Guidance for parents and guardians of new students

We understand that starting at university can be a confusing and stressful time for many people, not only for students, but also for their parents and guardians. With this in mind, we have produced this handy guide and checklist for the parents and guardians of new students to help ease those nerves, and to help ensure that our incoming students have everything in order before they arrive so they can begin their university journey on the right foot.

In this guide

- Parents and guardians’ checklist for new students
- Term dates
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www.qmul.ac.uk/newstudents
Parents and guardians’ checklist for new students

Below is a list of tasks that should be completed before the student arrives at Queen Mary.

➢ Checklist for international students

International students need to meet a number of additional requirements. Please take a look at the international pre-arrival checklist to make sure you have everything in place.

1. Update details of MySIS

Students will receive an email from QMUL from 17 August onwards with information on how to access MySIS (QMUL’s Student Information System portal), as well as information on the pre-enrolment process. Students should ensure that all personal and contact information is up-to-date when they access MySIS. If a student does not receive the access information or is unable to access MySIS, please contact the Admissions Office on +44 (0)20 7882 5533, or via the admissions team email address in the offer email.

2. Complete pre-enrolment

Enrolment is in two stages:

1. Pre-enrolment online
2. QMUL enrolment upon arrival on campus.

Pre-enrolment must be completed as soon as possible in order to progress enrolment. Computers will be available for students who do not have access to the internet to pre-enrol upon arrival at QMUL and prior to their enrolment slot. Watch our handy video about how to enrol on YouTube.

3. Visit the new students’ site

The new students’ website has lots of information to help students prepare over the coming weeks for when they arrive, including information about early enrolment and the programme introduction sessions during Welcome Week. Students should refer to these pages to help ensure they are fully prepared.

4. QMUL IT account information

Students should keep an eye out for an email from Queen Mary with information on their QMUL account details, including username, password and QMUL email address. Students should receive this email in the next few weeks – please also remember to check junk folders in case it is sent there. These details will be required to access IT services at Queen Mary. Members of IT Services will be on hand throughout Welcome Week and beyond to provide assistance and resolve any issues that students may have.

5. Sort out finances

Once students have pre-enrolled, they will receive an invoice for their tuition fees by post and email. If applying for student finance, it is vital that the application is completed as soon as possible, as applications take at least six weeks to process. Watch our Introduction to Student Finance animation and visit the Advice and Counselling Service website for more helpful information. Information on how to pay fees according to the student’s fee status category is also available.

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Bursaries are available to assist undergraduate students who are in most need of financial support with the costs of being a student in higher education. The amount of the bursary eligible students receive each year will depend on household income, which is assessed during the application for UK government student finance. Those eligible to receive a QMUL bursary will not have to repay it.

6. Plan a budget

Planning a budget can help to ensure that students do not burn through their finances too quickly, avoiding unnecessary stress at a time when they should be making the most of university life. We have lots of money-saving ideas and tips about managing finances, as well as a handy video guide on budget planning. Many students also choose to open a student bank account as these often provide additional benefits, so researching which account is best for them may save money in the long run.

Our Advice and Counselling Service is available to answer any questions students have about fees and provide advice on planning a budget or funding their studies.

7. Confirm accommodation

Students who have applied for housing in halls of residence will soon receive a message from Residential Services and Support regarding the success of their application – students should make sure to confirm their offer before the deadline. There are a number of alternative options available such as private halls and housing on which Residential Services and Support can provide some useful advice. For those who will be commuting from home, the Commuters’ Society is a great way to help ensure students make the most of their university experience while living at home.

8. Get the mobile app

The QMUL mobile app for students is packed full of useful features designed to make life at university much easier. Once students are fully enrolled, they will be able to see their timetable, search for and reserve library books, find the nearest available PCs and study space, access information on student services and support, and much more. It’s a good idea for students to download the app as a guest before they receive their QMUL IT account details in order to access campus maps and other information useful for their first days with us. Simply search ‘QMUL’ in the app store or download as a web app.

