Covid-19: Frequently asked questions for academic year 2020-21

Undergraduate courses

Study options and start dates

- **What changes are you making to your courses to manage the impact of Covid-19 on undergraduate students?**

  For the academic year 2020/2021 all undergraduate courses will combine face to face and online teaching and learning support. This combination means that you can confidently choose to study with Royal Holloway. If travel restrictions mean you are not able to arrive in the UK for the start of term, or social distancing measures are in place on campus, you won’t miss out on beginning your university course.

- **Will my course be online?**

  No. All courses will have a combination of face to face and online activity during the academic year 2020/21.

  Social distancing measures will be in place to ensure that tutorials and small group seminars can safely be held on campus, giving students face to face engagement with academics in the forums that they tell us matter most to them. This face to face activity will be combined with online lectures and learning support.

  And don’t worry if your arrival on campus is delayed. Our combination of face to face and online lectures and learning support means that if travel restrictions are in place and you are not able to arrive in the UK or to campus for the start of the academic year, you won’t miss out. You will be able to confidently begin your studies online, joining in sessions like tutorials and small group seminars with your class mates, and when you arrive in the UK and on campus, you will be able to join in classes in person with the academics and class mates that you will have met while studying online.

  Our approach also means that for students on campus, if new social distancing measures are introduced, you will be able to continue with your studies without interruption.

- **What will the online activity look like?**

  This academic year in response to Covid-19, we will be mixing face to face activity, such as tutorials and small group seminars, with online lectures and learning support.

  For the last year we have made most of our lectures available online, a move which was well received by our students because it meant that they could watch their lectures again at a time convenient to them and throughout the academic year to support their studies.
By mixing online lectures and learning support with face to face activity, such as tutorials and small group seminars, we can combine the benefits of technology with real time face to face engagement in the forums that students tell us matter most.

- I live outside of the UK and don’t know if I will be able to come to campus in September, what do I do?

We understand that the pandemic means there is a lot of uncertainty, particularly for students who are resident outside the UK and may face ongoing travel restrictions.

That’s why all undergraduate courses for the academic year 2020/21 will combine face to face and online teaching and learning support. This combination means that even if you are not able to travel to the UK for the start of term you won’t miss out and will still be able to start your studies.

If you are resident outside the UK and your course is offering a September 2020 or a January 2021 start date, we have written to you asking you to tell us which of these start dates might work best for you. This does not commit you to starting on that date. At this stage we simply want to understand how many students might want to start in September or January, where both start dates are available.

If your course does not offer a January start and you are resident outside of the UK, you can still start your studies from wherever you are, and join us on campus when you are able to travel. When you do arrive on campus, you can be confident that as long as you have kept up with the work of the class online, you will be able to join the class in person and carry on with your course without interruption.

- I live in the UK and I don’t know if I will be able to come to campus in September, what do I do?

If you are resident in the UK, we are expecting to be able to welcome you to campus in September. However, if new social distancing measures are introduced or travel restrictions are in place, our combination of face to face and online teaching and learning support means that you can start your course and begin to engage with your tutors and classmates remotely from wherever you are. When you do arrive on campus, you can be confident that as long as you have kept up with the work of the class online, you will be able to join the class in person and carry on with your course without interruption.

- Will I miss out on face to face activity if travel restrictions mean I am not able to come to campus in September?

No. While we expect to be able to welcome students to campus for the start of term, we understand that possible travel restrictions may make that difficult for students who are resident overseas. We have adapted our courses for 2020/21 to take account of the possible impact of Covid-19. Each course will be set up to accommodate a mix of students studying face-to-face and remotely at any one time.
Some elements of your course will require face-to-face participation in particular activities, such as some practical work, skills development activities, end-of-year examinations and field trips. Some of these can be offered online but as far as possible, we will offer these activities face-to-face. The exact approach will depend on your choice of degree course or modules. In the event that Covid-19 continues to disrupt travel, we will ensure that the key practical and fieldwork skills are provided online with activities rescheduled later in the year, by which point travel restrictions may have lifted. If your arrival on campus is very significantly delayed you will be able to discuss your particular situation with your course leader so that you can together decide the best option for you.

