



**You
Made
It.**

Welcome to Lancaster University

Your guide to undergraduate life 2019–2020

Share the good news



Happy to have made it? Use hashtag #LUMadeIt on your social posts so we can share our congratulations.

Congratulations.

All your hard work has paid off. You have been accepted to study at Lancaster – one of the top 10 universities in the UK with a global reputation for excellence. We can't wait for you to join us.

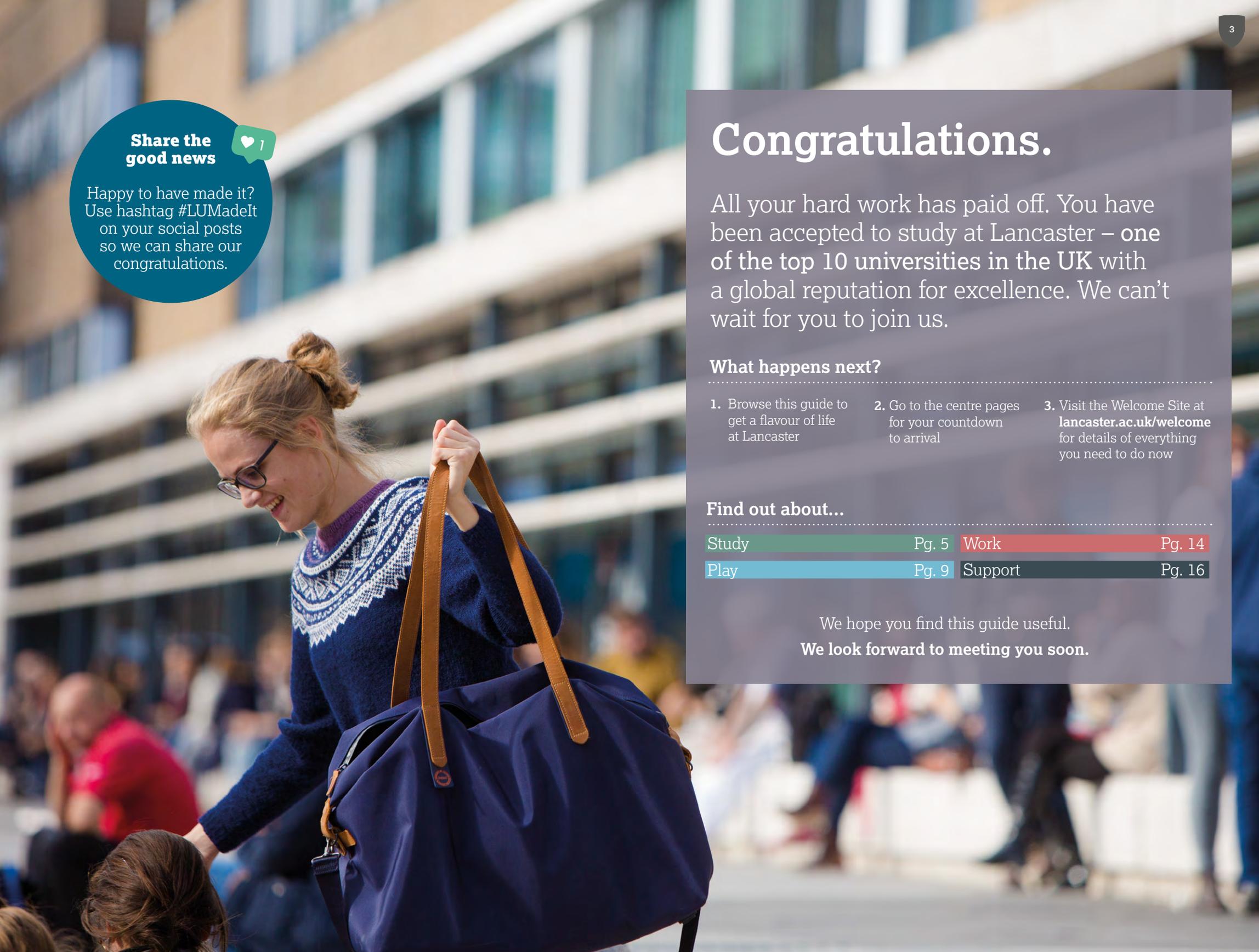
What happens next?

