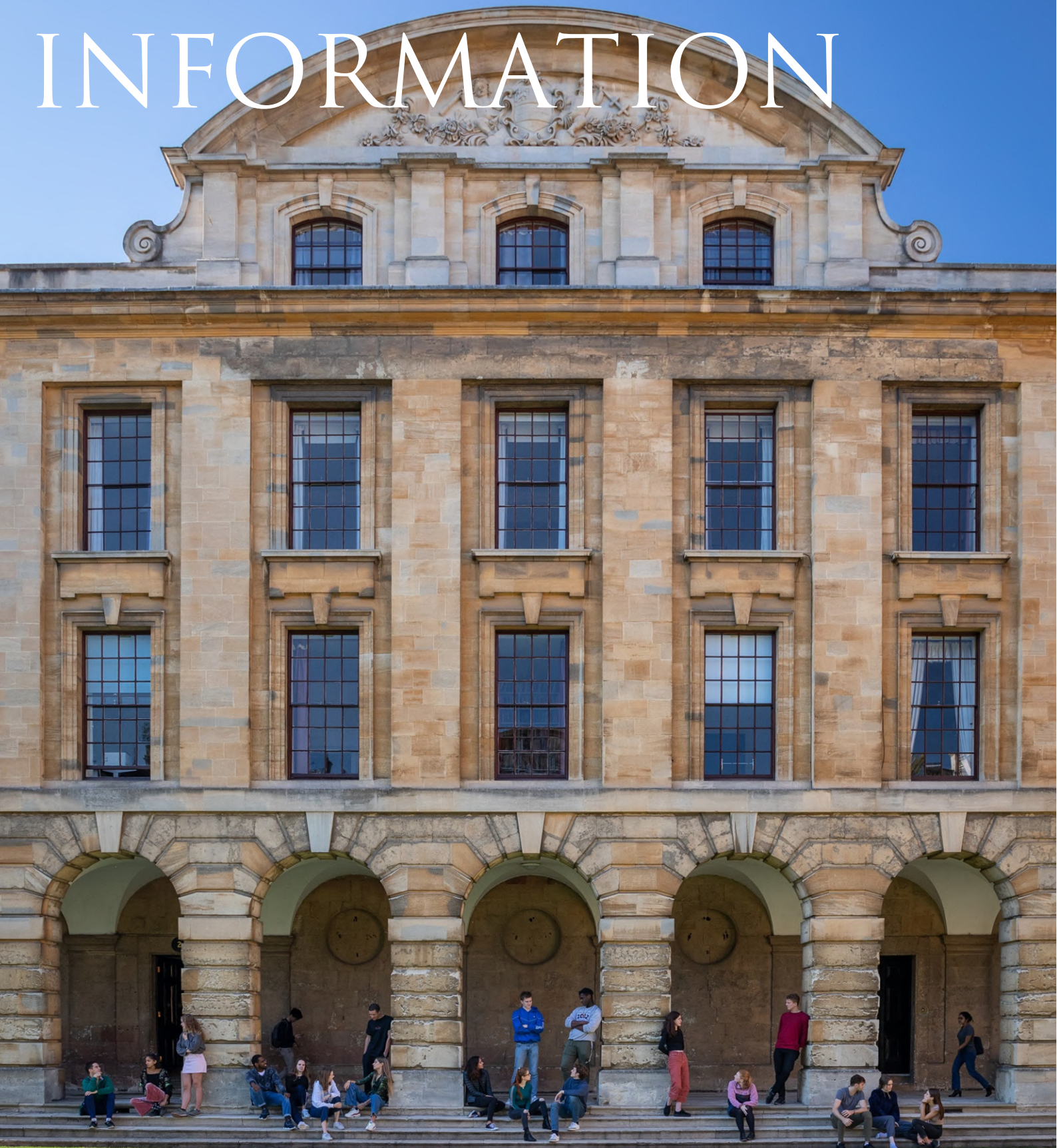


THE QUEEN'S COLLEGE

WELCOME INFORMATION



UNDERGRADUATES 2026

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Welcome!

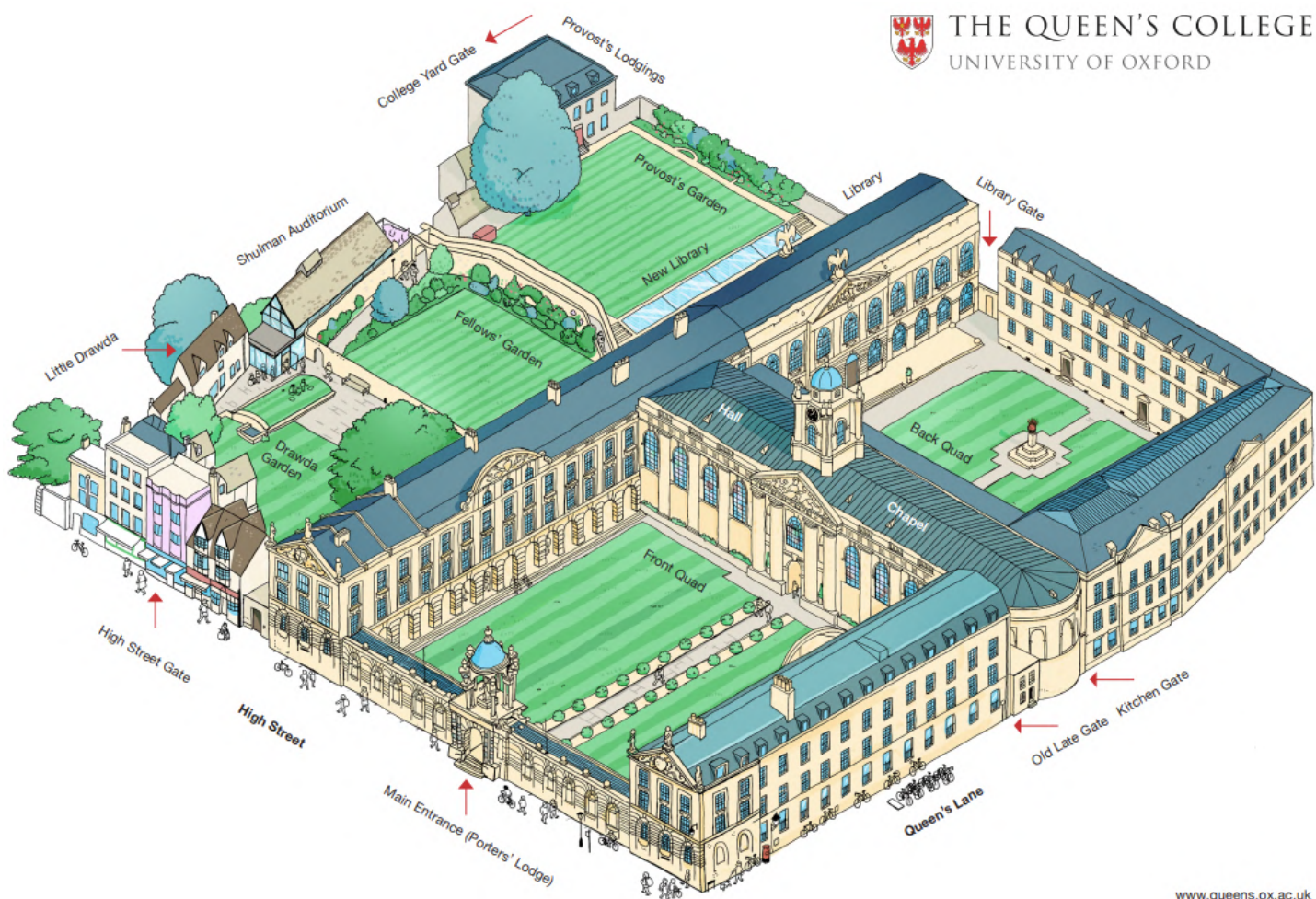
Welcome to The Queen's College, a lively academic community where you will be living and studying over the next few years.

The College is first and foremost a place for students and Fellows to undertake academic work: to learn, to study, to teach, and to research.

We very much look forward to welcoming you to Queen's in October. In the meantime, this information booklet is designed to give you an overview of the College and how it works. It also provides links to more detailed information that can be found online on the College and University webpages. A glossary of Oxford-specific terms and guide to who's who in College are included at the end of the booklet.

College map

The Queen's College is located at OX1 4AW on the High Street. Accessibility information, including a detailed PDF of the plan of the main College site is available from the College's [website](#). For specific disability access information, please contact the Lodge on 01865 279120 or email lodge@queens.ox.ac.uk.



The Porters' Lodge is accessed via the main entrance to the College from the High Street. Most departments within College, including the College Office, Bursary, and Accommodation Office, are located in Front Quad. Tutors' offices and teaching rooms are located across the main College site. If you are unsure where to find an office or room, please ask the Porter on duty, who will be happy to assist you with finding your bearings in College.

