



Northumbria
University
NEWCASTLE

WELCOME TO NORTHUMBRIA.

A GUIDE FOR NEW STUDENTS

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WHERE YOU BELONG.

You come to university to learn, but there's so much more to experience.

Newcastle is consistently ranked as one of the best cities in the UK for students. You're at the start of an incredible experience. New place, new people. With over 100,000 students across the North East, Newcastle is the perfect place to start your student journey.

Northumbria has modern facilities, extensive course choices and it's based in a cosmopolitan city with a vibrant student community. What more do you need?

Making the most at Northumbria means opening your mind, learning by doing, embracing the community, and shaping an adventure that is completely yours.

You aren't just getting an education; you are building a foundation for lifelong success.

Whether you love sport or culture and creativity, want to make a difference or be part of a global community, this is where you belong.

Through societies, volunteering, team sports and our alumni society, this is your chance to challenge yourself, build your confidence, try new things and meet new people with different ideas and viewpoints.

Welcome to Northumbria!



I AM NORTHUMBRIA.

At Northumbria we welcome talented, curious, confident and creative students and staff from all around the world.

We want you to embrace life at Northumbria, explore new opportunities, get involved and be part of our community of inclusive, like-minded people just like you, who are making a difference.

Our culturally diverse environment will stimulate ideas, innovation and debate to enhance your learning and student experience. We're passionate about what we do and we are proud of our community and yours.

By joining Northumbria you are joining a global family, we have alumni and staff from over 170 countries. Our alumni stay connected to Northumbria to offer future talent new opportunities. So even after you graduate, you'll always be a part of Northumbria.

Your I Am Northumbria Hub provides a gateway to your Northumbria experience. We've gathered all the content and information you need in one place.

We'll also provide regular updates on what's to come - including preparing for university and your programme induction.

More information about your induction activities, how to enrol and how to access your timetable will be posted on these pages when it's available.

Visit the [I AM Northumbria Hub](#).



GETTING STARTED.

A number of resources will be available during induction week welcoming you to Northumbria. You will hear from your Vice-Chancellor, Deputy Vice-Chancellor, representatives from your faculty and other colleagues from across the University - you will find links to these from our [Getting Started at Northumbria](#) web pages. This is also where you'll find information on a number of tasks that you will need to complete to get your Northumbria journey off to the best possible start.

The checklist below will make sure that you are prepared for your first day on your course.

- **ENROL NOW.**
- **ACTIVATE YOUR NORTHUMBRIA EMAIL ACCOUNT.**
- **COLLECT YOUR SMARTCARD.**
- **ACCESS YOUR TIMETABLE.**
- **COMPLETE YOUR DIGITAL INDUCTION.**
- **GET TO KNOW YOUR STUDENT PORTAL.**



GET TO KNOW YOUR STUDENT PORTAL.

As soon as you have enrolled you will have access to Northumbria's digital platforms and resources, including your Student Portal - your go-to landing page. Here you will find current and important news stories and be able to manage your own information and induction.

It's also where you can access Help and Support - use keywords in the search bar to find a range of self-help articles or raise an enquiry for further support. [This short video](#) explains how to make the most of your Student Portal.

Combining information, staff and technology, the Student Portal links all elements together to help you make informed decisions and access university services all at the click of a button.

Your Student Portal is home to self-help information, personal timetables, news articles and links to other key online services including E:vision, Blackboard and the University Library.

With information brought together all in one place, it's never been easier for you to access the help and guidance you need, or to submit an enquiry to our team of dedicated support services and advisers.

Your Student Portal is available to you 24/7.

BLACKBOARD YOUR E-LEARNING PLATFORM.

As soon as you have enrolled we recommend you access your Programme site on Blackboard, our virtual learning environment. This is where you'll find lots of useful information to help you prepare for the year ahead.

You can find helpful information on how to access and navigate Blackboard as part of your [Digital Induction](#).

You will be welcomed by your Faculty and Programme leader, learn how your induction will work and access your Programme handbook via this site.

Watch [this short animation](#) for an overview and how your Programme Site can help you prepare for the year ahead.

You will also have access to [Preparing to Study](#), our online guide to developing the skills you'll need as you study and includes information around the vibrant Northumbria community you are joining.



IT SUPPORT.

You'll be 'using IT' a lot at Northumbria; from accessing course content in Blackboard, to connecting your own device on and off campus to access software and resources. Find out more about everything on offer at our [Student Digital Induction](#).