1. Browse this guide to get a flavour of life at Lancaster
2. Go to the centre pages for your countdown to arrival
3. Visit the Welcome Site at lancaster.ac.uk/welcome for details of everything you need to do now

Find out about...

Study	Pg. 5	Work	Pg. 14
Play	Pg. 9	Support	Pg. 16

We hope you find this guide useful.
We look forward to meeting you soon.



Welcome to Lancaster

Our students wanted to be the first to welcome you to Lancaster and share their tips for life at university.



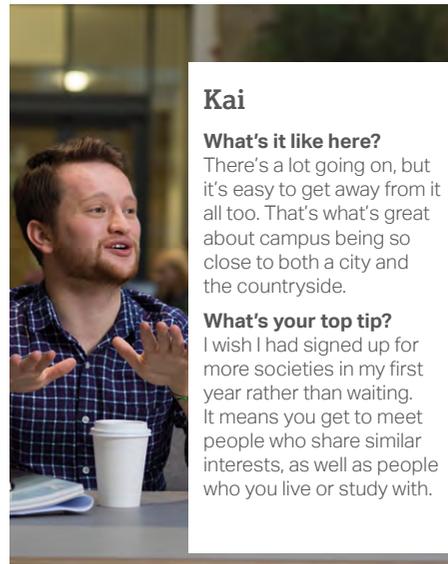
Barry

What's it like here?

There's a very close student community, and I like the campus-based experience – it makes it easier to get to know people and make friends.

What's your top tip?

You'll have students who volunteer as Fresher Reps in your college, so ask lots of questions! My reps considered people from all backgrounds and made sure no one was left out. They made my Welcome Week.



Kai

What's it like here?

There's a lot going on, but it's easy to get away from it all too. That's what's great about campus being so close to both a city and the countryside.

What's your top tip?

I wish I had signed up for more societies in my first year rather than waiting. It means you get to meet people who share similar interests, as well as people who you live or study with.



Chelsey

What's it like here?

It gives you the chance to discover more about yourself. Different societies and part-time jobs have helped me find my skills and talents.

What's your top tip?

Remember it's all about growth! So don't be too hard on yourself. Use all the support and resources offered by Lancaster Uni and keep growing!



Jade

What's it like here?

What's different is the college system. It means it's easier to meet people and makes the community stronger – you feel you belong to a college as well as the university.

What's your top tip?

Don't be so scared of going to uni! I was petrified, but I didn't realise we had Fresher Reps to help you and the college system. It's a lot easier to meet people than I thought.

Study.



JOINT 1ST

UNIVERSITY
LIBRARY IN THE
UK AS RATED BY
STUDENTS



83%

OF RESEARCH
IS INTERNATIONALLY
EXCELLENT OR
WORLD LEADING



350,000+

AVAILABLE
eBOOKS



1,500+

COMPUTERS
AVAILABLE
FOR USE ON
CAMPUS

Your first year explained

Your undergraduate studies are divided into Part I (your first year) and Part II (your second, third, and sometimes fourth years). Here are eight things you need to know about Part I.

1 What modules will I take in Part I?

In subjects including Law, Physics, Engineering, Medicine, Sports and Exercise Science, Biochemistry, Biomedicine and Biomedical Science, the needs of the course mean you will focus solely on your major subject. But in most other degrees you will also take one or more modules in other subjects called minor modules.

2 How do I know what modules I should take?

Your major department will meet you on Monday and Tuesday of Welcome Week to explain your course structure and will also email you before you arrive (centre pages). You can also discuss what to pick at a Minor Fair event on the Monday.

3 How do I know how many options to take?

Every module is worth a number of credits. Overall, you must take a total of 120 credits at Part I.

4 Are there any restrictions as to my optional modules?

Yes – some subjects are not available as options; some require specific qualifications; some study combinations may cause timetable clashes; and popular subjects may have restrictions or reach capacity.

5 When do I choose my modules?

You can make provisional choices online before you arrive – you'll receive an email in September directing you to the enrolment webpages. Then on the Wednesday of Welcome Week you'll attend a Part I Enrolment event to confirm your choices.

6 Can I change my mind after I have chosen an option?

You may change an option during the first three weeks of term, but to avoid missing any content it is much better to choose carefully first time.

7 Do my Part I choices affect what I can do at Part II?

They can. Some Part I options enable you to change your major for Part II, as long as you meet the criteria.