Arrival Information

Freshers are expected to move in on Sunday 4 October between 8.00 am and 3.00 pm. Freshers are required to be in residence on Monday 5 October 2025, when Freshers' Week begins. The induction events on Monday morning are compulsory. Please let the College Office know if you will not be able to move in on time.

Please note that each term thereafter you will be required to come into residence between 2.00 and 6.00 pm on Wednesday of week 0 and vacate your room by 10.00 am on Saturday of week 8.

Getting to Oxford

Information on how to travel to Oxford can be found [here](#), with further information for students arriving internationally found [here](#). Car parking is not available at any of the College buildings, and the city actively discourages cars and limits areas to drivers through a zero emissions zone. Students are encouraged to use public transport, cycle, or walk whenever possible. If you are planning to arrive by car, further details about logistical arrangements will be provided nearer the time.

Collecting your keys

When you arrive at Queen's, you will need to make your way to the Porters' Lodge where a Porter will provide you with your room key and directions to your room. Other students will be on hand to help you move into your room.

Opening a bank account

If you wish to open a student bank account when you arrive in Oxford, you will be asked by the bank to provide documentary evidence proving your identity and your student status. Banks such as [HSBC](#), [Lloyds](#), [Metro Bank](#) and [Santander](#) have in previous years accepted a (signed and stamped) enrolment certificate as proof of your student status alongside an in-date passport and a valid visa (non-EU nationals only). Students only in Oxford for 6 months or less will not find it possible to open an account with Metro Bank or Santander. Your enrolment certificate can be downloaded from [Student Self Service](#) and emailed to the College Office to be signed and stamped. You will be able to download your enrolment certificate only after registration is completed, so if you require this before registration on Monday 5 October, or if you wish to open an account with an alternative bank, please email the College Office at college.office@queens.ox.ac.uk to request a letter, providing the details of the bank.

A detailed guide to opening a bank account for international students can be found on the [International Students page](#) on the University website, under the 'Opening a UK bank account' heading.

Student visas and immigration status

If you will be studying in Oxford on a Student visa, you should familiarise yourself with the page [Applying for your Student visa from outside the UK](#). When your application has been decided, you should receive a confirmation email from UKVI giving details of the full length of your Student visa permission and information on [accessing your eVisa](#). Check your junk mail folder as well as your inbox. The earliest date you can travel to the UK will be the 'valid from' date on your visa sticker or in your confirmation email.

If you are entering the UK on a visa of any type or if you have settled or pre-settled status, you will need to provide the College with a share code so that we can check and record your immigration status. The College will also need to check your arrival date and record a scan of your passport and visa sticker/vignette page (if this applies to you). The College Office will contact relevant students closer to the time to explain the procedure.

A note for international students arriving before 4 October

International students may arrive from Wednesday 30 September if necessary. If you are an international student planning to arrive before Sunday 4 October, please email admissions@queens.ox.ac.uk by no later than Monday 14 September to make arrangements for an early arrival. Your room will be available from 2.00 pm on the day of your arrival. There is no cut-off time for checking into the College because the Porters' Lodge is staffed 24 hours a day, seven days a week. If you arrive after 9.00 pm, you will need to press the buzzer on the right-hand side of the main College entrance door on the High Street, and a Porter will let you in. Please make your way to the Porters' Lodge, where a Porter will provide you with your room key and directions to your room.

Freshers' Week

Freshers' Week is a week-long induction organised for you by the College, the JCR, and the University starting on Monday 5 October. Freshers' Week includes mandatory inductions and workshops in College and in your department or faculty and optional activities organised by the JCR. You will also meet (and dine) with your tutors, go for a tour of the College Library, and start on your academic work.

The College Office will provide details of the College's induction timetable for Freshers' Week toward the end of September. If you are unable to attend the mandatory College sessions during Freshers' Week due to religious observance or belief, please let the Academic Administrator academic.administrator@queens.ox.ac.uk know in advance.



Your department or faculty will contact you separately with details of their induction activities for the week.

Matriculation

Matriculation is the ceremony at which you become a member of the University. Matriculation takes place at the end of the first week of Michaelmas Term. This year, Matriculation will take place on Saturday 17 October 2026 at the Sheldonian.

You will receive further information by email nearer the time from the College Office (including information about arrangements for students who cannot attend the Saturday ceremony for reasons of religion or belief).

Sub fusc and academic dress

Please note that academic dress will be required for many important events during your time at Oxford including matriculation, examinations, and your graduation. Information about academic dress, including *sub fusc* and stockists of academic dress, may be found at [Academic Dress](#).

Accommodation and Living at Queen's

Incoming undergraduates will automatically be allocated a room; you do not need to do anything to apply for accommodation. You will receive an [Accommodation Licence Agreement](#) together with an Accommodation Summary Acceptance Form by 29 September 2026. This will state your room number, the accommodation charge, and the term-time rental period. You will receive this document via email through the accommodation system and will be required to review and accept the terms by clicking on the link within the email. This will need to be completed before your arrival.

Accommodation rates

Termly room charge = £1,684.00
(charged in advance of each term)

All undergraduates, unless they have been informed otherwise, will be expected to occupy a room in one of the College buildings in their first year. Undergraduates generally occupy College accommodation on a termly basis and must arrive and depart on the dates designated in the Accommodation Acceptance Form.

Housekeeping

The cleaners in College are traditionally called Scouts. Students are asked to ensure that the floor of their room is clear of all belongings to allow the Scout to vacuum. Scouts will also clean sinks/bathrooms, dust, take away all rubbish, and replenish toilet rolls when needed. Students are responsible for recycling. The Scouts do not make beds or clear desks. If a Scout finds your room unlocked, they will lock the door behind them to protect your belongings. Please always lock your room and take your keys with you. Please review page 2 of the [Service Level Agreement: maintenance and housekeeping](#) for full details of the roles of Scouts and students in ensuring a clean and safe living and working environment.

Recycling

Recycling is a simple but vital way to contribute to a more sustainable College community. It's everyone's responsibility, and small actions add up. Recycling points can be found in student rooms and the Recycling Area, which is located in the passageway between Front and Back Quads, next to the Chapel entrance. Although Scouts will clear rubbish, the College encourages all students to recycle by taking bottles, cardboard, and food waste to the Recycling Area.

Students are encouraged to get involved with the College's sustainability initiatives. More information about these can be found on the website: www.queens.ox.ac.uk/working-towards-net-zero. The JCR Environment Rep is a key member of the College's Climate Change Committee, which works closely with the College to drive change across all areas of its operations. The Committee welcomes ideas, engagement, and collaboration and can be contacted at CCC@queens.ox.ac.uk.

Laundry

All accommodation offered by Queen's comes with access to laundry facilities. Please note that payment arrangements vary by building. Information will be displayed in the laundry room in each building.

Maintenance

A room condition and inventory form will be provided on your arrival and must be signed and returned to the Steward once you have occupied your accommodation. Your room must be kept in the same condition throughout the academic year.

If something in your room or building needs repairing, you should follow the guidance at [Maintenance and Services](#) and contact the Clerk of Works Department via [the online Maintenance Request Form](#). Unless it is an emergency, please report your issues during working hours Monday to Friday. For emergencies after 4.00 pm or on weekends contact the Lodge, as indicated in the guidance. Further information can be found in the [Accommodation Licence Agreement](#).

Please report any damages as soon as possible—the sooner an issue is reported, the more quickly it will be fixed. Please note that, under College Regulations 8.4 and 12.2, you may be charged for any damage that you (or your guests) have caused, whether wilfully or accidentally.

Room keys

For your security, the College and Lodge have strict security procedures in place for the issue and return of all keys. Undergraduates in termly accommodation are issued a key at the beginning of each term and must vacate their rooms and return their key to the Lodge by 10.00 am on Saturday of week 8 or, in cases where vacation residence has been granted, on the agreed date of departure. There is a charge for late check-out, and for a lost key or fob, including the non-return of keys and fobs to the Lodge upon departure (see the [Accommodation Licence Agreement](#) and the [College Regulations](#)). If a key or fob is mislaid, you need to report this to the Lodge, where you will be able to collect a replacement.

UUK/GuildHE Accommodation Code of Practice (UK)

The accommodation buildings the College offers to undergraduate students are managed in accordance with the UUK/GuildHE [Accommodation Code of Practice](#). The UUK/GuildHE Accommodation Code of Practice is a sector-wide framework developed by Universities UK and GuildHE that sets out nationally recognised standards for the management of student accommodation in the United Kingdom. The Code establishes requirements relating to health



and safety, property maintenance and repair, fire safety, management practices, contractual clarity, and student wellbeing. Compliance with the Code provides assurance that accommodation is safe, properly maintained, and administered in line with established sector standards. You can find more information on www.accommodationcode.ac.uk.