9. Videos for new students

Our suite of videos for new students features our current students talking about starting at Queen Mary, how to manage money at university and what Welcome Week will be like. There are also some short videos with information about the support services available for students.
## Term dates 2017-18

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>Moving In Weekend</td>
<td>Saturday 16 September – Sunday 17 September</td>
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<tr>
<td>Orientation</td>
<td>Monday 18 September – Tuesday 19 September</td>
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<tr>
<td>Welcome Week</td>
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<tr>
<td>Autumn semester</td>
<td>Monday 25 September – Friday 15 December</td>
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<tr>
<td>Vacation</td>
<td>Monday 18 December – 5 January</td>
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<td>Spring semester</td>
<td>Monday 8 January – Friday 30 March</td>
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<tr>
<td>Vacation</td>
<td>Monday 2 April – Friday 27 April</td>
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<tr>
<td>Exam period</td>
<td>Tuesday 1 May – Friday 8 June</td>
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*National holidays Monday 30 April and Monday 28 May*
Transition to university and independent living

Moving on to university and living independently can be a big step for anyone. Not only do students take on a new level of responsibility, but transitioning to university-level study can also be a challenge in itself, with new ways of working and teaching methods which students may never have experienced before. Rest assured, we have strong support networks in place to help students in making this transition, and the following information provides some guidance on what to expect.

Making friends

The Students’ Union Buddy Scheme gives students the chance to meet other new students from their course, as well as get tips and advice about university life from current students. Our Unibuddy service offers students the opportunity to find someone on their course or from their home city and get all their questions answered by those who have been through the same experience as them. These student blogs and student profiles offer more advice and tips from current students on what it’s like to study at QMUL.

Moving In Weekend

For those living in QMUL Halls of Residence, Moving In Weekend is Saturday 16 and Sunday 17 September. Students will be receiving information about what to do and where to go via email, or they can visit the Residential Services and Support arrivals webpage.

Welcome Week

We want students to feel welcome when joining Queen Mary. Welcome Week (Monday 18 – Friday 22 September) is an opportunity to get to know the university and find out about the Students’ Union and the support available. There are also a number of other social events and activities taking place to introduce students to the campus and our community.

Study methods

Due to the flexible nature of university study, students will experience a variety of different teaching methods at Queen Mary. A few of the most common are listed below:

- Group lectures – delivered to a large number of people. Students are advised to take notes during lectures.

- Tutorials, exercise classes and seminars – an opportunity to discuss ideas and ask questions have. Students may also be called on to give a presentation.

- Problem based learning (PBL) – used mostly by the School of Medicine and Dentistry and the School of Engineering and Materials Science, it involves groups of students working together on a case study or clinical scenario.

- Coursework – this can be an essay, report, dissertation (long essay), or practical project, for example, producing a short film. The amount of coursework required depends on the student’s choice of modules.

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Independent study – Independent study refers to the time students spend working outside of lecture and seminar hours, eg background reading, essay writing, preparation for seminars and tutorials, etc.

Independent learning

Independent learning is encouraged at Queen Mary, and we support students in developing their skills for academic life. Taking responsibility for their own learning involves:

- preparing for and attending all timetabled learning activities
- completing assignments on time
- managing their own independent study
- engaging with their subject and peers
- maintaining communication with the university to ensure they are fully informed and have the opportunity to express their views
- alerting academic staff or support services if they are having trouble.

Advice guides

Take a look at the Advice and Counselling Service advice for parents and guardians on supporting the transition to university.

There is also lots of advice for students about looking after themselves and understanding the common feelings that many people experience at this time.
Support services

There are many ways QMUL supports students when it comes to their studies and preparing for their future career. However, while academic performance and grades are important, so is health and happiness. That is why QMUL also supports and advises students on all matters concerned with living well at university. The following is a brief overview of support services on offer to students at QMUL.

Advice and Counselling

The Advice and Counselling Service provides a range of specialist, professional and confidential services to support students with financial, welfare, legal, emotional and psychological issues. Watch the introductory video for more information.

Advocacy and representation

QMSU’s Academic Advice Service provides students with confidential advice and representation on a range of academic issues.

Careers

Careers & Enterprise offers all students help with practical skills such as interview training and applying for jobs. They can help with finding internships and work experience, and provide support to students who want to develop their own business or social enterprise.

Childcare

Westfield Nursery at QMUL can accommodate 65 places for children aged three months to five years old of students, staff and members of the public.

