

Your room:

My fridge/desk/lightbulb/sofa/bed/wardrobe door is broken, what do I do?!

If something in your room is broken, you'll need to first figure out what it is, as different things are dealt with by different areas of college.

- For small, easily replaceable things like lightbulbs, go to Domestic Stores (in the passageway between North and TW Quad) and ask for a new one – they can just give you one to replace yourself. You can also email the Stores manager, David Line, at david.line@sjc.ox.ac.uk.
- For furniture, like your desk or bed, pop in to Estates (N7) or email estates@sjc.ox.ac.uk.
- For fridges, sinks, radiators and other things of that ilk, you'll want to visit the Domestic Office (N7) or email domestic.office@sjc.ox.ac.uk.
- If you have a problem with electricity or plumbing (or anything that needs a contractor to sort out), go to porters and they'll help you sort it out.

What do I do if something is broken in the kitchen/bathroom?

Usually, something broken in a public area of the staircase (kitchen/bathroom) will be noticed by the Scouts and reported, but if you notice something yourself, report it to David Line in Stores (passageway between North and TW) or email david.line@sjc.ox.ac.uk.

What are stores/when are they open?

Luggage stores are for people to store their things over the vacations, because everyone will be required to move out at the end of term (unless you've requested and been granted vac res, more on that later). Technically, they're just for international students, but everyone uses them anyway. They're located in TW (bottom of staircase 3), Garden Quad, Kendrew and Museum Road, and they're open for half an hour a day for leaving your things in 8th and 9th week of each term and picking them up in 0th and 1st week (see the timetable on Stores door or the JCR facebook group for exact times). You can also email David Line (david.line@sjc.ox.ac.uk) to arrange a time to pick them up if none of the usual times work. For TW and Museum Road, make sure you put your stuff in nice and early because they get full quite quickly, although Garden and Kendrew usually have space into 9th week.

My WiFi doesn't work properly, what can I do?

You can get a free 5m Ethernet cable from college by visiting the IT office (N7) or emailing it-support@sjc.ox.ac.uk. If you can't use Ethernet or the WiFi is really bad in your room, college will sometimes install a new router near your room to give you better access, so it's worth talking to the IT office and seeing what they can do!

I've lost my keys!!

Hopefully, this is only temporary and you've locked them in your room as you've gone for a shower or you've left them in the department. If this is the case, or whilst you're still searching, you can get your spare key from porters and keep it for free for up to 24 hours. If you don't return it within that time (or speak to the porters about it) you'll be charged £25 per day. If you've actually lost your keys, you'll have to tell the porters and pay £50 for a new set, which is best avoided!

Where can I do laundry?

There are laundry rooms around college, located in North 3, the bottom of Middleton Hall, the Garden Quad and Kendrew Quad. North laundry gets rather busy so it's advisable to go at down times (early in the morning or late at night) and make sure to remove your things from the machines promptly otherwise they might end up in a pile on the floor. There should be baskets in all the rooms so that if you need to take finished laundry out of a machine to do your own washing, there's somewhere neat and clean to put it – if this is missing, drop the JCR Domestic Secretaries a message on facebook or at jcr-domsec@sjc.ox.ac.uk.

You can pay for laundry (£2 for a wash and £1 for a dry) using a Circuit Laundry app new to Hilary Term 2019. Sheets, duvet covers and pillow cases are laundered for free by college – when your scout leaves you new sheets, just strip your bed and leave your old sheets somewhere for your scout to collect the next day.

Visitors:

Can I have friends stay in my room?

Yes. The official rule is that you can have one friend at a time, you need to sign them in online and they can only stay for two nights, but we believe this is best left to your judgement...

The JCR has an airbed borrowing scheme, run by the domestic officers (Aalia Hulf and Frances Belsham). Send either of them a message on facebook or by email and ask for the bed(s) for a specific date, and you can arrange to pick them up. For in-demand nights, such as the night of a guest dinner, it's worth asking early to ensure you get the bed.

How do I book a room in college for a guest?

First try the porters – they have a few rooms available for guests and you can just go into the Lodge and ask them. If the Lodge has none available, go into the Domestic Office (N7) or email domestic.office@sjc.ox.ac.uk. Rooms are currently £21 per night per person.

