



Welcome Guide 2018.

An introductory guide for new students.

**University of
Northampton**

UoN

Welcome to the University of Northampton.

We are delighted to welcome you to the University of Northampton and hope you enjoy your studies with us. This booklet provides you with information about some of our facilities and useful tips to guide you through the first few weeks.

Student Information Desk.

Student support

The University of Northampton offers you extensive support throughout your studies. The Student Information Desk (SID) is your first place to go for help, information and advice and is located in the Learning Hub at Waterside Campus.

They will be able to help with all general queries on topics including:

- your personal information changes
- Personal Tutor (PT) queries
- administrative matters, e.g. changes to your course or module, the process for withdrawals or study breaks
- academic concerns, including policy and regulation queries
- assessment, ceremonies and exams
- NILE queries.

They will also be able to support you in the following ways:

- collecting and processing assignments
- student status letters
- certificate collections
- accessing specialist student service teams: ASSIST, Counselling and Mental Health, Financial Guidance, International Student Support, Student Support and Advice.

Opening times:

Monday to Friday, 8.30am to 6.30pm

Phone: **01604 892833**

(Phone lines open 9am to 5pm Monday to Friday)

Email: **SID@northampton.ac.uk**

Student matters.

Changing your course

If you are feeling unsure about whether you have chosen the right course or module during your first few weeks and you wish to change, you should talk to your personal tutor or your programme leader and to the programme leader of the course in which you are interested. You need to make sure there are places available and that you have the appropriate qualifications. They will advise you of your options.

Finance queries

The Financial Guidance Team in the Learning Hub can help with student finance queries including information on loans, scholarships and bursaries. They also provide budgeting guidance and offer short-term loans and additional funding to those experiencing financial hardship.

Telephone: **01604 892833**

Email: **money@northampton.ac.uk**

For help with tuition fee queries and payment of rent for Halls of Residence, either visit the Student Information Desk in the Learning Hub or contact the Income Team at

income@northampton.ac.uk

Personal tutor

You should regard your personal tutor as an important source of advice, certainly the first person to call on for any general problems or uncertainties that you have. You will be allocated a personal tutor at the start of your studies and you can view this on NILE (for more details see Library Services section).

Student ID card

You will be given a student card when you enrol. You need to wear it at all times while you are on campus. It allows you access to the teaching and studying spaces for your programme. It is also your library card and allows access to Students' Union events. If you lose your card, you will need to replace it immediately. Please go to the Visitor Centre (a £10 charge will be incurred for a replacement).

Timetables

- Your timetable is available online once you have enrolled and your modules have been confirmed. This can take up to 48 hours after enrolment.
- You MUST check your timetable DAILY for the first few weeks of term as the timetable is subject to change. To find out where and when your teaching sessions are being held, visit the University website and follow the links to new students, then timetables and click on Academic Timetables 2018-19. You can also access it via the new students' website **northampton.ac.uk/new-students/timetables**
- Your timetable will show:
 - The module code (all modules have a code) plus L for lecture, S for seminar or P for practical
 - The following number then refers to the lecture/seminar group you are in
 - The academic week numbers (teaching will start in week 1 following Welcome Week)
 - And finally room number.

If you have any problems, contact the Timetabling Team at: **timetabling@northampton.ac.uk**

Halls information.

Post

All post is delivered to the Resource Centre and then distributed to lockers at each of the Halls of Residence. Letters and small parcels are put into lockers that are accessible 24/7. For parcels, a code will be e-mailed to you to gain access to the specific locker. ID will need to be shown when collecting parcels.

Maintenance repairs

If you are living in the Halls of Residence, please report all maintenance issues directly to 1st Degree Facilities via their helpdesk. This can be by email on **helpdesk@1stdegreefacilities.co.uk** or by calling **01604 892888**. The helpdesk will confirm your repair via email and you will receive a job number. Please confirm in the email that you give permission for staff to enter your room if you are out.





Health and wellbeing.

Doctors' surgery.

You are encouraged to register with a doctors' surgery as soon as possible to avoid any unnecessary delays should you require treatment.

We have a doctors' surgery on Waterside Campus that is available to all students. Located under the Halls of Residence, the surgery is open on week days 8.30am-6.30pm (closed for lunch between 1-2pm). Outside of these hours please contact 111 for advice only. Students are reminded to only use this service if your problem cannot wait until the surgeries are open.

Students at St George's Avenue and those living in the town centre have a choice of local doctors' surgeries. Details can be obtained from the Student Information Desk.

