



**Northumbria
University**
NEWCASTLE

WELCOME PACK

Carousel Distance Learning at Northumbria University

ABOUT THIS WELCOME PACK.

This pack contains all the information you'll need to succeed during your online studies. It contains key information about the services and support we offer to enhance your learning, including our Student Success Team, careers, disability, wellbeing and more. We recommend reading it through carefully, in particular the FAQs and Getting Ready to Start sections.

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WELCOME, FROM THE STUDENT SUCCESS TEAM.

We're delighted that you've chosen to study a Carousel distance learning programme with us here at Northumbria University. We look forward to welcoming you.

Carousel students at Northumbria University enjoy first-class teaching as well as the ongoing support of the Student Success Team. As specialists in online student support, we're committed to your academic success. We will be your first point of contact for any issues that might affect you on your journey. You will receive a dedicated Student Success Advisor who will support you from enrolment to graduation. Access to this support will help you to focus your attention on your studies.

The Student Success Team will help you:

- Navigate your studies
- Find advice and guidance
- Answer any non-academic questions
- Deliver fees and assessments on time

With our support, you'll enjoy a fulfilling, productive study experience.

Your Student Success Advisor will keep in contact with you via your Northumbria University email account. Please check it regularly. We'll check your progress and provide key programme information through this address.

Once again, welcome to Northumbria University.

GETTING READY TO START.

Flexibility is one of the key benefits of studying as a Carousel distance learning student. You'll be able to plan your studies around your existing commitments and study from anywhere in the world.

Before starting your programme, make sure you have internet access and a reliable laptop. We want to avoid any technical problems that could hold back your programme progress.

You will get the most out of your degree when you fully engage with all aspects of the programme. We encourage you to take part in all online activities, interactive exercises and forum discussions, as well as make use of our extra-curricular services.

If you struggle to take part in any activities, please speak to your Student Success Advisor. They will offer support and advice to help you complete your studies successfully. Your programme leaders recommend you set aside at least 15-20 hours of study time per week.

Shortly, you'll gain access to the University's eLearning platform (eLP), Blackboard. Familiarise yourself with the platform and work through the induction material. It will help you to prepare for the weeks ahead.

As part of your induction, you will receive an email invitation to attend a welcome webinar where you will:

- Engage with your academic leads
- Meet your Student Success Advisor
- Identify a selection of services available to you
- Interact with the other students on the programme
- Ask any initial questions you have

ARE YOU READY TO START?

This checklist will prepare you for your first day on the programme. You'll find more detailed information about each step throughout this pack. If you have any questions or concerns, please speak to your Student Success Advisor.

Please ensure that you have completed the following checklist before the first module start date.

Had a welcome call with my Student Success Advisor

Registered for the upcoming welcome webinar

Familiarised myself with the Student Portal

Completed the enrolment process

Registered for DUO, Northumbria University's Multi-Factor Authenticator

Completed the student induction materials

Familiarised myself with the academic calendar

Checked my internet connection and hardware

Accessed and explored Blackboard

Helpful Links:

[Carousel Distance Learning Induction Information for New Students](#)
[Getting Started on Your Carousel Distance Learning Programme](#)

FAQs.

Here are a few quick answers to questions we're asked all the time. You can find more details about each topic further on in this welcome pack.

Q: Who do I speak to if I have a problem?

A: This depends on the nature of your issue. Speak to your Student Success Advisor first and they will point you in the right direction.

Q: I'm struggling to finance my programme. What should I do?

A: We designed your programme to be flexible to suit your circumstances. You can take a break from studying if finance is an issue. Please check the maximum study time with your Student Success Advisor to ensure you won't exceed it. You can also access further information and advice through [Ask4Help Online](#) on your [Student Portal](#).

Q: How do I pay my fees?

A: You are required to pay your fees on a module-by-module basis, i.e., when you enrol into your first module and when you select subsequent modules (unless you are sponsored by your employer). The Student Success Team will send a payment reminder along with a payment link three weeks before the payment deadline date for each module.

Read our [step-by-step payment guide](#).

Q: What readings do I have to do for each module?

A: Reading lists for each module can be found on Blackboard.

Q: Will there be live seminars in my modules?

A: Yes, your module leader may choose to run live seminars when relevant. Your Blackboard Module site will display the seminar information.

