Student Self Service for Students

This guide was designed to give you a step by step guide to:

- Verifying your details
- Completing the annual Registration process
- Printing your enrolment certificate
- Maintaining your personal and academic information that is required during the academic year
- Selecting your examination structure options through exam entry
- Viewing your assessment and academic results

Please ensure that you read this guide when completing your annual Registration but do remember to refer to it if you are having any problems with accessing your Student Self Service. We have directed you to the specific help points throughout the document.

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August 2017
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1 Introduction

The purpose of this manual is to provide information for University Students to assist them with how to verify their details, register and enrol, complete examination entry and book on to degree ceremonies.

1.1 Intended Audience

University of Oxford Students.

1.2 Objectives

On completion of this manual you will understand how to:

- Verify your details
- Complete the registration process and print your enrolment certificate
- Maintain your personal and academic information that is required during the academic year
- Select your examination structure options through exam entry
- View your assessment and academic results
2 Verification, Registration and Enrolment (pages 6 – 17)

During the Registration window, you will be asked to log in to Student Self Service and verify the following:

1. Identity and fee information
2. Contact information
3. Disability and personal information
4. Additional information
5. Academic information
6. Career Plans
7. Electoral Register

Once you have completed verification and registration, the process for freshers or continuing students are as follows:

- Freshers will complete their enrolment at their college, department or faculty.
- Continuing students will complete their enrolment in Student Self Service and will be able to access and print their enrolment certificate.
- Recognised Students (without a College) will complete their enrolment with the Student Information team (you must email or phone in advance to make an appointment. You will not be seen without an appointment).

Colleges and departments are able to see via eVision, which freshers (and continuing students) have or have not, verified their details. Although verification is not a pre-requisite for enrolment, it is your obligation to complete the task.

Using your single sign-on credentials, log in to Student Self Service and select My Student Record from the menu at the top to view the programme(s) on which you are required to register.

Clicking on the Register button, to the right of the relevant programme, will open the first of nine steps you are required to complete. At each step, you will be asked to enter any missing data and/or update any incorrect data.

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1 You will receive an email from Student Information inviting you to complete Registration in early September either the first or second week of the month. https://www.ox.ac.uk/students/registration
2 https://www.ox.ac.uk/students/new/recognised
2.1 Step 1: Identity and fee Information

- The tuition fees drop-down values list changes depending on the type of award programme. Select the option that most closely fits your situation. If there is a problem please contact fee.schedule@admin.ox.ac.uk for further advice.

- The Sex field displays a student’s legal sex as shown on a passport. You can contact your College to request either a preferred gender, or gender of ‘other’ to be recorded. If a preferred gender is recorded it will be displayed as an additional field below the ‘Sex’ field.

- Name Changes: If you want to change how your name is displayed, you will need to contact your college administrator in the first instance with proof i.e. passport, official documentation.

Note: Field information:
- Mandatory fields are marked with an * and the entry box is shaded yellow.
- Some fields cannot be changed by you, such as your name or date of birth etc. You can request amendments by contacting your College directly to arrange the change.

At the end of each of the first five steps, you will have the following options:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save and Exit</td>
<td>This will save the changes and exit the verification and enrolment functionality, taking you back to the Student Self Service home screen. The next time you access your record you will be taken to the point where you chose to exit, which will enable you to complete the task.</td>
</tr>
<tr>
<td>Next</td>
<td>Selecting this option will take you on to the next step.</td>
</tr>
</tbody>
</table>
2.2 Step 2: Contact details

You can click on the Change button to amend the address sections and enter emergency contact details.

2.2.1 Change address screen:

- You can click on the Get UK Address button to use the UK postcode address finder functionality.
2.2.2 Preferred emergency contact information screen:

- A maximum of three emergency contacts can be recorded: preferred, alternative one and alternative two.

2.3 Step 3: Disability and other personal information
• The Disability Information drop-down contains a list provided by HESA³
• If you select a disability option, you will be prompted to state whether you receive Disabled Student Allowance.

2.4 Step 4: Additional information

³ Higher Education Statistics Agency
The Caring responsibilities question is included to enable the University to understand its students’ needs. If you select ‘Yes’, you will be prompted to indicate the ages of the dependent children in one of three categories:

- Under 2
- 2-5
- 6-18

2.5 Step 5: Academic details

Undergraduate, Postgraduate Taught and Visiting Students – if any of these details are incorrect please contact your College in the first instance.