What to bring (and not to bring) to Queen's

You should not bring cooking equipment, furniture, or large items into College. Cooking appliances are strictly forbidden. You will be asked to remove items that are not permitted, or these may be removed and held safely for you. Electrical equipment brought into College must comply with UK regulations and have a current [Portable Appliance Testing](#) certificate sticker. Portable Appliance Testing is arranged by the College annually in Michaelmas Term for all new students. Please ensure you review the information found in the College's [Regulations](#) for Junior Members and the [Accommodation Licence Agreement](#) to ensure you comply with the College's rules and regulations. Smoking, e-cigarettes, and vaping are not permitted inside any of the College's buildings, accommodation, cloisters, or gardens.

What will be in your room?

Each room will be provided with a single duvet, one pillow, and a mattress cover. Residents should provide their own duvet covers, pillow case, sheets, and towels. Each room will have a single bed, bedside cabinet, desk, desk chair, desk lamp, coffee table and chairs, bookcase, wardrobe, set of drawers, pinboard, mini fridge, and kettle.

Residents with television sets or using a computer to watch television programmes must ensure that they are personally covered by a TV licence (see the [TV Licensing website](#) for further details).

If you wish to hang pictures on the wall, contact the Steward directly.

Undergraduates should remember that storage is available to international students only during vacations. All other students should bring no more than can easily be transported at the end of each term. Also bear in mind that undergraduates must vacate their rooms by 10.00 am on the Saturday of week 8 or, in the case that vacation residence has been granted, on the agreed date of departure, so time available for removing belongings on departure day is limited.

We recommend you take out insurance to cover your belongings while you are at College (laptop, phone, bicycle, etc) or check if your household's home insurance will cover these items.

A note for international students residing overseas, excluding in the EU, Switzerland, and Norway

Information about vacation residence and storage during the vacations, for which international students only may apply (excluding those normally resident in the EU, Switzerland, and Norway), is available at [Vacation Residence](#) and in the [College Regulations](#) (sections 10 and 11). International students wishing to enquire about storage should contact the Steward's Office at steward-office@queens.ox.ac.uk.

Meals

Queen's is a fully catered College, which means that most students eat meals in College on a regular basis during term time. All meals are served in the College's dining Hall, are subsidised by the College, and provide healthy and varied menus, including vegetarian and vegan options. During term time, breakfast, lunch, and dinner are available daily, except for on Saturdays when brunch is served in lieu of breakfast and lunch.

The Dining Hall Café is also open mornings on weekdays in term time for students to purchase take-away items such as drinks and confectionary.



There are two dinners each weeknight in College during term time. The first dinner, sometimes called 'First Hall', 'first sitting', or 'Servery dinner', is a casual dinner. The second dinner, sometimes called 'Second Hall', or 'second sitting', or 'Formal Hall', is a more formal two-course, served meal for which advance booking is required and at which gowns are worn. The most formal dinner is Saturday Guest Night, when a three-course meal is served for which booking and gowns are required.

Booking and paying for meals

You pay for food taken through the servery using your University card. Your University card will be preloaded with £30 when you arrive in October through the Kitchen Establishment Charge (see below).

Students are required to book in advance for Second Hall and for lunch and dinner on weekends. You must sign on for Second Hall no later than 11.00 am on the day on which you wish to dine (this may be done days or weeks in advance if desired) and by 11.00 am on Fridays for lunch and dinner at the weekend.

When you collect your University card at Registration during Freshers' Week, you will receive information about logging onto the College's [Meals and payments system](#) to load more money onto your University card and to book meals in advance. Information about the cost of meals can be found on the [Accommodation and Meals](#) page.

Guests at meals

You may bring guests to Second Hall, for which there is a charge and for which advance booking must be made. Two guests are permitted at most meals including Second Hall on Monday to Friday and dinner on Sunday. At Saturday Guest Night Formal Hall, three guests are permitted.

Two guests are also permitted to attend servery meals, which can be paid for at the till point. A small surcharge is applied to visiting guests' meals. Should you wish to bring more than two guests to a servery meal, it is advisable to speak with a member of the Food Services Team, who are contactable at buttery@queens.ox.ac.uk, prior to doing so.

Attire in Hall

The rules concerning attire in Hall and other relevant information can be found in the [Regulations for Junior Members](#). Please note in particular that you must arrive promptly for dinner or you may not be admitted and that Second Hall and Saturday Guest Night are more formal occasions, at which you should be dressed appropriately and wear your gown.

Kitchen Establishment Charge

The Kitchen Establishment Charge contributes towards the College Kitchen running costs and is charged via batells. The charge is £30 per term, plus a further £30 (non-refundable) charge which will be credited to your EPOS (the College meal payment system) and available for expenditure on College meals.

Meal times in Hall

The times of meals during Full Term (weeks 1–8) are as follows. For Michaelmas Term 2026, the dates of Full Term are Monday 12 October to Friday 4 December.

You will receive information about special meal times during Freshers' week (week 0) in the Freshers' Week timetable.

	Monday – Friday	Weekends
Breakfast	8.15 am–8.45 am Pay at till point with University card	Sunday only 8.40 am–9.00 am Pay at till point with University card
Saturday Brunch*		Saturday only 10.00 am–11.30 am, weeks 0–7 Pay at till point with University card
Dining Hall Café	10.00 am–11.00 am Take-away drinks and confectionary; pay at till point with University card	
Lunch	12.30 pm–1.30 pm Pay at till point with University card	Sunday only 12.15 pm–12.45 pm Booking required before 11.00 am on Friday
Dinner, 1st Hall Casual dinner via the Servery	5.45 pm–6.45pm Pay at till point with University card; Hall must be vacated by 7.00 pm	Casual dinner via the servery is not available on weekends
Dinner, 2nd Hall 2-course served meal; gowns worn	7.15 pm Booking required before 11.00 am on the day	Sunday only 7.30 pm Booking required before 11.00 am on Friday
Saturday Guest Night Formal Hall 3-course served meal; gowns worn		Saturday only 7.15 pm Booking required; booking opens Friday/Saturday midnight of the week before; up to three guests may attend

*There may be times during term when other events take place in Hall on Saturday during the slot for brunch. On those occasions, breakfast is served instead of brunch. Notice will be posted in the Servery in advance.

A note about special dietary requirements

The Kitchen caters for allergies and special dietary requirements and can provide halal and kosher meals for all bookable meals and formal dinners. Any student wishing to discuss the details of their special dietary requirements should email the Kitchen and the Food Services Manager at buttery@queens.ox.ac.uk.

There will also be drop-in meetings with the Kitchen and Food Services Manager during Freshers' Week, and students with complex dietary requirements, including allergies, are encouraged to discuss their requirements then. Details will be provided in the Freshers' Week timetable.

IT: Getting started with your Oxford Single Sign-On IT Account

Once you have signed and returned your University card form, you will be sent your University of Oxford Single Sign-On (SSO) IT account details in advance of the start of term. This gives you access to central IT services and your Oxford email account. Information on the services available, your Oxford email account, and how to set up your IT access, is available at <https://www.ox.ac.uk/students/life/it/getting-started>.

Getting online

A wireless network called Eduroam is available throughout all Oxford colleges, University buildings, and libraries. Queen's also runs its own wireless network for students called QC-MyRoom, which can be used to connect devices that are incompatible with Eduroam. This includes game consoles, printers, and other 'smart' devices. Student rooms also have wired internet connectivity via an ethernet port. The IT Office has advice about how to get online at www.it.queens.ox.ac.uk/get-connected.

Printing

Two Multi-Function Devices (MFD) are located in the Library and Moffatt Room (staircase 6 in Back Quad). MFDs print, scan to email, and photocopy documents. Undergraduates can print for free to the MFD up to a quota of £25 per year (equivalent to 500 monochrome pages). All printing over this quota is charged to your batells at the end of Trinity Term. Information on costs and how to print is available at <https://it.queens.ox.ac.uk/printing/>.

The College's IT Rules and Regulations

You are expected to familiarise yourself with the College's [IT Rules and Regulations](#).

In particular, you should take note of the following four points:

1. Your use of the College and University network is not anonymous. File downloads, web browsing, and emails could, if necessary, be traced back to your computer. The use of Peer-to-Peer (P2P) file-sharing software for downloading copyright material like music, films, and software is forbidden, and carries a hefty financial penalty (minimum £60 University administration fee). The College and University monitor traffic across the wireless and wired networks to ensure that users keep within the IT policy.
2. You should make proper arrangements to back up your work. The consequences of losing academic work, especially shortly before a deadline, can be very serious indeed. Computer failure is not an excuse for late submission of work. The use of [Microsoft OneDrive](#), which is free via your Oxford IT account, is recommended.
3. You should make sure that your computer is protected against viruses, malware/spyware, and other malicious programs by installing up-to-date antivirus/antimalware software and applying regular operating system patches. The University provides [Sophos Anti-Virus software](#) for free to all University members.
4. The College network is for academic work and should not be used for any personal or commercial profit. This includes, but is not limited to, running any Crypto Mining Software.

