

Student Handbook

Academic Year 2024-25

Undergraduate and Postgraduate Taught Students

Welcome	5
Contacts	5
Resources	5
Academic Structure	6
Key Information About the Academic Year	6
Academic Advisor	6
Academic Services	6
Academic Support	6
Academic Advising	6
English Writing Advisor	7
Maths Tutoring	7
Specific Learning Differences Advisor	8
Attendance	8
Quality Team	9
Student Voice	9
Student Discipline Representation	10
Student Engagement Committee	10
Global Experience Representation	10
Becoming a Student Representative	10
Student Voice Cafés	11
Course Satisfaction Surveys	11
Programme Satisfaction Surveys	11
Feedback Updates	11
Questions about your Course or Programme.	11
Teaching, Learning and Enhancement Committee	12

Registry	12
Assessment Team	12
Student Conduct	12
Residence Services	13
Cost of Student Living in London	13
Safety and Crime	14
Student Support and Development	14
Support for Students with Medical Conditions, Disabilities and SpLDs	15
Mandatory Reporting	15
Report and Support	16
Health, Safety and Wellness	16
Tips for Staying Healthy and Happy	17
TargetConnect	17
Finance and Data	17
Operations	18
Facilities at the University	18
Head of Facilities	18
First Point	18
The Campus	18
Devon House	19
Moretown	20
Student Lockers	20
Visitors	20
Security	20
Health and Safety	21
Fire Evacuation Procedure	21
Prevent Duty	21
Timetabling	22
Library Resources	22
The VLE and Learning Resources Team.	22
The Northeastern University's Digital Library	22
The City of London Libraries	22
The Devon House Collection	22

The Senate House Library	22
The British Library	23
The Westlaw and Lexis+ Databases	23
Books	23
Contact Details	23
Information Technology	23
Laptops and Other Mobile Devices	24
Online Resources	24
Online Data Storage	25
IT Support	25
Audio-Visual	25
Printing & Photocopying	25
Wi-Fi	26
Information Sharing & Phishing	26
Student Life	26
Events Team	27
Societies, Clubs and Sports	27
Tips for Managing Your Money	27
Budget Calculator	28
Tips for Moving to London as an International or Foreign Student	28
Insurance	28
Part-Time Work	28
Places of Worship	29
Transport	29
Student Union	29
Student Union Officers	30
Complaints	30

Welcome

On behalf of The Dean and the Academic Senior Management Team, welcome to Northeastern University London (the University).

The University's focus on interdisciplinarity and experiential learning will take you beyond the conventional boundaries of education, and empower you to explore and understand your core discipline via multiple perspectives. Using London and the world as your classroom, you will experience new cultures first-hand, participate in authentic and applied learning and assessments, learn from one another, and personalise your learning journey to reflect and drive your interests, expertise, and ambitions. The University's experiential focus, including co-curriculars, co-ops, impact challenges, and international study opportunities, nurtures imaginative, entrepreneurial, distinctive, and inclusive global citizens.

We are excited to support you on this journey and wish you every success with your studies.

This handbook provides you with information about the University and its facilities. It is accompanied by information on the [University Website](#).

Some useful information about being a student can be found in the (QAA) Quality Assurance Agency for Higher Education's [Student Guide to the Hidden Curriculum](#).

Contacts

If you need any extra support, please contact the relevant departments.

- [Academic Advising](#) - For any academic queries.
- [Finance](#) - For any financial, fees and bursary queries.
- [IT Support](#) - For any IT-related queries.
- [Quality](#) - For any Student Voice or Compliance and Regulation information.
- [Registry](#) - For administrative queries- i.e. student letters, IDs.
- [Residence Life](#) - For any residence-related questions.
- [Student Support](#) - For pastoral-related queries.
- [Timetabling](#) - For any timetable queries.
- [Visa and Immigration Compliance](#) - For any Visa-related queries.
- [Canvas](#) - for any Canvas queries.

Resources

- [Policies and Procedures](#) - The University's policies and procedures can be found on the website in our [Academic Handbook](#).
- [Forms](#) - The University's most frequently used forms are available on the website in the [Forms Library](#).

Academic Structure

Key Information About the Academic Year

The Academic Year governs the University's academic operations and service provision and within this, we have set semester dates and examination periods.

It is recommended that you note the key semester dates in 2024-25 from the Programme Handbook section of the Faculty/Discipline Homepage on Canvas. Check back at the Faculty/Discipline Homepage regularly to ensure that you see any updates that may take place.

Academic Advisor

Your assigned London Academic Advisor will be in touch with you for course selection and checking on your engagement with your courses. You can contact them if you have any academic concerns. They can help you with study skills, time management, revision, and understanding feedback. Academic Advisors often organise study skills workshops that you are encouraged to attend.

Academic Services

As a student at the University, your experience is personal, not anonymous. The smaller scale of the University means that there is not the same sense of anonymity that students might sometimes feel at larger universities. All our members of staff are friendly, responsive and easy to contact. Whether you need guidance on day-to-day student life, academic matters, illness or other worries, there is always someone who will listen and offer support.

Academic Services is arranged into teams who have responsibility for the following areas:

Academic Support

The Academic Support team is available to offer a range of professional services to support students' academic success.

Herewith a link to the [Canvas](#) page with more details.

