



Arrivals and Welcome Week

Frequently Asked Questions

QUICK REFERENCE

Where is....

- Accommodation Hub – The Dolce Vita
- Fees – The Refectory
- Registry – The Theatre
- Security – The Theatre
- Welcome Village – The Library

Where can I park?

The rugby field (to the right of the running track) has been transformed into a car park for the day. Please head over there where one of our helpers will be ready to assist.

Are trolleys/movers available to help move my belongings into Halls?

Yes! We have two trolley points in the car park and plenty of ambassadors to help. Just ask and they'll be happy to help!

How do I find my way around?

- **Information points** are located in Student Square and the piazza outside the Refectory to greet you arriving from both entrances.
- **Follow the arrows** on the ground
- There are **plenty of signs** around campus to direct you to the right location
- **You will be given a map** along with your lanyard to help out as well.

REGISTRATION

Where do I go for student registration?

The registration circuit will operate in the Refectory and the Drama Theatre. The Fees Team will be located in the Refectory with Registry and Security in the Drama Theatre.

1. Fees – staff from Fees Office will be there to ensure that your fees or payment plan is all set up correctly
2. Registry – staff will check that all the details of your registration and your programme of study are correct
3. Security – will provide you with a pre-printed ID Card or take a photo and print one out for you, if you've not been able to upload a picture during the online registration process

Laptops will be available in the Refectory for you if you haven't been able to complete online registration for any reason. Once you've completed registration and collected your ID card you can make your way to the Student Village located in the Library.

What times are you open today?

Sunday 8th September 8am-6pm

Monday 9th September 9am-5pm

I can't come to register today – can I register later?

Students may register at the Student Admin Helpdesk from Tuesday 10th September onwards, Monday-Friday 9am-5pm.

Can someone else register for me?

No. Only the student can register themselves.

What documents do I need to register?

- **HOME students:** qualifications, passport OR birth certificate OR adoption certificate AND UK driving license.
- **EU students:** qualifications (translated if not in English), birth certificate OR passport OR driving license
- **EAA students:** qualifications (translated if not in English) Passport OR national ID card OR driving license
- **Tier 4 students:** qualifications, passport and evidence of visa status

Where do I check in to Halls of Residence/get keys?

The Accommodation Hub in the Dolce Vita café. The Accommodation Team will be there to help you with anything related to moving in to Halls.

I didn't upload a photo – where can I get a photo taken for my ID card?

Security are based in the Drama Theatre (next to the Refectory), who will be able to help you by taking a photo for you.

ACCOMMODATION

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 Welcome Village on Welcome Sunday. 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

How do I use the onsite Amazon Lockers?

You will need to access your Amazon account address book where it will ask you 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.

Can I leave my car longer?

You can leave your car longer as long as you move to the long stay car park. This is located once you enter the White Gate and is situated on your right.

SOCIAL EVENTS

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 <https://www.stmaryssu.co.uk/> to find out more.

I want to make sure I can get into every SMSU Freshers' Fortnight event. How do I get my tickets?

You can get your full Freshers' Fortnight wristband from the Students' Union in K11. This is the only way to guarantee entry to all of the events, so make sure you get one before they're all gone!

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 Fresher's

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 more relaxed – they range from film screenings to **Bingo** to pub quizzes. In the daytimes, we also have a **Petting Zoo**, Fresher's Fayre 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.

ACADEMIC INDUCTION

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

This can be accessed via the University's Induction web pages. See <https://www.stmarys.ac.uk/welcome/induction/select-course.aspx>

I've missed my academic induction sessions. What should I do?

Don't panic! You can still attend any of the other sessions that are timetabled for your programme which are on the induction pages (<https://www.stmarys.ac.uk/welcome/induction/select-course.aspx>). Make sure you speak to your programme team when you arrive so they know and can let you know of any special information you need. You should also email your programme director and let them know – their details are on the programme induction pages.

Remember, if you are a joint honours student you should go to all of the programme specific induction activities. Be sure to let each programme team know if you missed one of their sessions.