Disability and Dyslexia

The Disability and Dyslexia Service offers support for all students with disabilities, specific learning difficulties and mental health issues at QMUL. Watch this video for more information.

Equality and Diversity

Our student and staff community reflects our commitment to equality and diversity in order to ensure QMUL remains an exciting and inclusive environment of opportunity. The equality webpages provide information on our equality policies, objectives and commitments at QMUL.

Faith

Our Multi-Faith Centre at the Mile End campus is designed for prayer, worship and reflection by students and staff from all faiths and beliefs. St Benet’s is a Christian chapel and a meeting place open to all students and staff, regardless of their religion and beliefs. The chapel is open every weekday during term-time for private prayer, quiet reflection and informal, confidential pastoral support. Find out more about faith at QMUL on the faith website.

IT Services

This website provides students with an A-Z guide of all of the IT services available at QMUL.

www.qmul.ac.uk/newstudents
Language Centre

QMUL’s Language Centre offers a range of programmes in English, Arabic, Chinese, French, German, Japanese and Spanish. They also offer a number of resources, including academic English online and information for international students on adjusting to study in the UK, as well as a wide range of in-sessional modules which can help students to maximise their performance at university and improve the quality of academic assignments.

Learning Development

Learning Development offers practical guidance in developing insights and practices that will contribute to academic success at QMUL. They do this by working with students at all levels, sometimes on an individual basis, to help them realise their academic potential.

Legal Advice Centre

The Legal Advice Centre provides free legal advice to members of the public as well as staff and students at QMUL.

Music

Music is central to cultural provision at QMUL. Music at QMUL can help students who are interested in applying for music scholarships, joining an ensemble, taking up tuition or simply attending one of the many musical events.

Occupational Health

This is a branch of preventative health care, which specialises in the relationship between work and health. The Occupational Health department focuses on the prevention of ill health related to study, primarily in students of the School of Medicine and Dentistry, as the practical nature of their course brings them into contact with patients.

Gym/fitness centres

QMotion Health and Fitness Centre at the Mile End campus, and Fitness to Practice at the Charterhouse Square campus are sports facilities for QMUL students and staff.

Residential Services and Support

Residential Services and Support provides students with information about QMUL accommodation, alternative accommodation (including the private rented sector, privately owned halls and home stays) and residential support. Watch this video to find out more.

School support

Every School and Institute at Queen Mary has a dedicated student support contact who can offer advice on matters that may be impeding a student’s ability to study. All students are allocated a personal tutor (sometimes called academic adviser or mentor), who is there to provide guidance and support.

Security services

Security at QMUL aims to provide a safe and welcoming environment to all students, staff and guests while ensuring a high standard of security for all QMUL buildings, grounds and contents. They patrol campus and can be contacted 24 hours a day. Visit the website for security information on personal security, bike security, lost and found property, and more.
Student Enquiry Centre

The Student Enquiry Centre provides assistance to current and former undergraduate and postgraduate taught students on a wide range of issues and queries. Watch this video to find out more.

Student Health Service

We have an NHS Student Health Service available at the Mile End campus for students living in our halls of residence, or off campus but within Tower Hamlets (E1, E2, E3 and E14). Further details on how to access healthcare if students live inside or outside these areas are given on the Student Health Service website.

Visas

Welfare Advisers at the Advice and Counselling Service can provide confidential advice on visas for international students. The Welfare Advisers are trained and authorised to offer immigration advice, for example how to apply for or extend Tier 4 immigration permission. There is a useful guide to immigration including information on what immigration permissions are needed to study at QMUL and what to do if a visa application is refused.
Accommodation

Living in university accommodation has many advantages and living in a student community can be an important part of experiencing university life. A dedicated team of Residential Services and Support staff is responsible for the general welfare of residents. They ensure that the residences are clean, comfortable and have a sense of community to promote an active academic and social life.

QMUL has 1,879 bedroom places in mixed sex self-catering residences on or near the Mile End campus. The School of Medicine and Dentistry (and some joint programmes with the School of Biological and Chemical Sciences) have their own dedicated halls of residence with 157 places at the Whitechapel campus (Floyer House) and 203 places at the Charterhouse Square campus (Dawson Hall) and will therefore not be offered the option to be housed at the Mile End campus. We have a total of 2,239 bed spaces to offer to new applicants at undergraduate and postgraduate level.