Academic Advising

- Active reading

- Attendance monitoring (non-visa students only)
- Course selection assistance
- Exam preparation
- Faculty coordination
- General executive functioning
- Note-taking
- Organisation
- Study skills, including research and referencing
- Time management

To make an appointment to meet with an Academic Advisor or a member of the Student Support team, please use [Target Connect](#).

English Writing Advisor

- 1:1 tutorials with students on academic writing, including but not limited to:
 - Essay and report writing
 - Paraphrasing, quoting and summarising
 - Referencing and citing
 - Reviewing the structure and flow of essays
 - Using appropriate academic vocabulary
- Academic Resources and Useful Links
- Academic writing guides and referencing guides
- Course on English conversation skills
- Course on language for interview skills
- Workshops and webinars series on Academic Writing:
 - Academic integrity and avoiding plagiarism
 - Academic language and reading academic sources
 - Citing and referencing
 - Critical note-making skills
 - Essay writing (planning, structuring and writing)
 - Paraphrasing, summarising and quoting
 - Reading and writing critically

Maths Tutoring

- 1:1 and small group sessions for students on mathematics-based courses

- Additional course drop-in sessions for specific courses
- Complementary notes, exercises and quizzes for mathematics courses
- Links to external references for study skills, general mathematics practice and course-specific topics
- Revision drop-in sessions for each mathematics course prior to midterm and final exam
- Seminars/webinars on specific topics related to studying mathematics-based courses at university

Specific Learning Differences Advisor

- Autism, ADHD and Dyslexia focused support.
- Mentoring includes time management and organisation, dealing with deadlines and goal setting.
- Study skills support includes advice on all aspects of academic writing - essay structure, paragraph structure, sentence structure, referencing, grammar and proofreading strategies, for instance - academic reading, critical thinking, and note taking.
- Support is available to all undergraduate and postgraduate students regardless of programme.

Attendance

Attendance to all classes is expected; this includes attendance at scheduled course visits or activities outside the classroom.

For Undergraduate Students

Please see the [Undergraduate Student Attendance Policy](#). You must also take note of the semester dates and make sure you are available for the full length of each semester.

Registers will be taken for all classes, make sure your attendance has been recorded. Do not sign in on behalf of another student as this is a serious violation of the University regulations.

If you cannot attend a class due to exceptional circumstances, you must fill out a [Student Absence Reporting form](#). Filling out the form does NOT excuse your absence, it provides an explanation of the absence and allows support teams to be in contact should you need additional help. You should also notify faculty, by email, as soon as you are aware that you will miss a class for any reason.

For Visa Students

If you are on a Student Route visa, please also see the [Academic Engagement Policy](#) in the [Academic Handbook](#) and consult the [Visa Team](#) if you have any questions or concerns.

Quality Team

The Quality Team is responsible for:

- Academic Quality Framework that includes
 - Programme/Course Approval Events
 - Annual Monitoring and Reporting
 - Management of collaborative provision
 - External Examiner Recruitment
- Core Document Register management
- Policies and procedures
- Regulation and compliance
- Student Voice

Student Voice

The Student Voice is the University's official framework to ensure that the views of its students are heard. It has several mechanisms.

The students' voice is a key priority within the University. Your opinion has a valuable role in informing the development and enhancement of programmes and courses and shaping all aspects of the learning experience. There will be many opportunities to share views, such as:

- Concerns Reporting System
- Course Student Satisfaction Survey
- Discipline Meetings (via student representatives) are used to ensure that programmes and courses within the remit of Heads of Discipline are operating in accordance with the University's academic policies and regulatory framework, modified following [AQF4 Programme and Course Approval and Modification](#) when required
- Faculty Directors' Meetings (via student representatives)
- Global Experience Meetings (for mobility student representatives)
- Informal feedback during scheduled sessions (e.g. Student Voice Cafés)
- Programme Student Satisfaction Survey
- Programme Development/Periodic Review panels/focus groups
- Student Engagement Committee (via student representatives)
- Student Union President who sits on the Academic Board and Northeastern London Board

- Teaching and Learning Enhancement Committee (via student representatives and the Student Union Academic Officer).

Student Discipline Representation

Each discipline has a student representative whom you can contact to give course-level feedback on your classes. Discipline Meetings take place twice per semester with Heads of Discipline.

The represented disciplines are Art History and History, Business and Project Management; Economics; Data Science; English and Creative Writing; Modern Languages; Law and Criminology; Philosophy; Politics and IR, Sociology and Anthropology; Psychology; Computer Science; Bioscience and Chemistry, Mathematics; Design and Communication; Engineering and Physics.

Student Engagement Committee

The aim of the Student Engagement Committee (SEC) is to provide a forum for all students to provide feedback and evaluation that will lead to an enhancement of the student experience once resultant actions are implemented. Here student reps are invited to feedback on how faculty have responded to student comments and queries at discipline meetings and Faculty Directors' meetings, to evaluate how responses have been communicated to students, and to reflect on the impact of any changes made. The SEC also addresses the key themes of the [National Student Survey](#) (NSS), a nationwide survey of all final-year undergraduate degree students, which is an important metric used in University league tables. These themes also form the basis of questions asked in the University's levels 4 and 5 programme surveys. This is so students are familiar with the questions ahead of completing the NSS in their final year, and the University can identify and address any issues as they emerge at the earliest stage possible. Each cohort has its own Committee and meets once each semester. Your feedback is captured on a working action plan which can be found on the [VLE](#).

