



# Welcome Guide 2019-20.

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 your 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 including:

- changes to personal information
- 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
- Virtual Learning Environment (NILE) queries.

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

- collecting and processing some 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, Tuesday, Wednesday and Friday:  
8.30am-5pm

Thursday: 10am-5pm

Phone: **01604 892833**

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

### Student Support and Advice team

The Student Support and Advice team offers friendly, professional and confidential advice and guidance during your studies.

If you're struggling on your course, have had a change of circumstances, are experiencing life events, or are thinking of leaving the University, we can support you. We can help you understand the academic rules and regulations and work alongside other specialist support services to ensure you have full access to the support you need.

The Student Support and Advice team are based in the Learning Hub and offer a daily drop in service during term time.

Email:

**studentsupportofficers@northampton.ac.uk**

## Student matters.

### Changing your course

If you are feeling unsure about whether you have chosen the right course or module 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 may offer short-term loans and additional funding to those experiencing financial hardship.

Telephone: **01604 893299**

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

Visit: **northampton.ac.uk/financial-guidance-team** or our Money Matters blog: **moneymatters.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** or call **01604 892327**.

### 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 need to wear your student card at all times while you are on campus.

Your student card will:

- Provide access to teaching and study spaces for your programme
- Provide access to library resources
- Allow access to Students' Union events.

If you lose your card, you will need to replace it immediately at security (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. Please access your timetable through the MyNorthampton app or on the new students website **northampton.ac.uk/student-life/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**

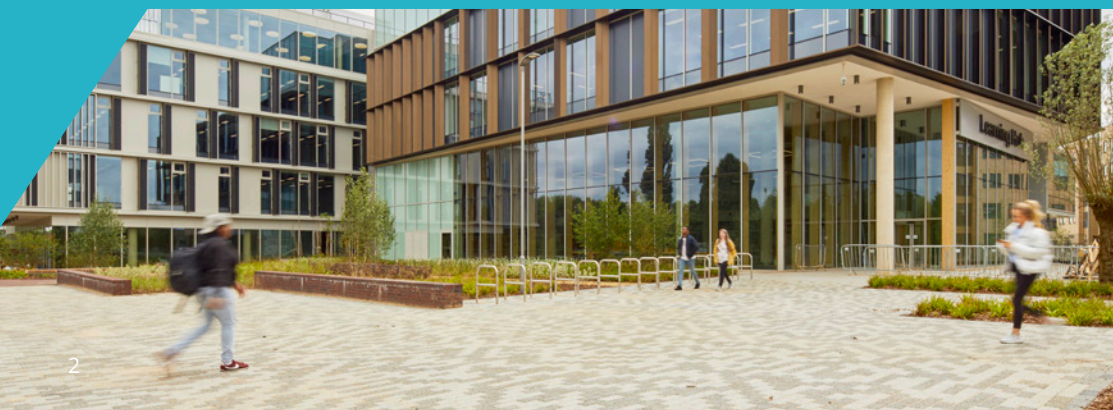
## Halls information.

### 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 should register with a doctors' surgery as soon as possible so you can avoid any delays if you need any treatment.

We have a doctors' surgery on Waterside Campus that is available to all students. Located near Delapr   Place, 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. Please only use this service if your problem cannot wait until the surgeries are open.

If you are living in the town centre you will 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 adjust to life at university, or are 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 Services Team) offer support for

students with additional needs including, medical conditions, disabilities, specific learning differences such as dyslexia and those on the autism spectrum. At Welcome Weekend and during Welcome and Induction 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:

- Waterside Campus: **01604 892269**
- St George's Avenue: **01604 893369**
- St John's Halls of Residence: **01604 892941**
- Boughton Green Road  
Student Village: **01604 893839**.

Alternatively please contact **safety@northampton.ac.uk**

## IT Services.

### University WiFi

- You can access our University WiFi anywhere on campus. In order to make full use of our WiFi service, please read our guidance information:  
**northampton.ac.uk/wifi-guidance**
- Your username is your student number. Your password will be the one you set up in the online portal before you arrived.

### Printing and scanning

- You will find multifunction printers across all of our sites. These can be accessed using your student number and University password. Please visit the student hub for instructions on how to print from your own device.

### Gaming

- In order to get the best gaming experience, please register your games console or PC/laptop via the online service desk:  
**northampton.ac.uk/help**

- Loanable laptops are available on campus for you to use. Your Student ID card and PIN will be required.
- 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 Support

IT support is available face to face at the Student Information Desk (SID) in the Learning Hub, on the phone or via the online service desk.

