



EST 1892

**London
South Bank**
University

**BE
PREPARED**

Your LSBU
welcome
guide

Become what you want to be



WELCOME TO LSBU

WELCOME FROM THE VICE-CHANCELLOR

You have worked hard to get here and I am delighted to welcome you to London South Bank University.

At LSBU we transform lives and we have spent over 125 years helping students from all walks of life become what they want to be.

We pride ourselves on preparing students for the workplace with relevant, accredited and professionally recognised qualifications. Our seven academic Schools are dedicated to enabling teaching, enterprise and research to flourish across the University. They are committed to providing educational and professional support to students. Engaging with your School will help you to reach your potential during your time with us.

This is an opportunity for you to shape your future career, so I encourage you to take full advantage of all the resources available to you. We provide expert and friendly advice and support to help you stay on top of your studies and succeed. You can access financial advice, employability support, accommodation service and learning resources at any time throughout your study.

I hope your time at LSBU is exciting, stimulating and thought-provoking. You have the opportunity to learn new skills and gain knowledge that will set you on the path to a successful career. I warmly welcome you to LSBU, and I wish you every success and happiness during your time with us.

Professor David Phoenix OBE

Vice-Chancellor, London South Bank University



GREETINGS FROM YOUR STUDENTS' UNION PRESIDENT

People often refer to their university days as the best days of their lives and to be honest I can see exactly why! I have been at London South Bank University now for several years, first as a student and now representing you as the elected president of the Students' Union.

I had a great experience as a student studying here and spending time on campus but in addition to that, being part of the Students' Union truly transformed the experience I am having. It's enabled me to do things I would never have done, expanded my boundaries to places I did not think possible and introduced me to friends that I know I will have for life.

Being part of the Union has been a fantastic experience for me and I have thousands of examples of students that have become elected reps, joined sports clubs, started their own societies, recorded their own radio shows, represented their class friends, campaigned on issues that they care about, volunteered to make a difference to the local community or just had a fantastic night out with friends. None of which would have been possible without the Students' Union.

I know we have something to offer you. The student population at London South Bank University is diverse and we do our best to offer something for everyone, but the beauty is if it doesn't exist we're also here to help you set it up and grow a new community yourself. Get involved and I look forward to seeing you on campus soon.

Sodiq Akinbade

London South Bank University Students' Union President 2017/18



WHAT THIS GUIDE COVERS

- Semester dates
- Using My.LSBU
- Where to get your course timetable
- Connecting to Wi-Fi
- Setting up your email
- Checking in to every class
- Know how to get help
- Finding your way around campus
- Student service directory
- Campus map





SEMESTER DATES

Semester 1 runs
from Monday **25 September** 2017
to Friday **26 January** 2018

Semester 2 runs
from Monday **29 January** 2018
to **Friday 8 June** 2018



USING MY.LSBU – the student portal at my.lsbu.ac.uk

My.LSBU is the web portal for students, which provides relevant information and access to the University's online services. You must log in with your LSBU username and password to access the services. Some of the features enable you to:

- view your course and induction timetable
- view your course information and results
- check your printing account balance
- access your University email and 'Moodle' (*your virtual learning environment*).



GET YOUR TIMETABLE – through the student portal at My.LSBU

Your timetable shows the date, time and location of your lectures and seminars. You can find your timetable in the 'My Course' section of **my.lsbu.ac.uk**.

Make sure you check your timetable at least once a week for any changes – just in case. Any changes made with less than a week's notice will be communicated to you via your LSBU email address and the virtual learning environment.

Download our 'how to' guide for accessing your timetable here :
my.lsbu.ac.uk/my/portal/Study-Support/IT-Support/How-To-Guides

Note: You'll need to set up your IT account first.



CONNECT TO WI-FI

Many LSBU buildings have Wi-Fi. LSBU uses the '**eduroam**' service, which allows students, researchers and staff to connect to Wi-Fi at both their home university and at other participating universities in the UK and abroad using the same login details.

You can connect to '**eduroam**' by using your LSBU email and password, which you will receive after you complete your online pre-enrolment.



SET UP AND REGULARLY CHECK YOUR LSBU EMAIL

All official University correspondence will come to your LSBU email account (not your personal one). So you must check your LSBU email regularly (at least twice a week is recommended).