Our approach means that you can be confident that if you are resident overseas and your arrival on campus is delayed you can start your course and begin to engage with your tutors and classmates remotely from wherever you are. When you do arrive on campus, you can be confident that as long as you have kept up with the work of the class online, you will be able to join the class in person and carry on with your course without interruption.

**Which courses offer a choice between a September and a January start date?**

For students who are resident outside the UK and are worried about the possibility of ongoing international travel restrictions, we are offering a choice to start your course in September 2020 or January 2021. This option is available for some courses only. Courses that offer a September 2020 or January 2021 start will have a mixture of online and face to face activity both in September and in January. This means that even if you chose a September start, and your arrival on campus is delayed, you won’t miss out. If you start in January, you will be able to take part in all tutorials and small group seminars in person. You will also benefit from flexible learning support and online lectures, meaning you will be able to engage with aspects of your learning at a time and place that is convenient to you.

The choice of a September 2020 or January 2021 start is available on the following undergraduate courses only:

- BSc Business & Management*
- BSc Management with Accounting*
- BSc Management with Corporate Responsibility*
- BSc Management with Digital Innovation*
- BSc Management with Entrepreneurship*
- BSc Management with Human Resources*
- BSc Management with International Business*
- BSc Management with Marketing*
- LLB Law

* includes “with a Year in Business” option.

**I would like to start my undergraduate course in January but my course is not listed.**

We are planning for the majority of our students to start their course in September but we recognise that international travel restrictions may mean some students who are resident overseas won’t be able to travel to the UK for the start of the academic year. That’s why all undergraduate courses for the academic year 2020/21 will combine face to face and online teaching and learning support. This combination means that even if you are not able to arrive in
the UK or come to campus for the start of term you won't miss out and will still be able to begin your studies. If new social distancing measures are in place that affect study on campus, our approach also means your studies won't be interrupted.

- **Why is my course not available with a January start?**

  The decision to offer a January start is a direct response to the circumstances created by Covid-19. In the time available, it has not been possible to plan a January start for all of our courses and we know that international travel restrictions may present some travel challenges for students who are resident outside the UK.

  If you are travelling internationally to the UK and travel restrictions delay your arrival on campus for September 2020 and your course does not offer a January 2021 start date, don't worry. For the academic year 2020/21 all of our undergraduate courses will combine face to face and online teaching and learning support. This combination means that even if you are not able to arrive on campus for the start of term you won’t miss out. You can start your course and begin to engage with your tutors and classmates remotely from wherever you are and, when you do arrive on campus, you can be confident that as long as you have kept up with the work of the class online, you will be able to join the class in person and carry on with your course without interruption.

- **Why is the option of starting my course in January not available to me as a UK resident?**

  At present, we are expecting to be able to welcome students who are resident in the UK to the campus in September. However, we are monitoring the situation carefully and if new social distancing measures or travel restrictions are introduced and you are affected, don’t worry. Our combination of face to face and online teaching and learning support means that you can start your course and begin to engage with your tutors and classmates remotely from wherever you are and, when you do arrive on campus, you can be confident that as long as you have kept up with the work of the class online, you will be able to join the class in person and carry on with your course without interruption.

- **When do I need to make a decision about whether to start in September or January?**

  If your course offers a September and a January start you do not need to do anything yet. We have written to you asking you to tell us which of these start dates might work best for you. This does not commit you to starting on that date. We will contact you in June with more information on the options and instructions on how and when to make your firm selection.

- **If I say I want to start in January but things change and I then decide that I would like to start in September, can I do that?**

  We will try to be as flexible as possible. If your plans change, you should contact a member of our Admissions Team and discuss with them your circumstances.

- **I live overseas and will need a visa, but I don’t know when I will be able to arrive on campus. What do I do?**
Don’t worry. Our combination of online and face to face activity means that you won’t miss out and can confidently begin your course and then make your travel plans when you are able to.

