

MANCHESTER
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The University of Manchester



**GUIDANCE
FOR BADGE
WEARERS
2013**

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This symbol ● enables you to pinpoint the location on the official University campus map.

What is 'askme'?

'askme' is a visual campaign that enables students to identify knowledge holders and key information points should they have any queries during their first couple of weeks at university. It is important that we make a fantastic first impression and support all students to the best of our ability, in what can be an overwhelming experience for many.

What will I need to do?

By wearing the 'askme' badge you are identifying yourself as a person that can be of assistance or take ownership of any enquiries that a student might come to you with. You are not expected to know everything about the University but with the help from this guide and other contacts you may have, you should be able to provide a satisfactory answer or solution.

What will I be asked?

You could literally be asked anything from 'where's the nearest toilet?' to 'how can I meet new people?' and anything else in between. This guide does its best to cover all the general topics that we know students tend to ask whilst they are finding their feet. Also, they should have received a printed copy of the Crucial Guide: Welcome to Manchester which tells them all they need to know about settling into life at Manchester. However if you get asked a question that you genuinely cannot answer please direct them to the 'askme' desk in University Place.

Top tips for badge wearers

- Wear your 'askme' badge at all times and remember if you put on a jacket or a coat then transfer your badge to your outer layer of clothing
- Have a read of your 'askme' guide and carry it with you wherever you go so you are prepared to answer any questions
- Pick up a campus map from the Visitors Centre so you can give directions confidently – many of the Welcome publications make reference to the campus map building numbers
- If you genuinely don't know the answer to a student's enquiry then direct them to the 'askme' desk in University Place
- Be friendly and smile – you may get asked the same questions over and over again but remember, it is the first time the student has heard the answer
- If you feel you would benefit from further equality and diversity training then please contact equalityanddiversity@manchester.ac.uk

REGISTRATION

Students can complete the majority of the registration process online and there are detailed instructions available on **Crucial Guide Live**

Checklist

- ✓ Sign up for IT
- ✓ Confirm attendance
- ✓ International Student Check-In (International students only)
- ✓ Register online
- ✓ Collect student card

How do I register?

Before a student can 'Register' they must have completed the following steps:

1. Complete IT sign up – every student should have received an email, to their personal email account, with instructions about how to do this.
2. Confirm they are attending – using their new username and password they should log on to www.mymanchester.ac.uk and click the link to confirm that they are attending.
3. *(For International students only)* Complete International Student Check-In – see page 5 for more information.

The student is now in a position to 'Register'! This can be done online at www.mymanchester.ac.uk between 2-30 September (please make students aware that late payment charges are applied after this date).

For more detailed instructions about how to register, direct the student to the Crucial Guide Live: www.studentnet.manchester.ac.uk/crucial-guide/academic-life/registration.

Further assistance can be obtained from the Registration Helpline:
Phone **0161 306 5544** (2-30 September, 9am-5pm, Monday-Friday).

The Registration and Fees team will be in Whitworth Hall **50**
15-28 September, 9am-5pm, Monday-Friday.

More about International Student Check-In

If a student is not from the European Economic Area (EEA) then they must attend International Student Check-In before they can pick up their student card.

At check-in, students will be asked for their passport and visa information and they will be able to obtain bank letters to assist with opening a UK bank account as well as arrange a police registration appointment (if needed).

Venue	Opening Dates	Opening Hours (Weekdays)	Opening Hours (Weekend 15-16 September)
Whitworth corridor, Whitworth Hall 50	2-30 September	9:00 – 17:00	14 September 9:00 – 17:00 15 September 9:00 – 17:00

Where can I get my student card?

Students can pick up their student cards, from the following locations once they have completed 'Registration' (see instructions above):

Venue	Opening Dates	Opening Hours (Monday - Friday)	Opening Hours (Weekend 15-16 September)
Main Library 55	2-30 September 9:00 – 17:00	14 September 9:00 – 17:00	15 September 12:00 – 17:00
Joule Library 1	2-30 September 10:00 – 16:00	14 September 9:00 – 17:00	15 September 12:00 – 17:00
Owens Park (Fallowfield)	12-16 September 9:00 – 17:00	14 September 9:00 – 17:00	15 September 9:00 – 17:00
Whitworth Hall 50	12-24 September 9:00 – 17:00	14 September 9:00 – 17:00	15 September 9:00 – 17:00

After 30 September students can collect their Student Cards from the Student Services Centre, Burlington Street **57** and Student Services Desk, Joule Library **1**.

GETTING AROUND

Most places on the main campus can be reached on foot and you might want to recommend to students that they can pick up a Campus Map which will help them find their way around.

FOOD, DRINK AND SHOPPING

Where can I go shopping?

