

Where can I go for help?

Your **faculty helpdesk** is your main point of contact for all course-related enquiries, including

- timetabling • module choice • seminar groups
- absence reporting • assignment hand-ins
- module results • contacting tutors. See the 'Virtual Reception' link on Shuspace for details of your faculty helpdesk.

Your **student support officer** can also help you if you

- are experiencing difficulties which are affecting your studies
- need advice on extensions or extenuating circumstances
- think you may be on the wrong course or are considering leaving
- need help understanding your results, progressing and re-registering on modules.

The **Student Services Centres** on level 5, Owen Building at City Campus and at Collegiate Learning Centre provide information, advice and guidance on a range of issues related to student life, including

- course, assessment or study issues
- careers and employment
- financial support
- student wellbeing
- support for international students and disabled students.

The **Advice Centre** at the HUBs offers independent and confidential advice on

- legal issues
- funding
- benefits and debt
- academic problems
- housing.

See www.hallamunion.org/advice for further information.

Anything else I should know?

- You can buy a pre-paid meal card at any university catering outlet. For more information call **0114 225 4813** or email cateringservices@shu.ac.uk
- Your course has a student rep who can help raise issues with your faculty. Ask your faculty helpdesk for details.
- Standard term dates are available on Shuspace. Plan ahead and make sure you don't book holidays in term time or during re-sit weeks.
- Every course at Sheffield Hallam fits into one of four faculties (ACES, D&S, HWB and SBS). Make sure you know which faculty you're in and where your faculty helpdesk is.



Your questions answered
New at Sheffield Hallam?
*Here are the answers
to the most common
fresher queries.*



How do I register with a doctor?

Look out for Student Health Service stands. They'll be at various points on campus during Freshers' Week, including at the Students' Union Welcome Fair.

If you miss this, you can register at our medical centres at level 1, Surrey Building, City Campus, or at Porterbrook Medical Centre, Sunderland Street, near Collegiate Campus.

My IT login doesn't work.

Where can I get help?

Talk to Helpdesk staff at the learning centres. They can also help you with

- accessing ebooks and ejournals
- using Shuspace, Blackboard, the Library Gateway and My Library Account
- Microsoft Office and Google apps
- email and University desktop services
- borrowing and library account queries

When will I get my student loan?

If you've made an application for financial support, we'll contact Student Finance England (or the appropriate funding body) once you enrol. You should receive the first instalment of your loan directly into your bank account within one week of enrolment.

If you applied to Student Finance England after the deadline date of 31 May 2012, there may be delays in your funding.

If you have not received your funding a week after enrolling, check for messages on Shuspace via the My Student Record link in top right hand corner > Enrolment and Student Fees > Student Loan Information.

Then contact your funding body directly (Student Finance England are on **0845 300 5090**). For further queries speak to Student Financial Support, level 2, Surrey Building. Call **0114 225 2184** or email sfs@shu.ac.uk

Where can I get a part-time job?

Our Careers and Employment service can help you find part-time and holiday work. Find out more on Shuspace or call in to Careers and Employment Service on level 5, Owen Building.

How do I sort out my accommodation?

If you still need to find somewhere to live, or if you're having problems with your University accommodation, visit Accommodation Services at 38–40 Howard Street (opposite the main entrance at City Campus) or call them on **0114 225 4503**.

For any queries about private sector accommodation, including advice on housing contracts, visit the Advice Centre at the HUBs or call them on **0800 073 2002**.

I'm feeling homesick or struggling to settle in. What should I do?

You probably think you're the only one feeling like this. You're not. Many students feel this way in the first weeks of their course. Most find that things feel better after a month or two with a bit of practice, advice and support from friends and the University.

We asked current students what advice they would give to new students. Here's what they said.

'Dear Firstie!

Meal plans, budgets, timetabled study and revision – these are all your friends. Get enough sleep, exercise and you'll feel great. Get out there, join societies that mean something to you, meet people. Life is short, so fill it as full as you can!

'Don't worry and don't be afraid. Just trust yourself – you can do it!'

'Get help sooner rather than later. Don't let things build up. Ask or tell someone.'

If you feel there are deeper reasons why you're feeling this way, you might consider speaking to a student wellbeing adviser. The Student Wellbeing Centre is based on Surrey Level 1 or you can call them on **0114 225 2136**.

I think I may have chosen the wrong course. Who can I talk to?

Our student advisers at the Student Services Centres can help you talk through your options if you're thinking of changing or leaving your course.

Your faculty student support officer might also be able to help if you have concerns or questions about your choice of course. Search Shuspace for further details.

How can I get involved with University life?

Visit the Students' Union to get involved in activities, join a society, use the facilities and enjoy your social life at Sheffield Hallam. See www.hallamunion.org for full details.

How can I get help with my academic work?

Speak to your module tutors if you have questions about your academic work. Study support tutors based in the learning centres can also help you to develop your academic abilities.

The University English Scheme helps non-native English speakers to improve their academic English. Ask at your faculty helpdesk or search Shuspace for further details.