You can check your email via my.lsbu.ac.uk. An even easier way to stay in touch is to add your LSBU email account to your smartphone or tablet.



CHECK IN TO EVERY CLASS

Regular engagement with your course is essential to your academic success and experience of university life. Two of the key ways to engage is by regular attendance at classes and by utilising our virtual learning environment (Moodle).

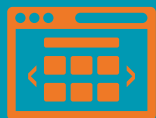
We monitor your engagement to ensure that your university experience is running smoothly and will contact you if there appears to be a drop-off to see if there is anything that we can do to help you.

To register your attendance at a class, please touch your photo ID card against the yellow check in point as you enter any classroom, lecture theatre or laboratory for a timetabled session. Before you leave campus for the day, touch your ID card at a pink check out/update point. Don't worry if you forget to check out, the next time you are on campus and use one of our entry turnstiles, your card will update our engagement system.



For Wi-Fi log into
'eduroam'
by using your LSBU
email and password

Know how to get help



MY.LSBU.AC.UK

The best place to get help throughout your time as a student at LSBU is via the student portal My.LSBU: **my.lsbu.ac.uk**. It contains all the information and services you'll need during your time with us, along with news, events and updates.



FIND YOUR STUDENT ADMINISTRATION OFFICE

The Student Administration office for your school is the place that you can hand in your coursework and talk to our dedicated team of administrators. Each course has a specific administrator allocated to it, and they are an expert in how that course runs and can answer your queries.

For the Schools of Law and Social Sciences and Arts and Creative Industries

Borough Road – room BR266

For the Schools of Engineering, The Built Environment and Architecture and Applied Sciences

Tower Block – room T313

For the School of Health and Social Care

K2 and Havering
(both ground floor)

For the School of Business

London Road – room LR105



THE STUDENT LIFE CENTRE

The Student Life Centre is your 'one-stop shop' for almost any non-academic question or issue during your time at LSBU. There are lots of resources on offer, including help with managing your finances, advice on wellbeing, support if you have a disability or a specific learning difficulty, information about accommodation and people to talk to if you are having any other difficulties.

Drop in to see the Student Life Centre team in the Student Centre or call us on **020 7815 6454** or email on **studentlife@lsbu.ac.uk**.