For a research student the academic details will include (as appropriate):

- Thesis title
- Expected submission date
- Expected transfer date
- Transfer waived
- Expected confirmation date
- Research council
- Research council Student ID
- Supervisor details

- If any of these research-related details are incorrect, please contact your GSA for assistance but proceed with registration regardless – incorrect or missing details will be fixed later.

- If any other details are listed incorrectly or are missing (including your college supervisor) please let your college know.

Recognised Students – please contact Student Information (student_information@admin.ox.ac.uk)
2.6 Step 6: Career Plans

The Careers Planning information page asks you to voluntarily provide information about your career planning stage. The information they provide is intended to be used by the Careers Service only. They may use it to alert you about events, training programmes, internships or other opportunities that may be of interest, based on the answers they give to defined questions.

- There are three questions to be completed:
  - Thinking about your career planning, which one of the following describes you best?
  - Which employment sectors are you interested in? Tick as many as apply (you must choose at least one).
  - Opt out of receiving emails based on your answers above. This will not affect you receiving the Careers Service weekly emails.

- If you do not wish to participate then you can choose ‘Prefer not to say’. Any queries about these questions can be directed to the Careers Service: reception@careers.ox.ac.uk
2.7 Step 7: Individual Electoral Registration

Online registration now includes an invitation to apply to join Oxford County Council (OCC) Electoral Register. The Individual Electoral Registration option was introduced in September 2016 following discussion and agreement between OCC and the University of Oxford in July 2015. Specific information is needed by OCC to communicate with residents on registration, for verification of eligibility to vote and for inclusion of records on the electoral register (replaced the Electoral roll). Applications to register to vote would therefore involve you to agree to the supply of this data and provide your National insurance number.

2.7.1 Step 7a: Apply to register to vote

- Following reading the information you can either choose [Next steps to Join Oxford Electoral Register] or choose [Decline].
2.7.2 Step 7b: Joining Oxford Electoral Register

- If you choose Next steps to Join Oxford Electoral Register then you will see the below screen:

  ![Application to Join Oxford City Council Electoral Register](image)

- You need to:
  - Complete your NI number (or give a reason why you are unable to provide an NI number)
  - Tick the declaration.
- You will then see the below confirmation page:-

  ![Electoral registration preference recorded](image)
2.7.4  Step 8a: Declining to join the Oxford Electoral Register

- If you choose to decline, then you will see the screen below:

![Decline Screen]

2.7.5  Electoral Registration closed

- You will see the below screen if the electoral registration window is closed:

![Registration Closed Screen]
2.8 Requesting an Amendment to Details Students Cannot Update

Students cannot change some of the information shown (though you should continue with Registration in the meantime).

If you have queries about please contact:

**EMAIL ADDRESS CHANGE**
If you would like your e-mail address to be altered please contact IT Services to request this: [http://help.it.ox.ac.uk/help/request](http://help.it.ox.ac.uk/help/request).

**NAME CHANGES**
Please contact your College.

**RESEARCH COUNCIL STUDENTS:**
Research Council students: if your ESRC/AHRC/MRC information isn’t appearing on Student Self Service please continue to enrol as normal – we have been advised that this information will be updated later.

**SUPERVISOR CHANGE**
If there are any errors with your research supervisor on Student Self Service please contact your GSA to have these corrected. If your college advisor is listed incorrectly please contact your college.

**THESIS TITLE CHANGE**
If there are any errors with your thesis title listings on Student Self Service please contact your GSA to have these corrected.

For other queries please contact Student Information by using this form and we will investigate who can assist you. Please note that during Registration the helpline is very busy so please ensure your query is not listed above. Click on the Contact us button to open an email addressed to the Student Information team. You can then enter a message and click Send. A copy of the email will also be sent to you for your records.

2.9 Step 9: Declaration

When you reach step 9 you will be asked to confirm that the data you have checked and/or amended is correct.
Following your confirmation:

1) **You must click on the Finish button** in order to complete the process. If you are a Fresher you will also see a message above the Finish button prompting you to collect your University card from your college at which point you will also complete your enrolment:

   ![Confirmation](image)

   **Note:** If you are a fresher and you click on the Finish button, the My Student Record link will disappear until you are fully enrolled by your college / department.

2) If you are a returning student, you will see the following message providing you with a link to generate your enrolment certificate. **You must click on the Finish button**

   ![Confirmation](image)

   An example of an enrolment certificate is shown below.

