



THE UNIVERSITY
of EDINBURGH

The University of Edinburgh Essential **GETTING STARTED**

Guide 2017/18

A guide to starting as an
online learning student

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Welcome

#edwelcome

www.ed.ac.uk/new-students



Welcome

Welcome to the University of Edinburgh

This essential guide will help you get started at the University of Edinburgh, showing you where to find useful information and services throughout your time as a student.

Whether you are studying online, or on-campus at the heart of one of Europe's most loved capital cities, you will be very much a part of one of the world's leading universities.

Stay connected

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

-  www.ed.ac.uk/news/students
-  www.fb.com/EdinUniStudents
-  twitter.com/EdinUniStudents + [@uoeline](https://twitter.com/uoeline)
[#inspiringstudents](https://twitter.com/inspiringstudents)
[#edwelcome](https://twitter.com/edwelcome)

Top 5 Tasks

The first few weeks at university can feel a bit overwhelming but we have everything that you need to know within this guide and also on the New Students website:

www.ed.ac.uk/new-students

We want you to feel confident when you join us online, so we have put together the following top 5 things to do when preparing to start at the University of Edinburgh.

1. **Activate your university email account**

Make sure you have activated your Office365 email account. This is the primary way the university will contact you during your time here:

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

Once you have set up your Office365 account, you can use your university password to log in to the university computer system and access computers around the campus. The Information Services website provides useful information on accessing your student email account, timetable and all other computing services, look online: www.ed.ac.uk/information-services/students/useful-info

2. **Complete the Matriculation process**

Matriculation is the process by which you will formally enrol to the University of Edinburgh before you start your studies with us.

For new students matriculation consists of four elements:

- **Register as a student online** - this is done via the MyEd portal (specific registration information: www.ed.ac.uk/student-systems/support-guidance/students/online-registration)
- **Confirm your attendance** - (information below)
- **Fulfil any admissions criteria** - these will be outlined in your offer letter and may refer to criteria such as English language proficiency.
- **Make arrangements to pay your tuition fees** (more detailed information on page 04)

Guidance on the matriculation process (including registration instructions) is issued by Student Systems to your university email address in advance of your commencement date. Further information is also signposted online: www.ed.ac.uk/students/new-students/top-5-tasks/matriculation

3. **Confirm your attendance**

It is essential to confirm your attendance by:

- Accessing your Virtual Learning Environment (VLE) e.g. Moodle, Learn or Blackboard Collaborate. More information on these platforms is online: www.ed.ac.uk/information-services/learning-technology/virtual-environments
- Making email contact with your School Support Office



Virtual Learning Environments (VLE)

You will have access to your VLE in advance of your start date which gives you the opportunity to familiarise yourself with your VLE and digital resources. There is no expectation that you should be fully competent in this programme in advance, but it is recommended to use it to introduce yourself to other students on your course through VLE and on social media platforms.

4.

Pay your tuition fees

Up-to-date tuition fee levels are available online: www.ed.ac.uk/student-funding/tuition-fees. It is recommended however that you check your offer letter to see whether there are any additional costs associated with your programme.

You can also view your full student fees account details (including payments you have made, sponsor invoices and confirmed instalment plans) on the Finance Channel in your MyEd (requires University password).

Financial support or sponsorship/scholarship funding - You may be funded by a sponsor or have arranged some other form of student loan. You could also be entitled to financial support from an appropriate UK government funding body (online students are not eligible for Student Awards Agency for Scotland (SAAS) loans):

- [Student Finance England](#)
- [Student Finance Wales](#)
- [Student Finance Northern Ireland](#)

If you are an English-resident, or EU student, planning to study part-time for a maximum of 2 years, you may be eligible for the UK Master Loans from Student Finance England. Further info here: www.findamasters.com/funding/guides/new-uk-postgraduate-loans-scheme.aspx

Additionally, you may be eligible for an Online Learning Scholarship which are available for some programmes. For more information, please visit: www.ed.ac.uk/student-funding/postgraduate/e-learning

For most financial support you will have to apply as early as possible and for each year of study. Your relevant financial support or sponsor funding provider will be able to advise you further on this.

Payment Methods

You can pay student fees with one or a combination of the following options:

In advance or at the programme start - The final dates to pay tuition fees in full are:

- 15 October 2017, for courses commencing in September 2017,
- 15 February 2018, for courses commencing in January 2018.

By instalment or invoiced at course level – To pay by instalment you can pay 50% of the tuition fees before:

- 3 October 2017, for courses commencing in September 2017,
- 3 February 2018, for courses commencing in January 2018.

UK based students only:

Complete a direct debit mandate (agreement between the bank account holder, the bank and the University) by:

- 15 October 2017, for courses commencing in September 2017,
- 15 February 2018, for courses commencing in January 2018.

An instalment plan letter will be sent to your University student email account confirming the amount to be collected by direct debit on each instalment date once the mandate is received and actioned by the Income Section of the University.

Most online programmes invoice at course level (ICL) which means you only pay for the courses you study as you enrol each semester. ICL invoices do not support instalment payment options so these invoices must be paid in full within 30 days of the invoice date.