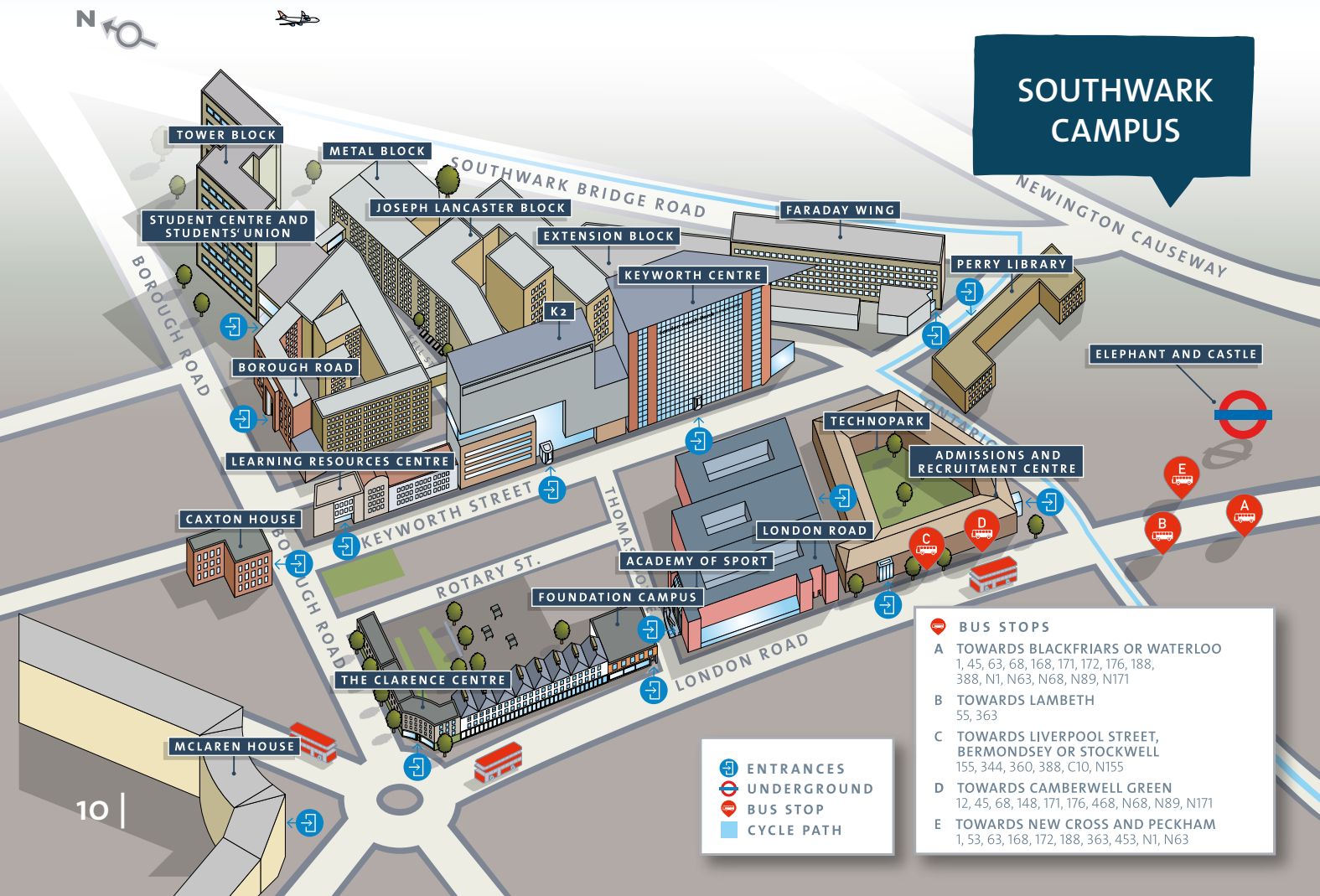
LEARNING RESOURCES CENTRE (LRC) FOR IT SUPPORT

The Learning Resources Centre on our Southwark campus provides IT support. Students have free access to computers – both PCs and Macs – and to software that underpins their course work and research. Specialist software is also available in some departmental labs. Expert IT help and training is provided throughout the year.

For advice call our Learning Resources Centre on **020 7815 6678** or email **lir-ithelpdesk@lsbu.ac.uk**.

THE STUDENTS' UNION

The Students' Union (based in the Student Life Centre) also offers a wide range of services and activities for you to get involved with. They provide representation on a range of academic matters as well as hundreds of development and social opportunities. Visit their website at **lsbsu.org** to find out more or email them at **info@lsbsu.org**.



FIND YOUR WAY AROUND

On your timetable, you will see classrooms and lecture theatres are marked with letters and a number code – for example, BR 307.

The letter indicates the building. Southwark campus has seven main buildings used for teaching:

BR – Borough Road building

LR – London Road building

K – Keyworth building

V – K2 building

N – Faraday Wing

LRC – Learning Resources Centre

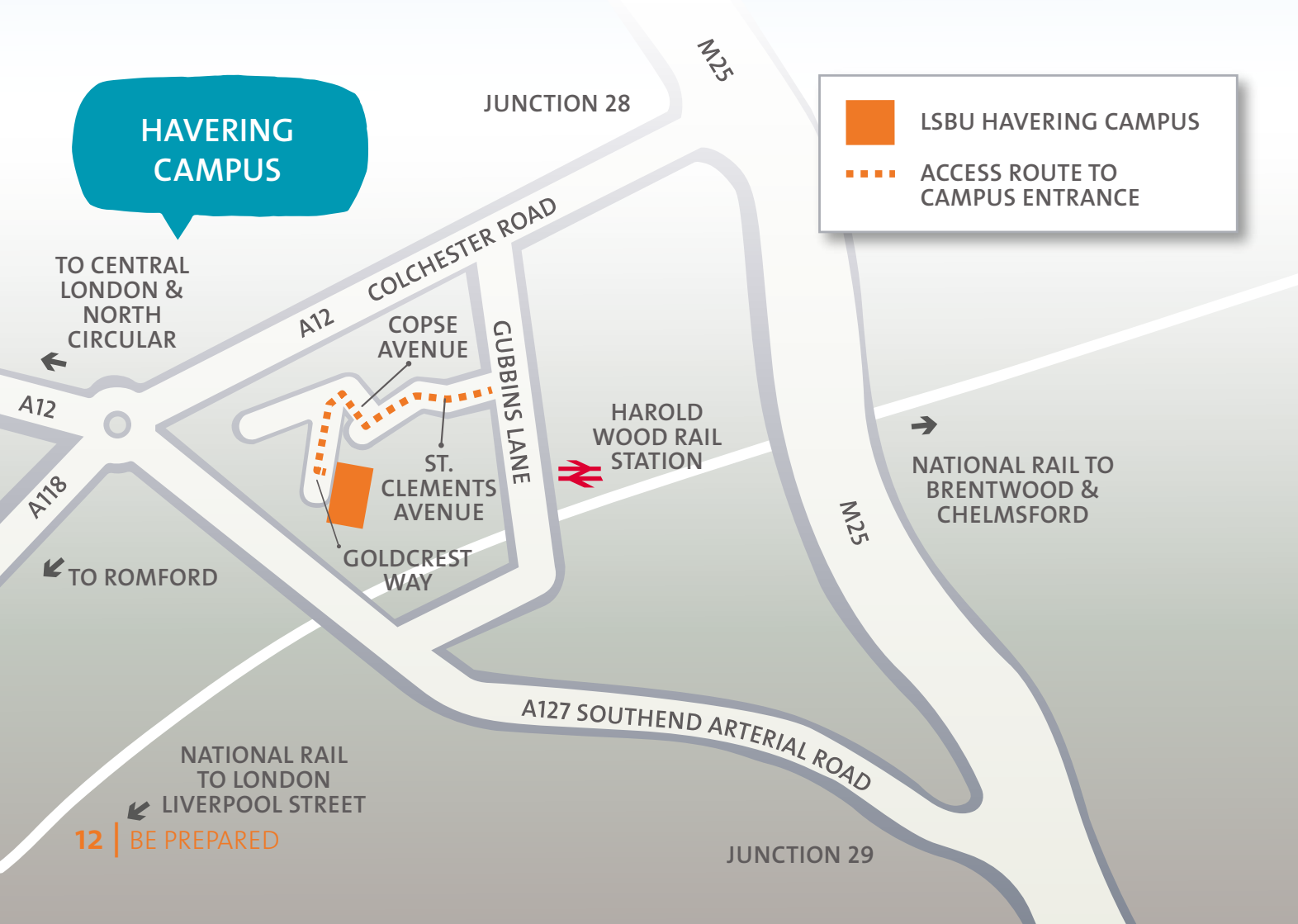
T – Tower Block

The number indicates the floor and room where your activity will be held. For example,

BR 307 is Borough Road building, floor 3, room 307.

Havering campus has one main teaching building.





LSBU service directory

Keep this guide handy so you can reference services and contact information you may need during the course of the year.

ACADEMIC SKILLS

Looking to develop good academic practices?
Need to tighten up on your maths and statistics proficiency?

The LSBU Skills for Learning team offer a range of interactive workshops, one-to-one tutorials and drop-in sessions delivered by our experienced learning developers, including:

- Academic practices and English language development to improve your reading, writing and thinking
- Tailored support to refresh and/or improve your numerical, mathematical or statistical knowledge
- A wide range of online resources at your fingertips to help you become an active, engaged and independent learner

S4L@lsbu.ac.uk

Visit LRC 203

my.lsbu.ac.uk/S4L or **vle.lsbu.ac.uk**



ACADEMY OF SPORT

Want to be healthier and happier? Meet new people?
Represent #teamLSBU?

Health, fitness and wellbeing

All first year LSBU students are entitled to free Academy of Sport membership. Sign up now!

We offer numerous memberships to ensure value for money, with no contract and direct debit options for hassle free payments.

- Push your limits in our newly refurbished spin studio
- Work out in our state of the art fitness suite, weights room and functional training zone
- Join our group exercise programmes where you can socialise while you get fit!

Student sport

Be part of our sports and societies community.

We have something for everyone: social, participation, intra mural, varsity, lusl and bucs. Get involved!

ACADEMY OF SPORT CONTD.

Become part of a sports club and you could represent LSBU abroad. Sports scholarship are also available to support athletes study and train.

Sports development

Become a Sports Ambassador and benefit from free training and development while building your CV.

Our coaching education and training courses are the perfect way to add to your qualifications in sports, leadership and fitness.