Counselling and Mental Health Services

If you are struggling to manage your emotions or experiencing mental health difficulties, you are not alone. The Counselling and Mental Health Team offer confidential and professional services to help with personal and emotional issues that may impact on your academic progression. Contact:

counsellors@northampton.ac.uk
or **mha@northampton.ac.uk** and visit our wellbeing blog:
blogs.northampton.ac.uk/wellbeing

Support for students with additional needs and disabilities

ASSIST (the Additional Student Support & Inclusion Team) offer support for students with additional needs including, medical conditions, disabilities, specific learning differences such as dyslexia and those on the autism spectrum. In Welcome Week ASSIST can help with enrolment and orientation. They also provide support throughout your studies. This can include: helping with your DSA application, providing specific one to one support, exam adjustments and in-class help.

To contact the team call **01604 892390** or email **ASSIST@northampton.ac.uk**

Keeping safe

The University takes your health and safety very seriously and will make all reasonable efforts to ensure that the University is a safe place for you to live and study. Our Campus Security Team provide round the clock security response and support that can be called upon 365 days a year.

If you require first aid attention or would like to report an incident or suspicious activity, please contact Campus Security on the emergency number **01604 892777**.

All other safety and security enquiries can be directed to **01604 892269** (Waterside), **01604 893369** (St George's Avenue), **01604 892941** (St John's Halls of Residence) or **01604 893839** (Boughton Green Road Halls). Alternatively please contact **safety@northampton.ac.uk**

IT Services.

Connecting to the internet

- You can access our University WiFi anywhere on campus. In order to get the best out of this service please read our guidance information which can be found at **northampton.ac.uk/wifi-guidance**
- The WiFi network is called UoN_Student. On accessing the network for the first time you will be asked for the following:
User no: Your student ID number (8 digits) e.g. 15456987
Password: Your date of birth (ddmmyy) followed by the first two letters of your surname, (first letter capital and second letter lower case). Your password is completed by "=" e.g. Joanna Smith's password would be: 150694Sm=
- If you have difficulty connecting, call the IT Team on **01604 893333** or visit the IT Self-Service portal **northampton.ac.uk/unit**
- If you are using a games console whilst living in the University Halls of Residence, we would recommend connecting it to the network using an Ethernet cable.
- If you are living in Halls and require an Ethernet cable please contact the IT Team.

- There are a wide range of laptops, printers and scanners available which are situated throughout our campus.
- IT Services can help with troubleshooting WiFi connection issues with your computer, mobile phone or tablet, software or virus/malware related issues and any general IT queries.

IT assistance

Telephone: **01604 89 3333**

IT Portal: **northampton.ac.uk/unit**

Location: Learning Hub, Student Information Desk

Open: Monday to Friday 8am until 5.30pm

IT Portal: **northampton.ac.uk/unit**

Student Portal: **northampton.ac.uk/students**

Password Self-Service:
northampton.ac.uk/user





Library services.

Joining the library

You are automatically registered as a library user when you start your course and your student ID card is also your library card.

NILE (Northampton Integrated Learning Environment)

NILE provides you with a valuable resource that is integrated into your programme and your modules. When you access a module area on NILE you will see material your tutor has made available, such as learning activities, information about the module, the reading list and assignments. NILE is also commonly used to handle the submission of coursework and further information on the process will be given by your tutor. You can access NILE at nile.northampton.ac.uk using your University login.

Opening hours

The library at Waterside is open 24/7, 365 days of the year. Visit our website for further information about our services at libguides.northampton.ac.uk/LLSHome

Library help

If you have a library-related query please check our library FAQ page at askus.northampton.ac.uk

Finding e-books, books and other resources

- NELSON (Northampton Electronic Library Search ONline) provides you with free access to thousands of e-books and online journal articles, as well as letting you know which books we hold in print. You can search NELSON at nelson.northampton.ac.uk You will need to use your University login to access the online e-books and online journal articles
- There is no limit on the number of e-books and online journal articles you can use. For print books and physical library items, you can borrow up to 20 items from library stock in one go. To borrow print material you will need to use your Student ID Card and University PIN
- You can find reading lists by following the 'Reading and Resources' option from within each of your NILE modules. You can also find your reading lists by searching using your tutor's name or the module code or module title at readinglists.northampton.ac.uk

Academic Librarians

- If you need help finding information and literature searching, or you want guidance on referencing, you can book an appointment to see your Academic Librarian or send us an email: librarians@northampton.ac.uk

Learning Development Team

Learning Development is a team of Tutors who can support you in developing and improving your academic, mathematical and study skills. In your first term you'll be set assignments such as essays, reports and presentations. You might like some extra help to ensure you are approaching your assignment in the right way and if you do, there are several ways to access our resources:

- attend a drop-in session
- book a tutorial
- use our online resources

To access our support and resources or for more information on how we can help you throughout your course, follow the links to our webpage from the library homepage, or send us an email: learningdevelopment@northampton.ac.uk

Support for additional needs

We appreciate that some students may find using library services overwhelming, particularly if they have a disability, medical condition, specific learning difference or are experiencing personal or mental health issues. Our staff are consistently welcoming and highly knowledgeable. Their primary aim is to enable, support and enhance your use of the library and our range of resources, facilities and services, so please ask if you need any help.

