



Getting started...
now you've arrived



Information for undergraduate and postgraduate students

Welcome Week

Welcome to The University of Northampton.

You have joined an exciting and diverse community of fellow students and staff who all share a common aim - to ensure you achieve success in your chosen programme of study.

Welcome Week is organised to give you the best possible start to your time with us. You will soon see that the University has excellent support mechanisms in place to help you with any concerns you may have, whether academic, financial, personal or social, and the support we can offer is not only there for Welcome Week but will remain available to you throughout your studies. If you do have any issues or concerns please do not hesitate to raise these at the earliest opportunity. Our professional staff are here to help you every step of the way.

University students enjoy great privileges and with those privileges come responsibilities, particularly to each other and those around you. In that context could I ask you to be aware of your neighbours on and off campus and to act responsibly. In particular, show consideration if you need to park your car in surrounding streets or if you are coming back to the campus late at night. Above all, be aware of your personal safety and that of others.

I hope you enjoy your time with us and maximise this opportunity to develop and grow as a student and as an individual.

I look forward to seeing you on graduation day.

Best wishes



Ann Tate

Vice Chancellor

Your first few weeks at university can be a whirlwind of activity. While you will no doubt feel excited by everything going on, it's only natural to feel a little unsettled too. Welcome Week is designed to help you familiarise yourself with a range of academic requirements and to help you to understand what being a student is all about, as well as providing opportunities for you to meet and make friends.

Your Welcome Week Timetable

This is available on the web at www.northampton.ac.uk/welcomeweek for Single Honours students and provided in the separate guide to Joint & Combined Honours students.

Please make sure you are clear about where and when the sessions relating to you are taking place. As well as the course specific talks you are advised to attend sessions on Health & Safety, Students' Union, etc...

Make sure you meet with your personal tutor during the week and begin discussions as to the nature of your Personal Development Portfolio (see the section on **NUPAD**, page 2).

For those of you whose courses come under the Common Academic Framework, there will be a series of talks on how the modular scheme works on Wednesday of Welcome Week. For students whose course lies outside the framework, a full explanation of how your course runs will be given at your course talks.

Student Welcome Team

A group of our current students have been employed as the Student Welcome Team for Welcome Week. These students - wearing red sweatshirts - have been trained to deal with a range of questions and queries to help you settle into the University. They will be supporting the Help Desks and running a number of sessions throughout the week to help you meet other students and find out more about university life.

You will be asked to register with IT Services and the Library but will also be offered talks and information on Health & Safety and Student Services. Be reassured that you almost certainly will not be able to attend everything, therefore it is important to identify the 'must do' activities which have been highlighted here. Members of the Welcome Team will also be available to give advice and help. Academic and Administrative staff will also be available to help you.

Welcome Week

Joint & Combined Honours students

During the week you will meet with tutors from both your subject areas who will provide introductory information on your course, as well as being involved in the full range of Welcome Week activities. Please see the separate Welcome Week guide for details.

NUPAD - Personal Development Planning

NUPAD consists of various tasks and support materials designed to help you get the most out of your time at The University of Northampton. This process supports the development of valuable skills and achievements as you progress through your course. All HE students (like most employees in the workplace) are now being encouraged to take note of their development and keep personal records (these form part of your HE Progress File, along with a transcript of all your modules).

Thinking about what you do makes you better at doing it, so potentially leads to improved grades! Writing down your skills and achievements, both from study and other activities, will prove really valuable when you come to update your CV, and apply for jobs or placements - employers like to hear examples you can describe in detail! It's also a habit which is crucial for future success as a graduate employee.

Types of NUPAD support vary from subject to subject, but it always involves being reflective about your own skills, using feedback constructively, and being aware of how to make the most of opportunities. This might be by meeting with your **personal tutor** to discuss progress, visiting the **Centre for Academic Practice** to improve your assignment skills, taking up **volunteering**, or checking out the **e-PDP** on the University website (see contact details for all these on page 8).

What next?

The Student Centre

Many of the University's student support departments can be found in The Student Centre, Park Campus. Help Desk staff can offer direct guidance, guide you through the services and facilities within The Student Centre including help with booking appointments, and explain how to access those services not based in the centre.

The main services within The Student Centre are:

Assignment Office - this is where you hand in completed assignments.

Northampton Assessment Centre (NAC) is where learning needs can be assessed in support of any application for Disabled Students' Allowance (DSA).

Access Ability - students with any kind of disability, specific learning difficulty (for example dyslexia), or mental health issues can find help here.

Educational and Careers Guidance (ECG) advisers provide a wide range of services to undergraduates, postgraduates, alumni and academic schools.

