**Student Services**

**Location:** Student Services Centre Room: 2nd 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 our 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
  - 020 8240 2359

- **Counselling:**
  - counselling@stmarys.ac.uk
  - 020 8240 4353

- **Disability and Dyslexia:**
  - wellbeing@stmarys.ac.uk
  - 020 8240 4353

- **Accommodation Service:**
  - accommodation@stmarys.ac.uk
  - 020 8240 4034

- **Student Funding Service:**
  - studentfunding@stmarys.ac.uk
  - 020 8240 2389

- **Student Life Co-ordinator:**
  - studentlife@stmarys.ac.uk
  - 020 8240 4048

**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 lobby 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 stmarysus.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 8am to 1am across Fresher’s Fortnight, so you can steadily hang out on campus and attend the events in the SMU’s Fresher’s Fortnight schedule.

I want to go out at Fresher’s but I’m not interested in drinking or alcohol-related events. What can I do?

For most of the bigger clubbing events in SMU’s Fresher’s Fortnight programme there are alternative events which are alcohol-free – they range from films, screenings, bingo to quiz nights. At the evening events in the Bar there are also loads of great non-alcoholic drinks and a mocktail option available. In the daytime, we also have a petting zoo, a 20ft climbing wall, Fresher’s 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 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.

**Is there a problem in my room when I arrived?**

Yes. If you have a problem in your room when you arrived, what should I do?

Your Residents’ Accommodation Service is at the heart of the mission, ethos and values of St Mary’s. It’s our job to make sure that you’re having the best possible stay. If you have a problem in your room when you arrived, what should I do?

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.

**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

**How do I use the onsite Amazon lockers?**

You will need to access your Amazon Prime account and set up access to the locker. You can do this by visiting the Amazon website and selecting the ‘Add a new locker’ option. Then use the locker code of the university ‘TW1 4SX’ to access it.

**Your Students’ Union**

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 – from our sports 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 Fresher’s 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 festival ticket/white card, this will give you access to all the events and will save you money!

Visit www.stmarysus.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!

Pat, Jack and Becs
Enrolment Map

Sunday 8th and Monday 9th September 2019

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