Money:

What are battels?

'Battels' is just an Oxford word for bill. Your battels for the term will arrive in your pigeon at the start of every term and detail all your outstanding fees for things like accommodation and tuition. They need to be paid by Wednesday of first week – college will charge you interest if they're not paid on time (although this doesn't *normally* take effect until after the end of term). If you have any problems paying your battels (e.g. student finance hasn't come through yet, you're an international student who's still struggling to set up an English bank account) contact the finance office asap.

Pay by online transfer preferably (and if you want to get on the good side of the finance office, a good idea!). Payment by cheque is also possible – these should be handed into the finance office which is found in staircase 7 of North Quad.

St John's College
Account Number: 65961167
Sort code: 15-80-00

What are all the different charges on my battels?

Your battels seem to have a lot of different charges on them, but once you've figured out what these mean it's a lot simpler.

Accommodation costs – this will be the largest amount, probably around £950-1050. This is the cost of your room for that term and can vary slightly depending on the grade of your room (a D grade is the cheapest, with A++ being the most expensive).

JCR levy – a contribution towards the JCR's support of reach scholars (more info at

<http://www.ox.ac.uk/admissions/undergraduate/fees-and-funding/oxford-support/reach-oxford-scholarship>)

College fee – this will be around £200 and really should be included in accommodation. It goes towards paying the Scouts and the upkeep of college and hall costs.

Electricity bill – the first £6 of electricity you use is free, but you'll have to pay anything above that. Happily, it's actually quite difficult to use more than £6 a term unless you leave your laptop on and plugged in all the time or use the booster heater a lot. If this figure is a lot (more than about £20), it's worth going into the Finance Office to get it checked out, as that's very unusual!

JCR/MCR Charity Levy – this is £10.50 and you can opt out, but it goes towards

Guest dinners – appears the term after the dinner. Reflects the cost for you and your guests excluding the deposit.

Vac Res – charges for any vacation residence during the term. You won't be charged for any days you got on the Vac Res Grant (unless you forgot to sign the book), but anything more than that will appear on here.

Academic grant – see section below, appears as a negative amount as it's a credit (yay!)

What is the academic grant?

The Academic Grant, also known as the 'Book Grant' is a set amount of money you can apply for each year to put towards academic costs you encounter, such as books, study materials and even laptops or tablets. This year it's about £350. If you buy something big you can put it all on the academic grant and it'll roll forward for the next year or two until you've been paid back for it in full (for instance, a £600 laptop can be paid for using two consecutive years' Academic Grants). If you're using it to buy

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smaller things, like books, then make sure you keep all the receipts (you can also print these off from Amazon if that's easier).

You can apply for the grant during any term of the year, but you can only use it once every academic year – don't forget, as you can't claim back the money after the end of the academic year. The form must be handed into the Bursary (N7) during 8th week each term, and you can find the form on the college website under the JCR Grants section – don't forget you'll need your tutor to sign it so make sure to print it and fill it in earlier than 8th week!

What is the special grant?

The Special Grant is often referred to as a Travel Grant, as this is normally what it's used for. It helps if the trip is related to your subject, as anecdotally you seem to be more likely to get more money, but officially the trip only has to be 'of academic relevance' regardless of the subject. You'll need to fill in the form (found on the college website) with a breakdown of all the details, get your college tutor to sign it and hand it in to the College Office (N7) by one of the two deadlines (Friday 0th week and Friday 5th week of each term). You can apply for a grant multiple times over your degree, but if you've had it before you might get a bit less the next year.

Can I get any other financial support at John's?

Yes! There are loads of different grants you can get as a John's student, for all sorts of different things, check out <https://www.sjc.ox.ac.uk/current-students/grants-scholarships-and->

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[prizes/](#) for full details (highlights include £350 for a journey into the high mountains and up to £700 for a trip to one of the UN seats). You can also get a Blues Grant to cover your expenses if you play sport for the university and meet certain requirements.

There are also university-wide financial support, such as Moritz-Heyman scholarships and the Oxford Bursary, which are means-tested and you can apply for at the same time as Student Finance, as well as college and university hardship grants if you find yourself in financial hardship during your degree.