8 Is Part I important?

Yes! In most courses, you must pass all of your Part I modules to proceed to Part II; and although your marks for Part I do not count towards your final degree classification, a good Part I performance will keep many options open, for example for placements, internships or study abroad, later in your degree. We also find that students who achieve good results at Part I also achieve the best results at Part II.

Want to know more?

To find out more about Part I and the minor modules available, visit lancaster.ac.uk/part-one

A quick guide to undergraduate study

Learning at university is designed to challenge and inspire. Here's what to expect and the support available to you.

Teaching

In your first year you can typically expect to receive nine to 15 hours of tuition per week. Staff will support you in all aspects of learning through lectures, practical classes, one-to-one meetings, online resources and seminars in small groups.

Insider advice

Outside of tuition time, you'll be expected to do plenty of directed and self-directed learning (independent study). However, you won't be left unsupported. Here are the five main places to go for guidance:

1 Tutors

You will be assigned an academic tutor, who will provide you with guidance throughout your studies. Tutors on each of your courses will also advise you on how to use your independent study time.

2 Your students' union

An important role of the union is representing your academic interests. They support student reps on each course and work with the University to ensure you have everything you need to succeed.

3 Learning developers

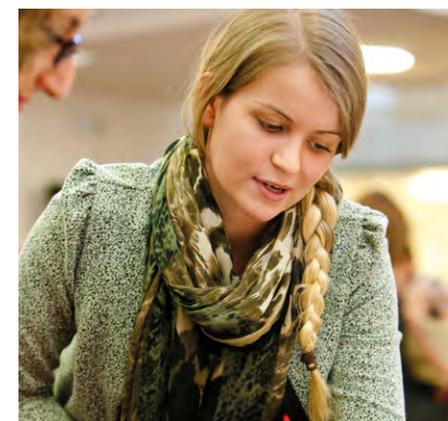
Each of the University's faculties has a dedicated learning developer who can help with academic skills. This includes support for English Language for Academic Purposes and Maths and Stats.

4 Your college

Academic difficulties often stem from personal issues. Each college has staff eager to offer support whatever challenges you face.

5 The Base

If you require assistance from a specialist service such as disability support or counselling, staff at the Base can help (page 17).



Assessment and feedback

Assignments can range from essays and exams to group research projects. Whatever category it falls within, your assessed work will be marked with feedback designed to help you develop, returned to you in a timely way. As well as written comments and grades, feedback can take other forms such as comments in class and one-to-one meetings.

Study abroad

Most Lancaster undergraduate students have the opportunity to study abroad for a year or term. There are also plenty of summer vacation trips to choose from. To find out more including advice on funding visit lancaster.ac.uk/global



Your study spaces

You have a range of study spaces to choose from including the Library, Learning Zone, Learning Labs and colleges. They offer a choice of quiet and group spaces, as well as technology, resources and support.

Choose the right study space for your needs



Library

Rated joint first in the UK by students and open 24/7 in term time. Come here for silent study, group spaces, network PCs and laptop loans. It even boasts its own magnificent tree.



Learning Zone

A place for social learning and collaboration at the centre of campus. Group study spaces are available 24/7 and it is host to an IT support desk.



Learning Labs

Looking for a computer? There are open access Learning Labs across campus. Most are accessible 24/7 using your University Card, and there are more PCs available in departments.

Insider advice

Access eBooks and digital resources

A huge range of library content is available to access from your phone, tablet or laptop.

Sign up for skill sessions

Check out a wide range of free training and support on the Learning and Skills Development website at lancaster.ac.uk/learning-skills

Use college facilities

Colleges also offer dedicated study areas - take a look at your college website for details.



Want to know more?

Attend an Introduction to IT and the Library talk on Wednesday or Thursday of Welcome Week.

Visit lancaster.ac.uk/welcome-week for more details.

 lancaster.ac.uk/library

 LancasterUniversityLibrary

 @LancasterUniLib

Play.



TOP 10 IN THE UK

FOR OUR SPORTS FACILITIES



50

SPORTS FEATURE IN OUR ANNUAL ROSES TOURNAMENT AGAINST YORK



4 VENUES

IN OUR OWN CUTTING-EDGE INSTITUTE FOR CONTEMPORARY ARTS



130+

UNION-AFFILIATED SOCIETIES

Sports and fitness

Look forward to elite level sports facilities and a huge variety of teams to choose from. Get ready to try something new.