Your Northumbria Username and Password is provided in your enrolment letter - keep your account safe and secure personal devices by installing the latest updates. We're asking everyone to register for the Password Reset Service so you can reset your password if you forget it without the need to contact IT. Register at northumbria.ac.uk/passwordsecurity

There are nearly 4,000 computers available on campus, plus spaces to use your personal devices. You get £10 free print credits every year to print, copy and scan from any printer on campus. You can also use Simply Print off campus to send work to print and scan and collect when you arrive.

WiFi is available across all campuses, meaning you can bring your own laptop or mobile device and stay connected.

MyAccess is a 'remote desktop', giving you access to files and software as if you were on campus. Find out more at northumbria.ac.uk/myaccess

You'll have an Office 365 account while you study here. Giving you a 50Gb Northumbria email account, a OneDrive account to store files, and access to download free Microsoft Office software.

The University app, NU Connect, provides your timetables, maps, events and much more. Download from your app store now.

IT Support is available to you 24 hours a day, 7 days a week and there are many options to choose from:

- IT Self-Service – Raise faults and requests to IT Services.
- IT Knowledge – Search for answers to your queries.
- IT Place – Drop in for assistance from an IT technician, Monday – Friday, 9.30am – 3.00pm around the corner from Ask4Help at Student Central City Campus Library. No appointment necessary!
- IT Chat – Talk to the Service Desk.

Visit [IT Support 365](#) for more information.



ASK4HELP.

Available 24/7 during term-time, Ask4Help is the first point of contact for all of your support enquiries.

Ask4Help ensure seamless, multi-channel support is available to you via:

- A contact centre telephone system
- Face-to-face at service desks
- Online via the University's Student Portal

This support includes encouraging students to use information provided for self-service and self-help to offer greater choice and flexibility in how and when they access services. The team are adept at switching between all channels in order to deliver the service and have the ethos of "Every Student Counts".

Ask4Help resolve thousands of enquiries every year, the majority straight away, referring students to specialist support when required.

While student life is all about learning how to be independent, Ask4Help takes on a supporting role, providing students with additional comfort in knowing that there is always someone who can help at any time of the day.

Our Ask4Help team hold the Cabinet Office Customer Service Excellence (CSE) accreditation, which requires a consistently high level of service.

Watch our [short video](#) for more information, including how to submit an enquiry.



INTERNATIONAL STUDENTS.

We give a warm welcome to all our international students who are coming to study here at Northumbria University. Whether you are new to the UK or have already lived in the UK for a while, we are here to help you with a wide range of different issues that you might face during your time here.

To help you settle into life at Northumbria University, our Welfare, Immigration and Funding Advisers offer free, confidential guidance and support on a wide range of issues including:

- Immigration/visa issues (for example, extending your visa)
- Working in the UK as an international student
- Student finance issues or international students
- Advice on opening a bank account

- Driving in the UK
- Enquiries about registering with the police
- Inviting friends and family to the UK
- Advice on other aspects of living in the UK – such as how to register with a local doctor or dentist and registering to vote
- Travelling outside the UK
- What to do when you lose your passport or visa
- Other passport, visa or BRP problems

We offer a 'Meet and Greet' service for those arriving into Newcastle.

Visit our [International Student Support](#) pages or submit an enquiry via your [Student Portal](#).



STUDENT LIFE AND WELLBEING.

We realise that alongside your academic life, you will be managing your day-to-day life, including money and budgets, living in a new city or country, and your relationships, friendships and family responsibilities.

From time to time when juggling such demands, specialist advice and support is invaluable for all of us. Our friendly and specialist advisors are here to offer support, whatever your needs and circumstances.

Our work is complemented by digital platforms which means that, whether you study from home or on campus in Newcastle, London, Amsterdam, or anywhere in the world, we are here for you.

The services that we provide complement those provided within your academic faculty which is a very important source of advice and information about your course and studies. However, for many types of support – around disability and dyslexia, faith, counselling and mental health, finance and funding, welfare issues and international student support – we offer a range of services to ensure you have access to trained professionals with specialist expertise.

Find out more on our [Student Life and Wellbeing web page](#) or search for 'Support' or 'International' in your [Student Portal](#).



MONEY AND STUDENT FUNDING.

Studying at university brings new responsibilities. In addition to your tuition fees, there are many costs to consider.

You will need to pay for course material, accommodation, household expenses, food and drink, socialising and all the other things needed to make your time at university worthwhile and enjoyable.

So what can you do to make your money go further?

