

**YOUR
INSIDER'S
GUIDE TO THE
UNIVERSITY
OF CUMBRIA**



University of
CUMBRIA



A BIG HELLO FROM CUMBRIA

Let the adventure begin.

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WELCOME TO THE UNIVERSITY

Welcome to the University of Cumbria. You've chosen to study at a place where amazing things happen. We hope this guide helps you settle in quickly and answers some of the questions you are likely to have in your first few days here.

Having said that, we know there's no substitute for personal contact, so please do get in touch if you get stuck with anything at all – we're proud to say we put people at the heart of everything we do. If you need more information about anything you read in this pack just go to cumbria.ac.uk/applicants/welcome/ and you'll find our welcome page with all the contact information you need.

Our locations make the University of Cumbria unique. Our five campuses are based in Carlisle, Lancaster, London and Ambleside, the latter within the Lake District World Heritage Site. This connects us – and you – to landscapes, culture and specialist industries no other university can offer.

We also understand money can be a source of worry while you're studying at university, which is why we've enhanced our student support to incorporate a wide range of benefits, including a complimentary weekday breakfast, free IT essentials, access to our on-campus fitness suites (for just £25 per year), free access to LinkedIn Learning and more.

We want to be a place that inspires, where you can follow your passions and go on to make a difference. Our focus is on people, community and society. We know the things we teach will be the things that change lives. At the end of your studies, we want you to leave us with great qualifications, having had a fantastic experience.

You're going to be in great company here. Our students are working to transform the planet, including saving endangered species of monkey in The Gambia and developing conservation projects for freshwater fish in the Lake District.

We are working with nearly every region in the UK to train the paramedics of the future. We have a wealth of industrial partners, as well as relationships with organisations like the NHS, to care and educate across the globe. Our artistic alumni include Bollywood producers, Oscar winners, Pixar animators and winners of the Turner Prize.

Be inspired, be engaged and, above all, be ready to learn the skills and enjoy the life experiences that will help you find your way beyond the classroom. We want to help you maximise your potential and become more than you ever thought you could be. Enjoy every minute.

NEED A POINT OF CONTACT OR MORE INFORMATION?

Go to cumbria.ac.uk/welcome where you'll find everything you need.

A young man with short dark hair, wearing a maroon long-sleeved shirt, is shown from the chest up in profile, looking towards the left. The background is a soft-focus outdoor scene with green foliage and a blue sky. The text is overlaid on the upper left portion of the image.

**“I DIDN’T THINK I HAD
TO GO TO UNIVERSITY
TO ACHIEVE WHAT I
WANTED, BUT IT GAVE
ME A CLEARER VIEW
OF WHO I WANTED TO
BECOME.”**

Dayne Massey, BA (Hons) Sports Coaching and
Physical Education and placement student
with Leicester Tigers Rugby Club.



LET'S GET REGISTERED

A GUIDE TO STUDENT REGISTRATION

You've met your entry requirements, you've accepted your offer, now you need to register to receive formal confirmation that you are a student at the University of Cumbria.

You have to complete online pre-registration. You will be notified about registration in advance of your course start date. You will need to provide evidence of your right to study in the UK, but full instructions on how to do this will be sent directly to you.

Online pre-registration

We will contact you via email with a link to the online pre-registration page, usually four weeks prior to your course start date.

Registration

You will need to attend a registration session on campus if you are:

- Studying a course that requires a criminal background check (DBS)
- An international student on a UK Home Office Student Visa
- An international student on a Visitor Visa

If you are a distance learning student applying for Student Finance, you will need to provide a copy of **one of the following** so we can verify your identity.

- A valid passport
- A valid photo card driving licence
- Your birth certificate and a photo ID (such as an NUS card or Student ID)

Once you have completed online registration, you will be asked to complete a Study Declaration to confirm your intention to study with us. You will receive a separate email before the start of your course.

If you have applied for Student Finance via Student Finance England or the equivalent for Scottish and Welsh students, we will not be able to confirm your attendance to your funding body until you have completed registration. This could cause a delay in money you may be due.