Get competitive

If you want to play sport then there are lots of different ways to get involved.

As a Lancaster student you have the rare opportunity to play in front of big crowds against varsity rivals York in our annual Roses tournament, organised by the students' union. Lancaster also provides the chance to compete for your college in inter-college competitions and play BUCS fixtures against other UK universities.

Have fun

If competitive sport isn't your thing, look out for recreational sporting activities that take place throughout the year including classes at our Sports Centre.

Want to know more?

Free Sports Centre taster sessions are available throughout Welcome Week, while the Freshers' Fair, organised by our students' union, is the perfect way to meet sports teams and societies.

Visit lancaster.ac.uk/welcome-week for more details.

 lancaster.ac.uk/sport

 SportLancaster

 @SportLancaster

Facilities for all

Sports facilities on campus include:



an eight-lane, 25m swimming pool



a fitness suite with a 100-station gym



an 8.5m climbing wall



a sauna and a steam room



a physio/sports injuries clinic



a 3G artificial pitch



eight tennis courts



a conditioning room



a human performance lab



Societies

Societies are a major feature of life at Lancaster. Find out how they work and how to get involved.

Activities and interests

Whatever you're into, you're bound to find like-minded people at Lancaster, where you can pick from more than 130 societies affiliated to Lancaster University Students' Union.

Once you've arrived at Lancaster, you will have the opportunity to choose from a range of groups that cover:

- shared interests from baking to free running
- environment and sustainability groups
- different countries, cultures and religions
- political groups across the spectrum.

And if there isn't a society that matches your interest, the Students' Union can help you to set one up.

Insider advice

Be adventurous

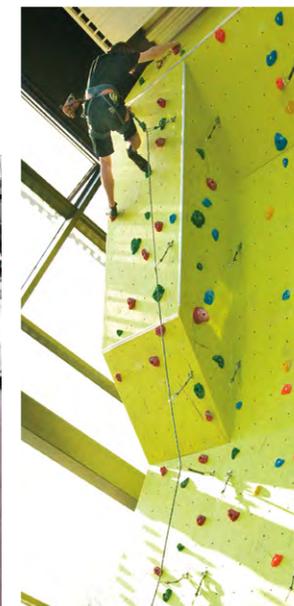
University is the perfect place to try new things. Ever fancied trying comedy, presenting a radio show, singing or starting a business? Now you can.

Be greedy

There is no limit to the number of societies you can join, so sign up and see what suits you.

Be a leader

Student-run societies are a great opportunity to gain experience in areas such as management, marketing or events, so look out for elections later in the year.



 lancastersu.co.uk/societies

Visit the Welcome Site for advice on:

Arranging accommodation

Paying your fees

Registration

What to pack

Planning your journey

Arrivals Weekend

Welcome Week

lancaster.ac.uk/welcome

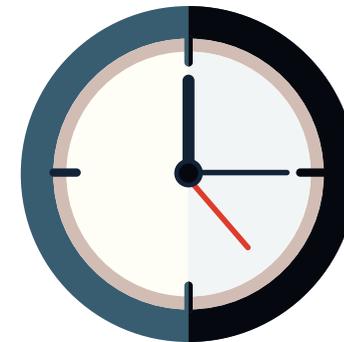
Got a question?

✉ thebase@lancaster.ac.uk

☎ +44 (0)1524 592525

🐦 @LancasterUni

f @lancasteruniversity



Here's your countdown to
Welcome Week



It's here

30 September–6 October

7 weeks to go
12–18 August

6 weeks to go
19–25 August

5 weeks to go
26 August–1 September

4 weeks to go
2–8 September

3 weeks to go
9–15 September

2 weeks to go
16–22 September

1 week to go
23–29 September

Confirm your accommodation

Planning to live on campus? We'll begin sending out accommodation offers towards the end of this week and continue as more students accept places and apply for rooms. For more info visit lancaster.ac.uk/accommodation

Relax :)

There's going to be lots happening in the weeks to come, so make sure you take time to chill, congratulate yourself on a brilliant achievement and enjoy your break.

Don't forget...

If you have a disability/medical condition, help us to put support in place by registering with the Disability Service before you arrive. Get in touch with the team at disability@lancaster.ac.uk

Register online

An email will invite you to begin registration online on 2nd September. You will then complete registration in person the day after your college's arrival date (see next page).

