

# Welcome Guide

An introductory guide for new students



# 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 useful information about Welcome Week, some of our facilities and useful tips to guide you through the first few weeks.

## Welcome Week (26-30 September)

The activities and events held during Welcome Week give all new students a full introduction to university life. They are designed to help you settle in, help you get to know your way around campus, and give you opportunities to meet tutors and other new students. Key course and library induction sessions will take place throughout the week to prepare you for the start of your course. Activities run by the Students' Union will introduce you to the facilities, events, activities, sports clubs, societies and services available to each student. Welcome Week is an essential part of induction and all new students should attend.

Academic advisors will be available in each faculty to answer any questions you may have.

**For Professional Health students there is a mandatory uniform fitting session on Monday of Welcome Week – see Welcome Week programmes for more details.**

To find out more about Welcome Week and your Welcome Week programme, visit the new students' webpage [www.northampton.ac.uk/newstudents](http://www.northampton.ac.uk/newstudents)



## General Information

### Student Support

The University of Northampton offers you extensive support throughout your studies. The Student Help Desk is the first port of call for help, information and advice and is located in the Student Centres at Park and Avenue Campus (Ground Floor of Bassett Lowke Building).

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

- your personal information changes
- Personal Academic Tutor (PAT) queries
- giving advice on administrative matters, for example 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
- booking screening for Dyslexia.

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

- print replacement ID cards (£10 charge)
- collect and process student assignments
- student status letters
- certificate collections
- booking appointments for specialist student services: ASSIST, Counselling and Mental Health, Financial Guidance, International Student Support.

Opening times:

#### **Park and Avenue:**

Monday, Tuesday and Thursday 9am-5pm

Wednesday 10.30am-5pm, Friday 9am-4pm.

Phone: **01604 892833**

Email: [studentservices@northampton.ac.uk](mailto:studentservices@northampton.ac.uk)

## 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 lectures and seminars are being held, visit the University website and follow the links to students, then timetabling and click on Academic Timetables 2016-17. You can also access it via the new students' website [www.northampton.ac.uk/newstudents](http://www.northampton.ac.uk/newstudents)
- 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](mailto:timetabling@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 during the first few weeks of term and you can view this on NILE (for more details see Library Services section).

## 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 course tutor and to the 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.

## Your student card

You will be given a student card when you enrol. This is also your Library card and allows access to Students' Union events, so please keep it safe as

a replacement charge will be incurred. If you lose your card please visit the Student Help desk in the Student Centre.

## Finance

The Financial Guidance Team in Student Services 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](mailto:money@northampton.ac.uk)

For help with tuition fee queries and payment of rent for halls of residence contact the Cash Office based in the Student Centre.

Opening times: Monday-Friday, 9am-4pm.

Telephone: **01604 892327**

Email: [income@northampton.ac.uk](mailto:income@northampton.ac.uk)

## Post room

### Park Campus

Students who live in the Halls of Residence at Park Campus can collect the post delivered to the Post Room situated in Holdenby. Letters and small packages are put into lockers. Emails are sent out to students when a parcel has been received. ID will need to be shown when collecting parcels. Post can be collected between 10am and 4pm.

### Avenue Campus

Post is delivered to Quinton Lodge and students collect from there. Opening hours for students are 10am-4pm Monday to Friday.

### St. Johns Hall/House

Post is delivered to the Reception and students collect from there. Opening hours for students are 2pm-8pm Monday to Friday.

## Maintenance Repairs

Students who live in the Halls of Residence should report all maintenance issues directly to 1st Degree Facilities via their helpdesk. This can be either by email on [helpdesk@1stdegreefacilities.co.uk](mailto: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 doctor's surgery on Park Campus that is available to all students. Located next to the Student Centre, the surgery is open Monday to Friday 9:30am-4pm (3pm on Fridays). Outside of these hours, please contact the local surgery based in Moulton: 01604 790108 or visit: [www.moultonsurgery.co.uk](http://www.moultonsurgery.co.uk)

Students at Avenue Campus and those living in the town centre have a choice of local doctor's surgeries. Details can be obtained from Student Services.

If you have an urgent need to see a doctor when all surgeries are closed, dial 111 to speak to the Northamptonshire GP Out Of Hours Service. Students are reminded to only use this service if your problem cannot wait until the surgeries are open.