Our junior activities programme offers after-school activities, weekly coaching sessions and holiday sports camps. giving young people the chance to participate in a wide range of sports.

020 7815 7812
sportscentre@lsbu.ac.uk

Open 7am-10pm during the week and 10am-8pm on weekends.



CHAPLAINCY

The multi-faith Chaplaincy offers pastoral support to students and staff of all faiths and none. If you need space to reflect, someone to listen, or would like to connect with other people who share your religion or belief, you can find it here.

- Drop in support, volunteering
- Multi-faith space
- Space to talk and time to reflect

We are regularly on campus and offer different events throughout the academic year. To speak to a chaplain or just find out more visit My.LSBU or email us.

chaplaincy@lsbu.ac.uk



DISABILITY AND DYSLEXIA SUPPORT

Our team of friendly and experienced Disability Advisors can arrange the most suitable method of support for you during application, study, examination and graduation.

This includes a range of services and adjustments including:

- Specialist study skills tuition if you have dyslexia
- Specialist mentoring for a mental health difficulty or autistic spectrum condition
- Study skills assistance for students needing physical assistance
- British Sign Language interpretation and specialist note taking support for deaf and hard of hearing students
- Additional time, assistive technology and a separate room for examination
- An individual support plan
- Help with applying for the Disabled Students' Allowance
- Screening and assessment for dyslexia

We recognise that the learning environment can present a number of barriers and we work closely with academic teams and relevant colleagues to ensure that you are fully included in the learning experience and can demonstrate your skills and knowledge.

For an initial consultation please contact us to book an appointment in the Student Life Centre.

020 7815 6454
disability@lsbu.ac.uk



EMPLOYABILITY

Need a job to get you through your studies?

Want to take the job market by storm after you've graduated?

LSBU JobShop drop-in service offers:

- Full-time, part-time and graduate jobs that are exclusive to LSBU
- Help putting together your CV, covering letters and application forms
- Help brushing up on your interview skills
- Advice on landing the job you want
- Careers fairs, placement fairs and workshops
- Support to scope out the job market with employer visits our online Jobs board.

Find out what activities count towards your Higher Education Achievement Report at **hear.ac.uk**

020 7815 6441
jobshop@lsbu.ac.uk

We're located opposite the Student Life Centre, open Monday to Friday, 9:30am–5pm



EQUALITY AND DIVERSITY

At LSBU we expect everyone to be treated with dignity, respect and fairness.

You can get involved in any of LSBU's projects on Equality, Diversity and Inclusion, including:

- My Skin Rocks campaign
- Gender equality
- Disability and access
- LGBT agenda.

As part of EDI engagement programmes you can also get involved in:

- Focus groups, community engagement
- Events, completing surveys.

020 7815 6009
edi@lsbu.ac.uk



HEALTH AND SAFETY

The Health, Safety and Resilience Team provide support and help with:

- Fire safety and completing a Personal Emergency Evacuation Plan for you if you require assistance to get out of our buildings in an emergency
- Advice on assessing risks and ensuring the controls put in place are suitable and sufficient
- Reporting accidents, incidents and near misses

020 7815 6827/6820/6213
safety@lsbu.ac.uk

For any emergency call **020 7815 6666**



INTERNATIONAL

Immigration and International Student Advice Team.

We have a dedicated team offering specialist immigration advice to LSBU's international students. We offer one-to-one appointments, workshops and provide advice via email and over the phone on:

- Tier 4 (General) student visa applications
- Immigration applications for partners and children
- Short-term student and general visitor visas
- Immigration refusals
- Home Office requirements and Tier 4 compliance
- Schengen visa applications
- Your working conditions in the UK
- Police registration
- Opening a bank account
- Registering with a doctor
- Dealing with culture shock
- Confidential welfare advice



+44 (0)20 7815 6156/7037
international.advice@lsbu.ac.uk

LIBRARY SERVICES

Wondering where you can access your course readings or find study space on campus?

We have two libraries at LSBU:

- Perry Library (*Southwark Campus, all subjects*)
Term time opening hours: Monday–Friday
8am–midnight, Saturday–Sunday 10am–9pm
- Havering Campus Library (*for Health and Social Care*)
Term time opening hours: Monday–Friday
8.30am–7.30pm, Saturday 9.30am–4.30pm.
Vacation opening may vary.

