



**RICHMOND**  
THE AMERICAN INTERNATIONAL  
**UNIVERSITY**  
IN LONDON

**Parent Handbook**  
**2011-2012**

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Disclaimer: Some of the information in this handbook is compiled from other University publications (such as the Student Handbook, University Catalogue, and the like). From time to time these publications and dates change and are updated. The original of these publications and notices thereof supersede this handbook.

## **WELCOME TO LIFE AT RICHMOND**

Richmond welcomes parents to stay current on campus affairs and communicate with University officials on any matter of interest. Whilst we always encourage that students take responsibility for issues concerning their academic or personal matters, we understand that in certain situations parents may seek additional discussion or clarification with University staff.

This Parent Handbook provides a reference of people, places and telephone numbers as well as information about our facilities on campus and our residence halls. Please keep it near to your telephone, fax or computer and you will find it to be a good friend as you share advice with your son or daughter whilst at Richmond.

A large part of a student's transition to university is growing as an adult. We hope that you agree with us when we say that being an adult means that students take responsibility for their own issues, instead of asking mom or dad to do it for them! We ask you to encourage your student to speak directly to staff and faculty on campus first. Richmond happily operates a mainly open-door policy, allowing students easy access to most of the administrative offices on campus during office hours. If your student cannot solve the issue, of course we are always available to answer enquiries from parents regarding your son or daughter's welfare or progress. (Please note that we are not able to release certain information to parents/guardians without written consent from the student). Student Affairs staff is in communication with faculty and other staff members and can help you with almost any request. Staff who provides specific student services may also be contacted directly about special matters with the information included in this document. The University switchboard can put you in touch with any administrator or faculty member at either campus (Richmond Hill or Kensington).

Please note that this Handbook is distributed only to parents of new students. It is the intent that you keep it for the entirety of your son or daughter's time as a student at Richmond, The American International University in London. We may update this document from year to year, so please contact us if you would like an updated copy.

Again, welcome to the Richmond family!

Yours faithfully,

The Department of Student Affairs  
+44 20 8332 8214 (office in Richmond)  
+44 (0) 20 7368 8404 (office in Kensington)  
+44 (0) 20 8332 3050 (fax)

[studentaffairs@richmond.ac.uk](mailto:studentaffairs@richmond.ac.uk)  
<http://www.richmond.ac.uk>

## **CONTACTING STUDENTS AND UNIVERSITY OFFICIALS**

There is a direct line (+44 (0) 20 8332 8200) to the switchboard in the University's Main Building on campus which serves as the largest residence hall. If your son or daughter plans to have a mobile phone while on campus, please obtain this number from your student. If you do not have their number, the University switchboard will take a message from you and attempt to contact your son or daughter via a RA/RD or via email. There are also direct lines (+44 (0) 20 prefix) for many offices on campus. Calls to offices may also go through the University switchboard. After-hours calls are handled by the University's Security Office.

### **EMERGENCY TELEPHONE CALLS:**

If in an emergency you have difficulty reaching a student on their mobile phone or by email, please call the University switchboard +44 (0) 20 8332 8200, or University Security +44 (0) 20 8332 8230. The Dean of Students is on call at all times and may be reached through Security.

Students may send and receive faxes through the University's main fax number: + 44 (0) 20 8332 3050. Please write 'To the Attention of:' on top of the fax with your student's name so that we can make sure to pass the fax on to the correct person.

### **GENERAL ADMINISTRATION CONTACT NUMBERS**

(Please always dial +44, and drop the first '0' if you are calling from outside the UK.)

Dr. J. Annette, President, 020 8332 8286

Dr. P. Deans, Provost, 020 8332 8286

Dr. Clare Loughlin-Chow, Dean of Academic Affairs, 020 8332 8219

Mr. William Scott, Director of Finance & Administration, 020 8332 8255

Mr. Mark Kopenski, Vice President and Dean of Enrolment, 020 8332 8239

STUDENT AFFAIRS (in Richmond – Lower Division Students)

Ms. Allison Cole-Stutz, Dean of Students, 020 8332 8208

Ms. Jaclyn Hadjipieris, Assistant Dean of Student Activities, 020 8332 8227

Ms. Katherine Wells, Residence Life Coordinator, 020 8332 8218

Ms. Heather Lochtie, Student Affairs Coordinator, 020 8332 8214  
8227

STUDENT AFFAIRS (in Kensington – Upper Division Students)

Ms. Katharine Lytle, Student Affairs Coordinator, 0207 368 8502

Ms. Tracy Wills, Residence Life Coordinator, 0207 368 8506

### **RESIDENCE LIFE STAFF AT RICHMOND HILL CAMPUS**

Residence Life staff at the Hill Campus report to Katherine Wells, Residence Life Coordinator. Her office is located next to the Student Affairs reception on the ground floor. Katherine is supported by a number of staff who live in the University residences. These staff members should be the first point of contact after office hours.

