



St Mary's
University
Twickenham
London

INTERNATIONAL ORIENTATION SEMESTER 1 2019 WELCOME TO ST MARY'S!



The purpose of international orientation is to help you engage with the tools you have to make your time at St Mary's a success. Please let us know if you have questions at any time, and remember that the International Department is here to help as you settle in. We're happy that you're here!

Your orientation schedule is tailored to the programme you're studying at St Mary's. Please follow the schedule for the group you've been assigned. The groups are:

- A** Full-Degree Undergraduate Students
- B** Full-Degree Postgraduate Students
- C** Study Abroad/Erasmus+ Students (group assigned upon arrival)
- D** Study Abroad/Erasmus+ Students (group assigned upon arrival)

Tuesday, 3rd September

| Time | Place | Description |
|-----------|---|--|
| All Day | Meeting Point Terminal 3 Heathrow Airport | Getting to campus Students who have booked on the meet and greet service will be taken to St Mary's on coaches. Once you arrive on campus, you'll get your welcome pack and be given time to settle in. |
| 3:00 p.m. | Meet in the courtyard outside the J Building | Campus tour (optional) During this optional session, a student ambassador will show you around campus. You'll have another tour scheduled later in orientation, but if you're feeling energetic you can do it now instead! Be sure to ask your guide to point out room G5, where Wednesday morning's sessions will take place. |
| 4:00 p.m. | G5 Lecture Theatre | Housekeeping in halls of residence (for students living on campus) Learn how housekeeping in the Halls of Residence works, including the cleaning service. |

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| 4:15 p.m. | G5 Lecture Theatre | <p>Wi-Fi support (for students living on campus)</p> <p>If you have any questions about the Wi-Fi in your room, come and speak to a representative from Glide, our service provider. (For information on accessing Wi-Fi around campus, see the FAQs at the end of this schedule.)</p> |
| 5:30-7:30 p.m. | The Refectory | <p>Dinner</p> <p>Dinner for students with on-campus meal plans will be served from 5:30-7:30 p.m. Catering staff in the Refectory will be on hand to guide you through the cashless dining process.</p> |
| After dinner | Your choice! | <p>Free evening</p> <p>You're free to do what you like this evening. One bit of advice: An early night may help you get over your jetlag, as orientation sessions will start bright and early tomorrow morning!</p> |

Wednesday, 4th September

| Time | Place | Description |
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| 9:15-9:45 a.m. | G5 Lecture Theatre | <p>Welcome from the International Department</p> <p>Meet the international team and get an overview of your orientation programme and of St Mary's University.</p> |
| 9:45-10:00 a.m. | G5 Lecture Theatre | <p>Icebreaker</p> <p>A chance for you to get to know each other a little better. (We know that nobody likes doing these, sorry. But you'll be glad you did!)</p> |
| 10:00-10:15 a.m. | G5 Lecture Theatre | <p>Student Services</p> <p>A representative from Student Services will give you information about their department, which includes Counselling, Disability and Dyslexia Services, Accommodation, Student Funding and the Health Centre.</p> |

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| 10:15-10:30 a.m. | G5 Lecture Theatre | Students' Union The SU explains how to get involved in clubs, societies, nights out and more! |
| 10:30-10:45 a.m. | Your choice! | Break |
| 10:45-11:15 a.m. | G5 Lecture Theatre | Staying safe and healthy in the UK Get some tips to keep you safe and healthy during your St Mary's experience. |
| 11:15-11:45 a.m. | G5 Lecture Theatre | Living in London A fun introduction to British culture, the local area and life in London. |
| 11:45 a.m.-12:00 p.m. | G5 Lecture Theatre | Anonymous Q&A You definitely have questions! Ask us using your phone in this interactive session. |
| 12:00-12:15 p.m. | Your choice! | Break |
| 12:15-1:00 p.m. | G5 Lecture Theatre | Wellbeing Session Get a good start on taking care of your mental health as you adjust to life in the UK. |

GROUPS A and B

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| 1:00-2:00 p.m. | Your choice! | Lunch |
| 2:00-2:45 p.m. | Meet in G5 Lecture Theatre | Campus Tour Another chance to have a tour of the campus. |
| 2:45-5:00 p.m. | Local Post Office (see your visa verification letter for details) | BRP collection: Only for Tier 4 students whose BRPs weren't sent to St Mary's If you haven't arranged for your BRP to be delivered to St Mary's, this is an ideal time for you to collect it. Please ask if you have queries about the process and where to go- your visa verification letter will tell you which post office you need to visit. |

