



Birkbeck

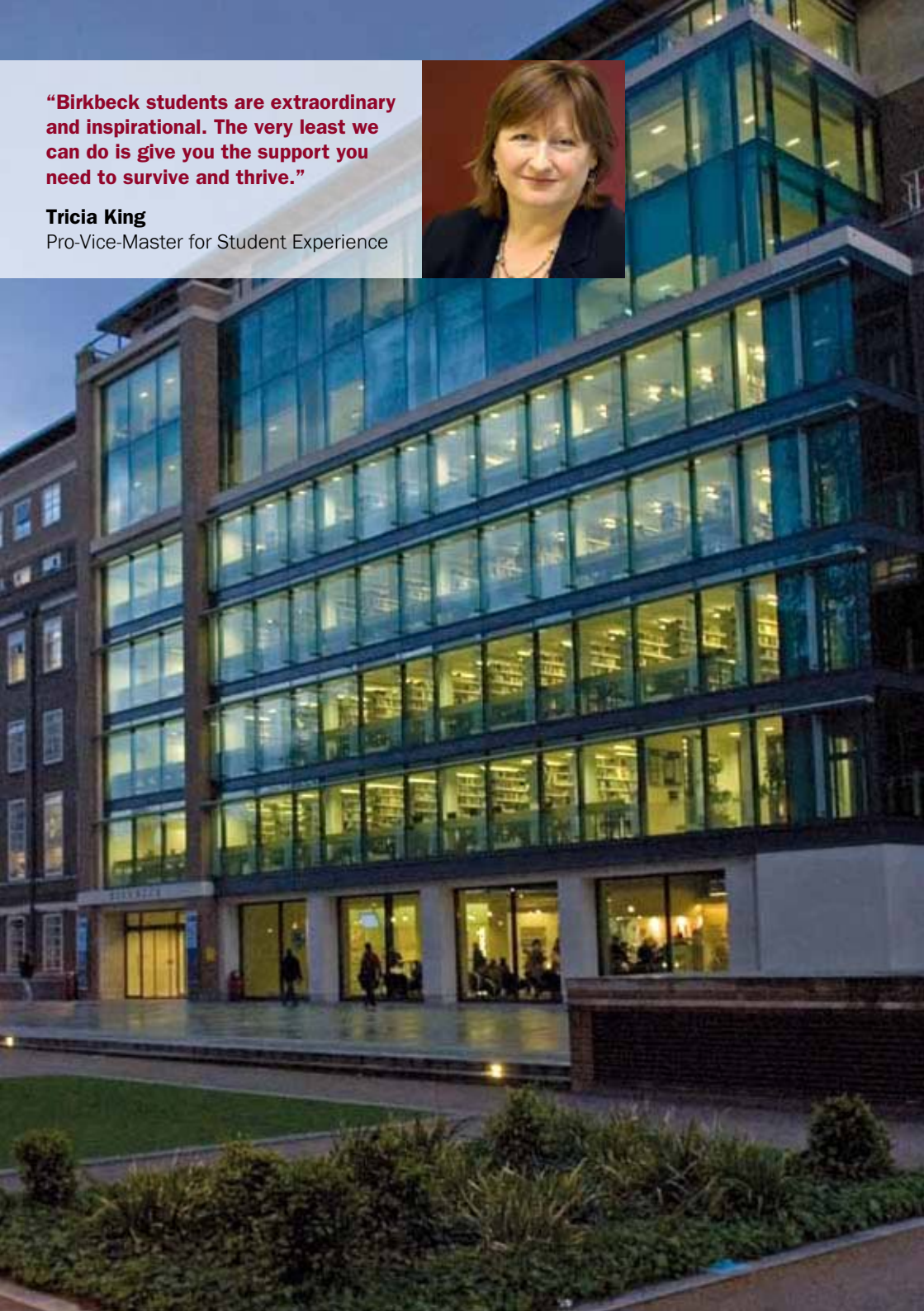
STUDENT GUIDE 2011

Stratford campus

“Birkbeck students are extraordinary and inspirational. The very least we can do is give you the support you need to survive and thrive.”

Tricia King

Pro-Vice-Master for Student Experience



Welcome to Birkbeck!



My Birkbeck Student Services are designed to ensure that you have the best possible experience as a student at Birkbeck.

My Birkbeck will support you in every aspect of studying with us – from when you arrive as a student for your first class, during your studies, right up until graduation day.

Our services include:

- » **My Birkbeck student support website** – www.bbk.ac.uk/mybirkbeck – with all the information you need at your fingertips, including our **Get Ahead: Stay Ahead** interactive tutorials designed to help you improve your study skills and succeed on your course
- » **A series of student orientation events** – to help you settle into your studies at Birkbeck
- » **Stay Ahead autumn programme** – drop-in sessions and workshops designed to support new undergraduate students during their first term.
- » **Contact us** – our dedicated Stratford services and administration team will be happy to help you with any queries you may have.