Two Resident Directors (RDs) serve the residential students living in the Main Building. Reporting to Resident Directors are Resident Advisors (RAs). RAs are assigned to specific corridors in the building and are the first point of contact for

students in a particular area. One RD serves the residents of Red House as well as Longley House. One RA is assigned to the Lower and Upper Cottages. One RD serves the residents of Richmond's newest satellite building, Park View. One RD along with the Residence Life Coordinator also live in a second satellite building, Montford House, located just down Queens Road from the main campus.

## **BUILDING PROFILES ON THE RICHMOND HILL CAMPUS**

### **Main Building**

The Main Building can accommodate over 190 students. The facilities in the Main Building include 24-hour security, cafeteria, computer labs, mailboxes, a coffee shop, a fitness centre and a common room with cable TV. The Main Building also houses most classrooms and administrative offices. Wireless access is provided in all rooms and common areas.

### **Red House**

Red House can accommodate 17 students in single and shared rooms. It offers shared toilets and showers, key code access and CCTV (Closed Circuit Television). Wireless access is provided in all rooms and common areas.

### **Longley House**

Longley House is home to just 5 students--all in single rooms. It offers shared toilets and showers, key code access and CCTV. Wireless access is provided in all rooms and common areas.

### **The Cottages**

The Upper and Lower Cottages house a total of 13 students in single and shared rooms. Both cottages offer shared toilets and showers, key code access and CCTV monitoring. Wireless access is provided in all rooms and common areas.

### **Montford House**

Montford House is a satellite residence located on the corner of Queens Road and Marlborough Road, and houses 40 students. There are 10 flats for 4-6 people each with a kitchen and bathroom. Wireless access is provided in all rooms and common areas.

### **Park View**

Park View is a satellite residence located on Queens Road--just a short walk from the Main Building and next door to Montford House. It houses 30 students in shared rooms with shared facilities including a common area with a kitchen. Wireless access is provided in all rooms and common areas.

## **SUPPORT STAFF & SERVICES AT RICHMOND HILL CAMPUS**

### **Counselling and Health Services**

A professional mental health counsellor is available by appointment for all Richmond students. This service is offered for free, and each student is allowed a maximum of eight sessions per term. Students can contact the counsellor directly by obtaining their contact details from the University website. Alternatively, students can book an appointment with the assistance of Student Affairs.

Students are covered for medical treatment under the National Health Service (NHS) and are encouraged to seek help at the local doctor's surgery. Student Affairs liaises

with Seymour Surgery and can help students book appointments for minor illness and injury. Pharmacies can also help in diagnosing minor problems such as colds or flu.

In all cases of severe injury or illness, students are advised to seek immediate help at the Accident and Emergency department at either Kingston Hospital or Middlesex Hospital. University staff will call an ambulance in case of emergency and are trained to handle these types of situations.

### Security

The Richmond Hill campus offers 24-hour security in the Main Building, and the staff-team includes:

Geoff Piper, Security Manager and several additional Security Officers staffed on a rota.

### **RESIDENCE LIFE STAFF AT KENSINGTON**

Kensington Residence Life staff report to Tracy Wills. A full staff of RDs and RAs also live on campus in each of the residential buildings.

Atlantic House has one RD and two RA's living on site. Ambassador House has one RD and two RAs, and Courtfield Gardens has one RD and two RAs. The Residence Life Coordinator is housed in Collingham Gardens and is available to assist students.

### **BUILDING PROFILES AT THE KENSINGTON CAMPUS**

#### Atlantic House

Atlantic House is the centre for student activity in Kensington and is the main residence in Kensington. It can provide accommodation for 115 students. Single rooms are commonly allocated to RAs, MA students and graduating seniors. All rooms have sinks and there are shared shower facilities on each floor. The facilities in Atlantic House include 24-hour Security, library, computer lab, cafeteria, mailboxes, and a common room. Wireless access is provided in all rooms and common areas.

#### Ambassador House

Ambassador House is a five-minute walk from Atlantic House across Gloucester Road. The building provides accommodation for 73 students. Ambassador is full of character as all the rooms are of different shapes and sizes. Single rooms are normally allocated to RDs/RAs and graduating seniors. Ambassador has its own common room and traditionally develops a close-knit community. Wireless access is provided in all rooms and common areas.