If, for any reason, you are unable to make it to the Student Essentials talk on Monday, we will be repeating it on Thursday 12th September, 12-1pm in K217/K222.

Will I have access to a personal tutor during my studies at St Mary's?

Yes. Your programme director is responsible for ensuring that you have a personal tutor and will ensure that you know who this is during Welcome Week. Your personal tutor will be a member of academic staff in the department in which your programme is located and will be able to advise and provide guidance on a range of pastoral and academic matters. They are provided with training by the University to ensure that they are able to provide a high level of support to you during your studies. You will be offered a one-to-one session with your personal tutor within the first two weeks of the semester and will be offered either one-to-one or small group personal tutor sessions at regular intervals thereafter.

STUDY SUPPORT

Where can I learn more about the sources of support available to me?

Come along to your 'Student Essentials' briefing session on Monday 9th September AND 'Student Life' briefings on Friday 13th September. The date/time of your programme's 'Student Essentials' session and 'Student Life' sessions will be in your Induction Timetable. More information is available on the University's web pages.

See: <https://www.stmarys.ac.uk/welcome/induction/select-course.aspx>. Once you have completed your Registration with the University you can also find more information on SimmSpace

<http://simmSPACE.stmarys.ac.uk/Pages/SIMMSpaceHome.aspx>

Where can I access information about the Library?

Information about the Library is available on our website. See:

<https://www.stmarys.ac.uk/it-and-library-services/overview.aspx>

Once you have completed Registration, more detailed information about the Library can be accessed via SimmSpace. See: <http://simmSPACE.stmarys.ac.uk/services-students/library-it-services/Pages/default.aspx>

<http://simmSPACE.stmarys.ac.uk/services-students/library-it-services/Pages/default.aspx>

Where do I go if I want to access guidance relating to my future career options or to find out about paid or volunteering opportunities at the University whilst studying?

The University provides a dedicated team of experts via its Careers Service who can provide you with guidance anytime during your studies at St Mary's. More information is available at: <https://www.stmarys.ac.uk/student-support/careers/careers.aspx>

Once you have completed Registration, more detailed information about the Careers Service can be accessed via SimmSpace. See:

<http://simmSPACE.stmarys.ac.uk/services-students/careers/Pages/careers-home.aspx>

Does the University have a Virtual Learning Environment (VLE)?

Yes. Ours is called Moodle (formerly MyModules) and it is the main source of information about your academic programme and the modules within it. For more information see: <http://simmSPACE.stmarys.ac.uk/Pages/mymodules.aspx>

COMMUTING STUDENTS

I will be commuting to the campus rather than living in University accommodation. Is there a space dedicated for use by commuting students?

Yes. The Commuter Student Lounge is a new facility that has been developed specifically to meet the needs of commuter students. It includes comfortable lounge-style seating, secure lockers for storage, cooking facilities (a microwave oven and tea/coffee-making), television, and networked PC work stations. It is located behind the Refectory.

Are there lockers anywhere else 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. Lockers are also available in the Student Commuter Lounge.

SECURITY & MAIL

Where is Security located?

Security can be found at the main entrance to the University

Where is the post room located on campus?

The post room can be found in the main university building via the main reception.

Will I be contacted when post arrives for me?

Post that arrives on a daily basis via Royal Mail, i.e. (bank letters, birthday cards etc. this also includes small packages) will need to be collected from the Post Room daily as these types of mail are held in a secure post box and not notified to the individual.

How will I know if I have any parcel deliveries or registered post?

Any Parcels or signature required items delivered by courier or post, Post Room staff will send you a parcel notification email to your student email account informing you of a delivery. The notification will provide you with a Parcel Number to be quoted on collection from the Post Room. ID will need to be shown on arrival.

What are the opening hours of the post room?

The Post Room is open Monday- Friday 08.00-17.00

How do I have my mail addressed to the university?

In order for the mail/packages to reach the university all correspondence should be addressed in the following format correctly.

Full Name
St Mary's University
Waldegrave Road
Strawberry Hill
Twickenham
Middlesex
TW1 4SX

Please also add:

Halls of Residence
Your Regnum