Our professionally trained advisers offer information and advice on a wide range of issues relating to:

- Hardship Funding for home/UK students
- Scholarships
- Grants or loans to help with living costs

- Loans for tuition fees
- National Health Service (NHS) bursaries
- Benefits
- Budgeting
- Council Tax
- Postgraduate support

Visit our [Financial Support](#) web page or search for 'Financial Support' in your [Student Portal](#).



UNIVERSITY LIBRARY.

As a Northumbria student, you have full access to all University Library resources.

The Library collection encompasses both print and online resources, including almost 940,000 ebooks and an extensive ejournal collection of over a million titles.

Your Library offers a range of learning spaces including three on-site libraries and the University Library Digital Commons. You must have a University smartcard in order to use these spaces and to borrow materials.

The Library works in partnership with your module tutors to ensure that you can locate the materials you need through the [online Reading Lists service](#). Online resources are immediately accessible through your list, along with information about the location and availability of print material. Your reading lists can be accessed from your modules on Blackboard or via the Reading Lists link on University Library Online.

Library Search provides a single search box to discover and access millions of books, journal articles, newspaper articles, audio-visual material, datasets and other scholarly resources in Northumbria's print and digital Library Collection. Library Search can also be

widened to search for resources outside the Library Collection with the ability to request resources 'on demand' through the Inter Library Loan service.

If you would like to borrow physical items from the Library, you can do this using the self-service machines at City Campus and Coach Lane Libraries. Our Book Postal service also provides access to our print collections for students world-wide who are studying part-time, via distance learning, are work based learners, on placement, or who are studying at our London and Amsterdam campuses.

There are a number of ways that the University Library can help you to develop your skills and succeed in your studies. Skills Plus is the Library's collection of online learning materials for library, academic and digital skills comprising videos, written guides and interactive tutorials. Northumbria Skills Programme sessions delivered by the Library on topics such as essay writing, searching for information and referencing take place regularly on campus and online. Individual queries can be submitted by email, by visiting one of our drop-ins or booking a support slot.

Find out more about the Library by visiting [University Library Online](#) or take a look at our [Library Induction Guide](#).



GRADUATE FUTURES.

From first year through to final year and beyond graduation, our Graduate Futures team are here to help you with your career. We want you to achieve your ambitions and make the most of your experiences, develop your skills and manage your future.

Right from the start of your journey with us, your Graduate Futures team are here to help you with:

- Student or graduate job opportunities
- Specialist careers and employability guidance
- Advice on placements and enterprise.
- Opportunities to work and study abroad.

You may also like to attend one of the many careers fairs, workshops or enterprise events that take place throughout the year. [More details are available here.](#)

Our Graduate Futures team also provides a range of self-help resources designed to boost your employability. They cover:

- Career possibilities
- Self-awareness
- Workplace skills
- Job-hunting skills
- CVs and applications
- Interview and offers
- Preparing for work

Find out more on our [Graduate Futures web pages](#).



STUDENT ENGAGEMENT.

Your experience here at Northumbria is at the heart of everything we do. We want your time with us to be positive and to help ensure that happens, the Student Engagement Team works with your faculty and other University services at every stage of your journey with us.

Part of Student, Library and Academic Services, the Student Engagement Team hold the Customer Service Excellence standard and provide a welcoming and responsive service to you, our customer. We are here to ensure you are informed, engaged and supported to make the most of your time as a student.

We do recognise that at certain times on your journey with us, you may experience issues either inside or outside of University, that have an impact on your studies. We offer a personalised and professional service to ensure that if and when that happens, you have the support and guidance you need to get back on track.

Our frontline Ask4Help service is your first point of contact, available 24/7 during term time and with access to specialist colleagues when you need further advice or support.

You can come and talk to the Student Engagement Team anytime for advice and support on a range of issues. These include - but are not limited to - changing your course or taking a break from your studies, assessment extensions, attendance and absence management, and appeals and complaints.

Find out more and meet our teams by visiting our [Student Engagement web pages](#) or contact us via your [Student Portal](#) if you are a current student, or our [Contact Form](#) if you do not have Student Portal access.



STUDENT CENTRAL.

Student Central can be found at our City Campus Library and Coach Lane Library, providing a focal point for students in the heart of our Campus.

Here you will find the [Ask4Help team](#), the first point of contact for all student support enquiries.

At City Campus, the main Student Central is located within the University Library in a purpose designed communal space. This includes our Student Skills Centre, where you can access a wide variety of group support, presentations and training sessions. Also, our state of the art, 24/7 Digital Commons is adjacent to Student Central.

