



Southampton  
**SOLENT**  
University

# Students 1st

Information, advice and guidance

# Contents

Main Reception	2
Students 1st Information Centre	3
Student Support Network Officers	4
Faculty Help Desks	5
Study Assistance	7
Accommodation, Finance	8-9
Mountbatten Library	10
IT Resources	11
Media Resources	11
Students' Union	12
Sport and Recreation	13
Maps	14-15
Warsash Maritime Academy	16

If you require this publication in an alternative format please contact the Students 1st Information Centre.





# Students 1st, information, advice and guidance

This booklet provides you with information to support your learning and to help you gain the maximum benefit from your time at Southampton Solent University.

We hope that this booklet is helpful to you throughout your time here.

## What is Students 1st?

Southampton Solent University puts students first in everything it does – we call this approach 'Students 1st'.

Students 1st means:

- different parts of the University working in partnership to ensure that you receive the support you need to make a success of your time at university
- a Spiral Induction Programme during the first few weeks of the year that teaches you about the support available and helps you to make the most of university life
- advice on how to make the transition to higher education, which can sometimes be challenging due to the different demands and expectations
- help with building connections with other students, staff and services
- support for your learning, enabling you to become an independent learner who can confidently and responsibly use your 'voice' to aid us in continually improving our services.



# Main Reception

The main reception is often the first point of contact for visitors, students and telephone callers. If you have a query and are unsure about who can help, the reception team will be able to point you in the right direction.

Reception staff can also provide directions within campus, travel and local information, and lost property assistance.

The desk is staffed Monday to Thursday from 8.30am to 5pm and on Fridays from 8.30am to 4.30pm, throughout the year.

**Visit:** Main reception is located within the main entrance to the Andrews Building.

**Call:** 023 8031 9000

**E-mail:** [reception@solent.ac.uk](mailto:reception@solent.ac.uk)





# Students 1st Information Centre

Students 1st staff can offer information, advice and guidance on a range of issues, including leaflets, appointments and access to the services detailed below.

## Contact us

**Visit:** Centrally located in RM050 (enter the main entrance at the Michael Andrews Building, walk past the main reception desk and the Centre is directly in front of you)  
**Call:** 023 8031 9427  
**E-mail:** [students1st.infocentre@solent.ac.uk](mailto:students1st.infocentre@solent.ac.uk)  
**Web:** [students.solent.ac.uk](http://students.solent.ac.uk)

## Careers & Jobshop

Experienced and friendly staff dedicated to helping you at every stage of your career planning. Advisers can help you assess your suitability for a particular job or course, and advise on CVs, covering letters or applications. You can also access Jobshop for advice on all job seeking, vacancies, work experience, working abroad and voluntary positions.

## Chaplaincy

Support to students of all faiths or none. You will find information on local places of worship, and someone willing to listen in a place of confidentiality and trust. You may also access a Faith Room in CC027 for prayer, quiet contemplation and group events.

## Counselling

An opportunity to talk confidentially through difficulties and concerns with someone who is professionally trained to listen. Counselling can help you to resolve problems in a way that is right for you. There is a wide range of counselling hours available to suit individual needs.

## Funding and International Advice

Advice and guidance on all aspects of student funding, including student loans,

state benefits and the Access to Learning Fund. Our International Advisers can provide advice and guidance on visa applications, Home Office regulations and issues relating to your studies in the UK.

## Mental Health Service

An assessment and support service for students who experience mild to moderate mental health difficulties, including symptoms of disturbed thinking which are causing distress. Whether you have a previously diagnosed condition or not, this service can offer information, self-help guidance, referral or individual time-limited therapy.

## Student Affairs

Impartial information and advice on using the appropriate University procedures for non-academic complaints or problems relating to University life.

As well as trained staff to assist in the specialist areas listed above, we have a team of three Student Advisers that staff the Centre. They can provide information, advice and guidance on all aspects of student life. No problem or query is too big or too small and if we cannot offer you direct help, we will refer you to someone who can.

We work in partnership with all faculties and services, such as the Students' Union, Accommodation, IT Resource Centres and Library, to provide you with the support you need to get the most from your studies.

If you feel homesick or are finding it difficult to settle into your new surroundings, we can provide space and time for you to discuss issues and offer practical advice in a comfortable, friendly environment. All queries will be dealt with in the strictest confidence.