If you feel your needs are complex and you require more tailored support in order to make the best use of our libraries, send us an email: LLS.support@northampton.ac.uk



The Changemaker Hub.

- **The Changemaker Hub** is here to support you in developing the employability skills that employers look for in successful graduates. As the only Changemaker Campus in England, and one of only 45 worldwide, we are unique in developing employability through Changemaker. To find out how we do this and what we can do to help, please contact the team. You will find us on the ground floor of the Learning Hub next to the Student Information Desk. You can also contact us on: **01604 892727** or email: **employability@northampton.ac.uk**
- **Employability Plus** is unique to the University of Northampton and is your pick 'n' mix approach to employability whilst studying at Northampton. It is about you leaving with more than just a good degree. It incentivises, rewards and recognises your investment in the activities you take part in outside of your degree programme. Talk to the Changemaker team for more details.

- **Unitemps Northampton** - owned by the University of Northampton, Unitemps is our in-house recruitment consultancy, offering a wide range of temporary paid work opportunities both on and off campus. To get ahead of the crowd, register now by going to **unitemps.com**, meet us at **Freshers 2018** or come and visit us at The Platform or in the Changemaker Hub.
- **Higher Education School Engagement (HESE) Team** - would you like to make a difference to children and young people's lives and develop your employability? Well we need you! Come and talk to the team in the Changemaker Hub about all our innovative opportunities in voluntary and Ambassador roles.

Travel and transport.

- For up-to-date information about the University's travel and transport arrangements, including bus services and our commitment to reduce the impact of car travel on the environment, visit **northampton.ac.uk/new-students/travel-and-parking**
- There is no student parking at Waterside and only a limited supply of spaces available at St George's Avenue for those students studying there. Parking at St George's Avenue is not guaranteed and will be charged for. Students residing at Boughton Green Road and St George's Avenue Halls will be eligible to apply for a Halls of Residence parking permit, however, there is a strict needs based criteria that is followed for permit allocation. These permits can be applied for and purchased on a termly basis. Please note this scheme does not operate at St John's Halls of Residence or Waterside. Accessible parking is available to student blue badge holders and eligible ASSIST students can apply to park in staff areas.
- To help reduce air pollution and save money we encourage you to use alternative forms of travel such as lift-sharing, buses, cycling or walking when possible. The University provides the following travel initiatives for students:
 - a new Park and Ride service to Waterside and St George's Avenue **northampton.ac.uk/new-students/travel-and-parking/park-and-ride**
 - regular bus services to the University from key locations within Northampton **northampton.ac.uk/new-students/travel-and-parking/bus-and-train-services**
 - bicycle parking and Cycle CoNnect bike hire are available at or close to all University sites.

Voting in Local and European elections.

If you haven't registered to vote in Northampton before, please think about doing so as you settle into life at the University. If you're British, or a Commonwealth or Republic of Ireland citizen, you are entitled to register to vote in all elections in Britain. Citizens of European Union states are entitled to register to vote in local and European elections.

For more information and frequently asked questions visit: **northampton.gov.uk/elections**





Union Day Monday 24 September 2018

The University of Northampton Students' Union is one of only two students' unions to offer both free societies and free sports clubs in England. If you want to take full advantage of this unique offer then you'll want to get yourself to Union Day on Monday 24 September in Northampton's town centre!

From 10am until 4pm you'll be able to meet our various student groups, have a chat with our teams and sign yourself up to those you want to join. You'll also be able to find out more about the Students' Union and meet some of our fantastic community and commercial partners whilst picking up some freebies. So don't miss out – find us in Market Square and The Platform in Northampton's town centre and kick off your Freshers in the best way possible!

For further info visit
northamptonunion.com

Can't make Union Day? Check out the Students' Union's website!

Union Day is a fantastic opportunity to join one of our many sports clubs or societies, but if you can't make it you can join online through our website. Visit northamptonunion.com and use your University ID and password to login. Find the club of your choice and click **JOIN!** It's that easy!

