



Enrolment

8th & 9th September 2019

Student Services

Location: Student Services Centre
Room: J Building, 2nd Floor
Tel: 020 8240 2359
Email: studentservices@stmarys.ac.uk

Student Services comprises:

Student Life and Support:

Accommodation Service
Student Funding Service
Pastoral Support

Student Wellbeing:

Counselling
Disability and Dyslexia
Specialist Mental Health Advice
Wellbeing / Pastoral Support



The wellbeing of our students is at the heart of the mission, ethos and values of St Mary's. The Student Services team offers a warm and friendly welcome and is available to assist, guide and support students

with any minor hassles or major headaches that may crop up along the way. Our doors are open to all students, and, with a team of experienced professionals, we assist with specific needs and also offer general advice and guidance and pastoral care.

Contact details:

Student Services:

studentservices@stmarys.ac.uk
0208 240 2359

Counselling:

counselling@stmarys.ac.uk
0208 240 4353

Disability and Dyslexia:

wellbeing@stmarys.ac.uk
020 8240 4353

Accommodation Service:

accommodation@stmarys.ac.uk
0208 240 4034

Student Funding Service:

studentfundingservice@stmarys.ac.uk
0208 240 2389

Student Life Co ordinator:

studentlife@stmarys.ac.uk
0208 240 4048

Your Students' Union

Hi!

We're the SMSU Officer Team. Firstly we'd like to congratulate you on making an amazing decision in coming to St Mary's!

It's our job to make sure that you're having the best time possible while you're at uni. We help you out in loads of ways – through our sport clubs, societies, events, course reps and through giving you impartial advice on a whole load of aspects of student life.

We know the start of uni can be nerve-racking when you've come here alone – that's why we run Freshers' Fortnight to help you make friends and settle in. Check out the calendar that we have put together to find out what's going on – there's something for everyone over the next two weeks. We'd recommend that you go to as many events as you can, as you're guaranteed to meet new people at all of them. If you intend on going to all of the events; why not buy a freshers' wristband, this will give you access to all the events and will save you money!

Visit www.stmaryssu.co.uk and find out more!

We can't wait to see you all. If there's anything at all you want to speak to us about, be sure to come to K11 for a cup of tea and a chat!

See you soon!

Nat, Jack and Becks

Follow these steps for an easy enrolment.

Step 1: Park your car in the car park marked in **TURQUOISE** on the map for Clive, De Marillac, Graham, Wiseman, Doyle, Cronin, Cashin, Waldegrave Park; or park your car in the car park marked in **ORANGE** on your map for Old House, 16 Strawberry Hill Road and Benedict House. **Leave your luggage in the car.**

Step 2: Follow the red route to your Registration area, this is being held in the theatre (Shown in **RED** on your map). You can now ask your family and friends to grab a coffee or a bite to eat while you complete the registration process. Registration will probably take you about 15 minutes.

Step 3: Once you have registered and collected your university ID, exit the Registration area following the red route to the Welcome Village located in the Library. Here you can find out about lots of the services available to you at St Mary's.

Step 4: Keep following the red route to the Dolce Vita Café shown on your map, where you will find the Accommodation Hub and a range of other services to help make the process of moving into University Accommodation as smooth as possible.

Step 5: You will be directed to the key collection point closest to your accommodation shown by the key symbol on your map. You will then be greeted by your Resident Mentor and Senior Resident Team, who will help you to your room.

Step 6: There will be trolley points located in the car park areas and Student Helpers who will help you with all your belongings.

Step 7: The parking spaces closest to the accommodation are time restricted (2 hours), so that everyone is able to use them for moving in. Your family or friends are welcome to stay longer, but you must move your car to the long stay car park (shown in **PINK** on the map)

Step 8: Once you have moved in, you and your family or friends are invited to join other new students for a complementary BBQ, located just outside the Accommodation Hub/Dolce Vita Café.

Step 9: Finally - We are here to help and support you and on your first night, your Senior Resident will take you and your new hall mates on a campus tour and then to dinner in the Refectory.

**For non-residential students registering on Monday 9th September, please follow steps 2 & 3 above to complete your enrolment. During the day, try and stop by the Commuter Lounge shown on the map where you will find study space, lockers, microwaves and lounge seating. There will also be a complementary BBQ located outside the Dolce Vita where you can meet other new students.*

There will be a range of welcome activities for all students taking place on Monday and throughout your first week. All students will be invited to attend a Welcome Talk on Monday 9th, which will take place in K217/222 (K Block) shown on the map.