Library services at LSBU offer:



- Over 230,000 books and DVDs, 50,000 e-journals, 14,000 ebooks and over a million TV shows online
- Group study rooms and quiet or silent study spaces
- A helpdesk to assist you in finding books, using computers and activities related to library services.

library@lsbu.ac.uk

Southwark campus: **020 7815 6607**

Havering campus: **020 7815 5982**

My.LSBU > Library & Academic > Library

 @LLRlsbu  LSBU Library and Learning Resources

POSTGRADUATE RESEARCH

All Doctoral and Masters by research students

At the London Doctoral Academy we are passionate about research that makes a difference and about creating professional researchers who will make significant contributions in their future career.

With us you can:

- Develop your own researcher development programme that helps you attain the transferable specialist research skills to achieve your career ambitions
- Use exclusive facilities based in the London Road Building – Rooms LR101 and LR101A. The spaces provide networking and socialising opportunities and offer bookable professional meeting and event rooms
- Link with the administrative team for research students and use online systems designed purely for the needs of research degree students.

Login to **research.lsbu.ac.uk/do/lsbu-auth/login** with your LSBU student username and password. Go to Guides to understand how to use the system.

Visit Guides: Postgraduate Handbooks to learn more about your course and responsibilities.

To make the most of your research journey you should engage in research activities such as attending guest lectures, seminars and workshops, even if it isn't your discipline; there is always something to gain.

Be involved with inputting your ideas to the activities and governance of the London Doctoral Academy.

What next?

Email your supervisor to arrange your first supervisory meeting.

pgr@lsbu.ac.uk

 @LSBU_REI  #LondonDoctoralAcademy



STUDENT ACCOMMODATION

Want a safe and comfy home-from-home while you study?

We have four halls of residence – none more than a 10-minute walk from Southwark campus.

- 1,396 single, self-contained rooms
- En suite or standard rooms
- Wi-Fi access to the University's internet
- On site laundry facilities
- On site management teams and on call staff for emergencies
- Good connections for bus, train or underground
- Social event programme in each Halls
- Accommodation accredited by Universities UK and the Institute of Customer Service

020 7815 6417

accommodation@lsbu.ac.uk

www.lsbu.ac.uk/student-life/accommodation



STUDENT ADMINISTRATION

Got questions about your course?

Drop in and ask us anything you need to know about your course. Our desks are open all year and our staff are always happy to help.

You'll find our helpdesks in these buildings:

- The School of Business: London Road – Room LR105
- The School of Arts and Creative Industries and the School Law and Social Sciences: Borough Road – Room BR203
- The School of Engineering, the School of Applied Science and the School of The Built Environment and Architecture: Tower Block – Room T318
- The School of Health and Social Care: K2 and Havering – Room VGo1 in K2 and the Havering main reception.

Engagement with your studies

We also monitor your engagement with the University and your course and will contact you if it falls below a certain level. We do this for the following reasons:

1. Problem solving – enable us to start discussing with you about any problems you may be having that are preventing you from engaging with your course, and working with you to solve them.
2. Report to the relevant funding bodies e.g. Student Finance England, that your engagement/attendance is satisfactory. This will then ensure that the funding body releases any financial support to you and (if applicable) your tuition fee payment to LSBU.



STUDENT AMBASSADOR

Are you sociable, passionate about education and personable? Do you want to develop your communication, team work and management skills while you study?

Apply to be an LSBU Student Ambassador.

We're looking for new team members to join our existing Student Ambassadors who work on a wide range of flexible paid roles across the University including:

- Press and communications
- Marketing
- Events
- Mentoring
- Customer services
- Business operations

Jobs include supporting Open Days and graduation ceremonies, supporting the social media team, office based administration work, front of house and customer service roles, representing LSBU at fairs across London and the UK and delivering mentoring and working with young people in schools and colleges.

Email studentambassadors@lsbu.ac.uk and we'll send you an application pack.

Or pick one up from the Fresher's Fair, the Student Life Centre or the Students' Union reception team.

STUDY AND LIVE ABROAD

Want to broaden your horizons?

Apply to study or work abroad as part of your degree through the LSBU International exchange programme.

- Apply for a LSBU student exchange for a semester or summer with no increased tuition fees
- Choose from our partner universities across the US or Australia

Email studyabroad@lsbu.ac.uk to find out more about jetting off to the US or Australia.