Medical Centre - if you are living on Park Campus you should register with the surgery. Residents at Avenue Campus should register with a local surgery. Details of which can be obtained from the Student Centre.

Counselling and mental health - staff are able to provide a professional and confidential service to help cope with the strains of student life.

Centre for Academic Practice - this is a service which runs tutorials and workshops providing academic support at all levels of study.

Facilities - there are open access PCs on the ground floor.

Financial Guidance

Access to Learning Fund and getting further assistance

The Financial Guidance team assesses applications to the Access to Learning Fund, which provides discretionary financial assistance (eligibility criteria apply) for students who are suffering particular financial hardship. You can also find out about applying to be assessed for a Bridging Loan should the first instalment of your student loan be delayed, or an Emergency Loan if you are experiencing short term severe financial hardship. For more details on other sources of income, please see the Financial Guidance section of Student Services' website (www.northampton.ac.uk/stu).

You can also arrange one-to-one financial guidance appointments where, amongst other things, you can discuss applying to the Access to Learning Fund or receive guidance if you are having problems applying to your LEA. You can also receive guidance and hints on how to plan a realistic budget; it may help you to control your spending if you plan ahead.



What next?

Timetable

You will be allocated to classes for each of your modules by the computer system and you will be given an individual timetable which you can access from the TUNIS page of the University's intranet. It is not possible to 'choose' which classes for a module you attend, although we try to deal with difficulties wherever possible.

NB: If you have any difficulty accessing your timetable please contact the Timetabling Department 01604 893149. You must ensure that you attend all timetabled sessions and advise your tutor if you are prevented from attending.

Personal tutors

If you are a full-time student you will be allocated your personal tutor by either your course or by one of your two main subjects for Joint & Combined Honours students.

NB: Meetings with your personal tutor are regarded as high priority - they are both your entitlement and your obligation as a student. It is important that you attend all scheduled meetings.

Email

You will have your own personal University email account, which can be accessed from anywhere. There will already be several important messages waiting for you to read and **staff will use this email address to communicate with you throughout your course**. If you prefer to use your own account then you must forward your mail (see the University user guide).
<http://mail.northampton.ac.uk/>

Useful documents

The following documents will be useful to you throughout your period of study here:

If your course is within the Undergraduate Framework you will be introduced to the **Common Academic Framework (CAF) Handbook** during the sessions run by the Office of Taught Programmes. Please make sure you attend and take your copy of the Handbook with you.

Students studying Postgraduate programmes will be provided with a copy of the **Postgraduate Modular Scheme Handbook**.

Module and Course guides will be provided by your module and course teams. These may be in the form of a paper copy or you will be referred to the relevant website.

The **Student Charter** and **The Student Code** are important for all students. You will be given a copy of the Charter which sets out what we will provide for you and what we expect you to do to ensure you are successful on your chosen course. The Code is on the website under Academic Registry. It contains all the rules and regulations, including guidance on Examination Regulations, what to do if you are ill and cannot attend an examination etc.. It also sets out the data we will maintain on you and what we will do with it.

Academic integrity and plagiarism are important issues within the University. The Code also outlines policies and procedures for dealing with it and explains that the University reserves the right to submit your coursework to detection tools used throughout universities in the United Kingdom.

Changing your course

If you decide during your first few weeks that you wish to change your course for another one, you should talk to your personal tutor or your current course leader and to the leader of the course in which you are interested (to make sure that there are still places available and that you have the appropriate qualifications). They will advise you of the options available. If there are any career implications you may wish to talk to the Education and Careers Guidance staff. Academic support and advice is also available in the Office of Taught Programmes by making an appointment with one of the Academic Advisors on the Management Team.

If you decide to change your course, withdraw or transfer to another university, it is very important that you complete the correct form which is available from your Programme Support Team or the Office of Taught Programmes.

Withdrawing from your course

If you consider withdrawing from your course, you should speak with your tutor to discuss any alternatives that may be more appropriate for you. If you do withdraw, you will be liable for tuition fees including any Tuition Fee Loan in accordance with the University's withdrawal policy. Fees will be recalculated at the date you have given your written notification of withdrawal to your Programme Support Team and the Finance Office (even if attendance ceased at an earlier date). If you are in University accommodation you must also give written notification of your withdrawal to Accommodation Services and to the Finance Office so that your rent account may be amended if necessary.

Undertaking Higher Education study, even if you do not complete your course, may affect your eligibility to be assessed for future tuition fee support. If you consider withdrawing from your course at any point, you should contact your Local Education Authority to check funding implications for future study.