Telephone: **01604 893333**

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

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

SID: Monday to Friday, 8.30am - 5.00pm

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







## 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.

### Opening hours

The Learning Hub at Waterside is open 24/7, 365 days of the year. Library staff are based at the enquiry desk on the second floor - visit our website for more information and to see daily staffed hours:

**[libguides.northampton.ac.uk](http://libguides.northampton.ac.uk)**

### Library help

If you have a library related query, visit our library FAQ page at **[askus.northampton.ac.uk](http://askus.northampton.ac.uk)**, email **[libraryhelp@northampton.ac.uk](mailto:libraryhelp@northampton.ac.uk)** or call us on **01604 893089**.

### 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 account.

### Support for additional needs

We appreciate that some of you may find using library services overwhelming, particularly if you 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 library resources and services, send us an email:

**[LLS.support@northampton.ac.uk](mailto:LLS.support@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](http://nelson.northampton.ac.uk)** You will need to use your University account to access the online e-books and online journal articles.
- There's 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 the library stock in the Learning Hub. You will need your Student ID Card to borrow print material.
- 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 for your tutor's name, module code or module title at **[readinglists.northampton.ac.uk](http://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](mailto: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 study support link on our webpage from the library homepage, or send us an email:

**[learningdevelopment@northampton.ac.uk](mailto:learningdevelopment@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 graduating 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 2019** 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/student-life/travel-and-parking**

■ There is limited student parking at some University sites. Student parking is subject to a strict needs-based criteria and parking charges will apply.

■ If you are residing at Boughton Green Road Student Village, you will be eligible to apply for a Halls of Residence parking permit, however, there is a strict needs-based criteria 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)

■ On-campus parking is available to Blue Badge holders and those with certain disabilities and additional needs (eligibility criteria applies). For further information or to apply to park on campus, follow the application process at **northampton.ac.uk/student-life/travel-and-parking/student-car-parking-blue-badge-and-assist/**

■ 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 Park and Ride service to Waterside (UNO 18 bus) and a circular route linking university sites. **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

- a lift share database to allow drivers to car share, or passengers to get a lift to and from University **liftshare.com/uk/community/uniofnorthampton**

# 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 23 September 2019

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 23 September at Waterside Campus.

At Union Day, 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.

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

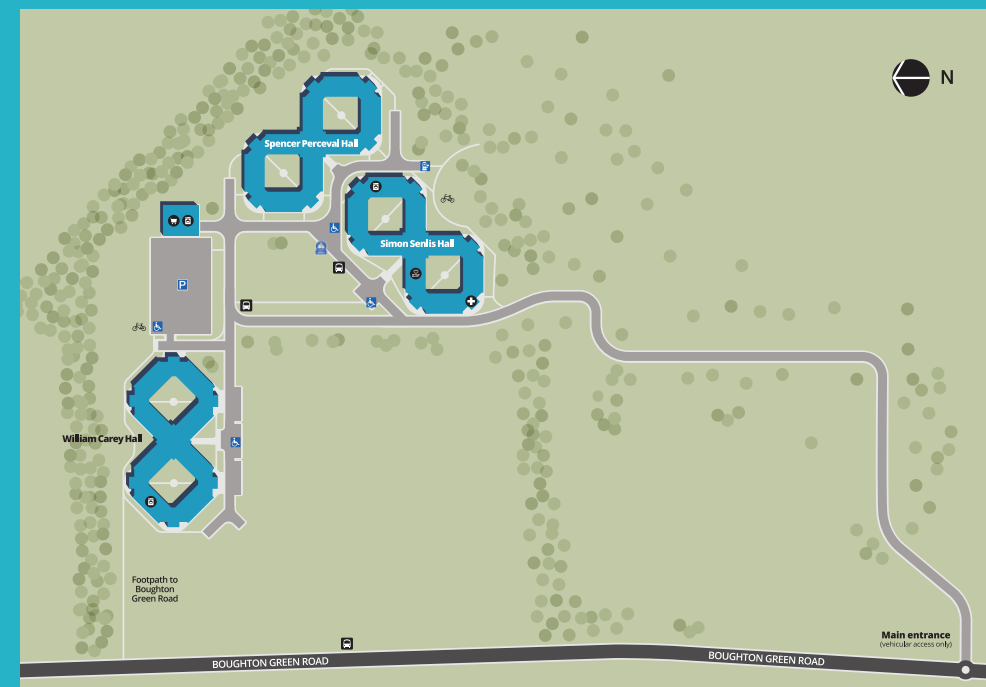
## Give It A Go: Get Involved! Tuesday 24 September to Friday 27 September