Getting help with IT

The IT Office has a wealth of information about accessing the College's IT provision, keeping your computer updated, backed up, and protected, as well as advice on purchasing a new computer at <https://it.queens.ox.ac.uk/help/>

Please do get in contact with the College IT Office if you have any questions or concerns. The IT Office is located in staircase 1 in Front Quad, and the team can be contacted by email (it-support@queens.ox.ac.uk) or via Microsoft Teams.

MyOxford app

The official student app for life at Oxford provides quick and easy access to essential University and College systems and services —all in one place.

Available once your Single Sign-On (SSO) is activated.

Download *MyOxford University* from the App Store or Google Play, or log in via web browser.

Safety and Security

For your security, the College and Lodge have strict [security procedures](#) in place.

The main High Street gate into Queen's is locked overnight. You can still access the College via the front High Street 'late gate' (next to the silversmiths' shop) or at the rear Library 'late gate' (via Queen's Lane). Your University card will provide access through gates, the post rooms, Library, and other doors in College. Your University card must be kept secure at all times and should never be used by anyone other than yourself. We recommend keeping your card in your wallet, or on a lanyard, and away from your phone or any magnetic clasp, which can damage the card's magnetic strip. Lost cards should be reported to the Lodge promptly. A £15 fee will be charged for the replacement of lost cards, which can be paid [online](#). After payment has been received, a new card will be sent directly to the College Office for you to collect. The Lodge can provide you with temporary access fobs while you wait for the replacement card to arrive. Damaged cards should be reported to the College Office.

If you see a stranger attempting to enter any building with you, do not give them access. If you have any concerns about safety or security, do not hesitate to get in touch with the Lodge or the police, irrespective of the time of day.



SafeZone

Queen's uses the SafeZone app to help students and staff keep safe while in Oxford. The free app provides quick access to College and University security services and allows urgent alerts to be sent to you in the event of a serious incident.

Download SafeZone at <https://safezoneapp.com/>. In an emergency, or if you are in immediate danger, always call 999.

Emergencies

All Porters in the Lodge are first aiders, so the Lodge will usually be first place to contact if you or someone else in College needs first aid or other assistance. In an emergency, the Porters can offer immediate assistance and call an ambulance. If you call the emergency services (dial 999 or 112) for ambulance, police, and fire services directly, you will need to be prepared to give the patient's name, the room number or other location in College, the College address, your phone number, and brief details of the emergency. After speaking with the emergency operator, you **must** call the Lodge at +44(0) 01865 279120; the Porters will need to help the ambulance service to find the patient and to grant them access through locked doors and gates on the College site.

The NHS non-emergency number (111) can be used for advice if you are unwell but do not require emergency services.

Emergency Contact Numbers

The Porters' Lodge: +44(0) 01865 279120

National Emergency Services: 999 or 112

Crime

If at any time during your time in College you become a victim of a crime, you should contact the Lodge or, in the case of a more serious matter, you should call the police emergency number by dialling 999. The police non-emergency number (101) can also be used if the situation does not require emergency services. If you are the victim of crime, inform the Lodge as soon as practicable. Information on College security and staying safe can be found at [Student Security](#), and you are encouraged to read this information before your arrival. The University also has information online about the [University's Security Services](#).

Fire safety and fire alarms

Fire alarms will be tested on a weekly basis in Main College and in all annexes. It is important to familiarise yourself with escape routes from your accommodation building and to watch the video on fire safety before you arrive or shortly after you move in. There are smoke detectors in your room and in the corridors. The kitchens are equipped with heat alarms.

If the fire alarm sounds, you must evacuate quickly and safely to an outside area and away from the building line. Do not use the lift or re-enter the building until a Fire Officer, Porter, Junior Dean, Fire Marshall, or caretaker has informed you that it is safe to do so.

Located in each staircase you will find a 'grab bag', containing a roll call list, a high-visibility jacket, and a head torch. In the event of a fire alarm, it is expected that the first person leaving the staircase will stand a safe distance away from the building and assist the Porters on shift by helping to log each person leaving the building.

Information about fire safety in the College is available at [Fire Safety](#). Further information about fire alarm procedures and fire safety will be communicated during the College induction in Freshers' Week.

If you have a medical condition or disability that could make it difficult for you to evacuate quickly in the case of an emergency, please inform the Welfare and Student Support Officer, who will be happy to discuss drafting a Personal Emergency Evacuation Plan (PEEP) with you and the Steward.

Bicycles

Bicycles and scooters should be registered with, and a registration label obtained from, the Porters' Lodge. Details of frame numbers and other distinguishing marks should be noted, and a strong 'D' lock is recommended. Secure bicycle storage is available in the basement of staircase 6 in Front Quad and in Carrodus Quad, in addition to the public bicycle parking on Queen's Lane. Students should refer to the [College's Regulations](#) for Junior Members for further information about the storage of bicycles.

Noise

While you should enjoy your time in College, please be aware of how much noise you are making. If you are asked to keep the noise down, then please be respectful of your fellow students and do so. Others may have deadlines or exams even if you do not. Quiet hours are between 11.00 pm and 8.00 am. Contact the Lodge to report any disturbances.

Smoking

The College is no-smoking and no-vaping site.



Health, Welfare, and Disability

The College Doctors

All students are strongly encouraged to register with the College Doctors and to remain registered throughout their time at the University. The College Doctors are [Beaumont Elms Practice](#), an NHS GP surgery, and they accept all Queen's students as patients. All students are required to register with the College Doctor or any other doctor in Oxford immediately upon arrival. On registering with a doctor, you will be given an NHS number, if you do not already have one, and will be asked for the dates of your immunisations. You will also have an opportunity to arrange immunisations if you still need to receive them. If ongoing treatment requires you to remain registered with your home GP, please consult the Welfare and Student Support Officer or Academic Administrator.

Why register with the College's GP?

1. The College has an agreement with Beaumont Elms Practice to provide medical certificates for Queen's students free of charge. If you fall ill and need a medical note, your home GP may ask you to pay.
2. The doctors at Beaumont Elms Practice are very experienced in the range of medical issues that university-age students occasionally experience.
3. Being registered with an Oxford GP means you can be easily referred to other relevant local medical services if necessary.

A note on immunisations

The University strongly recommends before arriving at Oxford that you receive the [MenACWY](#) vaccination for meningitis if you are under 25 years old, and two doses of [MMR](#) for measles, mumps and rubella. The NHS is also offering free [MenB vaccinations](#) for all students starting university this year. You will need two doses of the MenB vaccine, at least 28 days apart, so it is recommended you arrange your first vaccination appointment as soon as possible.

You should also check that your vaccinations for [tetanus, diphtheria and polio](#), and human papillomavirus ([HPV](#)) are up to date. Where possible, international students should receive immunisations in their home country, including the first dose of the MenB vaccination if available. Please take the time to review the [information about recommended vaccinations](#) available on the University's website.

The Welfare Team

There is a wealth of support available from the College, the University, and the NHS to help you look after your health and wellbeing. No matter how small or large you think a problem is, the Welfare Team can point you in the right direction—all you have to do is ask. The College's welfare activities are guided by the College's [Welfare Statement](#). All students should familiarise themselves with the statement so that they are aware of the scope of support available within College. Full details of the College's welfare provision are available at [Accessibility, Health and Welfare](#) including guidance for parents, guardians, and supporters about the College's position on student-College confidentiality. The Welfare Team comprises:

The Welfare and Student Support Officer is Dr Luke Young. You can book a meeting with Luke by following this [link](#). For any queries or concerns, email welfare.officer@queens.ox.ac.uk. **The Chaplain** is the Revd Liam Cartwright. You can book a meeting with Liam by emailing liam.cartwright@queens.ox.ac.uk.

The Junior Deans are senior graduate members Heather, Arundhati, and Manjitha. If you need pastoral support, or just a chat, outside of normal working hours, then call the Porters' Lodge on +44(0)1865 279120 and ask to be put through to the on-call Junior Dean.

University Welfare Services

The [University Counselling Service](#) provides individual counselling, groups and workshops, and supportive resources, which are freely available to all students.

Disability

If you have a disability, including a long-term health condition and need, or may possibly need, disability adjustments to support your studies, you should register with the University's [Disability Advisory Service](#) as soon as possible. Getting the support and adjustments you require in place before you arrive will help you make a smooth start to your studies in October and mean that you can focus on enjoying your course and student life.

The University's [Disability Advisory Service](#) facilitates access to study for all students with

a disability which meets the Equality Act criteria. In order to register with the Disability Advisory Service, you will need to disclose your disability and provide evidence. Completed registration forms and supporting evidence should be sent to disability@admin.ox.ac.uk. Go to the Disability Advisory Service's [website](#) to learn about disability support at Oxford and how to register.

If you may incur extra costs at university as a result of your disability, long-term health condition, or specific learning difficulty, apply for Disabled Students' Allowance (DSA) funding. For further information, please refer to [the student funding page](#) of the Disability Advisor Services' website.