Learn from our students

After online registration, log in to the Student Portal to get started on the Ready for University course. It features videos starring our own students about how to prepare for university life.

Say hello to your department

Your department will get in touch this week to provide you with information relating to your course.

Say hello to your college

All students are members of a college. You will receive a welcome either through the post or via email this week. It will feature important arrivals and college information such as introductions to college staff and a schedule of activities and events taking place during Welcome Week. All students will also be told how to pay a small one-off college fee that goes towards welfare, events and entertainment.

It's time to go

Campus residents should be ready to move in on Saturday 28th or Sunday 29th September from 10am (see below for your college). And all students, including those who live off campus, should attend their **College Welcome Talk** later that day. Everyone will also register in person the day after their arrival date - look out for your eTicket sent via email this week. Find details of all events at lancaster.ac.uk/welcome-week

Welcome Week

Get settled in through a week-long schedule of social activities and academic inductions. You'll find details in your welcome schedule available at lancaster.ac.uk/welcome-week

I need to...
send back my decision.

Received your place after the start of the timeline?

Don't worry. You'll still receive all the prompts to complete the same steps. Just a little later.

I need to...
register online and then begin the Ready for University course.

I need to...
read through the information and complete any actions requested.

I need to...
begin planning what to pack and pay the college fee.

I need to...
plan my journey, make the trip to Lancaster and then register the next day.

I need to...
visit the Welcome Week schedule for details of all my events. And have fun.

Colleges and their arrival days

Saturday 28th September

County, Fylde, Lonsdale, Pendle

Sunday 29th September

Bowland, Cartmel, Furness, Grizedale

Eat and drink

Choose from lots of places to eat and drink, including cafés, restaurants and college bars.



Start exploring

Lancaster has various college cafés and bars on campus plus a range of other social spaces. There are also plenty of University-owned restaurants, as well as a host of independent outlets and franchises.

For after hours, the Lancaster University Students' Union offers student nightclub the Sugarhouse: Lancaster's biggest venue. There are also plenty more bars, restaurants and nightclubs in the city centre.

Insider advice

Four ways to have fun for less:

Get a Purple card

Lancaster Students' Union's own student discount card will save you money on campus, in the city and online.

purple.lancastersu.co.uk

Free theatre and music tickets at Lancaster Arts

Sign up as a Lancaster Arts Student & Under 26 Supporter and be eligible for free theatre and concert tickets throughout the academic year.

lancasterarts.org/students

Join Freedom - the student dining scheme

Enjoy hassle-free meals by signing up to Freedom, the pre-paid student dining scheme. Signing up to Freedom means you're entitled to breakfast and either lunch or dinner at a range of venues on campus, Monday to Friday.

lancaster.ac.uk/eat

Follow Lancaster Campus Life

Get all the latest offers by following

[facebook.com/lancastercampuslife](https://www.facebook.com/lancastercampuslife)



 lancaster.ac.uk/eat

 LancasterCampusLife

 @LUCampusLife

 lancastercampuslife

Retail and culture

Lancaster Arts brings cutting-edge culture to campus, while Lancaster city offers a mix of history and tradition.



Arts and theatre

Lancaster University is a vibrant cultural place with a nationally acclaimed programme under the banner of Lancaster Arts.

Our venues - The Great Hall, The Peter Scott Gallery and Nuffield Theatre - are at the heart of the cultural quarter on campus and bring you the best in visual and performing arts from across the globe.

There are opportunities for students to connect with artists and get involved which adds to the vibrant and creative Lancaster experience.

The town hosts popular and jazz music festivals in the autumn, and in the city centre you'll find Lancaster Castle, the city's museums plus Lancaster Grand Theatre and The Dukes cinema and theatre.



 lancasterarts.org

 lancasterartsUK

 @lancasterarts

 @lancasterartsuk



Retail therapy

The campus boasts general stores, two banks, a Post Office, a pharmacy, launderettes, a hairdresser and a book shop.

Lancaster city centre also has many of the major shops, as well as lots of independent stores and boutiques. Meanwhile, the shops of Manchester, Preston and Liverpool are all just short trips away.



Lancaster and beyond

Explore your city and what the rest of the region has to offer

lancaster.ac.uk/explore



Work.