Sorting your finance

If you are self-funding, the University will accept payment in full or first instalment payments for tuition and accommodation. To make a payment go to **payments.cumbria.ac.uk/open**.

The Student Loan Company and Student Awards Agency for Scotland will update the University if you have been approved for a tuition fee loan. If someone else is paying some or all of your tuition fees, a sponsor letter must be provided. Please see the Student Financial Regulations for more information, including paying by instalment. To download a copy go to **cumbria.ac.uk/study/student-finance/student-financial-regulations**.

For general queries please contact
accountsreceivableteam@cumbria.ac.uk



HOME, SWEET HOME

EVERYTHING YOU NEED TO KNOW ABOUT ACCOMMODATION

Living away from home

We understand that you may be living away from home, or independently, for the first time and though this can be lots of fun, it can also be a challenge. All our accommodation is located on campus or very close to it, and our accommodation team make sure your halls are a safe place to live and study. We run events to help build a sense of community in our halls so you feel you belong here with us.

Halls of Residence

We have several Halls of Residence, or 'halls' as we like to call them, in Ambleside, Carlisle and Lancaster. If you're from the UK, a guarantor is required to reserve your accommodation. If you're an international student, you're required to pay your rent in full before your tenancy starts.

Find out more by going to:
cumbria.ac.uk/student-life/accommodation/

Things you might want to bring:

- A duvet and pillows (Incl. covers)
- Towels, including tea towels
- A laundry basket
- Coasters
- An iron
- Storage boxes
- Pans - one saucepan, one frying pan and an oven tray
- Kitchen utensils including knives, peeler, wooden spoon/spatula, tin opener, bottle opener and scissors
- Cutlery, crockery, mugs, glasses and an ovenproof dish
- Food containers
- Clothes hangers
- Toilet rolls
- Washing up liquid and sponges
- Cleaning products and cloths

Things you can't bring:

Kettles, toasters, grills, rice cookers, deep fat fryers, chip pans, fridges, freezers, sandwich toasters, micro-waves, halogen lamps, candles, fairy lights, incense burners, sunbeds, heaters, dartboards, inflatable pools, barbecues, any form of weapons, ornamental swords, ammunition, illegal substances, pets, vehicles or vehicle parts.

A HELPING HAND

SUPPORT AND GUIDANCE FROM STUDENT SERVICES

We have a great range of specialist services to ease your transition into university life, assist you with your studies and take you through to graduation and beyond.

Our professional and supportive teams are used to dealing with all sorts of queries, so if you have any questions, please just ask when you chat to us at our registration and welcome events, or any time in between. You can contact all our teams through the online Student Enquiry Point (StEP) at step.cumbria.ac.uk

The disability/specific learning difficulty (SpLD) advice & support team can:

- Help you apply for Disabled Students' Allowance (DSA)
- Develop your action plan to ensure academic staff are aware of your individual needs
- Give you specialist support with note-taking, study skills and mentoring
- Provide you with screening for specific learning difficulties (SpLD)

Make sure you declare your disability when you register in the student portal: then you'll receive a questionnaire which will help you detail exactly what you need in terms of support. The questionnaire can also be found on the Disability/SpLD pages of the 'Student Hub' which you can access once you have enrolled. If you have any questions, please contact:

disabilityservices@cumbria.ac.uk

Mental health and wellbeing team

Our mental health case workers can support you if you experience any difficulty with your emotional, psychological or mental health and wellbeing. It could be homesickness, stress, bereavement, low mood or relationship problems that are having a negative impact on your studies, but you're not on your own.

We offer:

- One-to-one assessments and forward planning
- Self-help strategies
- Mediation and advocacy signposting or referrals to external agencies
- Mental health mentoring (where entitled)

Chaplaincy

The chaplains run mindfulness classes, meditations, retreats and other events. They provide faith spaces and quiet rooms including chapels and Islamic prayer rooms across our campuses. The chaplaincy is available to all students for advice and support, whether you have a faith or not.