The Erasmus+ Programme

- The biggest student exchange programme in the world. Includes 32 countries across Europe
- Work or study abroad for anything between 2 or 3 months and a full year and receive up to €430 per month

Email erasmus@lsbu.ac.uk to learn more about the Erasmus+ Programme.

www.lsbu.ac.uk/international/outgoing-exchanges




STUDENT ENTERPRISE


At LSBU, enterprise is about taking charge of your potential. Our award-winning support gives you the opportunity to develop key skills for your future and to start your own business.

With us you can:

- Develop your ideas and skills at interactive workshops
- Enter competitions and challenges
- Collaborate with students, alumni and local businesses
- Be inspired by successful entrepreneurs
- Build your network and skills by supporting local businesses
- Learn how to start a business and keep it going
- Get advice on protecting your ideas, trademarks and designs

studententerprise@lsbu.ac.uk

 @lsbu_enterprise

 StudentEnterpriseAtLSBU



STUDENT IT SUPPORT AND DIGITAL SKILLS TRAINING

Need to use a computer?

Our Learning Resources Centre (LRC) is open seven days a week during term time. It includes:

- Help desk with staff to assist with setting up your IT account, password problems, Wi-Fi, email, Microsoft Office, Moodle VLE, printing and other IT issues
- Over 400 Open Access PCs, 20 iMacs, plus loanable laptops
- Printing and photocopying – including large format A2, A1 and A0
- Quiet, silent and group study areas
- Print and bind service (24-hour turnaround)
- IT and digital skills training sessions – workshops and one-to-one appointments
- Sign up to the globally recognised Microsoft Office Specialist qualification

Free software available to download

– including Microsoft Office, Anti-virus, MatLab

Assistive technology room with a range of specialised software and equipment.

Stationery and DIY document binding available at the help desk.

020 7815 6678

llr-ithelpdesk@lsbu.ac.uk

My.LSBU > Library & Academic > Learning Resources Centre

 @LLRLsbu

 LSBU Library and Learning Resources



STUDENT LIFE CENTRE

Got a question about student finance?

Need a student status letter? Anything similar?

We're your first port of call for any of these things:

- Money advice
- Disability and dyslexia support
- Mental health and wellbeing
- Fees and bursaries
- Accommodation
- Student ID cards
- Multi-faith Chaplaincy
- Letters (like council tax exemption, student status letters)
- Help with travel discounts (like Oyster cards)

studentlife@lsbu.ac.uk

Visit the Student Life Centre helpdesk on the Southwark campus.



SUSTAINABILITY

Be part of it. Get involved to help make your University a greener place to study.

Are you interested in sustainability matters?

Do you care about the environment and society? We're your first port of call for anything green!

- We have developed an app called LSBU Elephant to exchange stuff for free – search on your phone to download it.
- Want to find out about the best ways to get around London? Search online for LSBU Travel to find out more.
- We run events, competitions and activities all year round. Stay up-to-date by following us on Facebook – search LSBU Sustainability Team.

sustainability@lsbu.ac.uk
www.lsbu.ac.uk/sustainability



WELLBEING

University life is exciting, stimulating and hard work. We know that life as a student can sometimes bring a set of unique challenges and that life outside of university can sometimes be just as demanding as your studies.

Our team exists to support you when you need it and to help you get the most out of your time at university. We're available to all LSBU students and offer a confidential and collaborative space to discuss what's on your mind.

What do we offer?

- Support and advice to any student who believes they'd benefit from talking through what's getting in the way of successful study.
- A confidential, safe space to talk.
- Access to lots of self-help resources, including 24/7 access to online support platform SilverCloud
- Wellbeing workshops, events and interventions across campus throughout the year

020 7815 6454
studentwellbeing@lsbu.ac.uk

Visit the Student Life Centre helpdesk on the Southwark campus.





facebook.com/**londonsouthbankuni**

youtube.com/user/**Londonsouthbankuni**

twitter.com/**lsbu**

#teamLSBU

Be sure to follow the Students' Union

facebook.com/**lsbsu**

twitter.com/**lsbsu**

youtube.com/user/**LSBUStudentUnion**

instagram.com/**lsbsu**

For more information please visit:

www.lsbu.ac.uk/new-students