Global Experience Representation

Student representatives will be available to collect programme-level feedback about the organisation of Global Scholars and London Scholars programmes (i.e academic programme feedback, residence life feedback, student life/extracurricular feedback).

Global Experience Meetings take place twice per semester with the Student Life team, the Residence Life team, and the Associate Director for Mobility programmes.

Becoming a Student Representative

If you enjoy representing your fellow students and sharing their feedback with the University, then a Student Representative role is for you. At the start of the Autumn semester, you will be invited to nominate yourself as a Student Representative for your Discipline.

You will be asked to self-nominate using a form found on the [Student Voice page](#). You will also need to provide a brief explanation as to why you wish to be elected. If there is more than one nomination for a position, then it will go to a vote, and all students taking courses under the discipline will be given the opportunity to vote who they want through an online poll. Elections will initially be held at the beginning of the autumn semester. The nominee with the most votes will be announced.

There may be positions available at the start of the Spring semester; if this is the case, the same process will take place.

Check out the [Student Voice page](#) if you want to know more.

Student Voice Cafés

Student Voice Cafés are held throughout the academic year to give all students the opportunity to meet informally with members of the Teaching and Learning team and share ideas about how the University can enhance their academic experience. Each cafe has a different theme, which will be proposed in consultation with the NUSU Officers.

Course Satisfaction Surveys

At the end of each semester, you will be asked to fill in satisfaction surveys for each course that you take. These are an important source of information to improve our course provision.

Programme Satisfaction Surveys

You will be asked to complete satisfaction surveys at the end of each course and one at the end of the programme.

Feedback Updates

Feedback on how dialogue in the cafés and points raised through student representatives or student satisfaction surveys has been addressed and informed policy and decision-making will be provided via a number of mechanisms, including email, newsletters, course instructors, and updates on the screens around campus and in subsequent cafes.

Questions about your Course or Programme.

If you have any questions about any of your courses or you are finding an element of a particular course challenging, your first port of call is your course tutor/course leader. If you have a question or concern about your programme of study, the best person to speak to is your Head of Discipline.

If you are concerned that your question or concern is not being addressed, you can speak with your Academic Advisor or the Associate Dean of Teaching and Learning (Students).

Your student representatives will ask you for feedback on your courses, programmes, and overall student experience ahead of Discipline Meetings, Faculty Directors' Meetings, and the Student Engagement Committee.

Further information can be found in the [Student Representative Handbook](#).

Teaching, Learning and Enhancement Committee

The Teaching, Learning and Enhancement Committee (TLEC) reports to the Academic Board and has the responsibility to enhance the teaching, learning and assessment for all the undergraduate and postgraduate (including postgraduate research) and Diploma programmes delivered at the University by overseeing and ensuring coherence across the various programmes delivered at the University.

It has oversight of the University's strategy to key external quality measures, such as the [National Student Survey](#) (NSS) and [Teaching Excellence Framework](#) (TEF), and directs working groups to develop projects to disseminate and embed excellent teaching, learning, and assessment practice in a number of important areas (e.g, accessible learning environments).

Registry

Registry is responsible for the management and administration of:

- Statutory data collection and returns
- Student progression and awards.
- Maintaining an accurate and up to date record from registration to graduation
- Student transcripts, confirmation of study letters and background verification requests for students and alumni.
- Extenuating circumstances
- Assessment
- Appeals, complaints and misconduct

For information or advice email [Registry](#).

Assessment Team

The [Assessment Team](#) sits within Registry and deals with any technical matters related to assessments, such as Extensions and Extenuating Circumstances, Exams, Submission links on Canvas, Resits, and Final Results.

Student Conduct

The University prides itself on being a place of learning, discussion, inquiry and discovery. The University is a community of colleagues, staff and students alike, together engaged in the adventures of ideas. It is, therefore, important that the students and staff are respectful of other people's beliefs and views. Students are

advised to review the [Disciplinary Procedures for Students](#) which defines the basic behaviour expected of students.

Residence Services

The [Residence Services Team](#) supports students with issues relating to accommodation and housing. Residence Services live in the residence halls and provide pastoral support and activities for University students living in contracted residence halls.

They:

- Organise social and recreational activities.
- Provide 1:1 pastoral support.
- Oversee student conduct in residence halls.
- Assist with any required emergency support and assistance for students transitioning to London living.

The [Housing Support Team](#) provides information, guidance and resources about the London housing market and other available halls of Residence. In particular, they regularly monitor the London housing market and the current state of student rentals and use this information to curate the [University Housing Guide](#) information pack.

Cost of Student Living in London

This is a rough guide to how much you might expect to spend on a weekly basis during your time in London. Aside from accommodation, living expenses will generally take up the majority of your budget. Of course, this is entirely dependent on the kind of lifestyle you lead and the amount of money you like to spend. There is a perception that London is more expensive than other cities in terms of living costs. This can be the case, but there does tend to be some degree of exaggeration.

Based on our research, we anticipate the following will be a sufficient weekly budget for living costs for an average student lifestyle in London. The weekly budget costs are an average, and you may spend less or more depending on a variety of factors.