We are also able to provide information on health care issues such as how to register with a doctor or dentist in the local area.



# Student Support Network Officers

Student Support Network Officers can give information, advice and guidance on any academic queries you may have.

They can offer advice on how to change course, attendance issues, mitigating circumstances, or dealing with more complex situations. For example, you may need to take time out from your course, or feel that life issues are adversely affecting your studies. Student Support Network Officers can support you in managing academic related issues effectively and in a way that is right for you.

If you have a problem or are worried about something, or maybe just need somebody to talk to in confidence, Student Support Network Officers are here to support you.

## Faculty of Media, Arts and Society

Geraldine Johnson  
Visit: JM101

Call: 023 8031 9360 (Internal ext. 3360)  
E-mail: fmas.support@solent.ac.uk

## Faculty of Technology

Liz Williams  
Visit: A310a

Call: 023 8031 9917 (Internal ext. 3917)  
E-mail: liz.williams@solent.ac.uk

## Southampton Business School

Ann Bingham  
Visit: RM205b

Call: 023 8031 9380 (Internal ext. 3380)  
E-mail: ann.bingham@solent.ac.uk





# Faculty help desks

Faculty help desks provide information advice and guidance on course related matters, assignment hand-in, timetabling queries, mitigating circumstances and Council Tax exemption forms.

## Faculty of Media, Arts and Society

**Media, Visual Arts**

**Visit:** JM111

**Call:** 023 8031 9653 (Internal ext. 3653)

**Human Sciences and Communication**

**Visit:** SMX10

**Call:** 023 8031 9019 (Internal ext. 2019)

**E-mail:** fmas.support@solent.ac.uk

**Web:** [www.solent.ac.uk/fmas/](http://www.solent.ac.uk/fmas/)

## Faculty of Technology

**Visit:** RM304

**Call:** 023 8031 9666 (Internal ext. 3366)

**E-mail:** ft.support@solent.ac.uk

**Web:** [www.solent.ac.uk/technology/](http://www.solent.ac.uk/technology/)

## Southampton Business School

**Visit:** RM210

**Call:** 023 8031 9888 (Internal ext.3888)

**E-mail:** sbs@solent.ac.uk

**Web:** [www.solent.ac.uk/sbs/](http://www.solent.ac.uk/sbs/)









# Study Assistance

The Study Assistance unit is open to all. As a service, Study Assistance aims to promote an inclusive environment that will enable you to participate as fully as possible in all aspects of University life. It also aims to assist you in developing skills for independent learning.

## What support is available?

- confidential consultations and guidance with study problems
- drop-in Maths Workshop
- Gateway course for mature students.

## Specific support for disabled students includes:

- appropriate provision for individual academic-related needs, for example examination arrangements
- individual assistance in the library
- individual academic support, for example dyslexia tuition, notetaking and mentoring
- liaison with other departments, organisations and Local Authorities
- assistive technology available in the main IT Resource Centres and Assistive Technology Centres
- assistance with making applications for a Disabled Students' Allowance
- guidance in the use of assistive software and short-term loan of equipment
- screening and assessment for dyslexia.

**Study Assistance is open throughout the year during office hours, for more information contact us.**

**Visit:** RM023  
(Reginald Mitchell building, ground floor)  
**Call:** 023 8031 9201  
**Fax:** 023 8031 9904  
**E-mail:** [study.help@solent.ac.uk](mailto:study.help@solent.ac.uk)

# Accommodation

If you are staying in one of the student residences, the Residence Office is staffed 24 hours a day by a dedicated team, including the Residence Manager, Residence Assistants and security personnel, all of whom can offer information, advice and guidance.

The Accommodation Office based at the main campus can also help with information on the University's residences and the private sector.

In partnership with the University of Southampton, we have established a single 'Directory of Rented Accommodation'. This accredited housing list is available throughout the year and is updated each February. A housing awareness event also takes place in February and will provide you with all you need to know about finding accommodation in the private sector.

You can stay in the student residences over the summer vacation period and in subsequent years as a student of the University at reduced weekly rates.

For further information or advice, please contact us.