As soon as you know that you can travel you should contact us to request your CAS (Certificate of Acceptance to Study). Please bear in mind that it may take us up to a month to process your CAS request. You will also then need to allow time to apply for your visa. While you are waiting for your CAS and your visa you can continue to study so that when you arrive on campus, as long as you have kept up with the work of the class online, you will be able to join the class in person and carry on with your course without interruption.

- I’m an international student living in the UK, can I study on campus from September 2020?

  We expect that the majority of our students will start their course in September. If you are already in the UK we look forward to welcoming you to the campus in September.

- I’m an international student living in the UK, can I start my course in January?

  The decision to offer a January start is a direct response to the circumstances created by Covid-19. In the time available, it has not been possible to plan a January start for all of our courses and we know that international travel restrictions may present some travel challenges for students who are resident outside the UK. If you are an international student who lives in the UK and your personal circumstances mean that it is not possible for you to start your course in September, we want to be as flexible as possible. Please contact our Admissions Team and discuss with them your circumstances.

- My course has a lot of practical work. What happens if I start my course in my own country in September but am not able to come to campus until late into the second term?

  We know that activities in some subjects rely on face to face participation. Examples include practical work, skills development activities, end-of-year examinations and field trips. Some of these can be offered online but as far as possible, we will offer these activities face to face. The exact approach will depend on your choice of degree course or modules. In the event that Covid-19 continues to disrupt travel, we will ensure that the key practical and fieldwork skills are provided online with activities rescheduled later in the year, by which point travel restrictions may have lifted. If your arrival on campus is very significantly delayed, you will be able to discuss your particular situation with your course leader so that you can together decide the best option for you.

- If I decide to start my course in January 2021, when will it finish? And will there be any changes to term dates/attendance dates?

  If you begin an undergraduate degree course in January 2021, you will have the opportunity to enter the second year – subject to satisfactory performance – in September 2021. You will complete two standard length (11-week) teaching terms, one between January and the Easter vacation and a second after Easter. Depending on which course you have chosen, you may also need to attend examinations or undertake other assessment activities in August and/or September.
What happens if I start my course in September but travel restrictions mean I still can’t get to campus for January, or even later?

All undergraduate courses for the academic year 2020/21 will combine face to face and online teaching and learning support. This combination means that even if you are not able to arrive on campus for the start of term you won’t miss out and will be able to start and keep up with your studies.

Some elements of your course will require face to face participation in particular activities, such as some practical work, skills development activities, end-of-year examinations and field trips. Some of these can be offered online but as far as possible, we will offer these activities face to face. The exact approach will depend on your choice of degree course or modules. In the event that Covid-19 continues to disrupt travel, we will ensure that the key practical and fieldwork skills are provided online with activities rescheduled later in the year, by which point travel restrictions may have lifted. If your arrival on campus is very significantly delayed, you will be able to discuss your particular situation with your course leader so that you can together decide the best option for you.

What happens if, when I arrive on campus, the UK goes back into lockdown?

All undergraduate courses for the academic year 2020/21 will combine face to face and online teaching and learning support. This combination means that even if the UK reintroduces lockdown measures, you will be able to continue with your studies.

Applications, offers and acceptances

I already have an offer. If I choose to start in January instead of September, will my offer change?

No. If we have made you an offer to Royal Holloway, and your course offers a September 2020 and January 2021 start date, you will be able to choose either a September 2020 or January 2021 start date depending on which is the best option for you. We will contact you in June with more information on the options and instructions on how and when to make your firm selection.

I haven't submitted my application yet. I am planning to apply as a ‘late applicant’. When I submit my application, do I need to commit to a September/January start date?

No. We advise you to apply for a course in the normal way. Your application will be considered and, for the purposes of processing your application, we will offer you a place initially for a September start date. We encourage you to accept this offer in the normal way.