Get connected to our wi-fi

Connect to the St Mary's WiFi Network

1. Find and connect to the network called **St-Marys** (NB not 'St-Marys-Guest').
2. Enter the wireless password **stmaryswireless**
3. Open the web browser on your device, the WiFi login screen should appear in the browser.
4. Enter your St Mary's IT username and password (these are the same credentials used during online enrolment)

For more information visit the IT Helpdesk in the Welcome Village on the 8th and 9th of September.

If you're living in St Mary's halls of residence, there is a separate WiFi service provided by Glide covering these areas. Details of how to access the Glide WiFi will be provided by the Accommodation team when you collect your keys.

Catering

Welcome to St. Mary's. Our in-house catering and bar service team is here to look after your food and beverage needs.

Make sure you download the **SimmPay** app for cashless catering and meal plans before joining. You can then link your ID card to your SimmPay cashless account when you arrive.

The Refectory is your main dining outlet serving Breakfast 8am-10am, Lunch 11.45am-2.30pm and Dinner 4.30pm-7.30pm on weekdays and Brunch 10.30am-12.30am and Dinner 4.30pm -6.30pm on weekends.

There are also two Starbucks cafes; Dolce Vita is on the main campus and Naylor Café is off-site. The Bar is a great place to meet up and make new friends. It is **open from 12noon on weekdays.**

Please speak to a Catering Supervisor in the Refectory if you have any dietary requests or any questions!

FAQs

Are there lockers anywhere that I can use?

Yes. Lockers are available in a number of locations on campus. Your programme tutors will be able to advise you on the locations of lockers nearest to the teaching rooms you will be using.

I've just arrived at St Mary's and I want to meet new people. What shall I do?

There are loads of Welcome Fortnight events happening throughout the first two weeks – they're all brilliant opportunities to find people who share your interests, whatever those might be! You can find details on all of them in the calendar which is also in the lanyard that you got this map from! If you don't have this, make sure you go to the Students' Union in K11 to pick one up or head to stmaryssu.co.uk to find out more.

I don't live on campus, so I can't easily come to evening events. How can I socialise whilst on campus?

Our all-new Commuter Lounge was designed for students in your situation! The Commuter Lounge is a space on campus where commuting students can relax in our 'living room' space, make use of the lockers and be able to use the microwaves

and seating area provided. This space is open all day from 6am to 1am across Freshers' Fortnight, so you can stay later on campus and attend the events in the SMSU Freshers' Fortnight schedule.

I want to go out at freshers but I'm not interested in clubbing or alcohol-related events. What is there to do?

For most of the bigger clubbing events in SMSU's Freshers' Fortnight programme there are alternative events which are quieter – they range from film screenings to bingo to pub quizzes. At the evening events in the Bar there are also loads of great non-alcoholic drinks and a mocktail option available. In the daytimes, we also have a petting zoo, a 20ft climbing wall, freshers' fair with loads of freebies and loads more – so don't miss those! All of the events are open to every St Mary's student, and a lot of these ones are free.

Where is Security located?

Security can be found at the main entrance to the University

How do I use the onsite Amazon Lockers?

You will need to access your Amazon account address book where it asks to 'add a new locker'. Type in the postal code of the university **TW1 4SX** click accept to access 'Sikes Locker'.

Where is the nearest supermarket?

The nearest supermarket is Tesco's in Teddington. It is a 15 minute walk or a 5 minute drive and they provide customer parking. On Sunday's the opening time is 11am – 5pm.

There is a problem in my room when I arrived. What should I do?

St Mary's Maintenance & Housekeeping teams will be located in the Accommodation Hub (Dolce Vita). Residents will also be required to fill in an inventory which will be sent to them on Monday 9th September which you have a week to complete. Maintenance can also be contacted by email: fmhelp@stmarys.ac.uk

Where can I find information about the academic induction for my programme?

This can be accessed via the University's Induction web pages. See: www.stmarys.ac.uk/welcome





