FSS International Students’ Online Forum Q&A March 2020

# Accommodation

## **Do students have to pay the final accommodation instalment due in April if they have left the UK and are no longer living in University halls?**

The University is currently reviewing this question, and will provide guidance on this as soon as possible. If you are renting from a private landlord, you will need to discuss this with them directly. You can contact the SUSU Advice centre for further advice on this.

## **What if I left my belongings in University halls of residence when I left the UK, but now I cannot return to the UK before the end of the term?**

Please try not to worry, but email accommodation@soton.ac.uk with your student ID number and your halls of residence room and block number. The important thing is to make the Accommodation office aware of your situation so they can help you.

# Careers

## **How can students continue to access careers support?**

The Careers team are continuing to provide support online, and are offering appointments with advisors online, via Microsoft Teams. You can find out more here: <https://www.southampton.ac.uk/careers/>

# Visa questions

For all questions relating your visa, please check the website of the University’s visa advice service: <https://www.southampton.ac.uk/studentservices/visa-and-immigration/covid-19-information-for-current-visa-students.page>

You can also attend live-chat online drop in sessions on Tuesdays, Wednesdays, and Thursdays. Full information in the link above.

# Tuition Fees

## **Are tuition fees going to be reduced?**

The University is centrally coordinating all responses to tuition fee related questions, to ensure all students are given accurate and consistent information. Please contact the Student Services Centre on ssc@soton.ac.uk (including your ID number and programme name) with any questions you have about fees.

# Assessments and Graduation

## **General guidance**

* Please make sure you read the guidance email you received from Alex Neill.
* Students are asked to continue to work on the coursework they have been assigned.

## **Will final year students who complete all their remaining work and assessments online still be able to graduate and receive their qualification?**

 Yes, absolutely.

## **What will happen about the supplementary exams period?**

The university is aware this a concern for students, and colleagues are working on coming to decisions about this as well as many other related issues. Part of the decision depends on what the global situation looks like at that point, so we need to consider this carefully, but as soon as the university has come to a decision, this will be communicated to students.

## **What if I am unable to complete my work, or my work is adversely affected by specific situations?**

Please contact your Student Office or the Student Experience team to discuss submitting a special considerations request.

# General queries

## **What about books that need to be returned to the university libraries?**

All books will be renewed automatically until further notice.

## **Can students access buildings on campus to collect belongings, books, or other resources?**

No, the UK government has been clear that only essential travel can be undertaken, and at the moment students cannot collect belongings from campus. Currently the buildings are shut and locked, and the only people who are allowed on campus are working directly on Covid-19 related research. However the university is aware of the impact this could have on students’ work and will take this into account.

## **Are students allowed to go outside for exercise?**

If you do not have symptoms of Covid-19, the current advice from the UK government is that you can go outside to practice one form of exercise per day (such as walking, running or cycling). Please make sure to stay at least 2 metres away from others while you do this.

## **Where can we ask further questions?**

For **general questions** or if you’re not sure who to contact, email the Faculty International Office: fssint@soton.ac.uk

For **assessment and academic matters**, please email your student office and copy in your programme lead.

For questions relating to **tuition fees or accommodation**, contact the Student Services Centre ssc@soton.ac.uk

For questions relating to your **visa**, contact the VISAS team: <https://www.southampton.ac.uk/studentservices/visa-and-immigration/covid-19-information-for-current-visa-students.page>

If you are concerned about your or someone else’s wellbeing, please see the separate wellbeing document for a list of resources and contacts.