If you're unable to attend Union Day head to the Engine Shed, the Students' Union's 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](http://northamptonunion.com)



# 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

**Student village.**

- (A) Francis Crick Hall
- (B) Margaret Bondfield Hall
- (C) Charles Bradlaugh Hall
- (D) John Clare Hall
- (Ea) 1-3 Village Way
- (Eb) 1-12 Park Avenue
- (Ec) 13-20 Park Avenue
- (Ed) 21-30 Park Avenue
- (Ee) 1-3 Locomotive Walk

**Sunley Hotel.**

**Students' Union - Engine Shed.**

**Academic buildings.**

- Creative Hub
- Learning Hub
- Senate
- Sports Science
- Institute for Creative Leather Technologies (opens Sept 2019)

**Receptions.**

- 1 Main Reception - Senate
- 2 Student Information Desk
- 3 Visitor Centre
- 4 Student Village Reception

**Sports zone.**

- Sports Pavilion
- Sports Dome
- MUGAS
- All weather pitch

**Car parks.**

- P1 Visitors
- P2
- P3
- P4

**Campus key.**

- Post office
- Shop
- Health Centre
- Multi-Faith Centre
- Laundry
- University restaurant/café
- Waterside bar & restaurant
- Defibrillator (AED)
- Vehicle barrier
- Bus stop
- Taxi Rank
- Drop-off / Pick-up
- Accessible Parking
- Electric Car Charging Point
- Car Club
- Cycle Connect Station
- Motorcycle Parking
- Cycle Parking

**Map Labels:**

- Footbridge to Becket's Park, Town Centre, Cultural Quarter and St John's Hall
- Becket's Bridge
- Nene Square
- Waterside Place
- Delapré Walk
- Delapré Place
- Park Avenue
- Locomotive Walk
- Engineers Walk
- Senate Drive
- University Drive
- Electric Avenue
- Pavilion Walk
- Energy Way
- Ecology Zone
- Logistics Hub
- Western Power Distribution
- New South Bridge Road
- To Delapré



# Food and hospitality.

Accommodation at the University is self-catering so you will need to buy food when you arrive. There are a number of supermarkets located in walking distance from the Halls of Residences. They stock an excellent range of goods, including a variety of international ingredients and cuisines to meet all of your day-to-day requirements. You will also find a variety of takeaway restaurants close by.

Waterside Campus has two coffee shops serving Barista coffees, grab-n-go and confectionery. There is also a large restaurant in the Learning Hub that offers a wide range of options, including healthy choices, breakfast service and a live cooking theatre. There is also a small shop on campus.



DELICIOUS FOOD AT AFFORDABLE PRICES FOR UON

# Waterside

QUIZ NIGHT  
BINGO NIGHT  
SPOKEN WORD EVENTS  
GAMES  
ACOUSTIC NIGHTS

FOLLOW US ON SOCIAL MEDIA FOR  
THE INSIDE TRACK ON FOLLOWER-ONLY OFFERS!

 @WatersideBarandRestaurant  
 @BarWaterside  @WatersideBarandRestaurant



Special rates for  
parents & students  
are available during  
Welcome Weekend  
**2019**



## WELCOME FRESHERS!

Sunley Hotel is the perfect place for family & friends to stay while visiting students on the University of Northampton campus.

Our 32-bedroom hotel is located in the heart of the UoN Campus. We're just a stone's throw from the Student Residences and a short walk into downtown Northampton.

COMPLIMENTARY WI-FI

FREE ON-SITE PARKING

COFFEE & COCKTAILS

BREAKFAST SERVED DAILY

Tel: 01604 892020 Email: [enquiries@sunleyhotel.com](mailto:enquiries@sunleyhotel.com)  
Sunley Hotel, Park Avenue, Waterside Campus, Northampton NN1 5PH  
 [sunleyhotel](https://www.facebook.com/sunleyhotel)  [@sunleyhotel](https://twitter.com/sunleyhotel)  [@sunleyhotel](https://www.instagram.com/sunleyhotel)



# Recycling.

## Zero waste to landfill

- Non-recyclable waste is processed to produce energy.
- 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.

0300 303 2772

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

[northampton.ac.uk](http://northampton.ac.uk)



Teaching  
Excellence  
Framework

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.