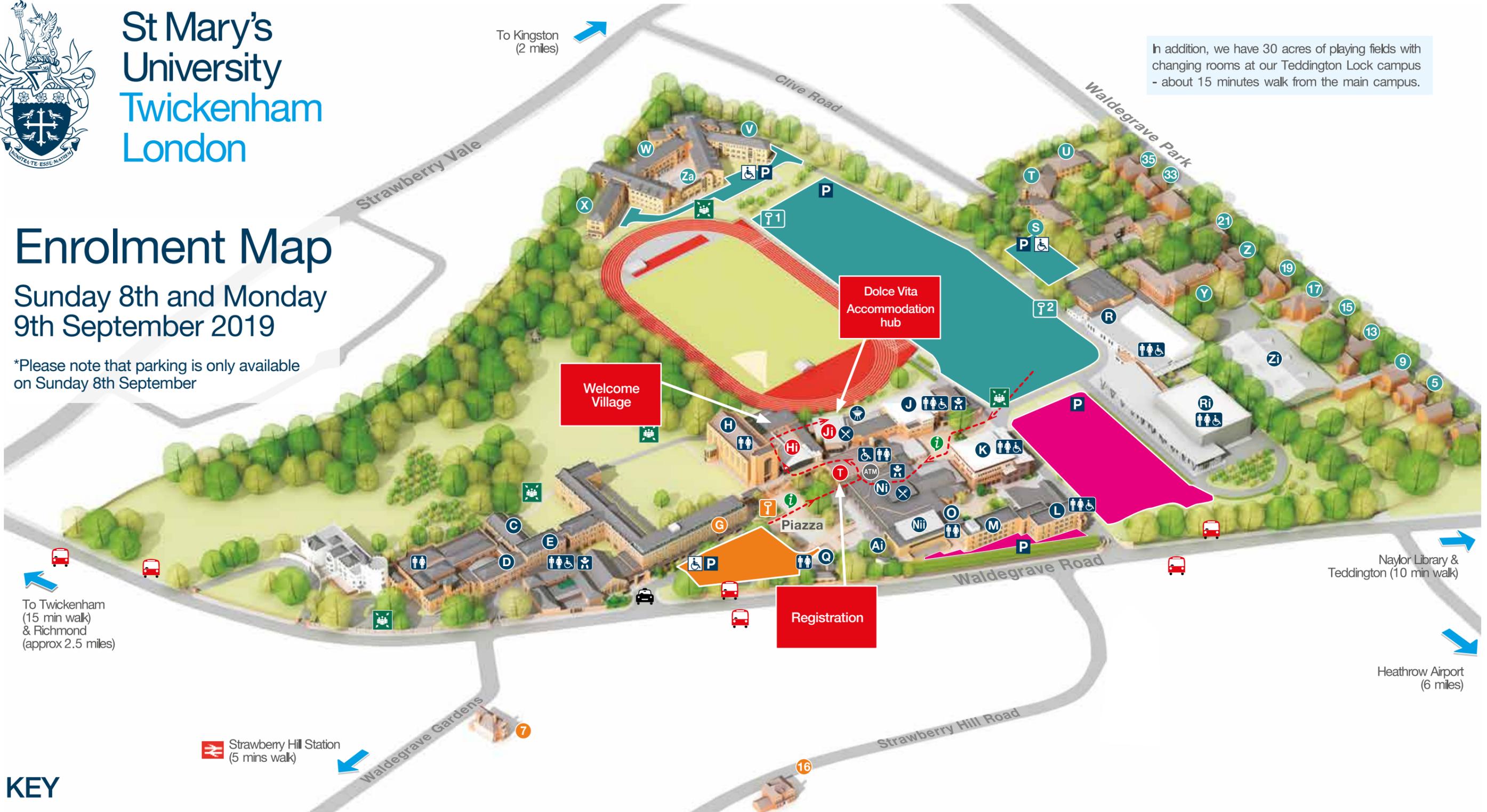
St Mary's
University
Twickenham
London

Enrolment Map

Sunday 8th and Monday
9th September 2019

*Please note that parking is only available
on Sunday 8th September

In addition, we have 30 acres of playing fields with
changing rooms at our Teddington Lock campus -
about 15 minutes walk from the main campus.



KEY

Orange car parking route	Male and female toilets	C Drama Studios	M Lecture Rooms	Accommodation Halls
Turquoise car parking route	Male, female and disabled toilets	D Drama Studios	Ni Refectory	S, T, U Clive
Welcome point for DeMarillac, Graham, Wiseman and Doyle	Baby changing facilities	E Main Reception, Security and Offices	Nii Kitchen	Za, X, W, V De Marillac, Graham, Wiseman, Doyle
Welcome point for Cashin, Cronin, Clive and Waldegrave Park Houses	Café and restaurants	H Chapel	O Commuter Lounge	Y Cronin
Welcome point for Old House, 16 Strawberry Hill Road and Benedict House	Fire Assembly point	Hi Library/Welcome Village	R Sports Centre	Z Cashin
Information point	Taxi drop-off and luggage store assistance	J Student Centre (includes Accommodation, Registry, Fees, Bar and Hall)	Ri Sports Hall	5, 9, 13, 15, 17, 19, 21, 33, 35 Waldegrave Park houses
Overflow/long-stay parking	Bus stop (33)	Ji Dolce Vita/Accommodation Hub	Zi Tennis Centre	G Old House
Parking	ATM (automated teller machine)	K Teaching Lecture Rooms	T Theatre/Registration	16 16 Strawberry Hill Road
Disabled car parking areas	BBQ	L Lecture Rooms		7 Benedict House