**Visit:** Third floor of the Andrews Building

**Call:** 023 8031 9637 / 9461

**E-mail:** [accommodation@solent.ac.uk](mailto:accommodation@solent.ac.uk)

**Web:** [www.solent.ac.uk/accommodation/](http://www.solent.ac.uk/accommodation/)





# Finance

The Finance department can offer a range of advice on key issues.

## Student Accounts

Collect and offer advice on student fees, including how to pay them.

## Payroll

Organise payment of Jobshop students working within the University and offer advice on National Insurance and Income Tax contributions for students.

## Cash Office

Where you can collect opportunity bursaries, LEA Grants, Research Bursaries or Access Fund cheques. You can also make a wide range of payments here including payment for trips, exams, fine art stores, library fines, replacement campus cards and other items.

For more information contact us.

**Visit:** First floor of the Andrews Building  
**Call Student Accounts:** 023 8031 9970  
(internal ext. 3970)

**Payroll:** 023 8031 9966  
(internal ext. 3966)

**Cash Office:** 023 80 31 9448  
(internal ext. 3448)





## Library Services

The library service caters for the needs of the whole University, and consists of two libraries: one in East Park Terrace on the main campus and one at Warsash. These two libraries between them contain a comprehensive collection of print and multimedia materials, and an extensive array of electronic learning resources, which can be accessed both on and off campus 24 hours a day.

The library also provides photocopying and binding facilities, learning and information retrieval skills training, and learning resource discovery through workshops, training sessions or online self-help tutorials.

Special services are available for part-time and distance learning students including a book reservations service, extended loans, and a telephone and e-mail help line.

Services for users with special needs include extended loans, a book collection service, and help with photocopying.

As well as state-of-the-art resources, both libraries have friendly and experienced teams of staff available to help students get the most from all the services and facilities on offer.

**Visit:** Mountbatten Library on the main campus and at Warsash Maritime Academy

**Call:** 023 8031 9681 (subject enquiries)  
023 8031 9249 (loans enquiries)

**E-mail:** [library.enquiries@solent.ac.uk](mailto:library.enquiries@solent.ac.uk)

**Web:** [www.solent.ac.uk/library](http://www.solent.ac.uk/library)



# IT and Media Resources

## IT Resource Centres

The IT Resource Centres provide students with access to more than 800 PCs and Apple Macs with Internet and e-mail access, as well as a wide range of software to support you during your studies.

You will receive a unique username and password to use the computers, and have access to scanners and black and white and colour printing facilities via a print quote system. In addition, laptops and digital cameras can be hired.

Friendly and experienced Help Desk staff are on hand to offer assistance. For more information contact us.

### Andrews IT Resource Centre

Visit: SMB13

Call: 023 8031 9688 (Internal ext. 3688)

### Matthews IT Resource Centre

Visit: SMB13

Call: 023 8031 9003 (Internal ext. 2003)

### Mountbatten Library IT Resource Centre

Visit: Floor 2A, Mountbatten Library

Call: 023 8031 9688 (Internal ext. 3688)

Web: [students.solent.ac.uk/itrc](http://students.solent.ac.uk/itrc)

Equipment must be booked at least one day in advance and may be booked by phone, in person or online. For more information contact us.

### Main campus

Visit: RMG14

Call: 023 8031 9310 (Internal ext. 3310)

### Andrews IT Resource Centre

Visit: SMX05

Call: 023 8031 9048 (Internal ext. 2048)

E-mail: [media.resources@solent.ac.uk](mailto:media.resources@solent.ac.uk)

Web: [students.solent.ac.uk/mrs/](http://students.solent.ac.uk/mrs/)

## Media Resources

Media Resources provides media equipment, presentation facilities and technical support to students and staff.

Services include classroom-teaching/lecture theatre media facilities (data/video projection, audio playback) and an equipment hire/loan service. You may hire/borrow items of equipment to help support your studies and use digital video production equipment and facilities including video cameras, edit suites and DVD production.

# Students' Union

As a student of Southampton Solent University you automatically become a member of the Solent Students' Union. The Union is an organisation led by its members, which works hard to represent and uphold the general interests of students throughout the University community, as well as at local and national levels. It also maintains the ethos of being 'run by the students for the students', backed by a professional team of staff.

The Union can support you if you have any problems with your course, assignments, appeals, or issues with the University or Halls. It also provides support to Student Course Representatives and has a useful guide if you're thinking of becoming a representative.