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| 5:30 p.m. | The Refectory | Welcome Dinner Please join us for a dinner to welcome you to campus. |
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GROUP C

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| 1:00-2:00 p.m. | Your choice! | Lunch |
| 2:00-2:15 p.m. | G5 Lecture Theatre | Module changes and assessments Learn how you change your modules (if necessary) and about exam requirements at St Mary's. |
| 2:30-3:30 p.m. | M1 Computer Lab | Module registration and timetables Check your timetable and get one-on-one advice about modules from International Department staff and student ambassadors. |
| 3:30-4:30 p.m. | Main Library | Library Treasure Hunt Learn about the Library and the services it can offer you, and win a prize at the end! |
| 5:30 p.m. | The Refectory | Welcome Dinner Please join us for a dinner to welcome you to campus. |

GROUP D

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|----------------|--------------------|---|
| 1:00-2:00 p.m. | Your choice! | Lunch |
| 2:00-2:15 p.m. | G5 Lecture Theatre | Module changes and assessments Learn how you change your modules (if necessary) and about exam requirements at St Mary's. |
| 2:30-3:30 p.m. | Main Library | Library Treasure Hunt Learn about the Library and the services it can offer you, and win a prize at the end! |

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|----------------|-----------------|---|
| 3:30-4:30 p.m. | M1 Computer Lab | <p>Module registration and timetables</p> <p>Check your timetable and get one-on-one advice about modules from International Department staff and student ambassadors.</p> |
| 5:30 p.m. | The Refectory | <p>Welcome Dinner</p> <p>Please join us for a dinner to welcome you to campus.</p> |

Thursday, 5th September

| Time | Place | Description |
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| 9:30-9:45 a.m. | G5 Lecture Theatre | <p>St Mary's Security Services</p> <p>Who do you call in an emergency? What does a UK fire exit look like? This session about security at St Mary's will tell you.</p> |
| 9:45-10:00 a.m. | G5 Lecture Theatre | <p>Chaplaincy</p> <p>Find out about the support and activities offered by the St Mary's Chaplaincy, for students of all faiths and none.</p> |
| 10:00-10:15 a.m. | G5 Lecture Theatre | <p>Technology Enhanced Learning Team</p> <p>A representative from our TEL team will explain Moodle and other core St Mary's systems, how to access them, and how to get help if you need it.</p> |
| 10:15-10:45 a.m. | G5 Lecture Theatre | <p>London Transport and EU/UK travel</p> <p>Get the lowdown on how to get around London, the UK and Europe.</p> |

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| 10:45-11:00 a.m. | G5 Lecture Theatre | <p>International Student Society</p> <p>Find out how and why to join this fantastic society by hearing from one of its organising members.</p> |
| 11:00-11:15 a.m. | Your choice! | <p>Break</p> |
| 11:15 a.m.-12:00 p.m. | G5 Lecture Theatre | <p>Academic culture in the UK</p> <p>A St Mary's academic will give you useful information on academic expectations in the UK, explaining (among other things) reading lists, essays and the sometimes-confusing marking system.</p> |
| 12:00-12:15 p.m. | G5 Lecture Theatre | <p>Academic culture quiz</p> <p>What are extenuating circumstances? Will you get extra credit for participating in class? What's a Personal Tutor? Test your knowledge and win prizes in our quiz!</p> |
| 12:15-12:30 p.m. | G5 Lecture Theatre | <p>Employability Services</p> <p>International experience opens up new doors for you- a representative from Employability Services will give you some ideas about how to make the most of it.</p> |
| 12:30-1:00 p.m. | G5 Lecture Theatre | <p>Somewhere New</p> <p>Learn more about the St Mary's Social Programme and your upcoming walking tour of London, as well as other amazing trips offered by our travel partner.</p> |
| 1:00-2:00 p.m. | Your choice! | <p>Lunch Break (but see other simultaneous activities)</p> |
| 1:00-5:00 p.m. | Individual offices | <p>Programme Directors' Open Doors: Study Abroad/Erasmus students only (Groups C and D)</p> <p>Please ensure that you meet with a Programme Director for all of the modules you're taking to make sure they're right for you. You'll also need to get a Programme Director's signature to add any modules. They may not all be free during this time and there's another Open Doors session scheduled on Friday.</p> |