Don't forget to check with your department as well, as departments often offer travel grants or scholarships which are specific to your subject and these are worth applying for as well.

Special perks of being at John's

John's, being the wealthiest college in Oxford, always has free things on offer, so here is a quick round-up so you don't miss out on anything:

Welfare lunch is held every two weeks by the JCR welfare officers, who put on a free hot lunch in Garden Quad Reception Room. Information and a sign-up form will be posted on the JCR facebook page.

Women's lunches (specifically for anyone who identifies wholly or partly as a woman) also happen every two weeks, in much the same format. Info and sign-up on the JCR as above.

Men's lunches, put on by the men's welfare officer are for anyone who identifies wholly or partly as a man, and happen twice a term. Info and sign-up will also be posted on the JCR page.

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- TW Teas happen four times a term, when the welfare officers and peer supporters put on a delicious spread of free food (sandwiches, crisps, cakes) in the JCR and are generally on hand to chat.
- During 8th week (the final week of each term) the domestic officers host Wine Down, where they provide the JCR with free wine and cheese.
- There is also free pizza and drinks at every JCR meeting (every other week during term time).
- We also have the JCR Discounts Scheme (you'll be given a free card when you get here) which gives you discounts all around the city. Pair this with your NUS card and you'll rarely have to pay full price for anything. If you lose your card email jcr-discounts@sjc.ox.ac.uk to get a new one.

Vac res:

What is vac res and how do I get it?

Vac res, short for vacation residence, means time spent in college accommodation after the end of the terms. This is because you'll be required to leave your room by Saturday of 8th week of every term. If you want to stay longer, you'll have to fill in a vac res form, which will be emailed to you sometime in the middle of term, and get your tutor to sign it before handing it in on time. (On time is really important – if you hand it in late you might not get a vac res grant). If you're using your vac res grant, you'll have to sign the 'vac res book' in porters every day of the grant, otherwise

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you'll not only use up your vac res grant but be charged for the room.

If you have an academic reason to be in college, you can use the form to apply for a vac res grant – up to 21 days per year of free accommodation in college (and this can be kept from year to year, so you don't need to use it all up in one year). For this, you *have* to put 'A' for Academic reason to stay in college – even if this is just catching up on work or 'revising for collections' (wink wink).

If you're staying in college to do paid work for college (Interviews, Telethon, Open Days), you'll be granted free accommodation without having to use your grant. Put 'C' on the form for these days.

You don't need to use your grant if you want to stay on the Saturday night of 8th week, but you will need to fill in the form for it. Thursday-Sunday of 0th week is covered, however.

If in the middle of a vacation you realise you need to come back early, email domestic.office@sjc.ox.ac.uk. If they have space in college they'll normally allow it, but you'll be paying vac res prices (equivalent of an A grade room per night, around £16-17) and can't get the grant.

Health:

Where can I go to the doctors?

When you arrive you need to make sure you're signed up with the college doctors' surgery, which is at 19 Beaumont Street (01865 240501). You can book appointments by calling them up – new appointments get released at 8am every day, so if you need one urgently call as early as possible. If you are really sick and

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can't get an appointment/can't get out of your room, you can get an over-the-phone appointment or the on-call doctor can visit you – they'll talk you through this when you ring. There's also the out of hours doctors' surgery, Cowley Road Medical Practice, which you can use from 6.30pm-8am on weekdays and round the clock on weekends when Beaumont Street Surgery is closed. Call 111 so they can book you an appointment.

We also have a college nurse, Vivienne Davies, who is available for drop-ins 8.30-10.30am Monday to Friday in N5.1. Additionally, we have a college counsellor, Dr Denise Barulis, who is available for confidential consultations on Thursdays of weeks 0-9 inclusive. Email her at denise.barulis@sjc.ox.ac.uk or call 07963 131460 for an appointment.

Do we have a college dentist?

Yes – our dentist is Studental on the Brookes University Campus down the Headington Road. You can book appointments on 01865 689 997 and can get there by cycling or on the many frequent bus services which go to Brookes. Unlike the doctors, you may have to pay for check-ups and treatment, which starts at £19.50 for an examination, diagnosis and advice (if you have free prescriptions you can also get free dental checks and procedures). Check out the NHS website for more details.