The Academic Administrator is the College's Disability Coordinator, and she is assisted in this role by the Welfare and Student Support Officer. Together they work closely with the University's Disability Advisory Service to assist with the implementation of student support plans, including alternative examination arrangements. Contact the Academic Administrator at academic.administrator@queens.ox.ac.uk.

A Note on College accommodation arrangements on the basis of disability

Students who wish to request specific arrangements for their College accommodation on the basis of disability are advised to register with the University's Disability Advisory Service and to alert the College's Academic Administrator by emailing academic.administrator@queens.ox.ac.uk by no later than 14 September. The Disability Advisory Service will make general recommendations to the College. The College will then work with you and to make suitable arrangements.

Welfare, health, and disability checklist

- ☒ Read the information in this Welcome booklet
- ☐ Register with the College Doctors
- ☐ Check your vaccination status and arrange [recommended vaccinations](#) if appropriate
- ☐ Attend the College Doctors' Online Induction over Microsoft Teams on 22 September (the link to join the online meeting is in the checklist in the Freshers' Pack sent by the College Office)
- ☐ Register with the Disability Advisory Service (for those with registered disabilities, including long term mental health conditions, or in the process of being diagnosed)
- ☐ Email academic.administrator@queens.ox.ac.uk to discuss any reasonable adjustments that may be required to accommodation on the basis of disability before 14 September
- ☐ Familiarise yourself with the members of the College's [Welfare Team](#)
- ☐ Read the College's [Welfare Statement](#)

Why register with the Disability Advisory Service?

1. If you require any examination adjustments such as extra time, use of a computer, noise cancelling headphones, or small-room sittings, then registering with the DAS is the quickest way to access this support.
2. The DAS can provide specialist advice and guidance on how to manage your studies alongside your disability or long-term health condition.
3. If you are unsure whether you might qualify for any support, the DAS can work with you to assess your needs.

Financial Matters

Batells and payment of course fees

You will receive your first termly invoice (known as batells) via email soon after you arrive in October. This will include your accommodation charges and any subscription charges. It will also include a £150 deposit. Each student is required to pay this one-off deposit when coming up to Oxford. This deposit will be held by the College and refunded to you when you pay your final batells before leaving College. Students paying Home fees will also be issued with an invoice for their course fees after arrival. Students paying Overseas tuition fees are required to pay the course fees for the first year by 31 August; information about how to pay Overseas course fees will be provided in the Senior Tutor's Welcome Letter included in your Freshers' Pack if this applies to you. The termly accommodation charge is £1,684, and this will be put on your batells in advance of each term.

You should make it a priority to pay your batells as soon as possible. Batells are issued by the Bursary and can be paid online or by bank transfer. Bank details will be shown on the batells statement. If your batells are not paid by Friday of week 1 in each term, you will receive a £25 administration charge and may find yourself barred from using College facilities.

Persistent failure to pay bills on time can lead to rustication (i.e., being sent down from College and not being allowed to return into residence or access College land or facilities until payment is made in full). Rustication can interfere with residence requirements under the University regulations and cause problems with completing your course of study.

Financial support and funding

The University and its colleges are firmly committed to the principle that access to Oxford should not depend on financial circumstances. Queen's has a tradition of supporting its students generously. The College budgets around £90,000 a year for student support. Grants are awarded by the College's Student Finance Committee, which meets twice per term to consider applications. The committee is attended by undergraduate and postgraduate representatives. Additionally, academic prizes and scholarships are awarded by the College regularly.

Financial assistance

If you experience a period of severe financial hardship, the College and University offer financial assistance schemes, to which you may apply for grants. The Welfare and Student Support Officer is available to answer questions about making applications for financial assistance through either the College or the University.

Grants and awards

There are various additional funds that offer support to students for the pursuit of educational, sporting, and cultural activities during their time at College. In particular, many students will apply for Book and Equipment Grants, which assist with the costs of purchasing of books, electronic learning resources, and academic equipment relevant to a student's academic course, and for Academic Support grants, which are granted to help with the costs associated with completing a course of study, including conference attendance, travel, and dissertation research. The College Office is available to answer questions about funding at Queen's.

How to find details about applying financial support and funding, including grants and awards

Details of all financial support and funding at Queen's are available at <https://www.queens.ox.ac.uk/financial-support-page/>.

Details of College scholarships and prizes are available at <https://www.queens.ox.ac.uk/awards-and-prizes/>.

Details of the University's financial assistance scheme are available at <https://www.ox.ac.uk/students/fees-funding/assistance>.

Further funding opportunities available through the University can be found at <https://www.ox.ac.uk/students/fees-funding/ug-funding>.

Academic Life

Most of what you need to know about academic life at Queen's will be explained to you during the induction programme in Freshers' Week.

Your tutors will give you advice about how to approach university-level study at Oxford. You will also be assigned a Personal Tutor, whom you will meet during Freshers' Week, and who will serve as your first port of call for general academic and pastoral queries during your studies. There are plentiful further sources of advice from your Department or Faculty, from the JCR Academic Representatives, and from fellow students. While much of this information will naturally vary from subject to subject, there are some important general points that apply to all students. Such points will be discussed during your induction and are also set out briefly below.

A note on Personal Tutors

Most of the College's Fellows, in addition to serving as subject tutors who will teach you, also act as Personal Tutors. The role of Personal Tutor is both advisory and pastoral. You will be allocated a Personal Tutor at the start of each academic year, and your Personal Tutor will likely be one of the subject tutors who teaches your degree subject. Your Personal Tutor will generally be the first person that you should go to if you need help or advice during your studies. In the very rare event that you feel unhappy about relations with your Personal Tutor, you should consult either the Senior Tutor or the Tutor for Undergraduates if the concerns are primarily academic in nature, or a member of the Welfare Team if the concerns are primarily related to welfare. You are of course free to discuss difficulties with any Senior Member of the College if you feel this would be helpful.

Academic expectations

You are expected to devote the majority of your time, in both term and vacation, to academic study. You should expect to have several academic commitments each week during term and usually several pieces of work to complete at the same time, often with quite short deadlines. You are also very likely to have weekly tutorials, classes with larger numbers of students, lectures, and sometimes practicals to attend each week. Managing your time properly is of paramount importance. You must not engage in any extracurricular activities that interfere with meeting the responsibilities of your course. Consult your Personal Tutor with any questions about how to balance academic work with other interests.

Study at Queen's, and in general at Oxford, takes the form of guided independent study. You are expected to work independently and unsupervised much of the time, and your tutors will provide you with guidance and feedback to help direct you in your studies. Furthermore, the terms are short, and you are expected to use vacations for study while away from Oxford.

That said, your study is also very well supported. The facilities and resources for study in Queen's and University are excellent, and you will have plenty of occasions to discuss your work with those who teach you. Such opportunities come principally in the form of weekly small group tutorials, or small classes, which are the core teaching method in Oxford. Tutorials and classes are likely to be the main event in your week, and you are expected to attend them, properly prepared, without fail.

Everyone studying at Queen's is expected to work to the best of their ability. The College expects that undergraduates will normally be capable of producing work of at least an upper-second-class standard, and strongly encourages performance at a higher level. You must attend all your academic commitments, unless you have permission in advance to be absent, or you are prevented from attendance by medical reasons. You must also produce work for tutorials and classes, as required by the tutor, to a standard appropriate to your stage of degree and abilities. The work you submit must be your own: neither copied from others (including from AI platforms) nor unattributed where you have used others' work in support of your own arguments. You must also perform in examinations, including internal, formative College examinations ('collections'), to the best of your ability.

If you have questions about any aspect of your work, you should raise them at an early stage with your Personal Tutor or, if more appropriate, the Tutor for Undergraduates or the Senior Tutor. The JCR Academic Affairs Representatives can provide valuable supplementary sources of academic advice.

Academic progress and feedback on your work

Much of the feedback you receive will be in the form of oral feedback during tutorials. Your academic progress will be discussed regularly with you from week to week by those teaching you. You will also receive written feedback on collections, tutorial essays, and problem sheets. Your tutors will provide a termly written report on your work. Reports will be provided via an online system. These reports will be discussed in end of term meetings with your Personal Tutor (typically at the end of week 8), and will also be seen by the Tutor for Undergraduates. There will also usually be a meeting with your Personal Tutor at the start of each term (on Thursday or Friday of week 0) to confirm academic arrangements for the term, at which the preparatory work you have done over the vacation may also be discussed.

Collections

Academic progress is also assessed through termly internal examinations, called collections, which are normally held at the start of each term after your first term, on the work you have done in the previous term and the vacation. Collections are a formative exercise, and your results in them do not count toward the summative University examinations you will sit. Collections therefore give you practice in examination technique, let you know how you are doing in your work, and allow your tutors to detect where any weaknesses may lie so that they can help you to improve. You are expected to prepare properly for collections and perform to the best of your ability in them. Collections are usually sat on the Thursday and Friday of week 0 each term, and the College expects answer scripts to be marked and returned to you no later than the end of week 4. The College awards Collections Prizes for strong performance in collections and the work done in term and vacation. Please familiarise yourself with the [Regulations for Collections](#) if you have not already done so.