Students are required to provide:

- bed linen
- towels
- crockery
- cutlery
- cooking utensils.

Please note: there are no parking facilities available to students living in any Queen Mary residences. However, residents can apply for a local authority parking permit to park in the streets nearby.

Alternative accommodation

Housing Services provides direct support to students seeking alternative accommodation. This includes students who will not be staying in university accommodation, but rather in private accommodation, private halls of residence, hostels and hotels, as well as covering short stay and home stay options. There is also a Commuters’ Society to help ensure students make the most of their university experience if living at home.

Residential Assistants

Residential Assistants are student members of staff who assist in the delivery of Residential Support’s ‘Residential Life’ programme throughout the academic year.

Arrival at QMUL

Information on arriving at our accommodation and the moving in process can be found on the Arrival webpage.

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Health

There is a free Student Health Service available on campus. The Student Health Service is provided by Globe Town Surgery, an independent contractor to National Health Service (NHS) England operating as an unlimited liability partnership.

Students living in QMUL accommodation at Mile End or Whitechapel, and students living in the borough of Tower Hamlets (E1, E2, E3 and E14) are encouraged to register with the Student Health Service (located on campus in the Geography Building, Mile End (number 28 on map)).

Students living in Dawson Hall at the Charterhouse Square campus or outside Tower Hamlets and who are eligible for free NHS treatment must register with a doctor close to where they live. A list of local doctors is available here.

Meningitis

We advise that all students get immunised against meningitis before arriving at QMUL. Teenagers and young adults are at higher risk from the disease, particularly those coming to university for the first time.
Finance

Tuition fee invoices and payments

Queen Mary will send students an invoice for tuition fees once they have pre-enrolled, which will represent the charge for the full academic year they are enrolled on. It is the student’s responsibility to ensure that tuition fees are paid when they are due. If the student has applied for a tuition fee loan through the Student Loans Company (Student Finance), this will automatically be paid to Queen Mary once enrolment has been confirmed. It is vital that the application is completed as soon as possible, as applications take at least six weeks to process. If not applying through student finance, a guide for how to pay tuition fees is available here.

Student loans

Tuition fees may seem daunting, but remember that students do not have to pay anything up front if taking out a student loan through the Student Loans Company. A range of government maintenance loans and grants is also available. The arrangements for repaying tuition fees and maintenance loans have been designed to make higher education as affordable as possible. Students will not have to start repaying their loans until the April after they graduate and are earning at least £21,000 a year. Income-related repayments will be deducted automatically from earnings through the tax system. Further details can be found at www.gov.uk/studentfinance. We also have a set of FAQs on NHS funding for those eligible.

Financial support for EU students

Non-UK EU students may also be eligible for student finance. The loan for tuition fees is not available to undergraduate students from outside the EU.

Bursaries and scholarships for Home/EU students

We have put into place a significant package of bursaries and scholarships to ensure access for all and reward excellence.
Useful contacts

Academic Registry and Council Secretariat +44 (0)20 7882 5005
Admissions +44 (0)20 7882 5533
Advice and Counselling Service +44 (0)20 7882 8717
Appeals, Complaints and Conduct Unit +44 (0)20 7882 3457
Disability and Dyslexia Service +44 (0)20 7882 2756
IT Service Desk +44 (0)20 7882 8888
Occupational Health +44 (0)20 7882 8700
Queen Mary Students’ Union
   Mile End campus +44 (0)20 7882 8030
   Whitechapel campus +44 (0)20 7882 7368
Security (emergency) +44 (0)20 7882 3333
Security offices
   Mile End campus +44 (0)20 7882 5000
   Whitechapel campus +44 (0)20 7882 2599
   Charterhouse Square campus +44 (0)20 7882 6020
Stop Hate UK helpline +44 (0)800 138 1625
Student Enquiry Centre +44 (0)20 7882 5005
Student Finance (bursaries, grants and awards) +44 (0)20 7882 5079
Student Health Service +44 (0)20 7882 8710