Library service

Our digital library enables you to do all of your research in one place, using the discovery tool OneSearch to find a vast collection of resources, eBooks and journals. Digital module reading lists click straight through to OneSearch, so you can spend more time reading and less time searching. Library specialists have designed subject pages to help you navigate specific resources for your studies.

Library and academic advisers support your development as an independent learner through webinars, workshops, email, appointments and online **Skills@Cumbria** resources.

Head Start - Online Study Skills

As a University of Cumbria student, you also have access to Head Start. This suite of online self-study courses has been designed to give you a head start on your learning journey, no matter which course and level you are studying with us.

Student Engagement Team

We want you to thrive and be the very best you can be, whatever your background or circumstances. We know that our students have busy lives and are juggling other commitments alongside their studies, which is why our Student Engagement Team is here. They will keep you on track, signposting you to the support you need, when you need it most. They are also a point of contact for International Students, students who are care leavers, and those estranged from their families.

MANAGE YOUR MONEY

MAKING THE MOST OF EVERY POUND

Money advice service

The student money advice service is here to help you plan your finances and manage your money while you're studying at university. We have a team of student money advisers who can provide individual advice and guidance, either one-to-one or at university events, and throughout your course.

Their specialist areas include:

- Statutory funding
- Delayed funding
- Hardship funds
- Budgeting
- Dealing with debts
- Bursaries, scholarships and other financial support available
- Previous study debt and how it affects your funding
- Withdrawals, intercalation (where you might need a bit of time out from your studies), or transferring courses

We can help you liaise with student funding organisations like Student Finance England and give individual advice if you have special circumstances e.g. if you are estranged from your parents. If you have studied a higher education course previously, this may reduce your entitlement to student funding, so it is important to be aware of how previous study may affect your future entitlement. If you have any queries please get in touch by emailing moneyadvice@cumbria.ac.uk

So you'll soon be starting university, now you need to manage your money independently. We know this can be stressful, so here are our top tips.

Plan your spending

- Student loan instalments should last four months, so make sure you budget
- Choose a bank account with the best 0% overdraft
- Use cash and withdraw enough for your weekly budget

Save money

- Always ask for student discount
- Share textbooks and subscriptions with your friends and housemates
- Food shop when you're not hungry
- Buy train tickets three months ahead and use a railcard

Money-making ideas

- Join online survey panels
- Become a mystery shopper
- Start a blog
- Freelance on Upwork or Fiverr
- Look for part-time jobs at local shops, restaurants and bars
- Sell items you no longer want on Vinted, Depop, Facebook Marketplace and eBay

Housing and bills

- Make sure you put aside enough money for your rent
- Take meter readings and photos of your room before you move in
- Read contracts carefully and make sure your deposit is protected
- Use Splitwise.com to split bills between housemates
- Most students shouldn't pay council tax

Budget activities

- Go on a bike ride or a hike
- Look out for cinema offers
- Eat at a BYOB (bring your own bottle) restaurant
- Visit a museum or gallery
- Go to a car boot sale

Best apps

- OLIO (free food)
- Chip (savings)
- Starling Bank (budgeting)
- CheckoutSmart (cashback)
- Shopium (cashback)

THE NEED TO KNOWS

CONNECTING YOU WITH CAMPUS

IT Facilities

We know the future is digital, so to ensure you can achieve your full potential, you'll get access to Microsoft Office, LinkedIn Learning, security and firewall software and assistive technology for FREE as part of our Enhanced Student Support Package.

All students at the University of Cumbria use our online learning environment called Blackboard, allowing you to collaborate with other students and lecturers.

Accessible from your computer, laptop or smartphone, you can log in to Blackboard from anywhere at any time.

The 'Student Hub' portal provides access to your emails, timetable, the library system and our IT Service Desk. Here, you can also view specific student information and guidance, including how to loan laptops and other equipment.

We also provide plenty of other IT facilities, from dedicated computer rooms and labs to multi-media support and printing and photocopying services.