Call: 020 8223 4387

Email: studentservices@birkbeckstratford.ac.uk

Web: www.bbk.ac.uk/stratfordguide

With best wishes for every success in your studies.

A handwritten signature in black ink that reads "A. Dierks". The signature is written in a cursive, flowing style.

Angela Dierks

Head of My Birkbeck Student Services

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Did you know?

You may be eligible for financial support. Visit www.bbk.ac.uk/studentfinance



For the latest information
visit www.bbk.ac.uk/stratfordguide

Advice and information

My Birkbeck provides advice and information for all our students.

The My Birkbeck website – **www.bbk.ac.uk/mybirkbeck** – is specifically designed for our students and you'll find that it contains a wealth of information that you can access.

Do check the website regularly so that you can:

- » access the most up-to-date information about all our student support services (including the ones listed in this booklet)
- » keep up-to-date with College news and events. You can also sign up to have news and events sent to your Facebook or Twitter accounts
- » check exam timetables and update your personal details.

And if you can't find what you need on the website, our friendly services and administration team are on hand to help out.

Stratford services and administration office

Our team in Stratford can help you with general queries about your course, financial support and filling in forms.

If you need more specialist advice, our team will be able to refer you to the right person for more in-depth professional support (e.g. financial support, counselling, learning support and so on).

Get Ahead: Stay Ahead

You can access a range of free online interactive information and activities to help you improve your study skills and succeed on your course. Visit: www.bbk.ac.uk/ahead



Did you know?

Our services and administration team are located in Room 134 in University House at the University of East London Stratford campus. In term time our office is open Mon to Thurs: 12pm – 6pm and closed Fri, Sat and Sun.

For more information

visit: www.bbk.ac.uk/stratfordguide

email: [studentservices@](mailto:studentservices@birkbeckstratford.ac.uk)

birkbeckstratford.ac.uk

tel: 020 8223 4387



Student cards

As a Birkbeck student studying in Stratford you are eligible for two student cards.

Your UEL Student Card...

- » Gives you access to the UEL Stratford campus and lets you move between buildings. You must carry it at all times on campus.
- » You can use it to borrow books from the Birkbeck collection in the UEL Stratford Library.
- » It is automatically produced once enrolment is complete and posted to your home address.
- » If you have a problem with your card or would like more information, please contact the Stratford office.

Your Birkbeck Student Card...

- » Is produced and posted to you when you upload a recent photo of yourself to your My Birkbeck profile.
- » Alternatively you can go to the My Birkbeck Helpdesk at our central London campus where they will take a photo and give you the card straightaway. Please note that you may need to queue during busy periods.
- » It gives you full access and borrowing rights at our main library in central London.

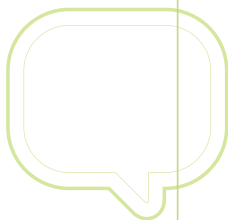
Each card is for use at the relevant campus and cannot be used at the other, i.e. your Birkbeck card cannot be used to access the UEL campus.

You should keep both cards safe as they are valid for the duration of your studies and you will not be issued with a new card for each subsequent academic year.



Did you know?

You can update your contact details via the My Birkbeck website to make sure you receive any important information about your course.



For more information

visit: www.bbk.ac.uk/stratfordguide

email: [studentservices@](mailto:studentservices@birkbeckstratford.ac.uk)

birkbeckstratford.ac.uk

tel: 020 8223 4387



For the latest information
visit www.bbk.ac.uk/stratfordguide

Libraries

As a Birkbeck student studying in Stratford you will have access to both UEL Stratford and Birkbeck Libraries.

UEL Stratford Library

The UEL Stratford Library is open 24 hours during UEL term time. With your UEL Student Card you can enter the library and borrow up to ten books from the collection that Birkbeck provides for our Stratford courses. The library entrance is on Water Lane, separate to the main entrance to the campus.

You can use your UEL username and password to access the IT facilities at UEL Stratford Library and the electronic resources subscribed to by Birkbeck Library. You also have access to a wide range of reference materials and other learning resources provided by UEL.

Opening hours:
www.uel.ac.uk/lis/about/openinghours.htm

Birkbeck Learning Support Advisors at UEL Stratford Library

An experienced and dedicated team of Birkbeck Learning Support Advisors are also available to assist you in the UEL library every evening and weekend during term.

Birkbeck Library

Once you have your Birkbeck Student Card you will have full access and borrowing rights to the books, library materials, electronic resources and IT facilities at Birkbeck's main building in central London (Torrington Square, WC1E 7HX).