Type of Cost Average per week - general guidance

- Accommodation within a Halls of Residence (includes heating, electricity, water, wi-fi) £350.00 - £500.00
- Rental Accommodation £150.00 - £350.00
- Books £10.00
- Food, toiletries & general housekeeping £50.00
- Socialising & entertainment £40.00
- Transport (18+ Student Oyster card zones 1-3) £33.50
- Contingency £15.00

Safety and Crime

Although London is a relatively safe city in which to be a student, it is still important to be vigilant, especially at night. We all drop our guard sometimes, especially when we have had a few drinks or are tired and stressed after a long day of studying. Adopting a few sensible precautions and being aware of the dangers will help you to avoid becoming a victim.

The 'Opportunist Thief' commits 80% of crime, which implies that many crimes could be prevented. The bulk of crime includes burglary, theft of and from cars and theft of pedal cycles. The fact is that a few elementary precautions, which make it more difficult for the thief, may well prevent you from becoming another crime statistic.

These include:

- Keep valuable items such as phones and laptops out of sight.
- Avoid travelling alone in quiet areas, especially at night.
- Walk facing traffic so that you can see all on-coming cars.
- Be extra vigilant when using cash machines – protect your PIN.
- Never leave your drink unattended.
- Try to let someone know where you are when out.
- Only use licensed cab companies or black cabs.
- Do not hitchhike or accept lifts from strangers.
- Cover up expensive-looking jewellery.

Student Support and Development

Student Support and Development (SSD) is responsible for:

- Bursaries for UK students
- Counselling
- Disability support
- Finance support (SFE/DSA)
- Hardship Funds
- Safeguarding & Prevent
- Student wellbeing and mental health
- Support for EC applications
- Support for student complaint/appeals
- Support to study

Please familiarise yourself with University's [Student Welfare Policy](#).

Contact [Student Support and Development](#). Members of SSD are available to support you with any pastoral issue. You can access information about SSD through the online platform [TargetConnect](#), which is accessible on the current [Student Hub](#) on the University website and via the link on [Canvas](#). TargetConnect allows you to access resources, make appointments and sign up for workshops and events. SSD also offers an open drop-in service, Mon - Fri during term time.

Through a mixture of in-person and online workshops and one-to-one appointments, SSD can provide information, advice and guidance on:

- Advice and guidance on finding medical care
- Developing strategies and techniques to self-manage mental health conditions.
- General personal and well-being issues
- Learning Support Plans for specific learning differences, disabilities, and conditions
- Mental health support is available within the University and externally
- Money matters, budgeting and UK student loans
- Navigating University policies such as Extenuating Circumstances, Break in Study, Withdrawals, Complaints and Appeals
- Planning your return to studies following a break
- Support for students with experience of care or who are estranged from families
- Understanding and navigating the academic misconduct process SSD work alongside other members of staff and your General Practitioner (GP), all of whom can provide ongoing support

Prior to accessing external support through the SSD, we strongly recommend that you register with a local GP and agree to information sharing with them. You can use the NHS [Find a GP](#) search function to find your nearest GP.

Support for Students with Medical Conditions, Disabilities and SpLDs

Information regarding this can be found on the [University Website](#).

For more information, please read the [Student Disability Policy](#) and other policies or email [Student Support and Development](#).

Mandatory Reporting

Mandatory Reporting for allegations of sexual misconduct have been brought in, to align the University with the global network and initiatives being explored by the Office for Students. Mandatory reporting is when a student discloses to a Mandatory University Reporter an alleged incident of sexual misconduct, assault or violence, that staff member is required to report it to the University, even if a student asks for

the information to be kept confidential. The reporting of the incident will not normally automatically instigate disciplinary procedures, however it will enable the University to support the student who has disclosed the incident.

All staff are considered Mandatory University Reporters. Mandatory University Reporters also includes student workers who assume roles which other students may reasonably believe obligate that student worker to report allegations of sexual misconduct, for example Student Ambassadors and Student Research Assistants. Mandatory University Reporters are required to immediately report allegations of sexual misconduct using the platform provided.

There is a network of staff, suitably trained in sexual violence support and safeguarding to manage and support individuals involved (alleged victim and alleged perpetrator) in the incidents reported.

Policies and procedures have been adjusted to incorporate mandatory reporting.

Report and Support

If you or someone you know has experienced or witnessed sexual misconduct, micro-aggression or any form of harassment, discrimination or hate, you must report it and get support from a trained member of professional staff.

Health, Safety and Wellness

[Help Lines and Listening Services.](#)

Student Health

General Practitioner (GP)

We strongly recommend that you register with a local GP within two weeks of arrival for the duration of your studies. You can only be registered with one GP at a time and can find your nearest GP by using the NHS [Find a GP](#) service.

Dentists

You can find your nearest Dentist through the NHS Find a Dentist website.

Sexual Health and Awareness

It is important to remember that you have complete autonomy over your body – never do anything that you don't feel totally comfortable with and report any abuse or violence to the police, or you can make a report to the University via [Report & Support](#).

Sexual Health Clinics - local:

- Tower Bridge Wellness Pharmacy, Tower Bridge Piazza SE1 2NJ, 02037719927, 10.00 - 17.00 Mon, Tues, Thurs & Fri, 12:00 -17:50 Weds, 10:30 – 16:00 Sat

- Homerton Sexual Health, Leadenhall St EC3A 3DH, 02076834103, 09:00 – 15:00

Tips for Staying Healthy and Happy

University can be challenging at times, and personal and family issues can also arise during study. In order to perform well on your degree and manage life's ups and downs, you must proactively take steps to support your mental and physical health. Building and maintaining positive study and self-care habits will pay dividends when difficulties arise. Here are some suggestions:

- Talk about your feelings.
- Keep active, and maintain a physical activity you enjoy.
- Eat a balanced diet with regular meals.
- Drink alcohol sensibly.
- Keep in touch with friends and loved ones.
- Volunteer or do something to care for others.
- Do something you enjoy regularly.
- Be kind to yourself.
- Ask for help.