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| 1:30-2:00 p.m. | G5 Lecture Theatre | Tier 4 Requirements: Tier 4 students only This compulsory session for students on Tier 4 visas will give you all the information you need about your rights and responsibilities. |
| 2:30-4:00 p.m. | Meet outside Main Reception | Twickenham Tour Come on a walking tour led by our study ambassadors to see the shops, bars and restaurants of Twickenham. Be sure to ask about bus stops and the railway station too. Keep an eye out for places you might like to go back to tonight! |
| From 5:30-7:30 p.m. | The Refectory | Dinner Dinner for students with on-campus meal plans will be served from 5:30-7:30 p.m. |
| After dinner | Your choice! | Free evening Many Senior Residents will be in the Bar from 8:00 p.m. onwards if you'd like to join them. |

Friday, 6th September

Please note that many of today's events overlap. Please pick the sessions that will be of most use to you.

| Time | Place | Description |
|------------------------------------|---|--|
| 7:50-11:00 a.m. (approximately) | Meet outside Main Reception (Please book your place with the International Department prior to today as staffing for this session is based on demand) | Overseas Visitor Registration Office Session Students from certain countries are required to visit the Overseas Visitor Registration Office (OVRO) in London to register with the police. If this applies to you, it will be noted in your passport stamp, BRP or Visa Letter. A member of the International Department will take you to the OVRO office in London Bridge. Please bring to this session: <ul style="list-style-type: none"> • A completed registration form with all of the attachments (available at https://www.met.police.uk/advice/advice-and-information/ov/registering-overseas-visitor/af2/overseas-document-checklist/) • Your BRP • An Oyster card with at least £15 of credit, or money to buy a travelcard. |

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| 9:00 a.m.-13:00 p.m. | Individual Offices | <p>Programme Directors' Open Doors: Study Abroad/Erasmus students only (Groups C and D)</p> <p>Please ensure that you meet with a Programme Director for all of the modules you're taking to make sure they're right for you. You'll also need to get a Programme Director's signature to add any modules. If you can't catch them today, you can also see them next week.</p> |
| 10:00-10:45 a.m. | G7 Lecture Theatre | <p>Ask a Student Ambassador Anything (about St Mary's!)</p> <p>A panel of St Mary's students share all their best tips about making the most of your time here.</p> |
| 11:00 a.m.-1:00 p.m. | International Department, 60 Waldegrave Road | <p>International Department Drop-In</p> <p>Stop by the International Department with any questions you have. To get there, exit the campus onto Waldegrave Road, turn left and walk 10 minutes towards Teddington. The building is on your left and has a St Mary's sign. While you're there, you can check out the Naylor Library, which is across the street.</p> <p>For Erasmus students only, meet with our International Mobility Manager to have your Arrival Certificates signed and to discuss your Learning Agreements. Remember to bring your paperwork with you!</p> |
| 12:30-1:30 p.m. | Your choice! | Lunch |
| 1:45-4:00 p.m. | Meet outside Main Reception (Please bring your topped-up Oyster card!) | <p>Kingston Tour</p> <p>Come on a tour of Kingston to see the shopping and entertainment on offer in this historic market town.</p> |
| From 5:30-7:30 p.m. | The Refectory | <p>Dinner</p> <p>Dinner for students with on-campus meal plans will be served from 5:30-7:30 p.m.</p> |

Saturday, 7th September

| Time | Place | Description |
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| 8:45 a.m. Please note that unfortunately brunch doesn't start in the Ref until 10:30 a.m., so you'll miss it today. You may want to bring a snack with you, although you can easily pick up something delicious in London. | Main Reception | Walking tour of London followed by Scavenger Hunt Make sure to have your topped-up Oyster card with you as you embark on a day of fun in London! A representative from SomewhereNew will meet you at Reception, where you'll be split into groups for the scavenger hunt before setting off for Strawberry Hill railway station. You'll have a guided walking tour in the morning, finishing at Trafalgar Square around 12:30 p.m. The afternoon is yours to organise- use your tube maps, apps and amazing tactical abilities to see the sights in record time, beat the other teams and win the scavenger hunt! |
| By 12:00 p.m. Sunday, 8 th September | Online | End of Scavenger Hunt By 12:00 p.m. the next day, one member of your team must upload your photo and video answers to the Undergraduate or Study Abroad Facebook group. Don't forget to tag your teammates! |

Arrival FAQs

How do I use the Wi-Fi?