Do I have to pay for prescriptions?

Yes – at least upfront. You may be eligible for free prescriptions, and can find out online if this applies to you. If you

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are, you can fill in a form (available in the pidge room or from pharmacies) to get money back from your prescriptions and to get you free prescriptions in the future – it can be quite long to fill in, but Clemmie Smith, our Disabilities Officer, can help with that if you're having trouble. This can also get you free dental appointments and procedures, so is worth doing if you're eligible.

Other aspects of college life:

How do I book rooms in college for events?

There are various rooms in college which you can book for events, and they all have different requirements:

DVD room (TW): Put your name on the sign-up form on the door.

P&L rooms and Kendrew events room: All three of these rooms are available free of charge for John's students to book, regardless of the audience (that means it can be for a non-SJC audience and you still won't be charged).

Garden Quad Auditorium/Reception Room: These rooms are both large, the auditorium designed like a theatre with rows of seats and a stage at the front and the reception room a large room suitable for receptions or meals. These can be booked for a soley-SJC audience for no fee, but if your audience also contains more than a few non-SJC students then you'll have to pay the normal hire charge.

North Lecture Room/Dolphin Quad Seminar Room/New Seminar Room in Canterbury: these can be booked out and are

best for lectures or small discussion events, and are subject to the rules regarding SJC and non-SJC members above.

To book any of these rooms you'll have to email conferences@sjc.ox.ac.uk including full information about the event and attendees, and you'll also have to get one of the Junior Deans to sign a permission slip for any event. There's more information about room booking on a document on the JCR facebook page, including photos of the rooms and prices for booking.

What are the library opening times?

The college library opens from 9am to midnight every day during term time (open later in exam season), although the study space next to the library is 24 hours. The library is in Canterbury Quad and can be accessed using your Salto tag, but if you forget your keys you can buzz the librarian to let you in. You can borrow up to 10 books at a time during term (20 during the vacs) and if there's a book that isn't in the library but would be useful, drop the librarian an email at library@sjc.ox.ac.uk and they'll often be able to order it in for you (next-day delivery, usually). Don't forget you also have access to the Bodleian (non-lending but copyright so has every book possible) and your department library, among others. (Lawyers also have access to the Holdsworth Law Library in Kendrew.)

Where can I get a cheap bike?

Look no further than the College Bike Scheme! You can get access to one of 9 college bikes free of charge. You'll have to fill out the form at bit.ly/bikeschemeform. Time limit is usually 10 hours, but over quiet periods (like vacations) talk to the porters.

If you have your own bike in Oxford, there's several places you can go to get it fixed cheaply. Beeline Bicycles on Cowley Road is really cheap and reliable, or if it's not urgent, you can wait for a Oxford University bike repair day. The Oxford Bike Company visits a predetermined location, and you can take your bike along for a free check-over and cheap repairs. Check out Oxford Bike Company's website for dates and locations.

You can also get good quality locks and lights from OUSU (Gloucester Green) for £15 each.

How do I print in college?

College currently has one computer room, located in Rural Economy (the far side of Garden Quad), from which you can take advantage of our free printing. There should be ink and paper already in the room, but if there's none there, visit Domestic Stores (in the passageway between North and TW) and they can give you some. If Domestic Stores is closed, as the porters very nicely – in an emergency, if neither of these options work, you can ask the librarian if you can use some of theirs.

You can also colour print and photocopy in the computer room. For this you need to buy a print card from the porters, which is £5 (the card costs nothing, but it has £5 worth of colour printing on it).

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Insert the card into the right slot on the colour printer and select colour mode on the printer. Then select the right printer from the computer screen (it should be called something like 'JCR colour printer') and print as normal. The colour printer has long confused members of the JCR, but there should be a guide next to it which explains in more detail. It costs 25p per colour page.

How do I book a punt?