£2M+

WORTH OF PART-TIME
EMPLOYMENT
FOR OUR STUDENTS
HANDLED BY OUR ON-
CAMPUS RECRUITMENT
SERVICE EACH YEAR



3

MAJOR CAREERS
FAIRS, ATTRACTING
TOP GRADUATE
EMPLOYERS



89%

OF GRADUATES WERE IN
GRADUATE-LEVEL WORK
OR FURTHER STUDY
WITHIN SIX MONTHS OF
GRADUATING



3RD

IN THE UK FOR GRADUATE-
LEVEL EMPLOYMENT IN
THE TIMES AND SUNDAY
TIMES GOOD UNIVERSITY
GUIDE 2019

Prepare for success

Preparing for life beyond university is an important part of being a Lancaster student. The Careers team works with employers, the students' union, colleges and academic departments to support you every step of the way.

We can help you to...



Get your perfect graduate job

Whatever your ambitions, our team of careers experts are here to help from the moment you join. Register at lancaster.targetconnect.net



Gain relevant work experience

Doing work experience while at university is the key to securing the best graduate jobs. Come and talk to us about opportunities including company insights, internships and placements.



Find part-time work while you are studying

The Employment and Recruitment Service is our own professional recruitment agency run by the University for students and graduates. It can help you find temporary work while you study.



Meet graduate recruiters

We run a range of careers fairs throughout the year – the Autumn Careers Fair will be the first big one after you arrive – and we host employer presentations and workshops throughout term-time. More opportunities are available through faculties and colleges.



Earn a Lancaster Award

Achieving The Lancaster Award is a major advantage when applying for jobs or further study. You can complete the award by participating in activities such as campus events, college activities and work experience. Register through the Student Portal.



Develop your skills

We offer CV writing sessions, interview skills workshops, tips on searching for jobs and how to prepare for assessment centres.



And pretty much anything else that will help you achieve your ambitions

If you need one-to-one advice simply book a consultation with the Careers team.

HELLO
FUTURE

Want to know more?

A Career Development session takes place on the Tuesday of Welcome Week.

Visit lancaster.ac.uk/welcome-week for more details.



lancaster.ac.uk/careers



LancsCareers

Support.



1-STOP

STUDENT
ENQUIRY DESK
PROVIDED BY
THE BASE



24/7

COLLEGE PORTERS
PROVIDING SAFETY,
SECURITY AND
FRIENDLY SUPPORT
THROUGHOUT TERM



8

UNDERGRADUATE
COLLEGES WITH
STAFF DEDICATED
TO SUPPORTING
YOUR WELLBEING,
ENJOYMENT AND
SUCCESS



1 TO 1

APPOINTMENTS
OFFERED BY
TEAMS SUCH AS
THE DISABILITY,
COUNSELLING AND
VISA AND IMMIGRATION
SERVICES

Student services

Going to university can be daunting, so it's good to know that professional help is here if you need it.

The Base

The Base is your one-stop enquiry desk right in the heart of campus - if you need advice, check with them. The staff on the desk are your gateway to specialist support in a range of areas. They are located in Alexandra Square next to the Library and can help with issues such as:



Money

Advice is available on all aspects of student funding, financial awards and budgeting.



Academic matters

Advice and signposting on a range of academic-related enquiries.



Visas and immigration

The Base can arrange appointments with our experts in the Visa and Immigration team.



Disability

All students with declared disabilities including dyslexia can receive support from our dedicated team.



Wellbeing

A team of mental health practitioners and College Wellbeing Officers can provide confidential support.



Documents

Visit the Base to request documents such as confirmation of study and council tax exemption.



Spiritual wellbeing

Our campus has a multi-faith Chaplaincy Centre, with facilities for the Baha'i, Buddhist, Christian, Hindu, Jewish faiths and Quakers. There are also Islamic prayer rooms in Ash House and chaplains are available for one-to-one support.



Nightline

Lancaster Nightline is a listening and information service run by students, for students. All calls are confidential and anonymous. Call **01524 594 444** or email nightline@lancaster.ac.uk during term-time from 10pm-8am.



Accommodation

The Accommodation Services team can assist with on- and off-campus accommodation, and each college has a dedicated Accommodation Manager. Visit lancaster.ac.uk/accommodation

Keep in touch



lancaster.ac.uk/student-based-services



LancasterSBS



@Lancaster_Help

Your college

Every Lancaster student can rely on the support of their college - a close-knit community that offers events and opportunities sure to enhance your university experience.