If you live outside the UK, and September 2020 and January 2021 options are both available for your course we will contact you separately after you have received your offer to explain your options. We will let you know exactly when you will need to decide if you would like to start in September 2020 or January 2021. Note, September and January start dates are only available for some courses. The full list is here.
I haven't submitted my application yet. I am planning to apply through the UCAS Clearing process. When I submit my application, do I need to commit to a September/January start date if those options are available for my course?

No. The Clearing process will operate in the normal way. This means you will be able to talk to us about Clearing vacancy options from July onwards. Details of all Clearing vacancies will be published on our website.

When you contact us during Clearing, if September 2020 and January 2021 options are available for your course our advisers will be able to talk to you about those options. However for the purposes of processing your application, we will offer you a place initially for a September start date. We encourage you to accept this offer in the normal way.

If you live outside the UK, we will then contact you separately after you have received your offer to confirm if alternative start dates are available for your course and, if so, when you will need to tell us if you would like to start in September 2020 or January 2021.

If I decide to start in January, will any admissions deadlines change?

The normal UCAS deadlines will not change. We advise you to complete the UCAS processes in the normal way. Your application will be considered and, for the purposes of processing your application, we will offer you a place initially for a September start date. We encourage you to accept this offer in the normal way.

If you are resident outside the UK, we will contact you separately after you have received your offer to explain if your course offers a September 2020 and a January 2021 start date. We will let you know exactly when you have to decide if you would like to start in September 2020 or January 2021 if both options are available for your course. Note, September and January start dates are only available for some courses. The full list is here.

If you are an international student and need a visa to come to the UK you will also need to request a CAS (Certificate of Acceptance for Study). You can request a CAS up to three months before the start of your course. You will first need to have firmly accepted an unconditional offer. It may take us up to a month to process your CAS and you will also need to allow time for your visa application to be processed.

Visa applications and CAS requests

If I decide to start in September, what does this mean for the visa application process?

To apply for a visa, you will need to ask us to issue a CAS (Certificate of Acceptance for Study) CASes are valid for a period of three months from the date of issue.

If you know that you will be able to travel to the UK in September and have firmly accepted an unconditional offer, you will be able to request a CAS from 20 June onwards. This will give you enough time to get your CAS, apply for your visa and make your travel arrangements.

If you are not yet sure when in September you will be able to travel to the UK, we suggest that you delay your CAS request until your travel plan is clearer. We will continue to issue CASes on an on-going basis.
We may need up to a month to process a CAS request and you will also need to allow time for your visa application to be processed.

Remember, if you cannot arrive on campus in September, you can still begin to study for your degree. Our combination of face to face and online teaching and learning support means that if travel restrictions are in place and you are not able to arrive in the UK for the start of the academic year, you won’t miss out. You will be able to confidently begin your studies and, when you arrive in the UK you will be able to join in the class in person with academics and classmates that you will have met while studying online.

- **If I decide to start my course in January 2021, what does this mean for the visa application process?**

To apply for a visa, you will need to ask us to issue a CAS (Certificate of Acceptance for Study). CASes are valid for a period of three months from the date of issue. This means that we will begin to issue CASes from October 2020 for a January 2021 start. If you know your travel plans you can contact us anytime from October 2020 to start the CAS process for a January 2020 start. We advise that you to wait until you are confident you will be able to travel to the UK before requesting your CAS. Please bear in mind that we may need up to a month to process CAS requests and you will also need to allow time for your visa application to be processed.

Please note, if you are an EU student, changes to immigration rules following Brexit mean that if you arrive on campus any time from 1 January 2021, you will need to apply for a Tier 4 visa.

- **What will happen if I am not able to come to campus and so start my course in my home country, and am then refused a visa to travel to the UK in January?**

If you are refused a visa to travel to the UK, you will not be able to continue with your studies. Our courses are not designed to be delivered fully online. We, however, will try to be as flexible as possible. If your circumstances change, you should contact a member of our Admissions Team and discuss with them your circumstances.