The Students' Union, together with Sport Solent, currently runs more than 50 different clubs and societies.

## The Source

Located within the Students' Union building, The Source offers confidential, independent and impartial advice on a variety of students' rights issues, including academic, housing and health. A weekly Mental Health Service and Police Surgery are also run from The Source. Subsidised personal attack alarms and carbon monoxide testers are available, as are free condoms.

For information contact us.

**Visit:** the Students' Union Building

**Call:** 023 8023 2154

**Fax:** 023 8023 5248

**E-mail:** suadmin@solent.ac.uk  
(general info)

**E-mail:** suadviser@solent.ac.uk (advice)

**Web:** www.solentsu.co.uk





# Sport and Recreation

Our sport and recreation department, Sport Solent, provides students with a variety of sports facilities and opportunities. Organised clubs offer competitive and recreational opportunities in more than 30 sports, many of which offer beginners classes.

We also offer a Talented Athlete programme and Coach Education programme offering National Governing Body awards in a range of sports.

The Watersports Centre at Warsash is fully accredited by the Royal Yachting Association (RYA) and offers a range of watersports courses.

## Sports centre on the main campus includes:

- multi-purpose sports hall
- fitness classes
- state-of-the-art gym
- health fitness suites
- sports massage therapy and saunas.

## Sports ground (four miles from the main campus) includes:

- football, cricket, tennis and netball facilities
- fitness trail
- pavilion with a function room and fully licensed bar and kitchen.

For more information contact us.

## Sport Solent Office

Visit: CC001

Call: 023 8031 9556 (Internal ext. 3556)

## Watersports Centre

Call: 01489 556298

Web: [www.solent.ac.uk/sport/](http://www.solent.ac.uk/sport/)

# Campus Maps



## From London Heathrow

**By Rail** – Take a Railair link from Terminal 4 to Woking Station. From Woking take a direct train to Southampton Central Station (journey time, 2 hours 10 minutes). Alternatively take a train to Central London. Transfer to London Waterloo and from here take a train to Southampton Central Station (journey time, 1 hour 30 minutes).

**By Car** – On leaving Heathrow join the M4 and then M25 anti-clockwise towards Gatwick. Exit M25 at junction 12 to join M3. Stay on M3 until signposts for Southampton (journey time, 1 hour).

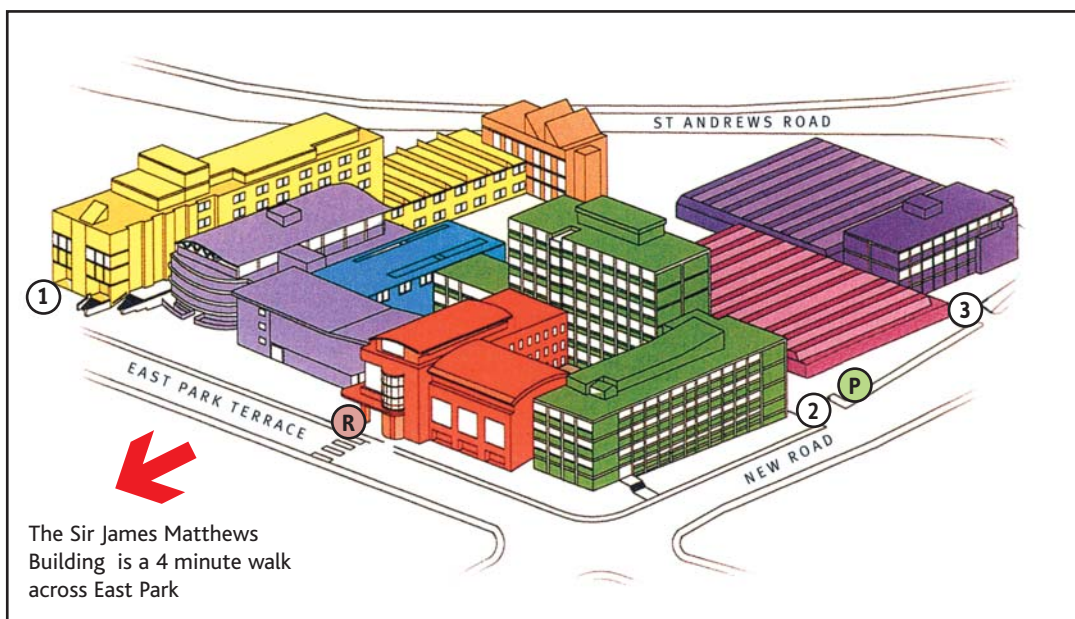
## From London Gatwick

**By Rail** – Take a train from Gatwick to Worthing. Then take a direct train from Worthing to Southampton Central Station (journey time, 2 hours).