TargetConnect

To make an appointment to meet with an Academic Advisor or a member of the Student Support team, go to [Target Connect](#).

Finance and Data

The Finance and Data teams are responsible for:

- Raising fee letters to students, chasing and reconciling payments
- Processing and releasing Bursary, Hardship, and Internship payments as approved in other departments.
- Processing wages, including those of Student Ambassadors, once timesheets are approved by Student Life.
- Responsible for supporting all other departments with their supplier payments, budgets and general accounting requirements.
- Supporting other teams in their duties regarding GDPR, including collection, storage, retention and deletion of data, Freedom of Information Requests, Data Subject Access requests.

- Liaise with Northeastern University for all financial, payroll, data, and budgetary matters.

Operations

Student Life, Events, Facilities, Security, Timetabling and the University's VLE and Library Resources all fall under the University's Operations team. Operations ensures the smooth-running of the University and is in charge of financial management, corporate relationships, all Facilities on Campus, Human Resources and the IT facilities.

Facilities at the University

Head of Facilities

The Head of Facilities looks after all the facilities at the University and is the primary contact for all facilities matters across the University.

The Facilities Team have trained First Aiders and Fire Wardens as well as helping to take care of the health and safety aspects of the University

First Point

First Point is a dedicated area in the Campus Hub. A Student Life Assistant is based there and is the first point of contact for any queries you have as a student. You will see banners explaining the different kinds of questions and issues that the staff at First Point can assist you with. First Point query desk for students:

Core hours - 10:00 to 16:00, Monday to Friday

Busy/peak times – 08:30 to 17:30, Monday to Friday

The Campus

The University occupies space within a shared building, Devon House, consisting of Ground Floor East, Ground Floor West, First Floor and Second Floor West of the building. Devon House (the Campus) is located at 58 St Katharine's Way, London E1W 1LP.

The Campus is open Monday to Friday from 08:00-21:30. During exam periods or under special circumstances the University may be open at weekends. You will need to submit an enquiry to [Facilities](#) for further information.

The Landlord allows all tenants of the building to make use of the shared communal area in the Ground Floor Landlord entrance, which includes the outside terrace. The Landlord's communal space is restricted to no more than 20 students at any given time.

Showers are located in stairwells Core 1 and Core 2, and bike parking is located at the rear of the building on St Katherine's Way and are available to all members of the

University. Because we are in a multi-tenanted building, you will need to use your University ID Card to get back from all toilets/showers.

The campus provides you with a wide range of spaces and facilities, including:

Devon House

Campus Hub (Ground Floor West)

- Space to work and relax
- Event space
- First Point (student help point)
- Instant chilled and hot water taps
- WCs
- Pool/Table Tennis
- Accessible toilet

Ground Floor East

- Quiet study space
- Five classrooms
- Two support rooms
- Three huddle rooms
- One seminar room
- First aid room
- Film studio
- Three Single pods

First Floor

- Quiet study space
- 13 classrooms
- Three seminar rooms
- Meeting space (not enclosed)
- Seven tutorial rooms
- Two support rooms
- Printer
- Instant chilled and hot water tap
- WCs
- First aid room

Second Floor

- Study space
- Silent study zone
- Three support rooms
- Multi-faith room
- Six Classrooms
- Four Tutorial rooms
- Six Working pods
- Printer
- Instant chilled and hot water tap

Professional and Faculty Staff are situated a few minutes away in Marble Quay. If you wish to speak to a member of professional staff stationed in Marble Quay, you should go to First Point or email the member of staff in question.

Moretown

The University has office space on the first floor at 1 Thomas More Square, Moretown. This provides research working areas for PhD and Network Science staff.

Student Lockers

150 lockers are situated on the first floor of Devon House, 60 are located on the second floor, and 65 on the Ground Floor East for student use. These are available for booking via a QR code located on each bank of lockers. This service is managed by the Facilities Team, so if you have any queries, please contact the [Facilities Team](#).

Visitors

From time to time, you may wish to have visitors attend the University. The University has a [Visitors Policy](#), which outlines the procedures that must be followed.

Security

Staying Safe on Campus

The University has security procedures in place as outlined in the [Campus Security Policy](#). It will be mandatory for you to wear university-issued ID whilst on campus; please be vigilant of any suspicious behaviour. Your university-issued ID will be required to gain access to and around the Campus. This card will also act as your student ID.

You must follow security procedures and cooperate with requests from staff or Security as required, including requests made in the event of an emergency or

evacuation. You are responsible for visitor compliance as specified within the [Visitor Policy](#) and [Health and Safety Policy](#).

There are members of Security staff present at all times on our Campus and CCTV to enhance campus security.

Health and Safety

At the University, health and safety is a serious matter. Please take care and report anything you deem to be unsafe to [Facilities](#) or directly to a member of the team at First Point. The University has a Health and Safety Committee, with Faculty and Student Representation. [Student Representation](#) can be contacted independently. A list of first aiders and fire wardens are present at every kitchen across the University should you experience an emergency whilst on our campus.