**English language**

- **I will need to follow a pre-sessional English programme in order to satisfy the English language conditions attached to my offer. If I choose to start my degree course in January 2021, will there be an opportunity to attend a pre-sessional English programme during the autumn term?**

Our normal pre-sessional English language programmes (12 week, starting 18 June 2020; 8 week, starting 16 July 2020 and 4 week, starting 13 August 2020) will all be delivered online by our pathway partner, Study Group. You are welcome to complete one of these programmes, to prepare for either a September or a January start to your degree course. We are also hoping to offer additional pre-sessional programmes (online and face to face) in the autumn of 2020. We will provide further information about these options as soon as it is available.

**Course content and study methods**
• If travel restrictions or further periods of social distancing mean I need to study some of my course online, what will that look like?

This academic year in response to Covid-19, we will be mixing face to face activity, such as tutorials and small group seminars, with online lectures and learning support.

For the last year we have made most of our lectures available online, a move which was well received by our students because it meant that they could watch their lectures again at a time convenient to them and throughout the academic year to support their studies.

By mixing online lectures and learning support with face to face activity, such as tutorials and small group seminars, we can combine the benefits of technology with real time face to face engagement in the forums that students tell us matter most.

Each course will be set up to accommodate a mix of students studying face to face and remotely at any one time.

Some activities will require face to face participation in particular activities, such as some practical work, skills development activities, end-of-year examinations and field trips. Some of these can be offered online but as far as possible, we will offer these activities face to face. The exact approach will depend on your choice of degree course and modules. In the event that Covid-19 continues to disrupt travel, we will ensure that the key practical and fieldwork skills are provided online with activities rescheduled later in the year, by which point travel restrictions may have lifted.

Our approach means that you can be confident that as long as you have kept up with the work of the class online, you will be able to join the class in person and carry on with your course without interruption.

• What platform does online teaching take place on and how will I access this in my country?

We use Moodle and Microsoft Teams for Education, both of which can be accessed through our website.

• If I am not able to travel to the UK immediately and need to begin my course online in China, will I need a VPN to have access to teaching and resources?

We don’t anticipate any need for a VPN to access resources. We use Moodle and Microsoft Teams for Education, both of which can be accessed through our website.

• How many hours will I have to study each day/week if I study online?

The exact number of online study hours may vary according to your personal circumstances and the course you are taking. Each course will be set up to accommodate a mix of students studying in face to face and remote modes at any one time. Some elements of your course will require face to face participation in particular activities, such as some practical work, skills development activities, end-of-year examinations and field trips. Some of these can be offered online but as far as possible, we will offer these activities face to face. The exact approach will depend on your choice of degree course and modules. In the event that Covid-19 continues to disrupt travel, we will ensure that the key practical and fieldwork skills are provided online with
activities rescheduled later in the year. Our approach means that you can be confident that as long as you have kept up with the work of the class online, you will be able to join the class in person and carry on with your course without interruption.

- **If the course is a mixture of online and face to face, and I’m not on campus, how will the face to face activity be replaced for me?**

  You will be able to take part in face to face activities such as small group seminars and tutorials using online platforms such as Microsoft Teams for Education. You will join the seminar or tutorial online, joining in with classmates who are on campus. This means that you can continue to benefit from group activity. You will also have regular one to one contact with your personal tutor again using Microsoft Teams for Education. This means that, when you arrive on campus, you will know your classmates and your tutor and will be able to join your class in person and carry on with your course without interruption.

- **If I study some elements of my course online, will there be live sessions with lecturers or will it all be recorded?**

  Small group seminars and tutorials will be live and will be conducted with your classmates and hosted by your tutor. You will also have personal contact with your personal tutor using Microsoft Teams for Education. We will be mixing these face to face activities with online learning support and lectures, which means you will be able to engage with aspects of your learning at a time and place that is convenient for you. Online lectures are available to watch again and again. This gives you the chance to prepare questions and think about ideas that you might want to discuss in more detail when you meet with your course leader and classmates in small group seminars and tutorials.

- **If I can’t come to campus and start my course online, how will the time difference be accommodated?**

  We will, as far as possible, arrange small group seminars, tutorials and meetings with your personal tutor at times appropriate to the students attending them.