**By Car** – On leaving Gatwick join M23 towards Brighton. Continue onto A23, then exit onto A27 westbound, signposted Worthing. Stay on A27 west until it automatically becomes the M27 (journey time, 2 hours 30 minutes).

\*All journey times are approximate.





Sir John Everett Millais Building

Mountbatten Library

Students' Union Building

Sports Centre & Refectory

Reginald Mitchell Building

Michael Andrews Building

Herbert Collins Building

Sir Christopher Cockerell Building

1 Gate 1 Staff Vehicles

2 Gate 2 Booked Visitors

3 Gate 3 Exit

P Visitors Parking

R Reception & Main Entrance

## Find us on the Web

These maps and more can be downloaded from our website at: [www.solent.ac.uk/findus](http://www.solent.ac.uk/findus)

OR

[maps.google.co.uk/](http://maps.google.co.uk/)

and search for 'Southampton'



# Warsash Maritime Academy

For general information on the Warsash Maritime Academy:

Call: 01489 576161

E-mail: [wmc@solent.ac.uk](mailto:wmc@solent.ac.uk)

Web: [www.solent.ac.uk/wmc](http://www.solent.ac.uk/wmc) or [students.solent.ac.uk](http://students.solent.ac.uk)

## Leisure

The Warsash Academy has a fitness suite, sports hall, fully licensed bar, satellite TV and billiards. In addition bicycles can be hired.

For information, advice and guidance in any of the following areas:

## Student Welfare

**Wardens:** Based in Shackleton

Accommodation Block

Call: 01489 556262/ 07740 924874

## Students 1st

**Visit:** The library's information point, which has a wide range of leaflets on areas of support including contact numbers.

Warsah students may also make use of any of the Students 1st Services on the main Southampton City Campus. There is also a telephone point providing direct access to all internal numbers including Students 1st services.

## Cadet Administrator

**Visit:** The Registry Office, which is situated centrally in the Coastguards building

Call: 01489 556286

## Accommodation Officer

Call: 01489 556245

## Medical:

**Visit:** Accident and Emergency, Queen Alexandra Hospital, Cosham

Call: 023 9228 6000

## GP Doctors Surgery

Call: 01489 576708

## Dentist

**Visit:** HM Barker, 9 Barnes Lane, Sarisbury Green

Call: 01489 572308



**MAIN ENTRANCE**

- NEWTOWN ROAD**
- Village**
- STAFF CAR PARK**
- VISITOR CAR PARK**
- HAMBLEMEADS RESIDENTS CAR PARK**
- A Blyth Accommodation**
- B Moyana Building** (Hamberview Conference/Meeting Room, Waterside Lounge/Restaurant, Refectory, Bar, Moyana, Griffin, Halyon, Somerset Teaching Rooms)
- C Whalley Wakeford** (Petrochemical, Main Lecture Theatre, Fitness Suite)
- D Admiral Jellicoe** (Multi-purpose)
- E Coastguards** (Course)
- F Shackleton Accommodation**
- G Reception Area** (Reception, Finance, Security, Campus Services)
- H Mountbatten Library and IT Suite**
- I Hamblemeads Accommodation**
- J M.O.S.** (Maritime & Offshore Safety teaching rooms)
- K Waterbourne Activity Centre**
- L Fire School**
- M John Thorneycroft Building** (Engineering - marine plant, welding shop, electrical workshop, fitting and turning)
- N Boat House**
- O Ocean Science**
- P Pier Head**
- Q Radio Communications Centre**
- R Riverside Building** (Seamanship Centre, survival equipment workshop)
- S AT001 Classroom**
- Payphone**
- Postbox**



Students 1st,  
Southampton Solent University, East Park Terrace, Southampton SO14 0YN  
<http://students.solent.ac.uk>