Q: When and how do I submit my work?

A: You will submit your work via Blackboard. Each module assessment has a submission date. We will notify you of this via Blackboard too.

Q: Who do I contact if I need academic help?

A: Your module tutor can help you with any academic challenges you may face during a module. If you aren't sure who that is, get in touch with your Student Success Advisor. They're always happy to help!

Q: When will I receive my results?

A: Our academics normally release provisional results 20 working days after the assessment deadline.

Q: What happens if I fail a module?

A: You will be given one opportunity to re-sit the assessment. This is your final opportunity to pass the module, no further attempt is possible.

Q: What do I do if I experience technical difficulties accessing Blackboard?

A: Please contact our IT Helpline in the event of technical difficulties.

Support is available 24/7 by calling +44 (0)191 227 4242
+44 (0)778 148 2786,
texting +44 77 81 48 27 86 or emailing it.helpline@northumbria.ac.uk.
Contact details can be found in [Ask4Help Online](#) on your [Student Portal](#).

Q: How do I organise a break in my studies?

A: Contact your Student Success Advisor. They will discuss your options and help you plan the remainder of your modules. Remember that taking a break will impact your graduation date.

Q: What should I do if I need to confirm that I am a student?

A: You can request a **Confirmation of Enrolment** letter via [Ask4Help Online](#) on your [Student Portal](#). To make a request, please access the Student Portal. Click on the 'My Info' link on the left-hand side of the page. Select 'Menu', then the 'Letter Requests' link. Follow the on-screen guidance to make your request.

HOW TO CONTACT THE STUDENT SUCCESS TEAM.

When you enrol on your programme, you will have access to the Student Success Team, as well as a dedicated Student Success Advisor. Whenever you have a question or query, you can call the Student Success Team, who will be ready to help. You can also arrange regular support calls with your Student Success Advisor. No matter your time zone, we always try and arrange calls at a time convenient to you. Our Student Success Team are happy to use video-calling software if you like to communicate face-to-face. They can also send communications and reminders via text message.

The Student Success Team will be your main point of contact for all non-academic queries. This will include:

- Keeping you updated on key dates associated with your programme
- Offering guidance and support
- Helping you with administrative enquiries

CALL US ON

+44 (0)191 300 4238, Monday to Friday, 8am to 5pm (BST/GMT)
dlstudentsuccess@northumbria.ac.uk



WHO SHOULD I ASK?

The chart below illustrates who you should contact when you have a query. If you have a question but are unsure who to contact, your Student Success Advisor is the best first point of contact.

THE STUDENT SUCCESS TEAM T: +44 (0)191 300 4238, Monday to Friday, 8am to 5pm (BST/GMT) E: dlstudentsuccess@northumbria.ac.uk	PERSONAL TUTOR/ PROGRAMME LEADER	MODULE LEADER	ASK4HELP ONLINE VIA YOUR <u>STUDENT PORTAL</u>	IT HELPLINE T: +44 (0)191 227 4242 (available 24/7) E: servicedesk@northumbria.ac.uk Or via <u>Service Now</u>
Your first point of contact	Academic advice and guidance	Module content issues	Personal Extenuating circumstances	IT support, including Account Management, Digital Learning, Downloads and Software, Email, Files and Storage
Assist in connecting with specialist university services	General programme related academic progression/grade concerns	Academic concerns	Applications for extensions to assessment deadlines	
Assessment deadline reminders		Assessment queries	Appeals/complaints and causes for concern	
Linking to academic staff	Programme materials	Module related progression/grade concerns	Support with student finance, accessibility, welfare and mental health	
Enrolment and progressing to next module	Further module reading suggestions	Further reading suggestions	Careers and employment information, advice and guidance	
Fee payments and refunds			Graduation ceremony, certificates and transcript enquiries	
Taking a break from studying			Results queries	
Administration				
Changes to personal information				

ACADEMIC CALENDAR.

We recommend that you familiarise yourself with your relevant academic years and make a note of key dates. Your academic team will make module-specific information available as your programme progresses.

The Student Success Team will communicate the exact dates and times of submissions for each module via email. You can also find a week-by-week breakdown of activity for each module on its respective Blackboard site.