   **Please note:** If you do not complete Registration **completely** you will not be able to access your Enrolment Certificate or enrol for exams. It is worth double checking that you have clicked through each screen and pressed FINISH at the very end.
Academic Records Office, Student Administration,
University of Oxford
Examination Schools, High Street, Oxford, OX1 4BG
are@admin.ox.ac.uk
To whom it may concern

Confirmation of Registration and Student Status

This document certifies the following information about the student's current status at the University of Oxford, as at 18 February 2015:

College: Wolfson College

Student Details

Student number: [redacted]
Surname: Lemon
Date of Birth: 16 March 1982
Title: Dr
First names(s): Lily Mia

Address Details

Term time address:
2 Cumberlands
Blackpool
NG2 5SA

Home address:
2 Cumberlands
Blackpool
NG2 5SA

Programme of Study Details

Programme title: Bachelor of Arts in Modern Languages (French)
Programme type: Undergraduate
Type of attendance: FT
Date of first registration on course: 15 January 2010
Expected date of completion of course: 9 April 2016

This certificate is provided as evidence that the above student is registered at the University of Oxford for the period shown. For full-time students this provides evidence for Council tax exemption. For international students who must register with the police, this provides evidence of enrolment. Students registered on a full-time mode of attendance are expected to spend at least 40 hours per week studying. Any address details quoted within this statement have been supplied by the student and have not been checked by the University. If further proof of address is required this should be obtained directly from the student.
3 Check my Details

Following verification, registration and enrolment it is your responsibility as a student to keep your data up to date at all times. The data that you can update includes:

- Identity and fee information
- My contact information
- Disability and personal information
- Additional information
- Academic information
- Career Planning
- Electoral Registration Preference
- Study Activity Outside the UK
- Generate enrolment certificate

During the academic year you can access your personal and academic details at any time to view, update or request amendment(s) to.

After logging into Student Self Service (as described in section 2) you can select My Student Record to access your details.

![Student Self Service Image]
The options replicate the screens previously checked during the verification process but they are independent of each other, enabling you to update specific area(s) without having to work through all the screens.

A button labelled Change or View will be available for each section and you can select to review and/or update the data. The button label may change depending on your level study and the type of data it refers to. For example:

- If you are an undergraduate student, you cannot amend the overseas study activities information and will be presented with a View option; whereas if you were a postgraduate student you will be presented with a Change option.

- Academic information cannot be updated by you, therefore only a View option displays.

From the main Check my Details screen, you can click View next to Generate Enrollment Certificate to print your enrollment certificate.

The Careers Planning information page asks you to voluntarily provide information about your career planning stage. The information you provide is intended only to be used by the Careers Service. They may use it to alert you about events, training programmes, internships or other opportunities that may be of interest, based on the answers you give to defined questions (see Section 2.6)

Online registration now includes an invitation to apply to join Oxford County Council (OCC) Electoral Register. The Individual Electoral Registration option was introduced in September 2016 following discussion and agreement between Oxford City Council (OCC) and the University of Oxford in July 2015. Specific information is needed by OCC to communicate with residents on registration, for verification of eligibility to vote and for inclusion of records on the electoral register (replaced the Electoral roll).

Applications to register to vote would therefore involve you to agree to the supply of this data and provide your National insurance number (see Section 2.7).

If you cannot amend but wish to update data, you can request a change using the Contact us options, as described in 2.8.
4 Examination Entry

The examination entry functionality provides you with the ability to view your compulsory assessments and select any elective assessments required for your year of programme according to the examination regulation for your subject. You will be advised by email when the examination entry window is opening and closing. Administrators from your college will also be notified. If you do not log in to Student Self Service to complete the task, a further two reminder emails will be sent: the first reminder three days prior to the window closing and the second on the date of the window closure.

When the selection has been completed, the examination and assessments entered will be summarised in Student Self Service for you to view.

When advised that the examination entry window is open, you can log in to Student Self Service (as described in section 2) and select My Exams to access the Examination Entry option.
Providing that your examination window is open, you will be able to click on Examination Entry to access your compulsory and/or elective assessment options.

**Note:** If you have performed Exam Entry in a previous academic year then the below screen will be displayed.

![Select Year / Term](image)

**4.1 Making Assessment Selections**

Compulsory and previously confirmed assessments will display in the top section of the screen:
If you have no elective assessments, or your selection is complete, a Confirm Selections button will display directly beneath the Compulsory and previously confirmed assessments list.