## 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 Services Team offer a confidential and professional service to help with personal and emotional issues that may impact on your academic progression. Contact:

[studentservices@northampton.ac.uk](mailto:studentservices@northampton.ac.uk)  
and visit our wellbeing blog:  
[blogs.northampton.ac.uk/wellbeing](http://blogs.northampton.ac.uk/wellbeing)

## Support for students with additional needs and disabilities

ASSIST (the Additional Student Support & Inclusion Services Team) offer support for students with additional needs, medical conditions, disabilities and specific learning differences, like dyslexia. They can help with support through Welcome Week to assist with enrolment and orientation on campus. They also provide a range of services to support you throughout your studies, including exam adjustments and help to apply for funding for additional support you may need as a result of your disability.

To contact the team call **01604 893430** or email [ASSIST@northampton.ac.uk](mailto: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. If you do have an accident whilst on our premises or as a result of any University related activity please report it. You can contact Security on Park Campus **ext. 2269** and Avenue Campus on **ext. 3369**.





## 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](http://nile.northampton.ac.uk) using your University login.

### Opening hours

The libraries at both Park and Avenue are open seven days a week in term time (with 24/7 hour access at Park). Opening hours vary depending on the time of year and are available on our website at [www.northampton.ac.uk/library](http://www.northampton.ac.uk/library)

### Facilities in the library

- Each library is WiFi enabled, with individual and group study spaces, silent study areas and bookable group study rooms.
- You can borrow laptops from a self-service machine in both libraries, and MacBooks Pros at Avenue library.

### Library help

If you have a general library enquiry, send us an email [libraryhelp@northampton.ac.uk](mailto:libraryhelp@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 what books we hold in print. You can search NELSON at [nelson.northampton.ac.uk](http://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](http://readinglists.northampton.ac.uk)
- If you want 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](mailto:librarians@northampton.ac.uk)
- Help is also available on the Skills Hub, which you can access at [skillshub.northampton.ac.uk](http://skillshub.northampton.ac.uk)  
The Skills Hub is a collection of academic skills videos and guides, which cover topics such as academic writing and referencing, as well as practical videos showing you how to use tools such as NELSON. No login is required.

## Learning Development (formerly CfAP)

Learning Development (formerly CfAP) is a team of Academic Practice Tutors who can support you in developing and improving your academic 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
- speak with a student ambassador

To access our support and resources or for more information on how we can help you throughout your course, go to the NILE homepage and click on the 'CfAP' tab or send us an email:

[cfap@northampton.ac.uk](mailto:cfap@northampton.ac.uk)

## Support for additional needs

We appreciate that some students may find using our libraries 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, then send us an email on:

[LLS.support@northampton.ac.uk](mailto:LLS.support@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 [www.northampton.ac.uk/wifi-guidance](http://www.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 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 Service Desk: **01604 893333**, or visit the IT Self-Service portal [www.northampton.ac.uk/unit](http://www.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 visit the IT Service Desk in the Grendon building.



## IT Services

- There are a wide range of computers, printers and scanners available. They are situated in Park and Avenue libraries, Grendon IT Suite at Park Campus and Maidwell IT Centre at Avenue Campus. The IT Suites are open 24 hours a day. The Grendon IT Suite also offers an IT Services drop-in clinic.
- 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.
- For IT assistance, visit the IT Self-Service Portal: [www.northampton.ac.uk/unit](http://www.northampton.ac.uk/unit) or telephone: **01604 893333**.

# Printing and Copying

## Printing and Copying

You can send documents to print from any PC or Mac and release them from any printer in the open access computer areas.

Your student ID card is also your print and copy card. Top it up with credit on any of the cash only machines situated in both libraries and in Grendon and Maidwell computer areas.

Black and white

- A4 5p per sheet
- A3 10p per sheet

Colour

- A4 25p per sheet
- A3 50p per sheet

## Print Room: Printing and Binding

- The Print Room facilities are available for printing posters and assignments and binding dissertations. There is a charge for these services. For more information, visit the team in Holdenby, Park Campus, or call: **01604 892217**.



## Employability

### University Centre for Employability and Engagement (UCEE) Changemaker Hub

- The UCEE Changemaker Hub is here to support you in developing the employability skills employers look for in successful graduates. To contact the team, drop in to the Employability Zones at Park Campus (in the library foyer) or Avenue Campus (opposite the restaurant in Maidwell). You can also contact them on: **01604 892727** or email: **[employability@northampton.ac.uk](mailto:employability@northampton.ac.uk)**

### Employability Plus – your pic ‘n’ mix approach to employability

- Employability Plus is unique to the University of Northampton and 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.
- During Welcome Week, UCEE will be giving away free pic ‘n’ mix sweets. Visit one of the Employability Zones to meet the team, get some freebies and take part in our Welcome Week activities.