If you need to take a break during your studies, you may opt out of a module and rejoin when you are ready. But remember, you are required to complete your studies within a set length of time, which varies depending on your programme. To find out more, please speak to your Student Success Advisor.

INTAKE	ENROLMENT & PAYMENT DEADLINE (NEW STUDENTS)	RETURN TO STUDY DEADLINE FOLLOWING A BREAK IN STUDY	MODULE SELECTION AND PAYMENT DEADLINE (CONTINUING STUDENTS)	TEACHING START DATE
April 2025	Friday 4 April 2025	Thursday 13 March 2025	Thursday 10 April 2025	Tuesday 22 April 2025
July 2025	Thursday 26 June 2025	Thursday 12 June 2025	Wednesday 2 July 2025	Monday 14 July 2025
October 2025	Thursday 18 September 2025	Tuesday 2 September 2025	Thursday 24 September 2025	Monday 6 October 2025

FINANCE.

Paying per module is an integral feature of Carousel Distance Learning programmes at Northumbria University. You will normally be required to pay for your first module during your initial enrolment task, and subsequent modules during each module selection and payment task.

Before the start of each module, you will be made aware of payment deadlines. You must ensure that you pay on time. Failure to do this will prevent you from accessing the module and will impact programme completion. It is therefore essential that you speak to your Student Success Advisor in the first instance if you are experiencing financial difficulties. Possible methods of funding include:

- Employer sponsorship
- Student finance funding
- Self-funding
- Enhanced Learning Credits Administration Services (ELCAS)

Regulations apply. Please see the Handbook of Student Regulations (Taught Programmes).

Further support for students is available in the Money and Finance section of Ask4Help Online on your Student Portal.



UNIVERSITY SERVICES.

Library Services

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

The Library collection encompasses both print and online resources, including almost 843,000 ebooks and an extensive ejournal collection of over 110,000 titles.

The Library works in partnership with your module tutors to ensure you have access to the materials you need. As part of this work, we purchase material in ebook and print format and digitise articles to give you easy access to reading list material. You can find such material through your [readings lists](#) on Blackboard.

Library Search provides a search box through which you can access resources. Find millions of books, journals, newspaper articles, audiovisual material, datasets and other scholarly resources in Northumbria University's Library Collection and beyond. You can use [Library Search](#) to find books and ebooks. Search for the book title, by author or by keywords. If you would like to borrow physical items from the Library, we provide a [postal service](#) for books and journal articles which can be sent to students worldwide.

If you would like to visit our Newcastle Campus, you have full access to the [City Campus Library](#) and [Coach Lane Campus Library](#). Please remember to bring photographic ID with you as we will be unable to permit entry without it.

[Skills Plus](#) is the Library's collection of online learning materials for digital literacy and study skills. Use these resources when you need help with studying or online learning.

Skills Plus has a range of online tutorials with quizzes, video demonstrations and printable help guides. Choose the type of help you need and your preferred format from the available options.

Find out more about Library Services by visiting [University Library online](#).

Specialist Support for Students

Through [Ask4Help Online](#) on your [Student Portal](#), you can access specialist support from expert staff.

We can provide a range of support and administrative help, as well as key information. For example, if you experience extenuating personal circumstances affecting your work, the Specialist Student Support Team can help you request additional time for assessed work.

The Specialist Student Support Team will work with you and your Faculty to ensure that Student Accessibility Plans are implemented. Additionally, we provide advice, guidance and case management for student appeals, complaints or disciplinary issues.

Expert Advice and Guidance

Professionally trained staff are here to help students with a range of issues. We can help with accessibility needs, counselling and mental health support, faith advice, finance, welfare issues and international support. For further information and to contact us, please visit [Ask4Help Online](#) on your [Student Portal](#).

Mental Health

If you feel you need help with a personal, emotional or mental health issue, you can access counselling and mental health support through [Ask4Help Online](#) on your [Student Portal](#).

We can offer:

- Online self-help support appointments with counsellors
- Appointments with mental health practitioners, which can include identifying possible mental health issues
- Guided self-help appointments
- Eye Movement Desensitisation and Reprocessing (EMDR) appointments
- Ongoing individual support
- Referrals to other support services inside and outside the University (where available)

IT Helpline

If you have an IT problem, you can contact the 24-hour IT Helpdesk.