Once you have decided how you are going to pay your fees, you must complete the online learning programme mandate form (www.ed.ac.uk/finance/students/fees/dl-mandate) no later than ONE month after your programme start date.

Further detailed information and 'How to Pay' videos for all students commencing their studies in 2017/18 is available online: www.ed.ac.uk/finance/students/fees

If you have any queries regarding your tuition fee level, your sponsor award letter, graduate or alumni discount or any problems with Student Finance (SLC) funding, get in touch at fees@ed.ac.uk or 0131 650 2230.



5. Apply for your University Student Card

The university requires that you have an up-to-date student card and is sent to your address of study within 3 weeks of application. This serves as your student ID and your library card and can be used for shop discounts.

Please note: you will be sent an email to the personal email account that you used in the university admissions process, informing you when and how to upload and submit a photograph online for use in the production of your first university card.

A guide to applying for and collecting your first student card is available online:
www.ed.ac.uk/information-services/help-consultancy/card/getting-first-card



Technical Requirements

All online programmes deliver programme content and opportunities to interact with other students in a number of ways. Platforms may include one or more of the following:

- virtual learning environment, e.g. Moodle, Learn or Blackboard Collaborate
- wikis
- blogs
- discussion boards and forums
- video streaming services, e.g. YouTube or Vimeo
- virtual worlds, e.g. SecondLife

You will be introduced to the platforms most used by your programme before you begin and you should have access to most

online resources in the month before you start to familiarise yourself with them. However, there is no expectation to be familiar with any platform before you commence your studies.

Technical Assistance

To study one of our online programmes, you will usually just need a computer with internet access but technical issues can occur and we want to help resolve any issues.

The IS Helpline is available 24/7 on 0131 6515151 or is.helpline@ed.ac.uk for enquiries relating to online learning, computing services or to the library. Outside of University working hours (08.00 - 18.00) your request may be

automatically transferred to the out-of-hours support team who can deal with a wide variety of common IT queries. If your request cannot be resolved immediately, it will be passed to the IS Helpline for investigation and may take longer to resolve.

Your checklist

We have also put together a helpful 'Getting Started' checklist to help keep you on track. You can find the checklist at the end of this guide, or online:

www.ed.ac.uk/students/new-students/checklists

Useful information

Digital and Information skills development

As an online student, you will gain additional skills in digital and information skills and there are further resources to help you develop these necessary skills online: www.ed.ac.uk/information-services/help-consultancy/is-skills

You will also have access to an extensive library of high quality online video courses in technology, creative and business skills through Lynda.com, which is accessible through myEd and more information online: www.lynda.com

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. Enrol through any of the MOOC platform partnerships;

- Coursera - www.coursera.org/edinburgh
- FutureLearn - www.futurelearn.com/partners/the-university-of-edinburgh
- EdX - www.edx.org/school/edinburghx

Academic Development

Library

As an online student, you will have access to one of the largest and most important academic libraries in the world. The library currently holds over 300,000 electronic books and more than 50,000 electronic journals which can be used remotely at any time. There are lots of library resources

available to students online: www.ed.ac.uk/information-services/library-museum-gallery/using-library/library-services-odl

Institute for Academic Development (IAD)

The IAD provides a number of resources for all University of Edinburgh students, to help students develop the skills, knowledge, and confidence needed for succeeding in your studies. These resources include: guidance and factsheets on good academic practice, and study advice and support.

IAD offer specific workshops on writing and learning skills for online students throughout the year and to find out more go online: www.ed.ac.uk/institute-academic-development/postgraduate/taught/courses-events/open-workshops

For more details on the resources available and insights into the university learning experience, visit the IAD website online: www.ed.ac.uk/institute-academic-development

English Language Support

If English is not your first language, the University offers services to help you achieve your full academic potential. Before you start, it is recommended to take the free Online Pre-sessional Academic Language (OPAL) course which is designed to help online International Masters students prepare for study but you can join and study at any time.

You may also consider assessing whether you would like to take additional English Language courses during your studies and the English Language Education team support all students with

the minimum English language requirements with further online courses. More information can be found: www.ed.ac.uk/english-language-teaching/students/current-students/elsis/elsis-courses

Careers & Professional Development

The Careers Service will support you throughout your studies, helping you to connect your studies and your potential with today's workplace, and to get the most out of your experience from Edinburgh.

It is never too early to engage with this service as they offer extensive support on the website and individual support to online students by skype or email. The Career Consultants are available to advise on your career path at any stage, to help you develop your CV, and to provide information on useful events and resources to help you think about your next steps.

Further information on accessing the service as an online student can be found online: www.ed.ac.uk/careers/postgrad/odl

The Career Service can also work with you to explore your career aspirations and how you would like to develop these. If you need to find employment during or after your studies, the Careers Service 'MyCareerHub' portal, includes an employer and vacancies database. My Career Hub can be accessed with your student number and student email account.