Printing services

We offer you a full range of printing, copying and finishing work services. For more information, printing advice, quotes or a sample of our work, please contact a member of our team by emailing [**print.unit@cumbria.ac.uk**](mailto:print.unit@cumbria.ac.uk).

There are also combined printing and photocopying machines at all of our campuses. The devices provide high quality, high volume, rapid printing, photocopying and scanning facilities.

You'll automatically receive £1 credit on your Cumbria Student Card, for your printing account. After you've used this credit, you will need to use the online payments system to add to your printing account using a debit or credit card.

Paying for things on campus

Your Cumbria Student Card is multifunctional and uses smart technology to access your student account. It works as your ID card, library card and payment card (for printing and copying) on campus.

Car parking

All of our car parking facilities are managed at all of our main campuses and parking is extremely limited. The option to purchase a parking permit is available but, as spaces are limited, eligibility criteria apply and vary from campus to campus.

Travel

In the UK, students get a great range of discounts on transport fares. If you are likely to use the National Rail network more than twice in a year, one discount card that can very quickly show a return on the purchase cost is the 16-25 or 26-30 railcard. National Express also offer a young person's discount card, saving you a third off standard and flexible fares. Search 'Young Persons Coach Card' for more details.

The vast majority of our campuses are also well served by local buses.

GET FIT, GET FED

FOOD AND FITNESS ON CAMPUS

Catering

Whether you are looking for a hearty meal or just a quick bite, there's something for everyone and every budget. Delicious hot meals, hot and cold snacks and homemade cakes are available on campus.

As part of our Enhanced Student Support Package, you can also have breakfast on us 5 days a week! Our FREE cereal station and porridge bar is available across all campuses from Monday to Friday.

You'll also find that the catering outlets are very much the social hub of our campuses – a great place to catch up with friends, hold informal meetings or take a break from your studies. So, whether you're looking for a sandwich or a snack, a full meal, or somewhere to chill and chat over a coffee, there is a place for you.

Members of the catering team are always on hand to help should you have any questions, and are always happy to listen to suggestions for the menus if your favourite dish isn't available.

Sports and Leisure

The University of Cumbria aims to make sport and exercise as inclusive as possible, creating a healthy university for you, our staff and our local communities.

With our Enhanced Student Support Package, you can sign up for a membership to our on-campus fitness suites for just £25 per year.

Other membership options are also available, including the UoC Active leisure card, which offers great opportunities to take part in sport and wellbeing activities. We have sports centres on-site at Carlisle (Fusehill Street), Ambleside and Lancaster.



LANCASTER CAMPUS

LOCAL LIFE AND CAMPUS HACKS

Our Lancaster campus is home to a wide variety of different courses, offering a friendly atmosphere and expert facilities, from our sports complex and Students' Union to a welcoming library with areas for you to focus on your studies. Our Lancaster campus also offers spaces for you to relax and socialise, whether it's grabbing a coffee or enjoying a spot of lunch.

Set in beautiful parkland but only a 15-minute walk away from the city centre, the campus atmosphere can be enjoyed while having good access to the vibrant and historic city of Lancaster.

Our students know us better than anyone, so who better to give you some tips about our campuses and the local areas?



“ONE OF MY FAVOURITE PLACES TO GO IS BEHIND THE DALTON BUILDING ON THE LANCASTER CAMPUS. THERE ARE SOME BEAUTIFUL TREES AND BENCHES THERE AND IT’S A LOVELY QUIET PLACE TO GO WHEN YOU NEED SOME TIME OUT.”

Kate Bloomer, Occupational Therapy



“THE MAIN CANTEEN AT THE TOP OF THE BUILDING HAS GOOD FOOD FOR A GOOD PRICE WITH SOME EXCELLENT VIEWS LOOKING OVER LANCASTER AND ACROSS THE BAY.”