If you have an elective assessments to select, the elective list(s) can be viewed by clicking the View List button. The assessments are grouped according to the rules governing the selection i.e. how many assessments should be selected overall and how many from each list, as per the Examination Regulation.

Within the next screen, each section has a ‘Search’ option that allows you to search within each of the schedules.
Examination Entry

Note: The examination(s) for the Examination Entry for your course will be held on the dates listed below. Failure to attend any of the examination(s) may result in failure of the course.

**Examination Details**
- Examination Type: Written
- Examination Date: [Date]
- Examination Time: [Time]
- Examination Room: [Room]

**Exam Schedule**

<table>
<thead>
<tr>
<th>Assessment Code</th>
<th>Assessment Title</th>
<th>Test Type</th>
<th>Test Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345678</td>
<td>Examination 1</td>
<td>Paper</td>
<td>2 Hours</td>
</tr>
<tr>
<td>123456789</td>
<td>Examination 2</td>
<td>Oral</td>
<td>1 Hour</td>
</tr>
</tbody>
</table>

**Exam Regulations**
- Students must arrive at least 30 minutes before the start of the examination.
- No late entries are allowed.
- Students must bring their student ID and a valid form of identification.

**Exam Instructions**
- Students are not allowed to bring electronic devices into the examination room.
- Students must complete all questions to the best of their ability.

**Exam Results**
- Results will be available on the Student Self Service portal.
- Students can view their results by logging into their account and selecting the appropriate option.

**Exam Tips**
- Review past examination papers for practice.
- Ensure you have all necessary materials and equipment ready before the examination.

---

Examination Entry for [Course Title]

**Student Name:** [Student Name]
**Roll Number:** [Roll Number]

**Assessment Details**
- Assessment Code: [Assessment Code]
- Assessment Title: [Assessment Title]
- Assessment Type: [Assessment Type]
- Assessment Date: [Assessment Date]
- Assessment Venue: [Assessment Venue]

**Exam Schedule**

<table>
<thead>
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- Students can view their results by logging into their account and selecting the appropriate option.

**Exam Tips**
- Review past examination papers for practice.
- Ensure you have all necessary materials and equipment ready before the examination.
Clicking on the Add button adjacent to an assessment adds the selection to the Selected Assessments panel on the right of the screen. It also adds a description of the assessment to the panel immediately below the Selected Assessments panel. You can remove a selected assessment by clicking the dustbin icon.

If you select an assessment that does not fall within the governing rules you will see the following message:

![Selections Not Valid](Image)

When the rules for an assessment list have been met a green tick is placed on the right above the Hide List button. If you try to select too many assessments you will see the following message:

![Too many assessments](Image)

When the correct amount of assessments have been selected from each group a green tick will display. When all selections have been made, then click the Submit Selections button, located beneath the right panel. If all rules have been met the following screen displays detailing the assessments selected:
Note: It is important that you confirm your choices as it triggers the creation of necessary records.

4.2 Confirming Assessment Selections

From the Examination Entry-Confirmed screen you can either:

- **Undo Selections** – which will return you to the Examination Entry screen enabling changes to the selection to be made, or
- **Click Next** – which will take you to the Examination Entry screen.
Examination Entry

From the Examination Entry screen, you can click either:

- **Back** – which will return you to the Examination Entry screen enabling changes to the selection to be made, or
- **Finish** – which will return you to the My Exams screen.

As long as the examination entry window is open you can return to Student Self Service and amend your choices by clicking on the Examination Entry link.
4.3 Viewing Confirmed Assessment Selections

After the assessment selections have been confirmed, you will be able to view them using the Examinations and Assessments Entered link from the My Exams screen.

The screen presented also displays any alternative exam arrangements made.
Note: If you wish to change an assessment option after confirming the selections, or enter late for exams, you are advised to contact your college.
4.4 Online Exams Timetable

To view your exam timetable, go to the My Exams tab and select the Examination Timetable link on the screen.

The Exam Timetable screen is displayed which shows a table with your exams. The exams listed will include recent exams (up to one month in the past) and all future scheduled exams. The timetable is available no later than 2 weeks before the first examination. When new exams are published, you will receive an email notification.