### Unitemps Northampton – come and meet us at freshers 2016

- Unitemps Northampton is our on-campus recruitment agency, offering a wide range of temporary work opportunities both on and off campus.
- To get ahead of the crowd, register now by going to: **[www.unitemps.com](http://www.unitemps.com)**

### HESE

- 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 about all our innovative opportunities in voluntary and Ambassador roles.

## Electoral Roll

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:  
**[www.northampton.gov.uk/elections](http://www.northampton.gov.uk/elections)**



# 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 [www.northampton.ac.uk/travel](http://www.northampton.ac.uk/travel)
- The University has car parks at both Avenue Campus and Park Campus, with separate areas for students and staff; however, we are only allowed to have one parking space for every ten students, so there are parking restrictions and access barriers in operation. In order to understand campus parking restrictions and apply for a car park barrier access card, if you are eligible, visit [www.northampton.ac.uk/student-parking](http://www.northampton.ac.uk/student-parking)
- Please use alternative forms of travel such as lift-sharing, buses, cycling or walking when possible. The University provides the following travel initiatives for students:
  - Internet-based lift-sharing scheme
  - Inter-campus bus travel
  - Bus services to the University from key locations within Northampton
  - Bicycle parking and cycle hire available on both campuses.

## Barrier Cards

- Barrier Cards are required to access the Student Car Parks at Park and Avenue. Please apply online and collect your card from the Welcome Building at Park Campus or Quinton Lodge at Avenue Campus when you have enrolled on your course.
- There is a £5 admin cost which is non-refundable and payable by debit/credit card only. The £5 admin fee can only be paid online - a link will be sent to you when you have been accepted for a barrier card. There is an exclusion zone around the University for NN2.
- If you have a disability, physical impairment or injury that impacts on your mobility or parking, please contact ASSIST to discuss any concerns you have about your needs:  
[ASSIST@northampton.ac.uk](mailto:ASSIST@northampton.ac.uk) or  
**01604 892390**

# Food and Drink

Our restaurants serve a range of hot and cold food including breakfast, fast food, healthy main meals and salads alongside a range of hot and cold drinks. During term time, the restaurants are open 8am-4pm Monday to Friday.

In addition to the main restaurants, our three cafés serve premium coffee from illy alongside a wide range of cold drinks and 'grab and go' food including paninis, sweet treats and healthy snacks.

## During term time the cafés are open:

Park Restaurant: 8am-6pm Monday to Friday

Rockingham Library (Park):

8am-8pm Monday to Thursday

8am-7pm Friday and 9am-3pm Saturday

Newton Café: 8am-4pm Monday to Friday

Food and drink are also available from the Students' Union, the Pavilion and the SU Bars (open until late) at both campuses.

For details, visit:

[www.northamptonunion.com/food-drink](http://www.northamptonunion.com/food-drink)





## Union Day - Monday 26 and Tuesday 27 September

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 26 and Tuesday 27 September.

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 – visit us on Pavilion Field, Park Campus and kick off your Freshers Week in the best way possible!

For further info visit  
[www.northamptonunion.com/freshers](http://www.northamptonunion.com/freshers)

## 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 [www.northamptonunion.com](http://www.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, find academic advice and have the opportunity to give your suggestions on how to make your student experience even better! You'll even be able to check your Students' Union loyalty balance and your most recent transactions.