The St Mary's Wi-Fi Network is available in most areas on the campus and is free for St Mary's students. To access our network for the first time:

1. Open the Wi-Fi settings on your device
2. Find and connect to the network called St-Marys (not 'St-Marys-Guest').
3. Enter the wireless password stmaryswireless
4. Open any website in the web browser on your device
5. Enter your regular St Mary's IT username and password when prompted (you must do this to obtain internet access)

What's my St Mary's username and password?

You'll need these to access our online resources and to complete online registration:

- Your IT username is your regnum
- Your default password when you start at St Mary's is your month and year of birth with a capital letter at the beginning (e.g., January1999). You should change this after you log in for the first time

If you have trouble logging in, please contact the IT helpdesk by emailing helpdesk@stmarys.ac.uk, phoning 020 8240 4061 or visiting Room G6A.

What's a regnum and how do I find mine?

Your regnum is your St Mary's student ID number (it's short for registration number). You can find it on your offer letter. It's useful if you include your regnum when emailing University staff with any queries.

Where can I get some food?

During roughly the hours of 8am-6pm, you can get meals and drinks in the Refectory and the Dolce Vita Café. If you live in catered accommodation, your breakfast and dinner in the Ref are included in your meal plan. The Bar in the J Building serves food and drinks from 12-11pm on most days during term-time.

Full opening hours for all catering outlets on campus are published at <https://simmspace.stmarys.ac.uk/services-students/food-and-drink/Pages/Opening-Hours.aspx>. Outside of these times, there are vending machines outside of the Ref and on the ground floor of the J Building.

Where's good for shopping?

During business hours, there is a small shop with useful items in the Ref. There are also three areas where you can find snacks and essentials within a few minutes' walk of campus:

- Walk onto Waldegrave Road and take a right to get to Riverside Supermarket
- Cross Waldegrave Road and proceed down Waldegrave Gardens for the parade of shops near Strawberry Hill Railway Station, including a Post Office
- Turn left on Waldegrave Road to find some shops and a pub on the corner of Shacklegate Lane

If you go a bit further, you have more options:

- Twickenham has a Poundland, a shop popular with students because everything costs a pound! In addition to Waitrose and Iceland supermarkets, a Boots, a Superdrug and a W.H. Smith, you'll also find lots of restaurants, bars and cafes here.
- Teddington, in the other direction, is good for more unique shops and small supermarkets.
- Kingston, best reached by bus or train, has everything you could want to buy, with several big stores such as John Lewis and Marks & Spencer in addition to branches of almost every chain shop in the UK. Visit Primark there to find trendy clothes cheap. Kingston also has a cinema and great nightlife.

You may find that shops close earlier than you're used to. On most days of the week, most shops will close by 6pm, with earlier closing times on Sundays. Expect pubs and restaurants to stay open until around 11pm, with bars and clubs open later.

How do I get to London?

The fastest way to get to Central London is to take the train from Strawberry Hill to London Waterloo. It takes around 35 minutes and there are normally trains at 07, 08, 37 and 38 past the hour. You can buy tickets at the station or use an Oyster Card to pay for your journey. Please

see www.nationalrail.co.uk for full details of train times and costs.

Another way to get to London is to take the 33 bus to Richmond and transfer to the District Line at Richmond Station. You can visit <https://tfl.gov.uk> to plan your journey.

How do I find my way around campus?

Navigating the campus is easier once you understand that the buildings are labelled alphabetically, with A at the north and Z at the south. You can see this on our campus maps.