Rubeena Nisha, PGCE General Primary



“WHILST SPENDING TIME IN THE LIBRARY, THERE REALLY IS ONLY ONE PLACE TO GO FOR A BREAK. HEAD OVER TO THE STARBUCKS CAFE IN THE VIEW AND GRAB YOURSELF A COFFEE AND A PIECE OF FLAPJACK. TAKE IT OUT, RETURN TO THE LIBRARY, GET IN THE LIFT UP TO THE TOP FLOOR AND SIT ON THE CHAIR AT THE VERY TOP. THE VIEW IS LOVELY.”

Jennifer Price, Secondary PGCE English



“TAKE ADVANTAGE OF THE SALT AYRE LEISURE CENTRE COLLABORATION. YOU CAN HAVE GREATLY DISCOUNTED MEMBERSHIP THROUGH THE UNIVERSITY AND SALT AYRE OFFER LOADS OF CLASSES AND FACILITIES SO THERE WILL BE SOMETHING FOR EVERYONE.”

Jacenta Rush-Morgan, Occupational Therapy



“PARK RUN IS HELD AT WILLIAMSON PARK EVERY SATURDAY MORNING. THE ROUTE IS CHALLENGING YET ENJOYABLE AND YOU GET TO MEET FRIENDLY LIKE-MINDED PEOPLE, YOU ALSO GET YOUR OWN BARCODE TO TRACK ALL THE RUNS YOU DO.”

Philippa Richings, Adult Nursing



AMBLESIDE CAMPUS

LOCAL LIFE AND CAMPUS HACKS

Our Ambleside campus is the only UK university based within a National Park and UNESCO World Heritage Site. With exceptional facilities and unrivalled access to the Lake District, this campus will provide an unforgettable and unique student experience. Within a 5 minute walk to the centre of Ambleside with plenty to do in the surrounding area, this is the perfect place to study and explore.

Our students know us better than anyone, so who better to give you some tips about studying at Cumbria, our campuses and the local areas?



“THERE’S LOTS OF PART TIME JOBS IN ALL THE CAFES AND PUBS, ESPECIALLY OVER SUMMER. HAYES GARDEN WORLD OFTEN HIRE CHRISTMAS STAFF. BUS PASSES ARE GOOD IF YOU PLAN ON USING THE BUSES A LOT TO GET AROUND THE LAKE DISTRICT.”

Stephanie Wise, MA Outdoor and Experiential Learning



“THE PARK NEXT TO THE CHURCH IS A GREAT PLACE TO HANG OUT, LOTS OF SPACE AND A LOVELY RIVER. A GAME OF CRAZY GOLF AND A STROLL TO THE LAKE IN AMBLESIDE IS A MUST.”

Nicole Harrison, Paramedic Practice

CARLISLE CAMPUSES

LOCAL LIFE AND CAMPUS HACKS

Carlisle is home to two of our campuses, Fusehill Street and Brampton Road. Carlisle gives you the chance to live in a city that offers an extensive range of high street shops, bars, cafes and restaurants alongside historic treasures, including its own castle. With fantastic rail links to cities across the UK and in close proximity to the Lake District, Carlisle offers you the unique lifestyle of access to a bustling city and outstanding natural beauty.

At our Fusehill Street campus you'll find a welcoming environment offering multiple spaces to use for socialising and meeting with friends. Fusehill Street offers specialist facilities and a library containing a large collection of resources for health, education, law and social sciences.

Our Brampton Road campus is home to our Institute of Education, Arts & Society – a community of hundreds of creatives, including lecturers, students and technicians. A creative environment with a warm and friendly atmosphere, this is the perfect place for you to refine your craft, explore your creativity, build on your skills, and learn from a team of expert lecturers, many of whom are commercial artists themselves.

Our students know us better than anyone, so who better to give you some tips about studying at Cumbria, our campuses and the local areas?



**“HOTEL CHOCOLAT SERVES THE BEST HOT CHOCOLATE AND ICE CREAM,
THE STAFF ARE REALLY FRIENDLY”**

Hannah Halls, Photography



“I ALWAYS LOVE HEADING TO THE CATERING AREA FIRST THING IN A MORNING AT UNI TO TALK TO FRIENDS AND GET BREAKFAST: WONDERFUL START TO THE DAY.”