Lancaster is proud to be one of only a handful of UK universities to have a collegiate system. We have nine colleges in total; eight for undergraduates and one for postgraduates. Every student is a member of a college, and each one has its own distinctive character and community. Here's how your college can support you:



lancaster.ac.uk/colleges



Want to know more about Lancaster colleges? Take a look at this quick explainer video.

lancaster.ac.uk/colleges



Personal support

Every student can find personal support in their college.

You will be able to call upon a friendly support network that includes Student Reps, College Managers, Wellbeing Officers and College Advisors, and Accommodation Managers. Your College Advisor team can refer you to specialist support services if needed and will also liaise with academic departments on your behalf.



Inter-college competition

Friendly rivalries are a key feature of college life. There are plenty of sporting events and lots of teams to choose from as well as college challenges focusing on areas such as sustainability and charity. Rivalries remain friendly, though, and there are lots of combined social activities offering a chance to get to know people from other colleges.



Social activities

Colleges regularly organise day trips, quizzes, music events and comedy nights. Each college also throws its own winter ball and themed summer extravaganza – known as an Extrav. Supported by the students' union, elected students in each college form the Junior Common Room Executive. They work together on social, sporting and welfare activities.



Safety

24/7 safety and security is offered by your College Porters.



Plus...

Although every college is different, they all provide a range of facilities including Wi-Fi-enabled social spaces, games rooms and bars. Get in touch with your college for more details.

Want to know more?

Don't miss your essential College Welcome Talk, which will take place on your college's arrival day. Visit lancaster.ac.uk/welcome-week for more details.

Welcome to your union

Students are at the heart of everything for Lancaster University Students' Union, helping you to become part of our campus community and make the most of your university experience.

LANCASTER UNIVERSITY STUDENTS' UNION

Visit your Students' Union

Based in Bowland College, Lancaster University Students' Union offers services crucial to the Lancaster experience. Feel free to drop in to see them. Their student-run welcome desk is open six days a week.



Representing you

Lancaster University Students' Union is an independent charity that represents all Lancaster students. You will have the chance to choose fellow students to lead the union as officers or act as your departmental reps.

lancastersu.co.uk/elections

Get involved

With hundreds of societies, four student media teams (a newspaper, TV channel, radio station and cinema) and a huge range of volunteering opportunities including environmental, community and education-based projects, the union offers loads of opportunities to pursue your interests, discover new passions and make lifelong friendships.

lancastersu.co.uk/opportunities

Education and support

The union offers students free academic and welfare advice from a team of professional advisers. Support is available either face-to-face or via email and Skype, weekdays between 9am and 5pm.

lancastersu.co.uk/advice

Living off campus

Some Lancaster students choose to live off campus. Lancaster University Students' Union provides a managed accommodation service to help.

lancastersu.co.uk/living

Opting out

All students also have the right to opt out of being a member of the students' union.

lancastersu.co.uk/opting-out



 lancastersu.co.uk

 [LancasterSU](https://www.facebook.com/LancasterSU)

 [@LancasterSU](https://twitter.com/LancasterSU)

 [@LancasterSU](https://www.instagram.com/LancasterSU)

Connect to IT

At Lancaster you'll have access to a wide range of IT services. We'll also provide you with the support and training you need to make the most of them.

Get connected

Before you start you'll be asked to register online – this will set you up with a University Account, which enables you to connect to a range of IT services.

Wi-Fi

Connect laptops and mobile devices to the eduroam Wi-Fi service. When you come to campus, visit lancaster.ac.uk/connect-eduroam to connect securely.

ResNet

If you live on campus, you can use the Residences Network (ResNet) wired connection in your room for high speed access to the web and other IT services. Visit lancaster.ac.uk/iss/connect-resnet for more details.

iLancaster

Our free iLancaster mobile app gives you University services on the go. After registering online, use the Student profile to get your personal timetables, attendance check-in for teaching sessions, maps, local bus times and much more. Visit m.lancaster.ac.uk

Support

IT services at Lancaster are provided by Information Systems Services (ISS).

If you need support, visit lancaster.ac.uk/iss/help to see how you can search for help or contact ISS to request IT services and report IT problems.