Fire Evacuation Procedure

Weekly fire alarm tests are conducted at 10:45 every Tuesday.

In case of a fire alarm activation:

- Stop what you are doing.
- Calmly leave the building via the nearest fire exit.
- Do not stop to pick up your belongings.
- Exit the Campus, turn right and report to the meeting point opposite Dickens Inn.

Prevent Duty

Under the [Counter Terrorism Act 2015](#), the University has a statutory duty to have due regard to preventing people from being drawn into terrorism. The University's [Prevent Policy](#) is in place to safeguard you and staff.

If you are worried that a student or member of staff is becoming radicalised or is radicalising others, you must report this to the [Prevent Officer](#) to investigate where appropriate.

Please familiarise yourself with the University's [Student Welfare Policies and Procedures](#).

Timetabling

The Timetabling Department is responsible for scheduling all academic classes, including lectures, labs, tutorials, co-curriculars, office hours and examinations. They also schedule apprenticeships and boot camps.

During the semester, the scheduling of classes is from Monday - Friday from 09:00-18:00. Consult the [Timetabling Policy](#) for information.

They are also responsible for the University-wide allocation of space for all academic and non-academic activities.

Your individual timetable will be available through your Outlook Calendar.

Library Resources

You have a number of world-class libraries in London and an enormous online provision through Northeastern.

The VLE and Learning Resources Team.

The Canvas VLE and Learning Library Resources at the University in London are organised by a team and are contactable via [Canvas](#) and via [Library Resources](#).

Please do contact us about anything at all as we can always guide you to the correct member of staff if it isn't us. The range of library resources that you have access to is vast, so again, please contact us with any questions.

The Northeastern University's Digital Library

You have access to the [University's complete digital resources](#). This includes over 1,000,000+ e-books, 150,000 electronic journals, and 120,000+ streaming video and audio files. The University's Library also offers invaluable resources, including a [24/7 LibChat service](#), [one-to-one assistance from subject specialist librarians](#) and [workshops and events](#) that run throughout the year.

The City of London Libraries

You have full membership access to the City of London's municipal lending libraries at the [Barbican Centre](#), [Shoe Lane](#), and [Artizan Street](#). The facilities offered at these libraries include study spaces, wifi, printing and scanning, access to digital resources, and full book-borrowing privileges. Additionally, you can request access to the specialised [Guildhall Research Library](#) and the fantastic [London Metropolitan Archives](#), which are available on request.

The Devon House Collection

A very good collection of print reference books covering all core readings of each discipline taught at the university is available on-site in the Silent Study space at Devon House.

The Senate House Library

You are welcome to [request annual membership](#) to [Senate House Library](#), which is one of the UK's best academic libraries for the arts, humanities, and social sciences. Located in central London, it is home to 2,000,000+ books and over 1,800 archives and special collections. Access is also available to the Library's enormous digital resources, many study spaces, wifi, printing and scanning facilities.

Membership provides borrowing rights to the Library's entire collection of printed books, including the specific Northeastern University London collection of books, located in the magnificent Middlesex South Reading Room and selected by the University's faculties.

The British Library

The [British Library's Reading Rooms](#) are dedicated to quiet study, where you are able to explore any of the 170,000,000+ items in the Library's collection. Access to the Reading Rooms is by way of registering for a free [Reader Pass](#).

The Westlaw and Lexis+ Databases

For those studying Law courses, you have full access to the most up-to-date law reports, case law, legislation, and journal articles etc. through the [Westlaw](#) and [Lexis+](#) online legal databases.

In addition, you can also register for a [Reader's Pass to the British Library](#), where you can explore any of the 170,000,000+ items in the collection. As it is a copyright library, it holds copies of all new books published in the UK, many of which are then published abroad, making it an excellent resource where more detailed research is required.

Books

We recommend that you use the excellent library facilities available to all students and that, where it is possible you purchase your books from second-hand book shops or buy [second-hand books online](#) to minimise your expenditure.

Contact Details

Please feel free to contact the [Library Team](#) about any issues or support that you want or need.

Information Technology

Here you will discover how we access communications networks, offer support with troubleshooting and computer problems and safeguard data and information.

Outside of induction meetings, Academic Adviser meetings, lectures, tutorials, or other scheduled sessions, the University Gmail system and the [Canvas communications tool](#) are the main methods of relaying important information to you.

Emails about important matters will be sent to your university email address, which you need to check regularly.

Any hard copy correspondence will be sent to the address on your student record. It is important that you keep this up to date via your account details held by Registry.

Laptops and Other Mobile Devices

You can bring your own device to the University Campus, and in doing so you must follow the [Bring Your Own Device Policy](#), which supports the University's compliance with the Government backed Cyber Essentials Certification, and should be read in conjunction with the [Acceptable Use Policy for Students \(IT\)](#), [Data Protection Policy](#), and the [Information Security Policy](#).

Online Resources

Email

You will be issued with a university email address when you register. Important communications will be sent to this email address, and you are strongly advised to check your email at the beginning and end of each day during teaching periods and regularly over vacation periods so that you do not miss important messages.

Failure to check emails will not normally be accepted as an excuse for you not to respond to or take action on emails sent to you.

Canvas

You will have access to the [Canvas Virtual Learning Environment \(VLE\)](#). This is the University's platform for providing all digital learning resources and exercises, including discussion boards, formative and summative quizzes and assignments. You should certainly not regard the resources presented on the VLE as sufficient for your research purposes. Independent research and literature searches are a requirement for most of your assignments..