In Trinity term (sometimes including some or all of the Easter vac and Summer vac) the JCR Treasurer organises for us to have access to punts at Cherwell Boathouse (15 minutes up Banbury Road) and Magdalen (just before the Magdalen Bridge). This normally costs around £5 as an opt-out charge on the Trinity battels, and allows free access to punts for the whole period. You can book a slot through sign-up sheets in the pidge room, and etiquette dictates that you should only book two consecutive slots: remember that everyone else wants to go out on the punts too.

How do I book meals?

Breakfast (8.20-9 on weekdays and Saturdays and 9-9.40 on Sundays) and lunch (12.30-1.30 every day) are both available in hall pay-as-you-go on your Bod card. You don't need to sign up, just turn up during the mealtimes and join the queue. A limited lunch menu is also offered in Kendrew Café (12.30-2), which is also open for snacks and hot drinks from 10.30am-3.30pm Mondays-Saturdays.

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For dinner, you can either go to informal (6.15-6.45pm every night) or formal (7.15 sharp, except Saturdays). For both of these you need to book before 1.30pm on the day, although for popular formals (most Sunday nights) you will have to book a few days in advance to guarantee a spot. The link can be found on the college website, and you need to log in with your Bod card number (the 6-digit one) and the password you created the first time you logged on. You can also input dietary requirements on this page, and add guests. It's possible to go to informal most nights without booking, but as they only keep around 40 places you have to turn up on the dot (6.15pm) and obviously they won't be able to cater for dietary requirements beyond veggie.

Is there anywhere in college I can practise music?

College has three music rooms between Garden Quad and Rural Economy which are free to use for music practice. Two are up the stairs with a piano and music stands and one is on the ground floor with a grand piano. These are accessible with a SALTO fob, but the grand piano music room needs a key from the porter's lodge. You get your name on the list by filling out a form (from the porter's lodge) and submitting it to the music tutor for permission.

There is a band room at the bottom of Kendrew (near the laundry room) with a drum kit, amps and electric keyboard. This can be accessed with a fob from the Kendrew porter's lodge.

How can I use the gym?

St John's has two free gyms – one in the bit of college between the main site and Kendrew (opposite MR30 – referred to as the 'old gym') and the other in the basement of Kendrew. To use

either you have to either do an in-person induction, or watch a video (on the college website). Up to one guest is allowed per person. Gym opening hours are 6am to midnight every day, but the old gym is closed for cleaning 8.30-9.30am and Kendrew 9.30-10.30am. We also have squash courts (underneath the MCR in Garden Quad), an erg room (bottom of TW4) equipped with eight ergs (rowing machines) and a sports ground with tennis courts, netball courts, a football pitch and a rugby pitch about a mile up the Woodstock Road.

What are JCR meetings and how can I get involved?

JCR meetings happen every fortnight, usually in the Larkin Room in TW Quad. It's an opportunity for the JCR community to come together to discuss important (and not so important) things to do with college life and to have a say in how our college works. They happen on Sunday evenings and usually last an hour or two. There's free pizza and drinks at every meeting, and agendas are published via email in advance so you can see if there's anything that piques your interest. If you can't make it to a meeting, minutes are published, again via email, after the meeting.

If coming to JCR meetings isn't enough for you and you want to get more involved, you can run for a JCR committee position at the end of Michaelmas. Details will be made available about all the positions midway through Michaelmas and positions vary in commitment levels.

What are collections?

Collections can refer to two things. The first type of collections is a meeting with either the president or vice-president of the college, along with your subject tutors, at the end of each term. You wear your gown but it's really not a big deal and nothing to worry about. The other collections are basically mock exams you have at the beginning of every term (except your first one or when you've had exams at the end of the term before). They're to check your progress and how much you've done over the summer, but again they're nothing to get worried about.

Miscellaneous questions:

Can I get a cheap haircut in Oxford?

Haircuts in Oxford tend to be quite pricey – you can expect to pay around £20 at least for a wash and cut. There are some places a little cheaper than others, however, so check out these student recommendations:

Toni and Guy do free or cheap (£10) haircuts on Tuesdays with their trainee hairdressers (both men's and women's cuts). They're good haircuts but sometimes take a long time (sometimes over an hour).

Definition on Little Clarendon Street also do cheap (£5) cuts on Mondays for their trainees. Also takes a lot of time, but the end result is very good.