Policy on Unsatisfactory Academic Work and Academic Discipline

In the event of unsatisfactory academic work, the College has procedures which may involve referral to its Tutorial Review Committee, where the reasons for the poor performance will be discussed in accordance with the College's policy on [Unsatisfactory Work and Academic Discipline](#). The policy covers matters relating to unsatisfactory work, plagiarism, misuse of generative AI, and failure in University examinations, and all students should familiarise themselves with it.

Understanding and avoiding plagiarism

Information about what plagiarism is, and how you can avoid it is available from the University at <https://www.ox.ac.uk/students/academic/guidance/skills/plagiarism>. Your tutors will also be able to give you subject-specific advice about how best to cite your work.

Use of generative AI (Chat GPT, Gemini, Claude, etc)

Students will be given subject-specific guidance on the use of generative AI by their tutors and their faculty or department. Students should note that what is deemed to be appropriate use of AI varies across different academic disciplines and that inappropriate use of generative AI constitutes a serious breach of academic discipline and may constitute plagiarism.

Scholarships, Exhibitions, and College Prizes

The College awards Academic Scholarships and Exhibitions to undergraduates for excellent academic performance, on the nomination of their Personal Tutor. You become eligible for an Exhibition (£50 per term) or a Junior Scholarship (£100 per term) in the first term after you have passed the First Public Examination, and in each term thereafter. Any student already awarded an Exhibition or a Junior Scholarship may be awarded a full Scholarship (£150 per term) for sustained academic excellence. Any undergraduate who holds one of these awards may wear a Scholar's gown, the cost of which will be reimbursed by the College. A number of [academic prizes](#) in particular subjects are awarded by the College for excellence in academic work, collections, and examinations.

Fitness to study

Students are admitted for a course of study of fixed or limited duration and are expected to complete the course of study within that duration, without interruption, unless a situation arises that makes that impossible. In rare cases, a Junior Member may encounter medical or other difficulties which lead the College to consider whether to suspend the student's course of study for a set period of time (typically a year), such that they will not be able to complete

those studies according to the originally anticipated schedule. This is called suspension of status. Should this arise, the College will follow its [Fitness to Study procedures](#). You should discuss any difficulties as soon as possible with your Personal Tutor and with the Tutor for Undergraduates. The College will do everything it can to ensure that you understand the process of applying for and returning from a temporary break from study, and provide support throughout this process.

Libraries

The Bodleian Libraries (University Libraries)

University's libraries (often called the Bodleian Libraries) will play a big part during your time at Oxford, whether providing access to online articles on your reading list or helping you find that elusive book. The Bodleian Libraries is the library service supporting the University and can help you get the most out of your course. Find out how the libraries can help you by visiting the [Getting Started webpage](#), where you can watch a brief welcome video and register to attend a short webinar hosted by friendly library staff. These are available to all students from any college and are not subject-specific. Subject-specific library inductions will also be available and you must sign up for these in due course. Students with disabilities are encouraged to register with the [Disability Advisory Service](#) to ensure that the Bodleian Libraries and College Library are able to support you appropriately during your time at Oxford.

The Queen's College Library

The College Library is situated along the west side of Back Quad and is on three levels: the Upper Library, Lower Library (ground level/entrance), and the New Library (underground)—the latter also has lift access. For safety and security reasons, the Library is monitored by CCTV.

There is detailed information about the [Library](#) on the College website and everyone is encouraged to read this information before arriving at Queen's.

The College Library is open to all members of the College and is an integral part of College life. The Library team is on hand during office hours to help students find material, as well as give advice and support either in person or via email to library@queens.ox.ac.uk. The inbox is monitored from 9.00 am to 5.00 pm Monday to Friday.

Hours of access

The Lower Library and New Library are accessible to all current members of College 24 hours a day, while the Upper Library is open when a member of the Library team is present. Always check the [Library and your studies](#) page on the College website for the most up to date information.

Visitors

You may bring visitors to view the Library, but you must always seek advance permission first. Visitors are not permitted to use or work in the Library. You can find detailed information on the [Library and your studies](#) page regarding times and permissions. Please avoid bringing in guests during Trinity Term, which is the peak examination season.

Other members of the University who are not members of the College are not permitted to use the Library.



Facilities and Student Activities and Societies

The College has a number of student societies, and you will receive information about sports and the arts as well as other extracurricular activities once you arrive. An overview of some of the opportunities to get involved with sports and the arts is available at [Extracurricular Activities](#).

Booking rooms for events

If you plan to book a room for a student function or event, you should contact the Conference and Functions Office. You can find details about booking an event at [Book an Event in College](#).

Sale of alcohol on College premises

The Beer Cellar is open Monday to Saturday during Term from 7.00 pm until 11.00 pm. Members of the College may bring guests to the Beer Cellar, but only members themselves can make purchases. Payments for items purchased in the Beer Cellar can be made by debit card or using your University card (no cash is accepted).

No alcohol may be sold on College premises other than that purchased by the College and sold through the College Licensees. Please see the [College Regulations for Junior Members](#) on Provision and consumption of alcohol (Part 15) and Parties, meeting and events (Part 16). This applies to all functions or events where alcohol is consumed or sold. The Conference and Functions Office can advise on the procedures for any events at which alcohol will be sold or provided. Please note that it is against the law to take alcohol into a licensed premises without permission.

Guest rooms

There are two guest rooms (one small single and one twin) available in College for Junior Members' use. They can be booked through the Porters' Lodge. The cost is charged to batells, and the cost is £31.05 per person per night.

Sports

College gym

The College gym is situated on the second floor of Carrodus Quad. You will need to undergo an induction as well as a pre-exercise questionnaire prior to using the gym. For further information, contact the Porters' Lodge.

Squash courts

There are two Squash Courts situated at the rear of the Cardo Building. Bookings may be made [online](#), and you will then be able to access the squash courts via the side gate using your University card.

Music

Music practice rooms and pianos

There are two music practice rooms (in staircase 3 in Back Quad and in Carrodus Quad), which can be [booked online](#). There is an upright piano and a harpsichord in the Back Quad room, and a grand piano and a harpsichord in the Carrodus Quad room. There is also a Steinway grand piano in the Shulman Auditorium.

If you wish to be added to the lists of those permitted to play the organ in the Chapel, or the grand piano in the Shulman Auditorium, you should contact Prof Rees to obtain permission: owen.rees@queens.ox.ac.uk. Those permitted to use the piano in the Shulman Auditorium may book practice times on Sunday mornings and weekday evenings, when the building is not otherwise in use, through the Lodge.

Choir

The mixed-voice Chapel Choir, directed by Prof Owen Rees, is among the finest university choirs in the UK. The Choir sings for services in Chapel on Sundays, Wednesdays, and Fridays during Full Term, as well as performing at least one major concert each term, and undertakes other concerts and tours within Britain and abroad, broadcasts, and recordings. If you are interested in joining the Choir, please contact Prof Rees, owen.rees@queens.ox.ac.uk.

Eglesfield Musical Society

The Queen's College Eglesfield Musical Society (EMS) is the longest-running music society at Oxford. The society organises an orchestra, chorus, *a cappella* group, and jazz band, and puts on a musical each Trinity Term. Information about how to get involved will be available at the College Freshers' Fair.

Chapel

The College Chapel, consecrated in 1719, is today a place for everyone in the College community. The Chapel is open to all, regardless of faith or background. It offers a peaceful, contemplative space for reflection and prayer. Many members of the College value the Chapel and its community whether or not they identify with a religious tradition.

Regular worship follows the traditions of the Church of England, and welcomes people of all beliefs and none. During Full Term, Choral Evensong is sung by the College Choir at 6.30 pm on Wednesdays and Fridays and at 6.15 pm on Sundays. Sunday Evensongs include a sermon delivered by guest preachers, followed by drinks in the Old Lodgings. Throughout the term, the Chapel also hosts celebrations of the Eucharist and other special services, including occasional Sunday morning Holy Communion. Each term Mass is celebrated in partnership with the Roman Catholic Chaplaincy.

A full programme of services and events is published each term in the Chapel Card. The Chapel also hosts concerts, talks, and events that bring the College community together. Whether you are seeking prayer, music, or simply a quiet place to pause, the Chapel is open to you.

Multi-Faith Prayer and Reflection Room

The College's multi-faith prayer and reflection room is located on the third floor of Drawda Hall. The room is open 24 hours a day to all members of the College community, of any faith or none, for quiet prayer, meditation, and contemplation. It is a shared, mixed-faith, mixed-gender space for individual use and includes directional markers to aid prayer, a shoe rack, handwashing facilities, and a shower for ablutions. Users are asked to respect the quiet nature of the room and leave it clean and tidy for others.

Faith Societies and belief groups within the University

Oxford both as a city and a university is home to people of many different faiths and beliefs and there are a number of places of religious worship and practice across Oxford. The University provides information about [faith societies and belief groups](#) within the University. The websites of the individual societies and groups contain information about spaces for religious worship and prayer in Oxford.