Guidance and advice

Updating your student record

Throughout your period of study please ensure that you advise your Programme Support Team of any changes to your personal details, including your term address, home address, name or telephone numbers, including mobile number.

Programme Support Teams (PSTs)

The Programme Support Teams are based within the academic schools and provide administrative support to staff and students taking single honours programmes. You should inform your PST immediately if you change your name or address. The Office of Taught Programmes provides a similar service for students taking joint or combined programmes.

You and your course

For information on how you can suggest improvements or raise concerns about your course please see the information available under **"Your Course - making yourself heard"** on the Students Services' website.

For further information on a range of issues see the 'How to' button on the student homepage of the intranet.

While many students settle into university life quickly, some students find this more difficult or experience doubts and anxieties. It is not uncommon during the first weeks, or indeed months, to wonder if you have made the right decision or to need advice and guidance on academic, personal or other matters.

If you feel that you would benefit from advice or simply want to talk things over, there are a variety of people you can contact. You should not hesitate to contact your personal tutor, Student Services or a member of the Office of Taught Programmes Management Team (tel 892828).

The Students' Union

You should register with the Students' Union at the earliest opportunity, ideally at Welcome Weekend. Talk to the representatives in the Library Foyer.

Student Representatives

Student Representatives play a crucial role in the University's quality assurance and enhancement processes. By standing for election in your first term, you will have the opportunity to support your student group, to make your voice heard and influence decisions made about your course. Student Representatives also learn more about how the institution works and acting as a Rep is an excellent way to enhance your CV.

The University provides training for new Student Reps during the Autumn Term. Please look out for details of the election from one of your tutors and attend the training session, which will give you a good opportunity to meet other Reps, from your year and other years at the University. More information can be found on the Student intranet pages.

Community Volunteers Department

At your on-campus volunteering centre our friendly team is looking forward to working with you. So whether you want to make friends, get more involved with the community or simply enhance your career prospects we are here to help you get the most out of your time at our university. Come and visit us at Freshers Fair, Part-time Jobs Fair and our own Volunteers Fair. Or contact us at volunteers@northampton.ac.uk or on 01604 892280.

Going Green

The University of Northampton is committed to lessening the impact that our activities have on the environment; specifically in the areas of transportation, energy & water usage, waste management and conservation of biodiversity. Everyone at the University can make a difference and play a valuable part in creating greener campuses and working towards a sustainable future. For information about the University's policies and general advice about how you can help, visit the stand in the Library Foyer during Welcome Weekend.

Guidance & advice

Accommodation Matters

01604 892248/892249
ssid@northampton.ac.uk

Access Ability

01604 892390
disability@northampton.ac.uk

Bookshop

Park Campus 01604 711721
Avenue Campus 01604 718102
bookshop@northampton.ac.uk

Campus shops

Park Campus, Campus Express 01604 722044
Park Campus, Students' Union Shop 01604 892553
Avenue Campus, Students' Union Shop 01604 893129

Car parking and bus services

campusbus@northampton.ac.uk
Travel & Transport page on
www.northampton.ac.uk/sites/tunis

Car Sharing

www.northampton.ac.uk/carshare

Centre for Academic Practice (CfAP)

01604 893147
www.northampton.ac.uk/cfap

Chaplaincy

01604 892488
ssid@northampton.ac.uk

Childcare (Jigsaw)