Equipped with private consultation rooms, counselling services and experts in a wide range of fields, Student Central can provide support on a range of topics including:

- Accommodation
- Applying for jobs
- Assessments
- Change of student status
- Choosing a career
- Counselling
- Course information
- Disability
- Learning and research skills
- Money and finance
- Placements
- On-course support
- Using the Library
- Visas and welfare



NORTHUMBRIA STUDENTS' UNION.

Your Students' Union makes a positive impact on the lives of all our students and is here to make sure that your time at Northumbria is the best it can be.

The Students' Union (NSU) is the centre of student life on our campus outstanding facilities such as bars, entertainment venues, coffee shop, workspaces, a podcasting and live streaming studio as well meeting rooms.

Represented at City, Coach Lane, London and Amsterdam Campuses, NSU is run by a team of students called the Sabb Team who have been elected by students to represent you on all aspects of your university experience.

Our dedicated Freshers' website has all the information you need to get the most out of starting at Northumbria this year. We have a full programme of events including our epic two-day Freshers' Fairs, Societies and Volunteering Fair, legendary Habita karaoke night, Monday Night Quiz, trips around the North East, gamer party, movie marathons and so much more.

You'll find out more about NSU during your induction - and you can start now by visiting our [Freshers website](#).

You'll receive regular updates to the programme through email and our social media, but make sure to check out the [Students' Union website](#).



NORTHUMBRIA SPORT.

Get connected with Northumbria Sport to get active on campus, your way!

It's important to stay healthy, active and ready for an ever-changing environment. That's why our Sport Central building boasts world class facilities including a six-lane 25m swimming pool, sauna, steam room, state of the art gym, 4 sports halls and fitness studio.

We are committed to student wellbeing and ensuring students can access a wide variety of physical activities. In addition to the gym, student Fitness Members can access over 60 instructor led exercise classes each week, our pool environment and our Social Sport sessions for free during term time! We also offer opportunities in over 35 different sports across our Sport Clubs, Social Sport programme and on Campus Leagues.

Our programmes are student led which means we have volunteer and internship positions available in roles including club committees, coaching, marketing, strength and conditioning, and much more.

Our dedicated website, app and social media channels highlight the range of activities on offer and how you can get involved. To start your 'Active Northumbria' journey, visit the [Northumbria Sport website](#) and download the [NU Sport APP](#).

Get a flavour of sport at Northumbria and our facility Sport Central with this [short video](#).



CAMPUS HEALTH AND SECURITY.

The safety of our students and staff is our number one priority.

At Northumbria we are committed to supporting each other. We believe in the ethos – it's on me, it's on you, it's on us – which means we look out for each other, are good citizens in the community and we all take responsibility for how we behave. And, as part of the Northumbria Community, we all have a role to play in keeping ourselves and our community safe.

The University of Northumbria Security Service, part of Campus Services, aims to work with students, staff and visitors to provide a safe and secure residential and working environment.

All staff and students also have access to a free app called SafeZone, which connects you directly to the University's Security team when you need help at City and Coach Lane Campuses.

If you're off campus, it will offer to connect you to 999 emergency services. Our Security team monitors SafeZone 24 hours a day.

For more information about SafeZone and our Security Team you can watch this [video](#).

Security also work in partnership with Northumbria Police and have a dedicated Police officer who predominately works out of the security office. You can contact PC1368 Dave Bowley through the security department or via the [University website](#).

You can contact the Security Team on:

- 0191 227 3999 for general enquiries.
- 0191 227 3200 **for emergency use only.**
- or email: CRSecurityTeams2@northumbria.ac.uk



YOUR NEW HOME.

Living in halls is a once in a lifetime experience. From meeting new people, to unwinding in your room. Where you live forms a large part of your student life.

We offer a wide range of accommodation to suit all tastes and budgets, including catered halls, self-catering flats and individual studios, both on and off campus. We guarantee accommodation to 100% of our first year students and are constantly investing in our spaces.

Much like choosing a seat in the cinema, you can pick your exact room from the building floorplans, giving you the opportunity to shape your experience from start to finish.

The whole process can be completed online in minutes:

- Enter your interests to help your flatmates learn more about you
- Browse the live building availability and learn more about potential flatmates
- Select your exact building, floor, flat and room and finalise the booking online within minutes. All of our residences are within walking distance of the campus and are easily accessed through local transport links.

Find out more on our [Accommodation web page](#) or search for 'Accommodation' in your Student Portal.





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