Matthew Peacock, Games Design



“THERE’S A LOT OF PARKS IN CARLISLE: EXPLORE! YOU’LL FIND SOME BEAUTIFUL SPOTS THAT’LL MAKE YOU BELIEVE YOU WEREN’T IN THE MIDDLE OF A CITY - IT’S ALSO A GREAT WAY TO RELAX AND DE-STRESS!”

Jess Stevens, Zoology with Placement



“THERE ARE SO MANY AMAZING WALKS IN THE LOCAL AREA, SO MAKE THE MOST OF YOUR TIME HERE. THE RIVER RUNNING ALONG FROM THE GOLF COURSE IS A GREAT SPOT FOR A WALK AND WILDLIFE WATCHING; THERE ARE PLENTY OF OTTERS AND WADERS IF THAT IS YOUR THING. IF NOT, IT’S A LOVELY WALK. THERE IS ANOTHER RIVER ALONG BY DENTON, WHICH IS ALSO A GREAT SPOT FOR WILDLIFE AND HANGING WITH FRIENDS!”

Shannon Cornish, Zoology



“ALEXANDROS HAS A SMALL GREEK DELI WHICH OPENS UP AT LUNCHTIME. WHILE THEY DON’T ADVERTISE IT, IF YOU ASK, YOU CAN SIT IN THE RESTAURANT AREA IN THE BACK WHICH CAN ACCOMMODATE A LARGE GROUP OF FRIENDS. THEY DO THE BEST GYROS IN CARLISLE AND ALSO AMAZING COFFEE.”

Benjamin Girling, Mental Health Nursing

LONDON CAMPUS

LOCAL LIFE AND CAMPUS HACKS

We bring a touch of Cumbrian charm to the Big Smoke with our East London campus, offering a cosy campus experience amidst the hustle and bustle of the capital. Going to university is all about expanding your horizons and immersing yourself in new and exciting experiences – and where better to do that than one of the world’s most multicultural and dynamic cities?

Our London base is situated in the heart of the London Docklands with its rich and diverse history, and is well connected to the rest of the city.

There’s plenty of coffee shops and parks nearby as well as impressive views of the skyscraper buildings. Being in London, there’s always something to see and do, just around the corner from your lectures. Our welcoming campus environment will make you feel at home in the capital.



“THE BEST PLACE TO GO FOR SWIMMING IS AT THE LONDON AQUATICS CENTRE AND THE MILE END STADIUM. MY FAVOURITE LOCATION TO SPEND TIME WITH MY FRIENDS WAS AT THE LONDON CAMPUS BECAUSE THAT IS WHERE I MET ALL MY GREAT FRIENDS AND WE ALL SPENT MORE TIME THERE.”

Sharmin Akther, Education Studies



“THE BEST PLACE TO GO TO STUDY IS THE ‘CABIN IN THE WOODS’ WHICH FEELS SO COSY AND IT HAS THIS COMFORTABLE VIBE WHERE IT MAKES YOU WANT TO STUDY AND DO WORK EITHER BY YOURSELF OR WITH YOUR GROUP OF FRIENDS.”

Sharmin Akther, Education Studies









TOP IN THE NORTH WEST FOR RECENT GRADUATES INTO EMPLOYMENT OR FURTHER EDUCATION.

(HESA Graduate Outcomes Survey 2023)

FUTURE YOU

LOCAL LIFE AND CAMPUS HACKS

Supporting your career

We want to see you grow in your education and your career, which is why we don't just guide you during your time with us; we carry on doing so even after you graduate.

'My Career Enriched' hub

As a prospective or current student, and for three years after graduation, you can get advice and guidance through a specialist hub called 'My Career Enriched'.