There are three main shopping areas in Manchester for students who are looking to buy clothes or furniture:

1. The city centre is closest and has a variety of shops and markets for all budgets and tastes
2. Intu Trafford Centre is an indoor shopping centre on the edge of Manchester and buses run there regularly from Piccadilly Gardens
3. The Lowry Outlet Mall at Salford Quays sells high street and designer labels at discounted prices, jump on the Metrolink towards Eccles or Media City.

For groceries and household goods you could recommend the following supermarkets:

For value for money: Aldi, 67-71 Market Street, Manchester City Centre

For convenience: Morrisons Local, Grafton Street, Manchester

For Fallowfield: Sainsbury's or Tesco Express both situated on Wilmslow Road

For size and variety: ASDA Eastlands Supercentre, Ashton New Road, Manchester

For Worldwide foods: Meezan Superstore, 132-142 Wilmslow Road, Rusholme

How do I travel between the Main Campus and North Campus?

Students can use bus route 147 for free travel between the Students' Union **68** and the Sackville Street Building **1**. The bus runs approximately every 10 minutes between 7:15 – 18:15 on weekdays and stops at all bus stops in between. Students need to show their student card to get free travel between these points however from 12 – 22 September they can show a copy of the Crucial Guide publication instead.

How do I get to Victoria Park or Fallowfield from the Main Campus?

If students have access to a bike they can cycle to and from Fallowfield or Victoria Park from the Main Campus. There are designated places to secure bikes on all of the campuses. Alternatively buses run regularly from the Oxford Road to Fallowfield area, dropping at Whitworth Park, Victoria Park, Rusholme and Fallowfield.

Tip: Look out for the blue Magic Buses (42, 43, 142, 143) as these tend to be the cheapest for one off journeys.

How do I get into the city centre?

For a free ride into the city centre, students can jump on the bus route 147 and get off near Oxford Road train station. They can then hop on the Metroshuttle 2 (small green bus) from the bus stop directly outside Revolution or Oxford Road train station. The Metroshuttle buses are great for getting around the City Centre and are completely free to everyone. Advise them to check out the Transport for Greater Manchester website for more details (www.tfgm.com).

There are many other buses that run from the Main Campus to the city centre. Any bus with Piccadilly on the front would do the trick and the costs may vary depending on the bus company.

Where can I get something to eat?

Students will be spoilt for choice with lots of cafes, restaurants and shops offering tasty cuisines from around the world. A good place to direct them to would be Eats Restaurant in University Place **37** as it has a large variety of hot and cold food at a reasonable price or the Small World Café at the International Society in William Kay House **69** for freshly prepared dishes and large portions.

Where is the nearest cinema?

The closest mainstream cinemas to the Main Campus are the Odeon at the Printworks and AMC at the Great Northern on Deansgate. If the student is living in Fallowfield then they might find the Cineworld, at Parrs Wood Entertainment Complex in Didsbury, more convenient. Alternatively, The Cornerhouse is an art house cinema on Oxford Road that shows avante garde movies, foreign language films and documentaries.

Is there a bank nearby?

There are branches of nearly every major bank within a short walking distance of the Main Campus. RBS is located in the Precinct Centre **30**, while HSBC, Lloyds and Barclays are located just south of the Students' Union **68** and a Natwest opposite. **Tip:** Avoid the lunchtime rush.

STUDYING

Where can I use a computer?

There is a full list of all 30 PC clusters on the IT services website www.studentnet.manchester.ac.uk/it-services/pc-on-campus. Here's a pick of the main clusters across campus:

- Biggest on Main Campus: Main Library 55 or Simon Building top floor 59.
- Biggest on North Campus: Barnes Wallis Building 9 or Joule Library in Sackville Street Building 1.
- Fallowfield: Owens Park Main building first floor.
- For 24 hour access: Alan Gilbert Learning Commons 63.

How can I get wifi?

The University has two main wireless networks that students can connect to. The captive portal includes 'University of Manchester' or 'UOM_WIFI' which are available in most buildings and students only need their university username and password to connect. This type of connection is ideal for occasional users and visitors.

If the student is going to be a regular user then they may want to consider setting up 'eduroam' on their device. Once the device is configured it will automatically pick up a wireless connection on campus, whenever there is one available, and students won't need to keep entering their login details. For a guide on how to set up 'eduroam' on your mobile, tablet or laptop go to: www.studentnet.manchester.ac.uk/it-services/internet

Where is a cheap place to buy books?

#TextbookRescue is a new initiative by the library to re-home old textbooks donated to them by recent graduates. A selection of free textbooks will be available to students in all libraries on Wednesday 18 September.

Students may also buy second hand textbooks from Blackwells bookshop at the University Precinct Centre 30 or Oxfam just past the Academy 78. You could also advise them to check the notice boards around campus as other students often display notices about textbooks for sale.

Where can I get an academic diary?

Students can buy University branded academic diaries from the Giftshop in University Place 37 or The Store in the Students' Union 68.