- Tel: +44 (0)191 227 4242
- Text: +44 (0)778 148 2786
- IT Chat: northumbria.ac.uk/itchat
- Online Search: northumbria.ac.uk/knowhow

Students' Union

Northumbria Community: Be part of it

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

Northumbria Students' Union (NSU) is run by a team of students elected by the student body. They represent their fellow students and speak up on your behalf to the University and beyond.

If you have any issues with any part of your University experience, tell them and they'll work to make the changes you want to see. You can also get involved directly by becoming a programme rep.

You can access independent advice through the NSU Advice Centre. Highly trained, experienced, and friendly staff from the NSU Advice Centre provide support, information and guidance to students.

If you'd like to get involved or access support, please take a look at our [website](#).

Student Accessibility Team

Our Student Accessibility Team can provide support to all students with a condition that meets the [Equality Act \(2010\)](#) criteria.

This includes physical conditions, such as sensory impairment specific learning differences (SpLD) like dyslexia and ADHD, and a social or communication difference, such as an autism spectrum condition or long-term mental health conditions.

Support is available through the agreement of a Student Accessibility Plan and may include:

- Notifying your tutors of your disability
- Recommending teaching adjustments
- Alternative exam arrangements
- Arranging human support (also known as non-medical help)
- Access to Library support
- Applying for Disabled Students Allowance (UK students & eligible programmes only)

To agree a Student Accessibility Plan (SAP) you need to register with the Student Accessibility Team via [Ask4Help Online](#) on your [Student Portal](#).

You will be asked to complete a registration form and provide medical evidence of your condition. If you require further support with the process, please submit an enquiry through [Ask4Help Online](#) on your [Student Portal](#). Alternatively, telephone Ask4Help on +44 (0)191 227 4646 who will be happy to help.

Congregations

Northumbria University warmly invites eligible students to attend their graduation ceremonies at the University campus. You can choose which ceremony you wish to attend so that it can be organised around their other commitments. Graduation ceremonies take place twice a year,

usually in December and July. Graduates who cannot attend their ceremony for personal reasons can apply to defer to a future ceremony.

The Congregations Office at Northumbria University will be happy to work with you to help you decide which ceremony to attend. If you have any questions relating to your ceremony, contact the Congregations Office through [Ask4Help Online](#) on your [Student Portal](#).

Graduate Futures

(Careers and Employment Information, Advice and Guidance)

Achieving your ambitions and ensuring you get on the right career path for you is important to us at Northumbria University.

Our Graduate Futures Service provide a range of support in various areas, designed to help you plan your career and boost your employability.

These include:

- Careers advice and guidance
- Job-searching
- Researching employers
- Applications and CVs
- Interview tips and techniques

Visit [Ask4Help Online](#) on your [Student Portal](#) to find out how to access online careers resources, book online one-to-one appointments with a member of the Graduate Futures Team and find out about careers workshops and events and much more.



TECHNICAL REQUIREMENTS.

Here's a list of basic computer system requirements to use Blackboard. We recommend you always use the most up-to-date browsers and the best internet connection you can. Blackboard will still run with the minimum specifications, but you may experience slower loading times.

Screen size

Blackboard is best viewed at a minimum resolution of 800x600.

Computer speed and processor

- Use a computer 5 years old or newer if possible
- 1GB of RAM
- 2GHz processor

Operating systems

- Windows 7 and newer
- Mac OSX 10.6 and newer
- Linux – chromeOS
- Mobile - iOS 7 and newer/
- Android 4.2 and newer

Internet speed

- Minimum of 512kbps

Your Student Success Team will invite you to join webinars and online meetings. You won't have to pay a subscription fee to communicate with the team through these platforms.

You don't need to be a computer expert to take part in your programme, but we do expect all students to have a basic level of computer literacy. Support is available for students that encounter any problems. Please contact your Student Success Advisor if you have difficulty accessing your learning and assessment activities or materials.

NEXT STEPS.

Before your programme start date, please complete your student induction module and attend your welcome webinar you will receive a reminder 48 hours beforehand. If you have any questions during your induction period, contact us. We can also support you if you require access to any of the services mentioned in this pack. The Student Success Team wish you all the best for your studies and look forward to helping you along the way.

WE HOPE YOU ENJOY THE PROGRAMME.

STUDENT SUCCESS TEAM

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