It gives you easy access to:

- Graduate jobs, part-time work and paid internships
- Work experience and industry placements
- Online employer webinars and chats
- Appointments for one-to-one advice with professional advisers
- Practice interviews
- Careers fairs and employability events
- CV and application review services
- Quick careers queries

The Career Ahead employability award

Career Ahead is a great way to develop your employability skills. Through ongoing support it will help you with:

- Career action planning
- Finding opportunities
- Highlighting your extracurricular achievements
- Practical experience in job hunting, applications and interviews

Career Ahead is flexible. You can do it in your own time, with or without support. You will also have free access to LinkedIn Learning for up to one year after graduation, a library of 10,000+ digital courses taught by industry experts. The courses cover a wide range of business, creative and technical topics, from leadership 'soft skills' to design principles and programming.

Alumni Association

You will be part of the University of Cumbria community for life and we will continue to support you even after you graduate. You will become a member of our Alumni Association, an international network of more than 51,000 graduates, enriched with a diverse range of talent, skills, experiences and unique insights. You will receive exclusive alumni benefits and services, the latest news, event invites and opportunities to stay connected to Cumbria and each other.

RETURNERS TO LEARNING

A STEP IN A NEW DIRECTION

There is a lot of support available for mature students, whether you're learning something new or planning to improve your skills to benefit an existing career.

Here's a little taste of what we offer.

- You'll get help from experienced people via our student support staff
- You can choose from part-time or distance-learning courses to fit around your home life
- You can access on-site childcare at Lancaster, as well as nurseries close to campus
- We can introduce you to other mature students if you wish
- You'll have access to help from our careers advisers
- You can benefit from financial assistance
- Flexible learning support

Finance

If you have children or you care for adults, there might be extra support available via Student Finance England, depending on your circumstances and course. Our money advice service can also help you manage your money while you study. Plus, if you're on a low income, you may be eligible for a bursary.

Accommodation

Our halls of residence are open to mature students or you can rent close to any of our campuses. Most local councils also offer council tax discounts for students and single adults living alone or with dependent children.



UCSU STUDENTS' UNION

MAKING THE MOST OF YOUR STUDENT EXPERIENCE

The University of Cumbria Students' Union is an independent charity run by and for students across all campuses and courses. We offer a range of events, services and opportunities to all our members, whether you are campus-based or a distance learner. And the best bit is you automatically become a member free of charge.

Whether it's taking part in our Welcome Week programme, enjoying local events run in and around the campuses, joining or even running a student group, club or society, or taking part in career-enhancing voluntary activity, there is something for you.

UCSU also provides a voice for you at course, campus and wider university level via the course rep system and the full-time elected student officers. We also have an impartial professional support service that can give you advice and advocacy on a range of issues.

Ultimately, UCSU is what you make of it. Whether that is taking part in groups, social events, helping your peers shape your course or even influencing the direction of the university as a whole, we offer a wide range of opportunities that you can dip in and out of during your time at Cumbria. If there are certain activities you'd like to see happening on our campuses, let us know – we are your UCSU.

We look forward to meeting you and finding ways to enhance your time with the University of Cumbria, but why wait to say hi? Let's be friends on Facebook and X! We would love to hear from you.

 Cumbria Students Union

 @CumbriaSU

To find out more, have a look at our website at: www.ucsu.me



YOUR NEXT STEPS

THINGS TO DO BEFORE YOU ARRIVE

Here's how to get started on your new life in Cumbria. MyList is a checklist of things to do in your first few weeks to help make your transition to university life as easy as possible.

As you engage with Registration and Welcome Week events and activities, you'll be able to tick many items off this list. All other information, documents and guidance are available at my.cumbria.ac.uk/mylist.

You may be asked to bring MyList to your first personal tutor meeting. Your personal tutor will play an important role in supporting you through your studies, monitoring your progress and providing academic support and advice.

Access to computers and IT systems

Once you complete your online registration, an email will be sent to your personal email account inviting you to activate your IT account. You must complete this process before you can access any of the university's IT resources, including your university email address. This will include signing up for two-factor authentication to help ensure your IT account remains secure.

Not completed the online registration process yet?

Head back to your inbox and check the registration email we sent you. Had a problem with the online registration process and didn't complete it? Head to our Registration and Induction page at my.cumbria.ac.uk/Student-Life/New-Students/ where you'll find plenty of support.