Insider advice

Get free software

There's a range of software you can install at no cost, including Microsoft Office applications and antivirus software. lancaster.ac.uk/iss/access-software

Access software on demand

AppsAnywhere gives you immediate access online to a wide range of software on Windows PCs and laptops. lancaster.ac.uk/apps

Get your info in one place

The Student Portal gives you easy access to your University email, timetables, module spaces, college and department news, and more. lancaster.ac.uk/portal

Get answers to your questions

Use the L.U. digital friend via Amazon Echo devices, the Alexa app or iLancaster to get answers to questions about your studies and university life. lancaster.ac.uk/lu

Develop your digital skills

Access free training to improve your IT skills, including an online digital skills certificate. lancaster.ac.uk/iss/training

Use assistive technology

Support is available to help overcome difficulties in accessing resources or using IT. lancaster.ac.uk/iss/accessibility

 lancaster.ac.uk/iss

 [@ISSLancaster](https://twitter.com/ISSLancaster)

 [LancasterISS](https://www.instagram.com/LancasterISS)

Travel advice

Our campus has excellent transport links with frequent bus services and quality off-road cycle routes.

Getting here

For detailed instructions on how to reach campus by road, rail and air, visit lancaster.ac.uk/travel



Getting around



Buses

There are regular bus services from campus to the city centre and beyond, as well as hourly services from campus to Preston and Blackpool.

lancaster.ac.uk/bus-travel



Cycling and walking

The city centre is about 20 minutes away by bike and about an hour away on foot.

lancaster.ac.uk/cycling



On campus

Get your bearings and find facilities by using the campus map. You can access it on iLancaster (page 21) or at the following link:

lancaster.ac.uk/campus-map

Insider advice

How to make the most of transport links at Lancaster:

Save money

UniRider bus season tickets are good value. You can buy them from the Students' Union Welcome Desk in Bowland College.

Never miss your bus

Bus timetables are available on the iLancaster app, and there are display screens in Alexandra Square and the Underpass showing live departure times.

Green Lancaster bike sales and maintenance

There will be a second-hand bike sale in Alexandra Square on Thursday Welcome Week and Thursday Week 1. There'll also be a weekly bike maintenance service all year round.



International arrivals

We like to welcome students arriving at Manchester Airport and provide a coach to campus. Visit the Welcome Site lancaster.ac.uk/welcome for details and how to book.

Want to know more?

Attend a Transport and Environment Talk on Wednesday or Thursday of Welcome Week.

Visit lancaster.ac.uk/welcome-week for more details.

Health facilities

A doctor, dentist and pharmacy are all available on campus.



lancaster.ac.uk/health-services



Health Centre

You must register with a doctor. Most students choose our on-campus Health Centre. The practice also has a surgery on King Street in Lancaster city centre.



Pharmacy

We have a pharmacy in the centre of campus that can provide advice and dispense prescriptions.



Dental clinic

Our on-campus dental clinic offers Simplyhealth-accredited private treatment.



Emergencies

If you are on campus and using a mobile phone, call 999, then immediately contact Security Reception on 01524 594541. You may also dial 999 from any internal telephone line. This will connect you to the Security Reception, which is staffed 24 hours a day, 365 days a year. They will call emergency services on your behalf.



Important information

The information in this publication relates primarily to 2019-20 entry to the University and every effort has been taken to ensure the information is correct at the time of printing in July 2019.

The league tables and data sources that we have used in this Welcome Guide are:

The Guardian University Guide 2020 | The Complete University Guide 2020 | The Times/ Sunday Times Good University Guide 2019 | Destinations of Leavers from Higher Education survey 2017 | Research Excellence Framework 2014 | Times Higher Education Student Experience Survey 2018 | Times Higher Education Best Universities in Europe 2019 | Times Higher Education Europe Teaching Rankings 2019

For the latest information please visit lancaster.ac.uk/reputation

Our Students' Charter

We believe in the importance of a strong and productive partnership between our students and staff. In order to ensure your time at Lancaster is a positive experience we have worked with the Students' Union to articulate this relationship and the standards to which the University and its students aspire. The Charter and other policies are available at www.lancaster.ac.uk/terms

This Welcome Guide is available as a plain text Word document at lancaster.ac.uk/ug-welcomeguide
If you require the document in an alternative format please contact studentnews@lancaster.ac.uk



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