Did you know?
The UEL Stratford Library is open 24 hours a day.

Birkbeck Learning Support Advisors at UEL

visit: www.bbk.ac.uk/lib/stratford
email: bbksupport@uel.ac.uk
tel: 020 8223 4218



IT Services

As a Birkbeck student in Stratford, you will have access to the IT services of both Birkbeck and UEL.

Username and password

When your enrolment is complete you will be sent details of your username and password which you can use to access the Bloomsbury Learning Environment (BLE – currently using Blackboard) and to log on to computers at the main campus in central London.

If you are studying only in Stratford you will receive a UEL username and password. The username is a lowercase 'u' followed by the 7-digit number beginning '55' that appears on your UEL Student Card, e.g. 'u5512345'.

The password for your UEL account will be your date of birth in the following format: 'dd-mon-yy', e.g. '02-jan-83'. We strongly recommend that the first time you log on you change this to something unique to you that you can easily remember.

The UEL network will ask you to change your password every 60 days. We suggest that you also update the Birkbeck password to be the same as the UEL one whenever you do this.

If you are studying at Stratford and the main campus in central London you will also receive a Birkbeck username usually consisting of your initial and the first few letters of your last name followed by some numbers.

Password recovery

We strongly advise you to register with UEL's password recovery service, which is a way for users of the UEL Network to reset their own network login password or unlock their account via the web. You can also contact the UEL IT Services Helpdesk.

More information:
www.uel.ac.uk/it/howto/recover.htm

Computing facilities at UEL

In addition to the 120 or so computers in the UEL Stratford Library you can use any of the 400 open access computers in



Did you know?

The UEL and Birkbeck campuses have WiFi, just take your laptop or mobile device to the IT Helpdesk.



For the latest information
visit www.bbk.ac.uk/stratfordguide



the Computer Centre when they are not being used for teaching.

More information:
www.uel.ac.uk/it

IT Service Desk

The UEL IT Service Desk offers a broad range of support to students including training and assistance with problems such as network access. You can find them on the first floor of the Computer Centre at the UEL Stratford campus. Contact details below.

Computing facilities at Birkbeck's main campus

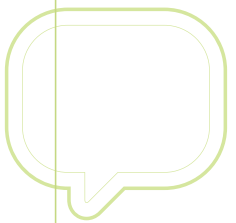
Usernames and passwords will continue to be active as long as you remain a fully enrolled student. Returning students should continue to use the same account they were previously given. If you forget your password you can visit the Birkbeck website and request it to be sent to the email

address you registered with us on enrolment. Otherwise you should contact the Birkbeck IT Services Helpdesk at the main campus in central London.

Text message alerts

We suggest you register an email address when you enrol as this is the preferred way for Birkbeck to contact you. However, you can also receive urgent messages from the College for free to your mobile phone by subscribing to our text message news flash service.

More information:
www.bbk.ac.uk/its/services/sms



Did you know?
Our Get Ahead: Stay Ahead website has tutorials that help you get started. Visit: www.bbk.ac.uk/ahead

For more information

visit: www.uel.ac.uk/it
email: servicedesk@uel.ac.uk
or its-helpdesk@bbk.ac.uk
tel: 020 8223 2468



Study skills support

The Study Skills Support team offers advice and information on a wide range of activities relating to academic study and personal and professional development.

- » Pre-course advice on choosing the right course and level of study.
- » Preparing to return to study.
- » In-depth assessment of your English Language proficiency level.
- » English Language courses.
- » Developing your academic writing skills.
- » Developing and improving your IT skills.
- » Study skills techniques.
- » Maths support.
- » Personal development planning.

The assistance provided by Study Skills Support is free to Birkbeck students and includes a series of lunchtime, evening and Saturday workshops held throughout the year.

To check when one-to-one learning support sessions and workshops take place and for more detailed information about the help on offer, please visit the website (details below).

Did you know?

We offer a one-to-one study skills drop-in service and free workshops throughout the year.

For more information

visit: www.bbk.ac.uk/stratfordstudyskills
 email: clpdstratford@bbk.ac.uk
 tel: 020 8223 4389/4386



For the latest information
 visit www.bbk.ac.uk/stratfordguide

Disability and dyslexia support

As a Birkbeck student in Stratford you have access to the support and facilities of both Birkbeck and UEL.

Birkbeck support

Birkbeck's Disability Office provides advice and support on a wide range of issues including travel and parking, physical access, special equipment, personal support, examination arrangements and referral for dyslexia testing.

If you have a disability or dyslexia we recommend that you make an appointment to see the Disability Service Manager or Disability Advisor as soon as possible after starting your course. They can arrange to see you in Stratford if this is more convenient.