01604 828400
jigsaw@jigsawnorthamptonshire.org.uk
www.childcarelink.org.uk

Community Volunteers

01604 892280
ucncv@northampton.ac.uk

Guide to Northampton

www.explorenorthamptonshire.co.uk

Health

01604 892833
ssid@northampton.ac.uk

IT Services

Park Campus 01604 892821
Avenue Campus 01604 893016

Learning support

01604 892833
ssid@northampton.ac.uk

Library and Learning Resources

Park Campus 01604 892477
Avenue Campus 01604 893900

Managing Your Money

01604 892833
ssid@northampton.ac.uk

Maintenance

facilities.helpdesk@northampton.ac.uk

Nightline

01604 893333

NUPAD

www.pdp.northampton.ac.uk/

Office of Taught Programmes

01604 892828

Personal safety

01604 892833
ssid@northampton.ac.uk

Security

Park 01604 892269
Avenue 01604 893888

Sports facilities

01604 892818

Student Centre

01604 892833
studentcentre@northampton.ac.uk

Students' Union

01604 892818
www.ucnu.org

Switchboard

01604 735500

Park Campus

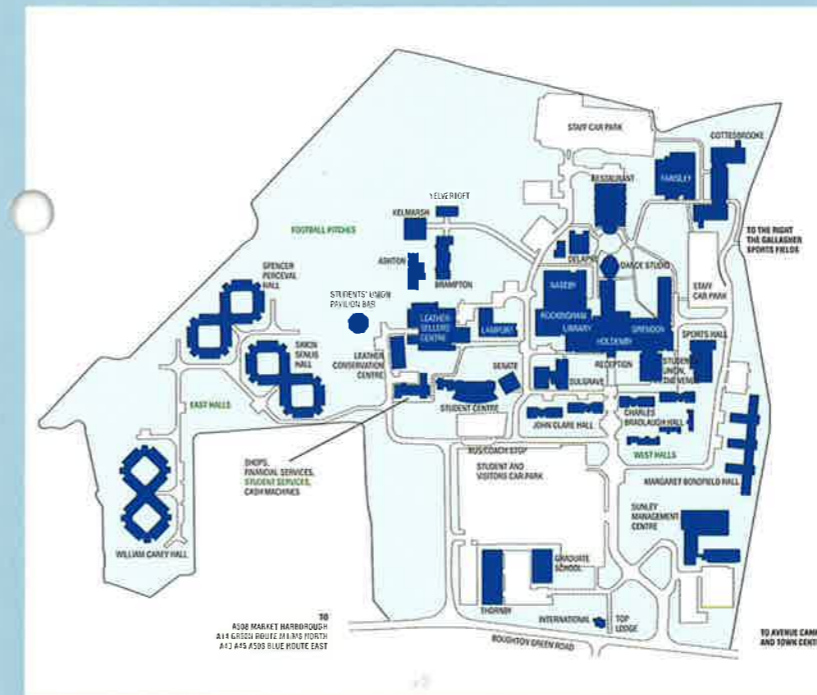
Boughton Green Road
Northampton NN2 7AL
Tel 01604 735500

Avenue Campus

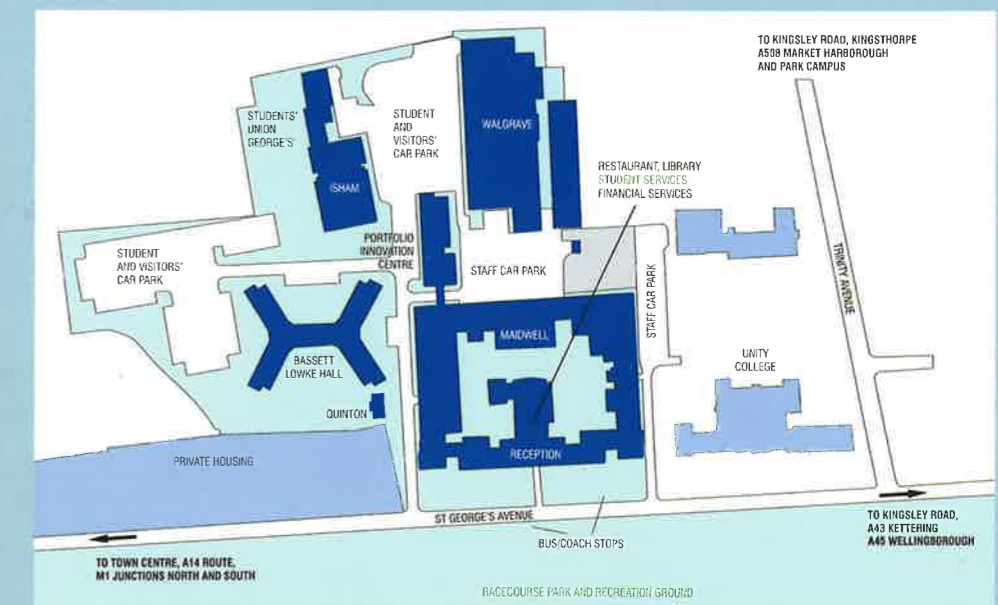
St George's Avenue
Northampton NN2 6JD
Tel 01604 735500

Campus Maps

Park Campus



Avenue Campus





Student Centre

Here to make life just that little bit easier for students by providing most support services under one roof. For more information about The Student Centre and the service provided see page 3.

Opening times

Term time

Monday to Thursday 9am to 7pm

Friday 9am to 5pm

Vacation

Monday to Friday 9am to 5pm

Contact

Telephone 01604 892833

Email studentcentre@northampton.ac.uk

Web www.northampton.ac.uk

Student Centre, Park Campus, Boughton Green Road
Northampton NN2 7AL

This brochure covers very briefly each of the services and facilities available in the centre and provides pointers to where other services can be found. For more detailed information, pick up the leaflets which deal with each service in depth or ask the Student Services Guidance and Information staff at the Help Desk.