Didn't receive an email from us?

Head to our Registration and Induction page at my.cumbria.ac.uk/Student-Life/New-Students/ where you'll find plenty of support.

Still having problems? Call our IT Service Desk Team on 01228 888888 or email itservicedesk@cumbria.ac.uk

See table opposite for additional help, information, and support.

step.cumbria.ac.uk	You can access the online Student Enquiry Point (StEP) any time for information, guidance and help from teams within Student Services
hub.cumbria.ac.uk	The Student Hub provides access to systems, services and support pages
my.cumbria.ac.uk/library	Library opening hours, library locations, borrowing and returning books, requesting books and using OneSearch
my.cumbria.ac.uk/moneyadvice	Money advice
my.cumbria.ac.uk/support	Information for care leavers, adult carers, estranged students, Level 3 students and the chaplaincy
my.cumbria.ac.uk/wellbeing	Health and wellbeing/mental health support
my.cumbria.ac.uk/Student-Life/Learning/Resources/Studying-from-home/	Information about how to study from home
my.cumbria.ac.uk/international	International student support
my.cumbria.ac.uk/careers	For help with finding part-time work, making applications and career decisions
my.cumbria.ac.uk/lil	Access to 10,000+ digital courses
my.cumbria.ac.uk/charter	Student Charter
my.cumbria.ac.uk/Student-Life/Student-Handbook/	Student Handbook Academic Regulations Student policies and procedures
my.cumbria.ac.uk/Student-Life/Your-Studies/Programme-Administration/	Programme administration

YOUR CHECKLIST

HELPING YOU TICK OFF THE TO-DOS

Here are some things to tick off between now and your first few weeks of term.

Professional checks - health and teacher training students

- Complete 'Disclosure & Barring Service' Checks (DBS)
- Complete medical clearances

Money & Finance

- Check your Student Finance and loans are in place
- Pay your student fees where applicable
- Check how our money advice service can help you
- Purchase a TV Licence (if you're bringing your own TV)

IT services and systems - are you connected?

- Check that your IT account has been activated and you have set up two-factor authentication
- Visit the 'Student Hub' and download the app
- Make sure you can access your student email
- Download Microsoft Office, firewall and security software, and assistive technology
- Access ICON – the 'Student Record' and check your personal and course details
- Download your 'Welcome Week' and course timetables
- Activate your LinkedIn Learning account and download the app

Rules and regulations (see page 37)

- View and familiarise yourself with your student handbook
- View the Academic Regulations document
- Visit cumbria.ac.uk/student-life/accommodation to view the regulation documents for your student accommodation
- Visit my.cumbria.ac.uk/Student-Life/Support/Responding-to-your-concerns to view Code of Conduct documents

Registration and Welcome Week activities

- Complete online registration
- Cumbria Cards: collect your Cumbria Card from the Library at your campus base

- Meet your personal tutor
- Attend your course induction sessions and activities

Health, safety, and wellbeing

- Complete health and safety induction(s) for accommodation and/or course
- Keep safe - view personal safety guides
- Keep yourself well and healthy - check out online guidance
- Register with a doctor and dentist

Library and study skills

- Complete 'Head Start to University'
- Visit your library and see the services available to you
- Check out your library PIN and how to operate self-issue machines
- Check out your module reading lists in Blackboard
- View **Skills@Cumbria** for library, academic, and digital skills support and resources
- Explore LinkedIn Learning courses and digital capabilities pathways

Here to help

- Visit my.cumbria.ac.uk and see the range of support available
- Contact the disability team or complete our online form to help us tailor a wellbeing plan to you
- Check out useful contacts
- Understand the sickness and absence rules for your course (and the attendance rules for International Student Visas)

My network

- Connect with the University's and your course's Facebook pages and X feeds
- Check out what your Students' Union can offer you
- Check out the University's Chaplaincy services available to you

Do you still have a query?

See the resources available via the Student Hub at hub.cumbria.ac.uk



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