- **If I am not able to come to campus and start my course online, will I be able to connect with my fellow classmates?**

  Yes. You will take part in small group seminars and tutorials online, joining in with classmates who are on campus. This means that you can continue to benefit from group activity and when you arrive on campus, you will know your classmates and your tutor and will be able to join your class in person and carry on with your course without interruption.

- **What support will be available to me if I start my course online?**

  We will offer a support package which is tailored to the needs of students who are studying online. Every student will be allocated and supported by a personal tutor. We will also provide additional support to help all students understand how you can get the best from the technology we will be using to support your studies. Students who are not able to come to campus for the start of the academic year will also receive extra support so that you are confident joining classes remotely. Throughout your course, our academic and wellbeing services will all be available online as well as on campus.
• Will there be set hours that I have to be available online to study the online option?

We will, as far as possible, arrange small group seminars, tutorials and meetings with your personal tutor at times appropriate to the students attending them.

Online lectures and learning support mean you will be able to engage with other aspects of your learning at a time and place that is convenient for you. Online lectures are available to watch again and again. This gives you the chance to prepare questions and think about ideas that you might want to discuss in more detail when you meet with your course leader and classmates in small group seminars and tutorials.

• The degree I have chosen normally provides accreditation by a professional body. Will this still be available if I study online/start in January?

The LLB is a qualifying programme for those seeking to become a solicitor or barrister in England and Wales. This will apply to September and January start dates. It will meet all professional body requirements.

Accreditation arrangements for all Management courses will be the same, whether you choose to start in September or in January.

• If I can't come to campus and begin my course online, will I be taught by the same academics as classmates who are on campus?

Yes. You will take part in small group seminars and tutorials online, joining in with classmates who are on campus.

Lectures and other learning support will be recorded by your lecturer and made available to the whole class at the same time. This means that you will be able to watch lectures at a time and place that is most convenient to you. Online lectures are available to watch again and again. This gives you the chance to prepare questions and think about ideas that you might want to discuss in more detail when you meet with your course leader and classmates in small group seminars and tutorials.

• Will I have different teachers if I start in January compared to the students who start in September?

All classes will be taught from the same pool of staff, whether you start your course in September or January. Royal Holloway has a reputation for research-led teaching, so the majority of our staff are leading researchers in their field, or specialist higher education practitioners.

• My country does not recognise online degrees, will my degree certificate show that I studied part of my degree online?

Royal Holloway does not offer an online degree and this is not an online degree. All courses will have a combination of face to face and online activity during the academic year 2020/21. This combination means that even if you are not able to arrive on campus for the start of term, or social distancing measures are in place, you won’t miss out and will still be able to begin your studies. Our expectation is that when you are able to travel to campus you will join us in person.
at Royal Holloway and, provided you have kept up with your studies, join in the class in person with academics and class mates that you will have met while studying remotely. Our aim is to support you to be an active learner wherever you are based, and we place great emphasis on interaction with staff and other learners.

If I start in January and then do not achieve the required level in my examinations, will I still have the opportunity to re-sit these?

There will be no change to our normal arrangements although the timing of all exams/assessments will be adjusted to reflect the revised start date.

- **Will I be able to do a year in industry?**

  Yes. Where a year in industry is offered as an integral part of your course, this option will be available, whichever start date you choose.

**Tuition fees and funding**

- **Will the changes to the course structure make any difference to the tuition fee?**

  No. We have adapted our course to combine both face to face and online activity in response to the global pandemic. We are not offering an online degree. We are using a number of different approaches to ensure that if your arrival on campus is delayed, you can start your course and will have the same access to world class academics and excellent teaching and learning support as the students on your course who are on campus. Our expectation is that you will arrive on campus as soon as you are able to and that, as long as you have kept up with the work of the class online, you will be able to join the class in person and carry on with your course without interruption.

- **If I decide to start my course in January 2021, will the fee stay the same as it was to start in September 2020?**

  Yes. You will pay the normal 2020/21 tuition fee for your course. This will apply whichever start date you choose.