You'll also be able to purchase tickets to events, buy Northampton hoodies, seek academic advice and have the opportunity to give your suggestions on how to make your student experience even better.

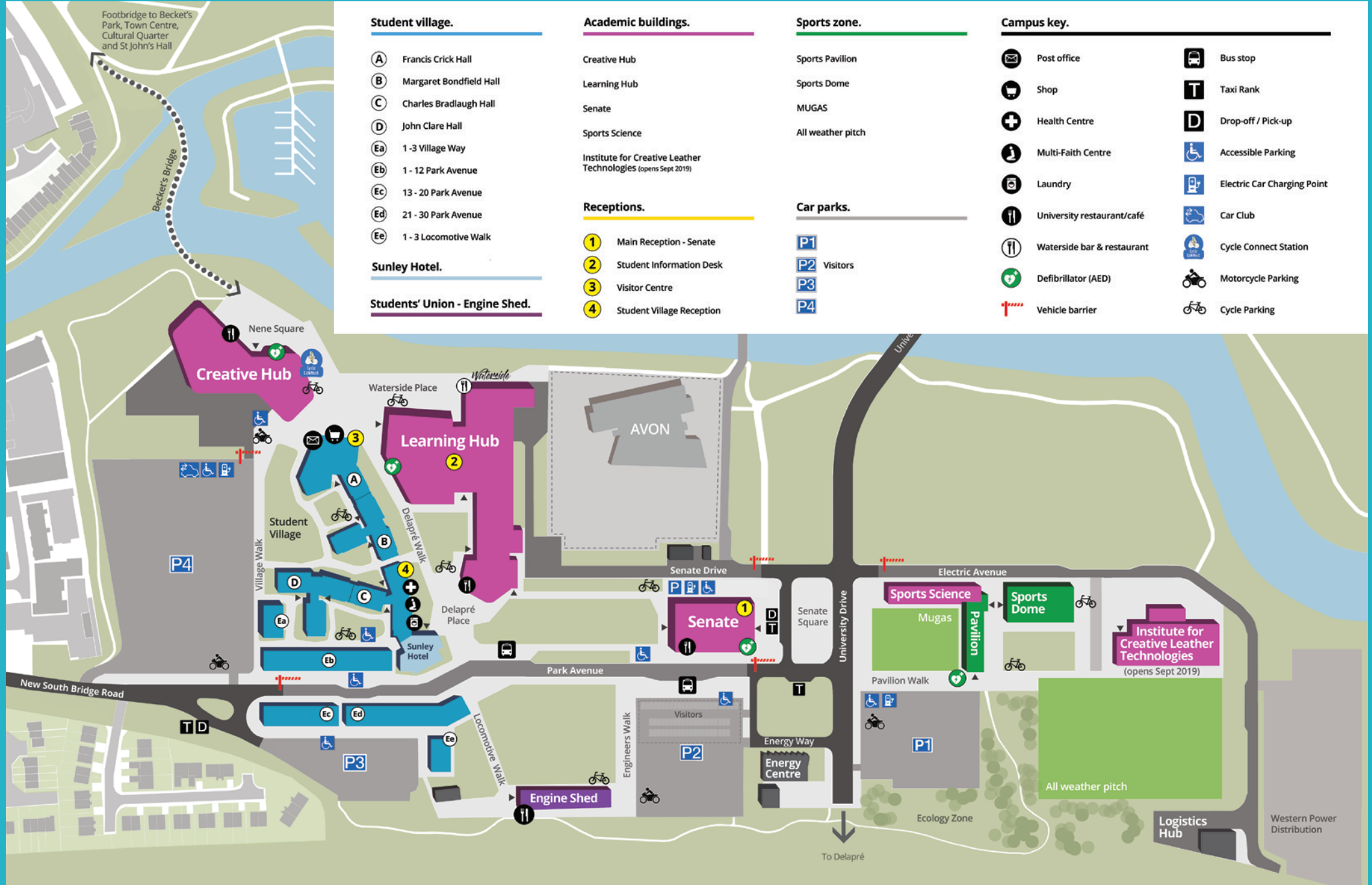
Give It A Go: Get Involved! Tuesday 25 September to Friday 28 September

If you're unable to attend Union Day head to the Engine Shed, the Students' Union's new home at Waterside and you'll find a variety of our sports clubs, student societies, volunteer projects and Representative Officers delivering a number of fun and exciting activities for you to get involved in.