A note about exam adjustments for religious observance

Students who follow specific religious observances, such as the Jewish Sabbath or Ramadan, may apply for exam scheduling consideration. Applications for exam scheduling consideration need to be received by Friday of week 4 of Michaelmas Term. Students who expect to require adjustments for their exams, submitted assessments, or collections should contact the Academic Administrator at academic.administrator@queens.ox.ac.uk at the earliest opportunity.

Details about how to apply for adjustments are available at <https://www.ox.ac.uk/students/academic/exams/examination-adjustments>.



Rules, Regulations, and Policies

The College seeks to be a friendly and well-regulated academic community. To ensure that the environment is suitable for academic work and that the College runs smoothly to cater for your studies, there are rules and regulations that govern what is or is not permissible. They exist for everyone's benefit, and you should familiarise yourself with them. Please read the [College Regulations for Junior Members](#) to familiarise yourself with the current version at the start of each academic year. The College's policies are available at [Official information](#).

Equality information

As a College, we are committed to equality of opportunity, and specifically to the provision of education of excellent quality at undergraduate and postgraduate level for able students, whatever their background. In pursuit of this aim, we try to ensure that all students are helped to achieve their full academic potential. You can read our equality of opportunity policy at [Equality Information](#).

Harassment

The College and University are committed to fostering a safe environment in which all students can thrive. Harassment and sexual misconduct in any form are not tolerated. The College has a specific code of practice concerning harassment and bullying, which is intended to inform its members of the type of behaviour that is unacceptable and to provide members who are the victims of harassment with a means of redress. It is important that you read this document, which is available on the [Equality Information](#) webpage. The College also has two Fellows who serve as designated Harassment Advisors (Prof Paolo Tamaro and Prof Jane Mellor) and can be contacted with any concerns about harassment. Information about the University's approach to preventing and responding to harassment and sexual misconduct involving students, and links to relevant policies, is available at [Supporting Students at Oxford: Preventing and Responding to Harassment and Sexual Misconduct | University of Oxford](#).

The University requires all students starting a course at Oxford to complete the University's [Harassment and Sexual Misconduct training](#). Information about this compulsory training will be sent to you directly by the University.

Freedom of speech

Freedom of speech and academic freedom are central tenets of the College's core activities. In all its activities, the College seeks to secure and promote civic and academic freedoms including freedom of speech, ensure a very high level of protection for the lawful expression of a viewpoint and for speech in an academic context; and foster a culture of openness and inclusivity, in which members of our community and the public engage with each other in debate and discussion, no matter what their views, and remain open to intellectual challenge. The College's Code of Practice on Freedom of Speech can be found on the [Official Information](#) webpage.

College Complaints Procedure

A complaint is an expression of dissatisfaction by one or more students about the College's action or lack of action or about the standard of service provided by or on behalf of the College or about the conduct or capability of an employee of the College. A complaint should only rarely be the first attempt to resolve a problem. The College encourages all students to discuss matters of concern or dispute, and to attempt to find an informal and amicable resolution. In the event that such efforts fail or are inappropriate in the circumstances, and there is no reasonable alternative to pursuing a complaint, students should follow the [College Complaints Procedure](#).

University Student Handbook

The [University Student Handbook](#) provides general information and guidance to help you to make the most of the opportunities on offer at the University of Oxford. It also explains the University's codes, regulations, policies, and procedures.

University term dates

The University term dates are available at <https://www.ox.ac.uk/about/facts-and-figures/dates-of-term>.

Who is who in College

This is a short overview of the different roles in College and key contacts. For a full list of Fellows and Staff, see <https://www.queens.ox.ac.uk/people/>.

The Provost's Office

The Provost, Mr Paul Johnson, is the head of the College. He is assisted by Sandra Smith, the Administrator of the Provost's Office.

Contact: 01865 279125 or apo@queens.ox.ac.uk

The College Office

The College Office is on the first floor of staircase 2 in Front Quad. The office deals with requests for University cards, confirmation of student status, application forms for financial assistance funds and various grants, degree ceremonies, and term-time lecture room bookings. Alternative arrangements for examinations and disability support are also handled by the College Office. The College Office is open 9.30 am to 12.15 pm and 1.15 pm to 5.00 pm Monday to Thursday, and 9.30 am to 12.15 pm and 1.15 pm to 4.30 pm on Fridays. Cameron Ott (Academic Administrator) is assisted in the College Office by Tara Hathaway (Admissions and Graduate Administrator), Dan Watkinson (Fellowship and Tutorial Administrator), Luke Young (Welfare and Student Support Officer), Molly Lockwood (Schools Liaison, Outreach and Recruitment Officer), and the College Office and Access Assistant. The College Office provides support for the academic aspects of your time at Queen's and also supports the College Officers who have responsibility for the academic life of the College.

Contact: 01865 279116 or college.office@queens.ox.ac.uk

The Academic Administrator

The Academic Administrator is Cameron Ott. The Academic Administrator has oversight of the College Office and supports the College's lecturers and Fellows in delivering the College's academic programmes. She also serves as the Lead Disability Coordinator for the College (supported by the Welfare and Student Support Officer) and liaises with the University's Disability Advisory Service to implement adjustments on the basis of disability.

Contact: academic.administrator@queens.ox.ac.uk

The Tutor for Undergraduates

The Tutor for Undergraduates deals with any academic issues that cannot be dealt with by Personal Tutors. The Tutor for Undergraduates is Dr Meleisa Ono-George, Fellow in History. She and the Senior Tutor oversee all aspects of undergraduate academic work. In particular, she has responsibility for welfare issues that relate to academic performance and for oversight of the procedures which assess whether a student is fit to study.

Contact tutor.undergraduates@queens.ox.ac.uk

The Senior Tutor

The Senior Tutor deals with all academic issues that cannot be dealt with by Personal Tutors or the Tutor for Undergraduates. The Senior Tutor is Prof Chris Norbury, Fellow in Medical Sciences. He oversees all aspects of the academic life of the College, especially the organisation of College teaching and making new academic appointments.

Contact: senior.tutor@queens.ox.ac.uk

The Tutor for Outreach and Access

The Tutor for Outreach is Prof Panagiotis Papazoglou, Fellow in Mathematics. He oversees outreach initiatives and open days.

Contact via the Schools Liaison Officer: schools.liaison@queens.ox.ac.uk

The Library

The Library team consists of Dr Matthew Shaw (Librarian), Sarah Arkle (Deputy Librarian), Amanda Lima (Assistant Librarian), and Felix Taylor (Library Assistant).

Contact: library@queens.ox.ac.uk or via Instagram [@queenscollegelibraryox](https://www.instagram.com/queenscollegelibraryox).

The Dean and the Decanal Team

The Dean has responsibility for non-academic matters, especially discipline. The Dean is Prof Christopher Metcalf, Fellow in Classics. He is assisted by senior graduate members who act as Junior Deans: Heather, Manjistha, and Arundhati.

Contact: decanal.team@queens.ox.ac.uk or dean@queens.ox.ac.uk

The Welfare Team

Tutor for Welfare and Hardship Officer

The Tutor for Welfare is Dr Kirsty Duffy, Fellow in Physics. She oversees the College's welfare provision. She also is the Hardship Officer, and her responsibility in this role is to assist members of the College encountering financial difficulties or hardship.

Contact kirsty.duffy@queens.ox.ac.uk

The Welfare and Student Support Officer

The Welfare and Student Support Officer, Dr Luke Young, provides a day-to-day source of support and signposting for students facing issues related to welfare or disability and can be contacted by email or by phoning 01865 289137. He also works with the Academic Administrator to coordinate disability adjustments for students. Appointments can be booked online via the [Welfare Officer booking system](#). The Welfare and Student Support Officer is generally available during office hours and will get back to you as soon as possible within two working days.

Contact: welfare.officer@queens.ox.ac.uk

The Chaplain

The College Chaplain is the Revd Liam Cartwright, who is responsible for organising services in Chapel, which take place regularly during term time. Liam is available to provide confidential and pastoral support to all members of the College regardless of religious affiliation. As a member of the Welfare Team, the Chaplain works with colleagues to help coordinate welfare support for students. Whether you would like to talk through a personal difficulty, explore questions of faith or meaning, or simply share a cup of tea with someone who will listen, you are always welcome to get in touch by email, phone, or Microsoft Teams, or simply to drop by the Chaplain's office for a conversation.

Contact: 01865 279143 or email liam.cartwright@queens.ox.ac.uk

The Junior Deans

In addition to being part of the Decanal Team, the Junior Deans (Heather, Manjistha, and Arundhati) also provide out-of-hours welfare support and signposting outside of office hours and on weekends.

Contact: decanal.team@queens.ox.ac.uk or call the Porters' Lodge on +44(0)1865 279120 and ask to be put through to the on-call Junior Dean.