#### Collingham Gardens

This residence currently provides room for 19 students in shared rooms. There are kitchen facilities and common spaces for students to enjoy. The building is about a 15 minute walk to Atlantic House with convenient transport links down the street. The neighbourhood, which is architecturally stunning, adds to the charm of this satellite building.

#### Courtfield Gardens

This residence currently provides rooms for just over 69 students in single and shared rooms. All rooms have en-suite bathrooms and small kitchens and have recently been refurbished to a very high standard. In addition, there is a shared common room with TV and wireless access in all rooms and common areas. As it is right around the corner from Collingham Gardens, the neighbourhood and surroundings are very attractive.

## **SUPPORT STAFF & SERVICES AT THE KENSINGTON CAMPUS**

### Health and Counselling Services

A professional mental health counsellor is available by appointment for all Richmond students. This service is offered for free, and each student is allowed a maximum of eight sessions per term. Students can contact the counsellor directly by obtaining their contact details from the University website. Alternatively, students can book an appointment with the assistance of Student Affairs.

Students are covered for medical treatment under the National Health Service (NHS) and are encouraged to seek help at the local doctor's surgery. Pharmacies can also help in diagnosing minor problems such as colds or flu. Student Affairs liaises with Scarsdale Villas Surgery and can help students to book appointments for minor illness and injury. In all cases of severe injury or illness, students are advised to seek immediate help at the Accident and Emergency department at Cromwell Hospital or the Chelsea and Westminster Hospital. University staff will call an ambulance in case of emergency and are trained to handle these types of situations.

### Security

Richmond operates 24-hour security coverage based in Atlantic House and carries out regular patrols of the other Kensington Campus buildings. Atlantic House offers 24-hour security.

## **GENERAL SERVICES FOR BOTH CAMPUSES**

### Dining and Catering Services

All students living on campus receive a University Identification card, which allows for meals to be taken in the dining hall if this is included in their housing arrangements. Students who do not live in University housing but would like to put money on their id card and use it on a pay-as-you-go scheme, are advised to see the Catering department on either campus.

[Please note that meal times may change to accommodate campus activities during the year or during study and exam days.]

Regular meal times are as follows:

Monday to Friday

Breakfast 8:00 a.m -10:00 a.m

Lunch 12 p.m. -2:00 p.m

Dinner 5:00 p.m -7:45 p.m

Saturday

Brunch 12 noon -2:00 p.m

Sunday

Brunch 12 noon -2:00 p.m

Dinner 5:00 p.m -6:45 p.m

### Common Rooms

Some of the University's residences have their own common rooms. Common rooms are areas where students can socialise, relax, and watch TV or DVDs without disturbing the rest of the residents in the building. In the Main Building at the Richmond Hill campus, a coffee shop is open throughout the week and sells light

meals, drinks and snacks. Each of these common rooms are non-smoking facilities and are monitored by CCTV for security purposes.

#### Accommodation During Holidays and Break Periods

University residences do not close during Fall or Spring break or over the long Easter weekend. The University does close over the Winter break between the end of the Fall Semester and the start of the Spring Semester. Accommodation during this vacation period should be requested and paid for in advance as there will be an additional charge. There is no guarantee of accommodation to late applicants. As summer is a busy time at Richmond, students who will be staying in London are advised to seek holiday accommodation off campus. The office of Residence Life has information regarding seasonal accommodation for students.

#### Storage During Break Periods

No storage is available during breaks at the Richmond Hill or Kensington campuses. If your student has a large amount of items for storage, there are local companies that offer very reasonable rates and will collect storage and return it to campus. Further information on storage is available from Student Affairs.

#### Telephones

Outgoing phone calls via payphones are available to all students either in their residence or in the local vicinity. Increasingly these services are not being used as almost all (if not all!) students own mobile phones. We find that mobile phones and email are the best ways to contact students. Incoming phone service is only available in certain residence halls.

Atlantic House at the Kensington Campus and the Main Building at the Hill Campus have phone extensions in student room corridors. In order to minimise noise on residential corridors during Quiet Hours (between 12:00am and 8:00 am) calls will not be transferred to these corridor phones. Emergency calls between those times should be made through reception. Due to the limitations of the system, we cannot provide an incoming phone service in satellite residences.