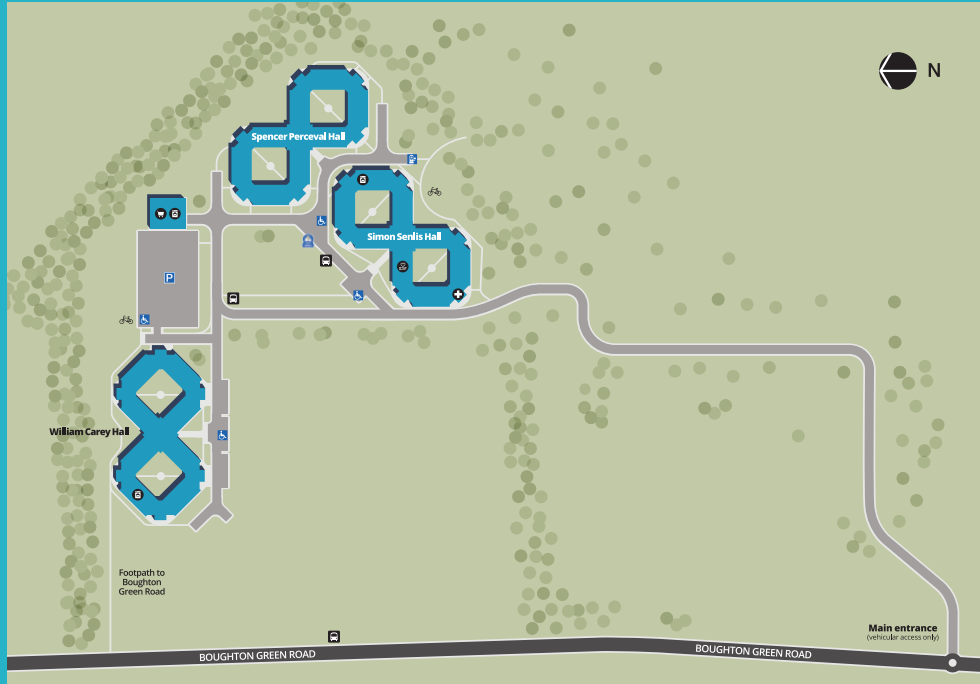
On Tuesday you'll be able to find our societies, whilst on Wednesday you'll find our sports clubs. Thursday is a fantastic opportunity to meet your Elected Officers and representatives and we round off Friday with some of our amazing volunteer projects. You can find a full timetable of events by visiting northamptonunion.com



Waterside Campus



Boughton Green Road Halls



Boughton Green Road Halls.

Student accommodation.

- Simon Senlis Hall
- Spencer Perceval Hall
- William Carey Hall

Campus key.

- Bus stop
- Cycle parking
- Cycle Connect bike hire
- Student welfare hub
- Launderette
- Shop
- First aid room
- Staff and student parking
- Accessible parking
- Electrical vehicle charging point

St George's Avenue



St. George's Avenue.

Student accommodation.

- Bassett Lowke Hall

Academic buildings.

- Walgrave
- Isham Studios
- Heyford
- Maidwell
- Quinton
- Newton

Students' Union

Portfolio Innovation Centre

Car parks.

- P1** Bassett Lowke Halls parking
- P2** Non-resident student parking (parking pass applies)
- P3** Visitor parking
- P4** Staff parking
- P5** Staff parking
- P6** Staff parking
- P7** Staff parking
- P** Portfolio Centre parking
- Accessible parking

Key.

- Bus stop
- Cycle parking
- Cycle Connect hire bikes
- Taxi drop off
- Deliveries
- Art Shop
- Launderette
- Restaurant/Café
- Staff motorcycle parking

Recycling.

Zero waste to landfill

- The University of Northampton sends zero waste to landfill.
- Using campus recycling bins is easy, just follow the colour system.

Mixed recycling

- All dry recycling goes into orange bins.
- Including paper, card, tins and plastic.
- **NO FOOD OR GLASS**

Food waste

- All food waste in green bins.
- Including raw food, cooked food, meat, egg shells and tea bags.
- Small amounts of cooking fats and oils.

Glass

- All glass in blue glass bins.
- Including bottles and jars.
- Please empty liquids.
- **PLEASE REMOVE TO EXTERNAL BIN COMPOUND**

Electrical waste

- Please contact helpdesk@1stdegreefacilities.co.uk with any electrical waste including old mobile phones, chargers and appliances.



NO FOOD OR GLASS



Fun Fact



Did you know food waste from campus **green** bins is used to produce enough electricity in one year to charge **178 iPhones?**

0300 303 2772
study@northampton.ac.uk
northampton.ac.uk



Based on the evidence available, the TEF Panel judged that the University of Northampton delivers consistently outstanding teaching, learning and outcomes for its students. It is of the highest quality found in the UK.