The Canvas Operations Team welcomes requests for support on any issues and will forward requests that they cannot help with to the relevant Team for assistance; in fact most of us all sit together.

Celcat

- Your Timetable

You can check your timetable via CELCAT Calendar the University's timetabling application and will also be available on your Outlook Calendar.

Before Registration, you will be emailed the links and a 'how to access' guide.

During induction in Welcome Week, Timetabling staff will be based at First Point to answer any questions you have.

- Office hours

Office hours are bookable via Celcat Calendar and can be booked in 15-minute slots, 14 days in advance and up to 1 hour before. By default, the Office Hours will be online and a Zoom link provided in the timetable. Students will be emailed a 'how to' guide.

Quercus

For uploading and accessing final grades.

Online Data Storage

Google Drive is the default storage for all Google Workspace users, which can also be used as a computer backup and sync through the Google Drive app or via browser.

This online storage method is recommended for individual storage, and each student will have a default allocation of 100 GB.

Documents created with other Google Workspace apps like Google Docs, Google Sheets, Google Slides and Google Forms will not count towards the allocated storage space mentioned above.

Access to Google Drive can be done from any supported Windows or Mac device with internet access, via the dedicated desktop app or by logging in to <https://drive.google.com/drive/my-drive> using your NU London email account credentials.

You are given 5GB of disk space on Google Drive. This space is only for non-Google documents (i.e. PDFs, Microsoft files, movies, pictures, etc.) which means that any Google document is not counted. This 'cloud' file storage is less risky than using a USB stick: it is regularly backed up, so your data will always be safe and available. It also has the benefit of enabling you to access your files anywhere in the world with the Internet.

IT Support

For technical support, please [contact IT](#).

For an [animated guide to setting up](#) and accessing anything IT.

Audio-Visual

The Campus features cutting edge audio-visual equipment throughout its campus to support academic and co-curricular programming. Classrooms offer integrated audio-visual technologies that provide a fully immersive streaming experience. These spaces can be utilised for classes and panels and will enable the University to leverage experts remotely across the global network. Meeting rooms are outfitted with wireless presentation technology that enables student collaboration. A large AV-enabled event space supports student events, local industry collaboration, and community networking.

If you have any questions about audio-visual equipment, please contact [IT](#).

Printing & Photocopying

Printers and scanners are available for safe use on the Campus. You are provided with a starting allowance of £5 for printing, and further credit can be purchased if needed. Guidance on how to use the University printers will be provided during welcome week.

Wi-Fi

The "eduroam" wireless service provides Internet access from your own computer and from some smartphones, as long as the devices are compliant with our BYOD Policy and Acceptable Use Policy for Students (IT) You will need to use your Network username followed by [@nulondon.ac.uk](#) and Network password to access the University "eduroam" wifi (same credentials as Canvas/Celcat).

Information Sharing & Phishing

The Internet exposes you to constant risks from malware and from criminals who want to defraud, harass or harm you.

To combat this, you need a combination of common sense, security awareness and the right software tools. You also need to be alert to the possibility of 'phishing', i.e. attempts, generally via email messages, which trick you into divulging personal information such as bank account details, credit card numbers or passwords. Some phishing takes the form of bogus websites. Therefore, be cautious of any site which claims to be part of the University but is not within the nulondon.ac.uk domain.

Keep your passwords safe and secure and do not disclose them to anyone. If you use any University websites to enter or update your personal information, always check for https:// and nulondon.ac.uk in the security certificate, which you can see by clicking on the padlock found in your browser's toolbar where the web address is present, or footer of the web page. If you do inadvertently disclose any personal information, please contact the [IT Team](#) immediately so that we can protect your account.

If you receive an email that seems suspicious and unsolicited if you know the sender, please contact them by a new email (do not reply) or other means and ask them to confirm if that email is legitimate and was actually sent by them and not an impersonator.

If you receive any suspicious spam or phishing emails, please contact the [IT Team](#) immediately with a full screenshot of that email (sender details and date must be included).

Student Life

[The Student Life Team](#) organises events throughout the year designed to enhance your student experience. The purpose of the events is to help promote student leadership, build connections with your peers (outside of the classroom), expose you to London Life and British culture and provide an opportunity to explore London and the UK. The experiences vary from overnight trips and day trips to UK towns and cities, boat tours on the Thames, theatre trips, community projects and much much more.

First Point is a dedicated area in the Campus Hub, where a Student Life Assistant is based and is the first point of contact for any queries you have as a student.

Student Life works closely with the Students Union, Student Voice and all students on campus to support activities and events for the university community.

For more information on what Student Life is like at the University and in London, please visit the [Student Life section](#) on the website. [Information for International Students](#) can be found here with more details about living in the UK (visas, weather, healthcare etc).

Events Team

The Events Team oversees all on-campus and large University-wide events ensuring all aspects are managed from conception to evaluation, including internal and external stakeholder briefings for each event. These events include but are not limited to Graduation, Welcome Week, Faculty-led conferences, workshops, social events, etc.

Societies, Clubs and Sports

The NUSU gives the opportunity to attend a multitude of events and join Societies, Clubs and Sports. Events range from campus bar nights, theatre trips, themed event weeks and Balls. Societies and clubs are numerous; you could engage with the Lydian Finance Society, Taylor Swift Society, LGBTQ+, Model United Nations or Parliament and prosecco, and over 30 more. Sports are constantly evolving with demand and currently are: Football, Badminton, Basketball, Bouldering, Swimming, Tennis Badminton, Running, E-sport, Volleyball and a new Netball team. You can get in contact by emailing [here](#).