The Harassment Advisors

The College has two Harassment Advisors, Prof Jane Mellor and Prof Paolo Tammaro, who can advise students about reaching an informal resolution, initiating formal procedures, and harassment related issues and signpost students to other sources of support and advice.

Contact: jane.mellor@queens.ox.ac.uk or paolo.tammaro@queens.ox.ac.uk

The Domestic Bursar and Domestic Teams

The Domestic Bursar and Deputy Domestic Bursar

The Domestic Bursar, Fergus Garwood, has responsibility for the delivery of the College's domestic operations, including accommodation, catering, conference and events, facilities and estate management, the Lodge (reception and security), IT, fire, and health and safety. He is assisted by the Deputy Domestic Bursar, Sarah Daley.

Contact: fergus.garwood@queens.ox.ac.uk

The Accommodation Officer

The Accommodation Officer, Noura Regli, is responsible for the allocation of student rooms and issuing accommodation licence agreements.

Contact: 01865 279180 or email accommodation.office@queens.ox.ac.uk

The Steward's Office

The Steward, Susan Tutty, leads and manages the Steward's Department, ensuring the consistent delivery of high-quality housekeeping, soft facilities management, and event support services across all College sites. Sue also oversees the Beer Cellar and acts as the Deputy Health and Safety Officer. She is supported by Jason Lenton, who has day-to-day responsibility for health and safety and event set up, and Tracy Peart, the Housekeeper, who manages the scouts.

Contact: 01865 279133 or email steward-office@queens.ox.ac.uk

The Porters' Lodge

The Lodge is staffed by the Head Porter, Natalie Axtell, the Deputy Head Porter, Bernard Chylinski, and a team of Porters on a 24/7 basis. The Porters ensure security of all our sites and will ask to see your University or University card when you enter the College. The Porters are a good first point of contact and have a wealth of local information. You will be allocated a mailbox or 'pigeonhole' in the post room, which you should check regularly for mail or messages; there is a separate parcel room next door. The parcel and pigeonhole rooms are located in the basement of staircase 1 in Front Quad. We recommend using the Main College address to receive mail. All outgoing post is collected from the Lodge by Royal Mail at around 5.00 pm every weekday afternoon. Other items can be left at the Lodge for collection by couriers. Please let the Porters know if you intend to do this and leave your details with the package so they can reach you. Messenger service is a free postal service between Oxford colleges. You can bring your letters to the Lodge and the Porter on duty will endorse it with the messenger stamp and place in the tray for collection. Please note that the following items will not be accepted by the messenger service: food, money, clothing, valuables, breakables, long-tubed items (e.g., posters), umbrellas, heavy bulky items, and books.

Contact: 01865 279122 or lodge@queens.ox.ac.uk or head.porter@queens.ox.ac.uk

The Buttery and Kitchen

The Food Services Manager, Debbie Kelly-Greaves, and the Head Chef, Sean Ducie, and their teams deliver the varied and healthy menus on offer to Queen's students on a daily basis. They are available to assist with queries about special dietary requirements and allergies.

Contact: 01865 279131 or email deborah.kelly-greaves@queens.ox.ac.uk

The IT Office

The College IT Office is on the second floor of staircase 1 in Front Quad, and its staff can provide information and advice on IT issues. The key contacts are David Olds, Mark Gray and Themba Mhlanga. The IT Office is open Monday to Friday from 9.00 am to 4.30 pm.

Contact: 01865 279205 or email it-support@queens.ox.ac.uk

The Conference Office

If you plan to book a room for a student function or want to plan an event with catering, you should contact the Conference and Functions Office. Their office is located in staircase 1a in Front Quad and is staffed by Stephanie Wharf, Dehaney James, and Mohammad Abdulhamid.

You can find everything about booking an event at <https://www.queens.ox.ac.uk/student/book-an-event-in-college/>

Contact: conferences@queens.ox.ac.uk

The Bursar and the Bursary

The Bursar, Dr Andrew Timms, has oversight of all financial matters in College. He is assisted by the College Accountant Kate Daniels, and Accounts Assistants Vladi Lackova, Aline Nshamaje, and Scarlett Wang. The Bursary issues batells and processes fees, bursaries, and scholarships. The Bursary is located on the first floor of staircase 1 in Front Quad. Opening hours are 8.45 a.m. to 12.15 pm and 1.15 pm to 4.30 pm Monday through Friday.

Contact: bursary@queens.ox.ac.uk

The Equalities Officer

The Equalities Officer is responsible for the College's Equal Opportunities policy. The current Equalities Officer is Prof Anthony Gardner, Fellow in Fine Art. He may be contacted about any issues relating to equality that you feel cannot be dealt with readily by your Personal Tutor.

Contact anthony.gardner@queens.ox.ac.uk

The Head of Communications

The College likes to hear about and celebrate student news, whether it's an academic success, a creative project, a sporting achievement, or something a little more unexpected. No news is too big or too small, so please share yours with Emily Downing, Head of Communications, at news@queens.ox.ac.uk.

Emily is also keen to hear from students who would like to get involved in photoshoots, filming, podcasts, and/or testing new website ideas. You don't need any previous experience, and you're welcome to get in touch even if you're simply curious. Email emily.downing@queens.ox.ac.uk to find out more.

The Old Members' Office

Membership of Queen's is lifelong and upon graduation, students become Old Members (alumni) of the College. The Director of Development, Dr Justin Jacobs, oversees the Old Members' Office. This office manages various aspects of alumni relations including communications fundraising stewardship and events.

The Queen's Old Members' community comprises over 7,000 former students worldwide. Through the Old Members' Office's efforts (staircase 2 in Front Quad) they remain connected to College life throughout the year. The Old Members' Office hosts numerous events both in the UK and abroad sends out a termly newsletter and other communications and leads fundraising for College priorities such as student support and academic Fellowships.

Current students can support the Old Members' Office by participating in activities like calling for telethons serving as ambassadors for Giving Days or signing up as Student Helpers at College-based Old Member events. A sample of the Old Members' Office's work is available at this [link](#).

Contact: 01865 279217 or email oldmembers@queens.ox.ac.uk.

Glossary of Oxford Terms

Academic dress – this refers to *sub fusc* (see below) when also worn with your gown. Academic dress is required for formal ceremonies in Oxford and for your exams.

Batells – termly invoices including accommodation charges and any subscription charges.

Bod – Bod is short for Bodleian, which is the name of both the university libraries in Oxford collectively (the Bodleian Libraries) and specifically for the university library building on the corner of Catte Street and Broad Street (formally known as the Bodleian Old Library).

Bod card – this is a different name for a University card, which also provides access to the Bod, among other things.

Collections – these are formative exams which students often sit termly in week 0 to assess their progress; they do not form part of your year outcome or degree classification, but they are an important internal College exam.

Junior Common Room (JCR) – the JCR is a social meeting place with newspapers, television, refreshments, etc. It is run by a committee of elected representatives who organise everyday social events around the College and meet to debate a whole host of issues. Its representatives seek and pass on the views of JCR members to College committees and College Officers. There is also a Middle Common Room (MCR) for postgraduate students at the College and a Senior Common Room (SCR) for Senior Members of the College.

Formal Hall (Second Hall) – As opposed to other meals eaten in Hall, this is a more formal occasion when dinner is served to those dining and formal dress is required. It is also called second Hall.

Hall – the dining Hall where meals are eaten in College.

Matriculation – the ceremony by which you become a member of the University.

Mods – short for ‘Moderations’ these are the first public exams that students studying Classics (Literae Humaniores) or Jurisprudence sit; in other subjects these are called ‘Prelims’.

Oxford SU – Oxford University Student Union.

Oxford Union – a Debating Society that is separate from the Oxford SU.

Personal Tutor – this is a Fellow at Queen’s who is your primary point of contact for academic and pastoral advice and guidance during your time at Oxford. You will be assigned a Personal Tutor, who will usually be one of your tutors teaching your subject, annually.

Prelims – short for ‘Preliminary Examinations’, these are the first public exams that students who aren’t sitting Mods will sit.

Scouts – the traditional term for the cleaning staff in Oxford.

Sub fusc – from the Latin *sub fuscus* meaning very dark and referring to the formal clothing required to be worn beneath your academic gown when attending formal University ceremonies and when sitting examinations.

Terms (Michaelmas, Hilary, Trinity) – Michaelmas Term is the first term running from October to December, Hilary Term is the second running from January to March, and Trinity Term is the third running from April to June. Each term is divided into 8 weeks. Full Term is defined as weeks 1 to 8. Some subjects have ‘extended’ terms that run beyond weeks 1 to 8. Noughth week, or week 0, is the week before the first week of term.

Tutors’ Collections – this is another word for the meetings students have at the end of term with their tutors when their progress over the past term is reviewed.

Vacation Residence – residence in College accommodation outside of the licence periods. Vacation residence should be considered unusual, and not a regular opportunity to remain in Oxford. Students must submit a vacation residence request for approval.