Exam Timetable heading descriptions:

<table>
<thead>
<tr>
<th>Column Heading</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Date of exam.</td>
</tr>
<tr>
<td>Time</td>
<td>Time of exam.</td>
</tr>
<tr>
<td>Duration</td>
<td>Total duration of exam.</td>
</tr>
<tr>
<td>Paper Code</td>
<td>Reference given to exam paper.</td>
</tr>
<tr>
<td>Paper Title</td>
<td>Title of exam paper.</td>
</tr>
<tr>
<td>Location</td>
<td>Location of exam code. E.g. EXSCH. (Use the postcode hyperlink in Location Key above the exams timetable to take you to the map of the exam location)</td>
</tr>
<tr>
<td>Alt Location</td>
<td>Alternative location and/or additional time.</td>
</tr>
<tr>
<td>Alternative Arrangements</td>
<td>Alternative exam arrangements e.g. additional rest time.</td>
</tr>
</tbody>
</table>

You can use the Print button at the bottom of the page to print out your timetable for later use.

When you are finished you can use the Return to My Exams button at the bottom of the page should you wish to continue to use Self Service.
4.5 Academic and Assessment Results

When the academic and assessment results have been processed and confirmed, you will be advised, by email, that they are available for viewing on Student Self Service.

You can log in to Student Self Service (as described in section 2 above) and select **My Exams** to access your academic and assessment results information.
The academic and assessments results information are expanded to include all results during your award programme. For example, if you were a final year student you would be able to view the results achieved from each year of your award programme. Details of other award programmes studied will also be displayed on this page.

### Factors Affecting Performance Outcomes.

You will be able to view the outcome of your Factors Affecting Performance application if you have made one, via the results screen on Student Self Service at the point of your results being released.
5 Degree Ceremonies

Following completion of your award programme, and when you take leave to supplicate you can request a degree ceremony date through Student Self Service. You will then access Student Self Service (outlined in step 2) and click the My Ceremonies link on at the top of the screen to display the Graduand Degree Ceremony Booking screen.

You can then click on the Book Degree Ceremony button, which will then display the Terms and Conditions screen.
In order to advance to the next section, you will have to agree to the terms and conditions listed and click Next to display the Choosing Your Degree Ceremony screen.
You will then be presented with a list of ceremonies at which your college is presenting, including any which are full, unavailable, and therefore full. You have the option to Cancel, Decline, In Absentia or Attend.

If you click Attend the Confirm Attendance screen will appear.

When you click on the Confirm button to confirm your attendance, this will then display the Summary of Degree Ceremony Booking screen.
You should then click **Details** to display the **Confirm Contact Details** screen which will show the address that your degree certificate will be sent to following the ceremony; if this address is incorrect then you must change it.

You must also ensure your phone number(s) and email address and correct and if that data is missing you must enter it and then click **Next** to display the **College Requirements** screen.
Here you must select how many guests will be attending your ceremony and whether any of your guests require a visa letter. You must also enter the details of your additional nominated contact and then click Next to display the Summary of Degree Ceremony Booking screen.

You can then click Finish to complete the Degree Ceremony booking process through Student Self Service.
6 Further Help & Information

6.1 Student Systems Support Centre (SSSC)

The Student Systems Support Centre (SSSC) provides guidance and assistance with the use of the University’s student systems and associated business processes. Guidance and further information about eVision can be found on the Student Systems Support Centre website:

http://www.admin.ox.ac.uk/studentsystems/

If you are experiencing any technical issues with using eVision please be sure to explain what the issue is and send a screenshot to: student.systems@admin.ox.ac.uk

6.2 Student Information

The Student Information team is responsible for supporting the annual student registration (enrolment) process and administers the admission of Recognised students. The team coordinates the Orientation Programme for new European and international students and student surveys, including the Student Barometer and National Student Survey. An enquiry desk is maintained at the Examination Schools for students to drop-in and ask questions about student matters from 8:30-17:00 Monday to Friday.

If you have further queries regarding the above, please contact them via student.information@admin.ox.ac.uk

6.3 Document Information

This document is subject to change; please ensure you have the latest version.

<table>
<thead>
<tr>
<th>Revision Date</th>
<th>Version</th>
<th>Summary of Changes</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 Aug 2017</td>
<td>0.1</td>
<td>Adjustment of the Student Self Service Manual v2.5 remade specifically for students.</td>
<td>Max Whitmore</td>
</tr>
</tbody>
</table>