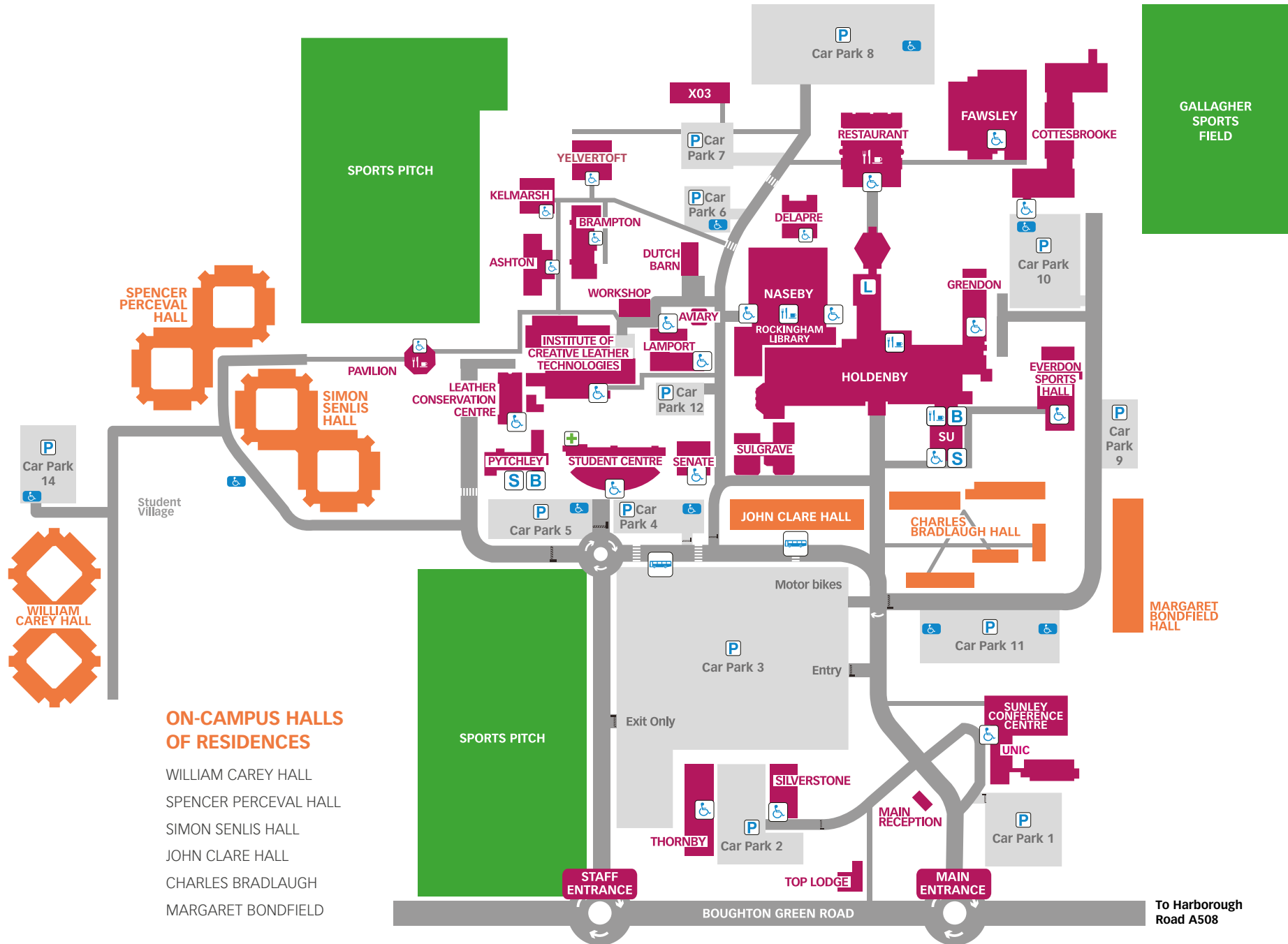
## Freshers Events – Saturday 24 September to Friday 7 October

We have over 20 amazing events for you this Freshers! With a wide range of events and variety of music styles - we're confident we have the best offering in town!

Your 2016 Freshers Wristband is the gateway to the biggest, best and only Official Freshers events in Northampton this September and you do not want to miss FreshFest – our headline event and the perfect way to end your first week at University. Over the past two years we've welcomed Example, Sigma, Gorgon City, Sneakbo and more! One thing's for sure - FreshFest is always a night to remember!

You can view the full timetable of events and purchase your wristband online by visiting [www.northamptonunion.com/freshers](http://www.northamptonunion.com/freshers)

# Park Campus



# Avenue Campus



# 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**



**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](mailto:helpdesk@1stdegreefacilities.co.uk) with any electrical waste.
- Including old mobile phones, chargers and appliances.

### Fun Fact



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



## Park Campus

Boughton Green Road, Northampton  
NN2 7AL, United Kingdom

## Avenue Campus

St. George's Avenue, Northampton  
NN2 6JD, United Kingdom

T 0300 303 2772

E [study@northampton.ac.uk](mailto:study@northampton.ac.uk)



**WE ARE NORTHAMPTON.AC.UK**