- **If I have a scholarship, will this still stand if I start in January?**

  Yes. If you have been awarded a scholarship by the College, this will be valid for either a September or a January start.

  If your scholarship has been awarded by an external funding body, we advise you to check that they are happy for you to use it for a January start.

**Accommodation**
If I begin my course in September, but don’t arrive on campus until later in the year, will I be able to secure university accommodation? If so, how/when do I apply for it?

Accommodation will be available for courses that start in September and January. Full details of the application process will be provided in due course. If you have a contract for a September start but have to delay your arrival on campus because of COVID-19 restrictions, we will amend the contract dates to suit your course dates. The usual eligibility criteria still apply.

If I begin my course in January, will I be able to secure university accommodation?

Yes, accommodation will be available for courses that start in September and January. Full details of the application process will be provided in due course. The usual eligibility criteria still apply.

If I begin my course in January and secure university accommodation, will I be able to stay in it until my course finishes?

Yes. We will provide options for staying in Halls of Residence for courses that start in September and January. Contracts will still run for a year and reflect the needs of your course.

Student experience

If social distancing is in place, what can I expect from the campus experience?

At Royal Holloway, we are proud of providing a safe, friendly and inclusive community. The pandemic has impacted every aspect of our lives and we take our responsibility to keep you safe very seriously. While we would expect there to be less opportunity for large gatherings on campus, we are developing a range of extra-curricular activities that will take account of UK government guidance. We will be able to provide more information on these as the summer progresses.

If I am not able to come to campus for the start of term, how will I be able to make new friends and benefit from studying with people from lots of different countries and cultures?

In the opening weeks of term, we offer a peer to peer programme to support all new undergraduate students with the transition to university life. The programme is centred on community building and signposts other opportunities to build friendship groups. This support will be available, whether you start your course online or on campus. The Royal Holloway Welcome App and Microsite will be available from July and will explain how you can connect with other Royal Holloway students.

If I am not able to come to campus, what academic and welfare support will be available to me?

You will be able to access all of our student support services, whether you are on campus or not. Our Welcome App, which will be available from July, will provide details of all the available services.

If I am not able to come to campus, will I still be able to engage with the Students’ Union?
Yes. The Students’ Union will be offering their core services in a digital format. This means you can get advice on housing and academic issues through their Advice Centre, join groups online and take part in virtual activities or have your say on issues affecting you at university. The Students’ Union has created an online coronavirus hub at su.rhul.ac.uk/coronavirus which gives more detail about which services are available and how to access them.

- **If social distancing is in place, will facilities like the Student Union, gym and sports be available?**

  This will depend on UK government guidance but the Students’ Union is developing plans to operate facilities in a social distancing world. Sports facilities will only be reopened when we are confident, we can provide a safe environment for everyone using them, but we are working with the relevant national sports bodies to plan the re-opening of all sports facilities when the time is right. If these cannot be reopened or are or are operating with social distancing measures, Royal Holloway Sport will have a virtual offering available to ensure you have plenty of opportunities to stay physically active.

- **If I am not able to come to campus, will I be able to join any clubs and societies? And if so, how will I engage with them?**

  Yes, you will still be able to join clubs and societies. The Students’ Union is currently working with groups to develop digital options and more information on this will be available in the summer on the Students’ Union online coronavirus hub at su.rhul.ac.uk/coronavirus.

- **What clubs and societies will I be able to join if social distancing is in place?**

  You will still be able to join all of our groups but because of the pandemic, the look and feel of the activity will differ from group to group. Some groups will be able to offer a face to face experience within social distancing guidelines while others may offer a more virtual experience. More information on this will be available in the summer on their online coronavirus hub at su.rhul.ac.uk/coronavirus.

- **I have dyslexia, how will I be able to use technology like MS Teams?**

  Microsoft Teams for Education is fully accessible to students. Our Disability & Dyslexia Team will be providing support and guidance on using the accessibility tools to meet your needs.