uk/institute-academic-development
Information Services (IS)	www.ed.ac.uk/information-services
IS Helpline support	is.helpline@ed.ac.uk
Welcome events	www.ed.ac.uk/students/new-students/events
Library	www.ed.ac.uk/is/library-museum-gallery
Nightline	www.ednightline.com
Scholarships & Student Funding Services	www.ed.ac.uk/student-funding
Student Administration Service	www.ed.ac.uk/student-administration
Student Counselling Service	www.ed.ac.uk/student-counselling
Student Disability Service	www.ed.ac.uk/student-disability-service
Timetabling	www.ed.ac.uk/timetabling
University of Edinburgh	www.ed.ac.uk
UniDesk Self Service	ed.unidesk.ac.uk
Virtual Private Network (VPN)	http://www.ed.ac.uk/information-services/computing/desktop-personal/vpn



Student Recruitment & Admissions
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Edinburgh, EH8 9JS

Tel: 0131 650 4360

Email: sra.enquiries@ed.ac.uk

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