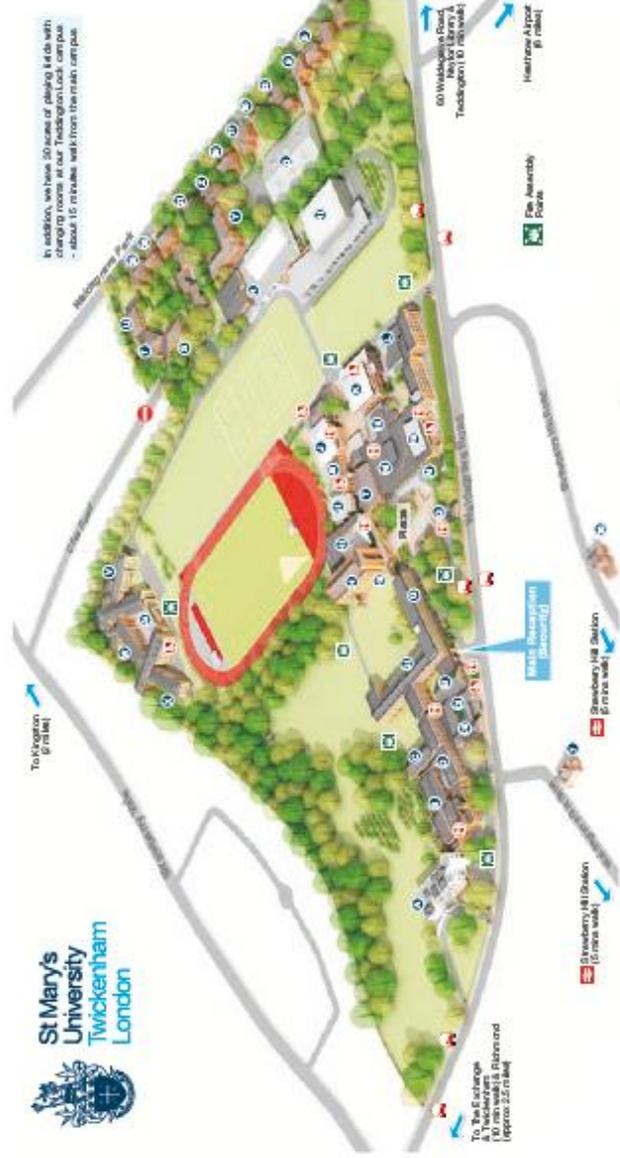
Every room also has a number that tells you what floor it's on. For example, to find room F5, look for the area marked F on the map and go to the ground floor of that corridor. Room F105 is on the first floor and F205 is on the second floor. If you get lost, don't be shy about asking for help. Our Security Officers and the staff at Main Reception are especially good at giving directions.

What's SIMMSpace?

Visit <http://simmspace.stmarys.ac.uk> to access the University's student portal, where you'll find more information about everything at St Mary's. All academic schools and professional services, including the Student Wellbeing Service, have pages on SIMMSpace, which also includes 'Quick Links' to your St Mary's email account, Moodle and a guide to opening hours across campus.

Please see <https://www.stmarys.ac.uk/contact/location-maps.aspx> for a digital version of this map

Main campus map



Key

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|--|----------|
| Accommodation Office | J |
| Administration | B* |
| Bar | J |
| Careers Service and Centre for Workplace Health | Ji |
| Chapel | H |
| Chapel in the Woods | Ai |
| Chaplaincy Centre | Q |
| Centre for Teaching Excellence and Student Services | Nii |
| Dolce Vita Café | J |
| Drama Studios | C, D, Di |
| Fees Office | J |
| Health Centre | D |
| Mall Room | Di |
| Library and Learning Technology | H |
| Library 24 Hour Study Hub | Hi |
| Reception | E |
| Refectory | N |
| Registry | J |
| Security – at Main Reception | E |
| Shannon Suite | Ni |
| Sport Centre (Gymnastics Centre, Multi-use Studio, Performance Education Centre, Sports Injuries Clinic) | R |
| Sports Hall and Fitness & Conditioning Suite | Ri |
| Sport and Health Services | R |

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|-----------------------------------|----|
| Strawberry Hill House and Grounds | A |
| Student Services | J |
| Students' Union | K |
| Student Wellbeing Service | J |
| Tennis Centre (Belme Hall) | Zi |
| Theatre | T |
| Waldegrave Suite | B |
| Washeteria | L |

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|---------------------------------|---------|
| Halls of Residence | 16 |
| 16 and 16a Strawberry Hill Road | 7 |
| Benedict XVI House | Z |
| Cashin | S, TU |
| Clive | Y |
| Cronin | Za |
| De Marillac | V |
| Doyle | X |
| Graham | X |
| Old House | G |
| Waldegrave Park Houses | 5 to 35 |
| Wiseman | W |

Grosvenor Hall Student accommodation is in Twickenham

You can find the International Department on the Ground Floor of 60 Waldegrave Road, across the road from the Naylor Library.

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