Idlewild (used to be Philosophy) on St Giles do 20% student discounts

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- Anne Veck does student discounts and also does other discounts and promotions if you sign up to the mailing list
- Turl Street Barbers is recommended
- The Men's Room (off the Cowley roundabout) do men's cuts for £9
- Electric Hair does a good first-time discount
- For those who favour very short hairstyles but find going to a conventional barbers uncomfortable as they identify or pass as a woman/feminine (and resent the higher prices at women's salons), the following hairdressers/barbers have pledged to be 'trans-inclusive and LGBTQ-friendly' and provide whatever cut you want without questions or judgement:
 - Brothers on the High Street
 - Popham Hairdressing on North Parade Avenue
 - Dukes Barbers through the Covered Market

Are there any good drycleaners locally?

Again tapping into the extensive knowledge of current members...

- Johnson's up Woodstock Road is good and reliable, but the cost reflects this as it's a little pricey
- Elite Dry Cleaners near Gloucester Green is highly recommended
- Wash and Sew on St Clements is also good and pretty cheap

Where can I get my computer repaired?

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Uni IT Services offer a computer repair service to Oxford students, but it tends to be rather expensive (diagnosing the problem alone costs £48, although this is taken off the cost of repairs if you choose to get your computer repaired with them) and take quite a long time. They're the only Apple Certified place in Oxford apart from Western Computers (Gloucester Green).

Various students on the JCR have over time recommended:

- HiTech Laptop Repair in Abingdon: especially for Apple products
- HT Solutions (next to Argos): not especially cheap but not too expensive and very reliable
- Oxon IT Support in Marston (10 minute cycle from college): really quick and cheap, although it seems to be out of someone's house so appears a little dodgy at first (reliable and friendly though)
- Oxford Mobiles and Computers in Cowley: good for Apple products and really cheap

Where can I get my phone repaired?

More student recommendations:

- HT Solutions is recommended for phone repair as well as laptops
- Western Computers in Gloucester Green is highly recommended and is Apple Certified
- Benny's (looks like a newsagents on St Aldate's opposite Christchurch) is good and cheap
- Timpsons do phone screen repair for certain models and can be good value

What about cheap parking in Oxford?

If you're looking for parking for moving in to your room, you can get a free 40 minute pass from the porters and park on the double yellow lines outside college on St Giles whilst you unpack your things (don't park in parking spaces though, as the pass doesn't work for that and you'll get a ticket!). If you're moving in to Museum Road, you can get the keys to the barrier from the porters and drive along Museum Road to avoid carting your bags down the Lamb and Flag Passageway.

If you're in need of overnight parking, there's lots of options, although if you want to be close to the centre, you'll probably end up paying quite a lot for overnight parking in a proper car park. If you're willing to compromise on location, check out the recommendations from students below:

- Osney Lane car park near Park End Street is £10 for a night and £7 for a day (about 10 minutes' walk from college)
- Warneford Lane (near Cowley/Iffley) is free. It's about 30 minutes' walk from college but you can get a bus, and is good for longer term parking
- Chester Road in Iffley is also free and a little closer
- The Park and Rides are also pretty cheap, and have cheap and regular buses into the centre (conveniently close to John's)
- Parking right outside college on St Giles is free/low cost from 10pm-8am but extortionate outside of those times
- Parking in Wellington Square (5 minutes' walk from college) is free from 6.30pm until 9.30am

My question hasn't been answered – how can I find out the answer?

If you've tried googling and still found nothing, the best option can be to post on the JCR Facebook group ('St John's College JCR') and someone will probably have the answer.

If you identify partially or wholly as a woman, you can also join the 'Oxford Women Self Care' Facebook group, which is a great place in which women help out other women, and can answer lots of your questions. This group also has links to other women-only spaces, such as subject specific groups and groups for LGBTQ women (one of these is 'Queer Women Oxford') or women of colour. If your question is health or disability related, 'Oxford Student's Disability Community (OSDC)' can be a great place to ask. All of these groups only manage to operate through confidentiality, kindness and respect for others, so please look at the codes of conducts or rules (often in the pinned post) before posting or commenting.