For further information, visit the Student Union's homepage or follow on Instagram @NUSU_London

Tips for Managing Your Money

A little research will go a long way in helping to stretch your money. The web is the perfect place to start tracking down special offers – Student Beans and Save the Student are worth looking at and this is Save the Student's guide to student bank accounts.

More information about [Student Support and Money Advice](#) can be found on our website.

Here are some top tips:

- Study resources, most notably books, can be purchased second hand on several websites saving a great deal of money.
- Socialising costs (including clubbing, going to bars, cinema, and eating out) can be kept down by using places that provide student discounts or offer specific student nights. Check out discount voucher websites for 2 for 1 meal deals.
- Students can buy discounted public transport Oyster Cards and London has a bike scheme (see Transport for London for details).
- Make the most of London's free museums, galleries and festivals – it's the ideal way of experiencing the city without denting your budget.
- Go to swap shops when you get a shopping craving – everything is free and your wardrobe gets a clear out.

- Invest in a decent cookbook and head to the local supermarket on a full stomach with a list in your hand. If you plan your meals for the week, you will save on impulse buys. Pack a lunch to save money.

Budget Calculator

Use a [budget calculator](#) to ensure that you aren't spending more than you should.

Tips for Moving to London as an International or Foreign Student

Useful information that will help international students transition from abroad to London can be found in [this student blog](#).

Recreation

- Gym and Leisure Facilities at St Katharine Docks
- Devon House, is close to a selection of local sports facilities including:
- PureGym, Tower Hill One, America Square, London EC3N 2LB, membership from £36.99 a month.
- John Orwell Sports Centre, Tench St, E1W 2QD, membership from £29.99 a month.

Insurance

If you stay in our recommended accommodation, contents insurance is included in your weekly rent. If you choose to stay elsewhere, possessions insurance is optional, but we do recommend that you have your possessions insured either through your parents' household contents policy or one of the specialist student contents insurance providers.

Part-Time Work

There are numerous opportunities for students to work part-time in London, and a good way of doing this is to register with a local temp agency. Though working part-time is a great way to cover living costs, it is important that this work does not negatively affect your studies. Total study time for a full-time student is on average 38 hours a week.

International students on the student visa are allowed to work 20 hours per week during term time (as long as it does not clash with their scheduled classes) and full time during vacations.

Students on Standard visitor visa are not allowed to engage in any type of paid, unpaid or voluntary work.

Please note that the mobility programme students that are six months or less than six months in duration come under the standard visitor visa and are not allowed to engage in any type of work.

Places of Worship

The University has no religious affiliation and welcomes students from all religious backgrounds. There is a multi-faith prayer room on campus that students can use. Please ask Reception staff or SSD staff for further details.

Public Venues

Making the most of London's free museums, galleries and festivals is the ideal way of experiencing the city without denting your budget.

All students are required to investigate whether a TV licence is needed for their accommodation. Residence Services will only be able to provide guidance for students living within our partnered halls of residence only. The TV licence as standard costs £159 per year.

Transport

Detailed Information on [Transport around London](#)

Student Union

The Northeastern University London Student Union (NUSU London) is a student-led organisation at the heart of the Northeastern University London student experience. The NUSU exists to promote the interests of the student body as well as planning social and extracurricular activities and providing support to student clubs and societies. The NUSU drives positive changes, big and small, across Campus ranging from academic representation to global transitions. The NUSU also runs many successful fundraising, cultural and awareness events each term/semester.

Social media: https://www.instagram.com/nusu_london/ Links to an external site.

This NUSU has three aims:

- Drive positive change to develop student advocacy capacity.
- Create a consistent and fair environment between the SU, University and students.
- Provide strong and representative student life experiences.

For further information follow the link to the [Student Union's homepage](#) or [contact us](#).

The Student Union is made up of a President and 6 Officers who all make life at university the best it can be. These include: Communities, Media and Comms, Opportunities, Academic, Campus and a Global Campuses Officer.

If you are interested in becoming a Student Union Officer, you should speak to any current Student Union Officer, about how to put yourself forward for the elections. The University's Student Voice Strategy may be read [here](#).

Student Union Officers

Each year, students elect a Student Union comprising the following roles.

President - Chair NUSU Committee, Chair NUSU Advisory Board, manager & face of NUSU London, responsible for Union development and bringing student concerns to the highest levels of University management.

Vice-President - This is combined with an Officer role, Assists President in executive decisions.

Community Officer - Bridges societies, sports, and events.

Campus Officer - DEI, facilities, welfare.

Opportunities Officer - careers, volunteering, fundraising.

Academic Officer - Coordinate the student reps, liaises with the Associate Dean Teaching and Learning, Students. Member of the Teaching and Learning Committee.

Media and Communications Officer.

Global Network Officer - represent opportunities available across the network.

Postgraduate Officer - represents the interests of postgraduate students at the University.

Complaints

We hope that you never need to make a complaint while at the University, but we recognise that problems can occasionally arise. If you feel something has gone wrong, please raise your concerns with someone immediately.

For more information, please familiarise yourself with the [Complaints Procedure for Students](#).