Alternatively Blackwells bookshop and Rymans stationers, located at the University Precinct Centre 30, also stock a variety of academic diaries.

What should I do if I need a doctor?

Students are advised to sign up with a local GP practice at the Start of Year Fair or go to www.nhs.co.uk and use the service finder to locate their nearest GP.

Meanwhile for anything urgent but non-life threatening, suggest the NHS walk-in clinic within the Manchester Royal Infirmary (opposite Whitworth Art Gallery, 84). See Crucial Guide Live for more guidance on the range of NHS services available.

How can I get a part time job?

Students can search for part-time 'Jobs on Campus' via the CareersLink online service www.manchester.ac.uk/careers/vacancies, although they will need to have their University username and password to gain access to the site. If the student wants more specific guidance or support direct them to the Careers Service in Crawford House, Booth Street East 33.

What do I do if I need to contact security?

Students can contact Campus Security 24 hours a day on 0161 306 9966.

How can I get advice about accommodation?

Students can contact the Accommodation Office using the following details: Email: accommodation@manchester.ac.uk Phone: 0161 275 2888

Alternatively students can drop-in at the Student Services Centre 57 and chat to accommodation staff about their query. This service is available: Monday to Friday from 9:00 – 17:00 (except Tuesday when they are available from 10:00).

Where do I go to get help with a disability?

Students can contact Disability Support using the following details: Email: dso@manchester.ac.uk Phone: 0161 275 7512

Alternatively students can drop-in at the Disability Support Office, 2nd Floor, University Place 37 from: Monday to Friday from 10:00 – 16:00.

HEALTH AND SUPPORT

KEY EVENTS AND ACTIVITIES

Key Contacts:

Accommodation Office:	0161 275 2888
Counselling Service:	0161 275 2864
Disability Support Office:	0161 275 7512
Manchester Student Homes:	0161 275 7680
Student Services Centre:	0161 275 5000
Students' Union Advice Centre:	0161 275 8066
Study Abroad Unit:	0161 306 5626

Start of Year Fair

When: 17 and 18 September from 10:00 – 16:00

Where: Marquee outside University Place on Oxford Road **37**

What: Students can drop-in at any point over the two day period and find out what University support services they have access to during their time at the University. Students can also sign up to local GP practices and there will be plenty of competitions, fun activities and freebies to keep them entertained.

Who: For more information contact Lisa Govey on **0161 275 8842**.

Societies Fair

When: 17 and 18 September from 10:00 – 16:00

Where: Students' Union **68** and Manchester Academy **78**

What: Students can explore the hundreds of student societies on offer and find groups of students that share the same interests. There are so many to choose from including photography, knitting, debating, drum and bass, pole fitness and Fuse FM to name a few.

Who: For more information contact the Students' Union on **0161 275 2930**.

Sports Fair

When: 17 and 18 September from 10:00 – 16:00

Where: Students' Union **68**

What: Students who love to play sport or want to learn a new sport can come and find out about all the different sports that they can get involved with. There are more than 40 sports clubs including football, hockey, lacrosse, skiing, surfing, mountaineering and various martial arts.

Who: For more information contact the Sports office on **0161 275 4962**.

SCHOOL CONTACTS

Faculty of Engineering and Physical Science

Chemical Engineering and Analytical Sciences	0161 306 5926
Chemistry	0161 306 4410
Computer Science	0161 306 9280
Earth, Atmospheric and Environmental Sciences	0161 306 9360
Electrical and Electronic Engineering	0161 306 4777
Materials: Textiles	0161 306 4114
Materials: Science	0161 306 5992
Mathematics	0161 275 5800
Mechanical, Aerospace and Civil Engineering	0161 306 9200
Physics and Astronomy	0161 275 4100
EPS Foundation Studies	0161 306 4742

Faculty of Humanities

Arts, Languages and Cultures	0161 306 1240
Education	0161 306 1300
Environment and Development	0161 275 2817
Law	0161 306 1260
Manchester Business School: UG	0161 306 3400
Manchester Business School: PG	0161 306 1339
Social Sciences	0161 306 1340
Faculty of Life Sciences	0161 306 7102

Faculty of Medical and Human Sciences

Dentistry: UG	0161 306 0231
Dentistry: PG	0161 306 0239
Medicine	0161 275 5025
Nursing, Midwifery and Social Work	0161 306 0260
Pharmacy and Pharmaceutical Sciences	0161 275 2334
Psychological Sciences	0161 275 8584
Clinical Psychology	0161 306 0400

Staff can find out more about this year's Welcome programme at:
www.staffnet.manchester.ac.uk/supporting-students/manchesterwelcome

Students will be able to find answers to most of their queries on Crucial Guide Live:
www.studentnet.manchester.ac.uk/crucial-guide



Ask questions, find out what's happening and share experiences with
@WelcomeUoM

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