#### **RICHMOND HILL CAMPUS RESIDENCE TELEPHONE NUMBERS**

Here is a listing of all extensions on campus, according to building and room number:

Dial +44 (0) 20 8332 - and dial the additional numbers of the extension

#### Main Building Extensions According To Room Number

GH1-GH10	extension 8215
G02-G12	extension 8326
13-18	extension 8221
27-32	extension 8265
34-40	extension 8225
42-48	extension 8226
50- 56	extension 8316
58-68	extension 8226
66A-66B	extension 8226
71-78	extension 8225
80-88	extension 8268
88-93	extension 8228
95-117	extension 8229
120	extension 8275
121-124	extension 8228
125-130	extension 8268



133–138	extension 8274
139–148	extension 8250
4A–4H	extension 8275
5A–5H	extension 8274

### Other Residence Extensions and Numbers

Red House - extension 8101  
 Longley House - extension 8102  
 Upper Cottage - extension 8104  
 Lower Cottage - extension 8103

Montford House  
 Flats B, C and E - +44 (0) 20 8439 9131  
 Flats A, D,G, H, I and J - +44 (0) 20 8948 8454

### **KENSINGTON CAMPUS ATLANTIC HOUSE EXTENSIONS:**

Dial +44 (0) 208 332 and the additional numbers of the extension

### EXTENSIONS ACCORDING TO ROOM NUMBER

B1-B7	extension 8443
3	extension 8456
101-107	extension 8450
201-208	extension 8445
209-220	extension 8446
301-305	extension 8447
306-316	extension 8453
401-413	extension 8449

### **ADDITIONAL RESOURCES FOR PARENTS**

The following documents may be of interest to parents, especially those with students living or interested in living in University sponsored housing:

#### Student Conduct Code

We often find that students are only motivated to read the Conduct Code after they have committed a violation. We encourage all students and parents to be familiar with the regulations of the University as upon being admitted each student signs a contract which states that they agree to abide by the rules of the Student Conduct Code. An up to date PDF version of the Student Conduct Code is available online here:

<http://www.richmond.ac.uk/content/resources/student-resources/student-handbook.aspx>

#### Housing Request Information

Current rates for rooms, sample contracts, request forms and information on how to request housing can be found here:

<http://www.richmond.ac.uk/content/student-affairs/accommodation/requesting-on-campus-housing.aspx>

## Residence Life Manual

This document includes information on residence life at Richmond, current student staff profiles, support services, facilities on campus, residential code of living and learning, policies for individual rooms, safety and security, and protecting security deposits. The manual is given to all residential students upon their arrival but an online version can be found here:

<http://www.richmond.ac.uk/content/student-affairs/accommodation/policies-and-procedures.aspx>

## **TELEPHONE DIRECTORY**

### Main University Switchboard

+ 44 20 8332 8200, if you are unsure of your required extension

### Admissions Office

PA to the Vice President and Dean for Enrolment, Ms. Elizabeth Stalberg, +44 (0) 20 8332 8203, for general admission enquiries

### Accounts

Student Account Manager, Mr. Joseph Ramdas +44 (0) 20 8332 8209, for fees or billing enquiries

### Registrars Office

Assistant Registrar, Sarah Griffin, + 44 (0) 20 8332 8201, for registration, grading, transcripts

### Academic Affairs

Dean of Academic Affairs, Dr. Clare Loughlin-Chow +44 (0) 20 8332 8219 for any academic issues and policies

### Financial Aid

Assistant Dean, Financial Assistance and Scholarships, Mr. Jason Elliot, + 44 (0) 20 8332 8244, for financial aid, scholarships and grants

### Student Affairs and Residence Life

#### **Richmond Hill Campus**

Dean of Students, Ms. Allison Cole-Stutz, + 44 (0)20 8332 8208, for Student Services, Judicial Affairs

Assistant Dean for Student Activities, Ms. Jaclyn Hadjipieris, + 44 (0) 20 8332 8227, for student activities, trips, clubs and societies and co-curricular programming

Residence Life Coordinator, Katherine Wells, +44 208 332 8218 questions about on campus accommodation and residential activities

Student Affairs Coordinator, Ms. Heather Lochtie, + 44 (0) 208 332 8214, for general non-academic enquiries and official University letters

#### **Kensington Campus**

Student Affairs Coordinator, Ms. Katharine Lytle, + 44 (0) 20 7368 8502, general non-academic enquiries, official University letters and trips

Residence Life Coordinator, Ms. Tracy Wills, +44 (0) 20 7368 8506 questions about on campus accommodation and residential activities

### University Fax Numbers

Richmond Main Fax number ++ 44 20 8332 3050

Admissions Fax number ++ 44 20 8332 1596

Accounts Fax number ++ 44 20 8940 7717  
Kensington Main fax number ++ 44 20 368 8435