Health & wellbeing

Adapting Well

No matter what your life experience has been, where you are from or where you are studying, starting a new university course is a challenge - particularly if you are working around other commitments. The university has put together some very useful resources to help you manage these challenges and make the most of your student experience. The Adapting Well website has articles, videos from current students on their experience and top tips to learn how to cope with change and can be seen on: www.ed.ac.uk/students/academic-life/adapting-well

Counselling

The Student Counselling Service have specific email counselling services for those who are facing challenges at a distance. This service can offer confidential counselling on a short term basis (6 – 8 sessions) on an array of issues such as; relationships, anxiety/stress, depression, self-esteem, academic concerns, difficult decisions and coping with transition.

To register for email counselling please submit the 2-part online form and questionnaire: www.ed.ac.uk/student-counselling/students/appointments/form-to-complete

More information can be found online: www.ed.ac.uk/student-counselling/services/online-distance-learners

Chaplaincy

The Chaplaincy is safe for students of all faiths and none. Through the Chaplaincy you can access a wide range of multi-faith and humanist chaplains and pastoral and spiritual support from anywhere in the world. As an online learner, you are welcome to phone, email or make Skype contact with this service in confidence. More information can be found online: www.ed.ac.uk/chaplaincy

Disability

The Student Disability Service offers a range of support services to all students with learning difficulties, long- term mental or physical health problems, and physical, sensory or developmental impairment. This includes online students where arrangements will be made to offer support in a flexible way to work with you.

If you have not already sought support for a disability but would like to, it is recommended to get in touch with this service to discuss your needs at the earliest opportunity. The service can be reached at disability.service@ed.ac.uk on 0131 650 6828, with further information available online: www.ed.ac.uk/student-disability-service





Advice Place

Edinburgh University Students' Association

When you enroll at the university, you automatically become a member of Edinburgh University Students' Association, (www.eusa.ed.ac.uk) community of over 37,000 students. This allows you to benefit from services including representation, welfare, advice, and the facilities that are provided online and in the Student's Union buildings.

Students elect representation including Sabbatical Officers and course and School Representatives and all students, including online students are eligible to stand and vote in these elections. Find out more about online student representation online: www.ed.ac.uk/students/academic-life/quality-assurance/distance-learners-representation

For more information about what is on offer from your Students' Association online: www.eusa.ed.ac.uk/activities/postgraduate/about/odl/

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.

The Advice Place 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.

Much of the information from The Advice Place is available and downloadable from the website: www.eusa.ed.ac.uk/support_and_advice/the_advice_place/

Professional advisors are available throughout the year, including the summer and can be contacted directly on 0131 650 9335 or advice@eusa.ed.ac.uk

#InspiringStudents

You're at the heart of the University and we're always keen to celebrate your successes. Look out for [#InspiringStudents](https://twitter.com/InspiringStudents) online and around the University to find out about student achievements and their global impact, award-winning staff/student partnerships and innovative teaching, and how you can take advantage of some great opportunities during your studies. **Be inspired** to make the most of your Edinburgh experience!



EUSA Best Course 2016 winners, Social & Political Science in Practice (Image credit: Sam Sills)



(from left to right) Esther Dominy, VP Welfare / Patrick Kilduff, President / Kai O'Doherty, VP Activities & Services / Ollie Glick, VP Community / Bobi Archer, VP Education



Checklist

After you have accepted your offer to study at Edinburgh, there are essential tasks you need to do to next to become an online student. To ensure that you get the important tasks done first and keep track of what you complete, this checklist is in priority order and is interactive when downloaded and saved.

✓ TO DO before you start	More info
Read the University of Edinburgh Essential GETTING STARTED Guide 2017 - 2018	Page 01
Know your UUN and University of Edinburgh email address	
Essential - Activate your Office365 email address	Page 03
Essential - Apply for your University Card	Page 05
Essential - Complete the Matriculation process	Page 03
Essential - Access your Virtual Learning Environment	Page 03
Essential - Pay your tuition fees	Page 04
(If applicable) Complete the online learning programme mandate form	Page 04
Check your offer letter for any additional costs associated	
Apply for your maintenance funding from your relevant UK government	
Send the Fees and Student Support team a copy of your sponsor award letter	

Helpful contacts

New Students Website	www.ed.ac.uk/new-students
The Advice Place	www.eusa.ed.ac.uk/adviceplace
Careers Service	www.ed.ac.uk/careers
Card Services	www.ed.ac.uk/is/card
Chaplaincy Centre	www.ed.ac.uk/chaplaincy
Edinburgh University Students' Association	www.eusa.ed.ac.uk
English Language Education	www.ed.ac.uk/english-language-teaching
Finance	www.ed.ac.uk/finance
Institute for Academic Development	www.ed.ac.uk/institute-academic-development
Library	www.ed.ac.uk/is/library-museum-gallery
Nightline	www.ednightline.com/
Scholarships & Student Funding	www.ed.ac.uk/student-funding
Student Counselling Service	www.ed.ac.uk/student-counselling
Student Disability Service	www.ed.ac.uk/student-disability-service
Tuition Fees	www.ed.ac.uk/student-funding/tuition-fees
Transport	www.ed.ac.uk/transport
University of Edinburgh (General enquiries)	www.ed.ac.uk



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