UEL support

As a Birkbeck student in Stratford you will also have access to the assistive technology software offered by UEL on the many open access computers on site.

More information:

www.uel.ac.uk/lls/users/disability.htm

Financial help for disabled students

Birkbeck's Disability Office can assist students in applying for financial assistance including the Disabled Students Allowance (DSA) which can provide funding to meet the cost of disability-related study costs (e.g. computer equipment and assistive technology in their own home, personal support such as a note taker, library assistant or dyslexia tutor and help with the cost of books, photocopying, internet costs and where appropriate travel costs).



Did you know?

The Birkbeck Disability Office is located on the ground floor in the main Birkbeck building in Torrington Square.

For more information

visit: www.bbk.ac.uk/disability
 email: disability@bbk.ac.uk
 tel: 020 7631 6316/6336



Childcare

Although we have crèche facilities at our main site in central London, there is currently no nursery facility on the UEL Stratford Campus. We recommend

that Stratford students visit www.childcarelink.gov.uk, a government-funded website to help people find childcare provision in their area.

Students' Union

You automatically have membership of the Birkbeck Students' Union which entitles you to use all the facilities and services it offers.

- » A free, confidential and professional counselling service.
- » An independent student advice centre.
- » Skills for Life workshops.
- » Student representation

UEL Students' Union and University of London Union (ULU)

You can also join clubs and attend events of the UEL Students' Union and you can become a member of University of London Union (ULU) to enjoy the wide range of clubs and societies it offers and student rates at Energybase Health and Fitness Club gym in central London.

More information:
UEL: www.uelsu.net
ULU: www.bbk.ac.uk/mybirkbeck/sports

For more information

visit: www.bbk.ac.uk/su
email: info@bcsu.bbk.ac.uk
tel: 020 7631 6335



For the latest information
visit www.bbk.ac.uk/stratfordguide

Did you know?

SU come to Stratford every other Thursday – students can drop into UH134 between 5.30 and 7pm.

Food and drink

There are a number of outlets for food and drink on the UEL campus which are usually open in the evenings when Birkbeck classes take place. Although

these may close earlier during UEL's non-teaching weeks there are also vending machines available on campus.

Parking

You can park for free at the UEL Stratford Campus during your class.

If you display an Off-Peak Student Parking Permit you can park from 5pm to 9pm (only at these times). You can download an application form for the permit online or collect one from the Stratford Office.

Complete and return the form to the Stratford Office by hand, post or email. We will post the permit to you when it is ready.

Parking is also available on Saturdays from 9am to 6pm when Birkbeck has classes taking place.

Parking for Disabled Students

Blue Badge holders can park in the Ferns Road car park on campus at all times with a valid UEL parking permit.



Did you know?

You can park free on weekday evenings and Saturdays.

For more information and a permit form

visit: www.bbk.ac.uk/stratfordguide
 email: studentservices@birkbeckstratford.ac.uk
 tel: 020 8223 4388





Enjoying your time at Birkbeck?

Why not recommend it to a friend? We host regular monthly talks and Open Evenings for prospective students who are keen to find out more.

For more information visit:

www.bbk.ac.uk/tryit
www.bbk.ac.uk/openeve



For the latest information
 visit www.bbk.ac.uk/stratfordguide

UEL Stratford campus



UNIVERSITY HOUSE ■

- . Combined Honours
- . School of Health and Bioscience
- . Library
- . University House Cafe
- . Students Union Common Room
- . Students Union Offices
- . John Smiths Book Shop
- . Chaplaincy

CENTRE FOR CLINICAL EDUCATION ■

- . School of Health and Bioscience
- . Labs / Teaching Rooms

CONFERENCE AND COMPUTER CENTRE ■

- . Main Entrance / Reception
- . Teaching Rooms / Computer Centre
- . Lecture Theatre 1
- . IT Services

ARTHUR EDWARDS BUILDING ■

- . School of Psychology
- . School of Health and Bioscience
- . Cafe on the Green

CASS SCHOOL OF EDUCATION ■

RNIB ■

M BUILDING ■

R BUILDING ■

- . Lecture / Seminar rooms

LECTURE THEATRE 2 ■

LECTURE THEATRE 3-6 ■

STUDENT CENTRE ■



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Malet Street, Bloomsbury
London WC1E 7HX
020 7631 6313
www.bbk.ac.uk/mybirkbeck

**Birkbeck is a world-class research and teaching institution,
a vibrant centre of academic excellence and London's
only specialist provider of evening higher education.**

This publication is available in large format.
For details, contact the My Birkbeck Helpdesk (see above).
Information also available online at: www.bbk.ac.uk/mybirkbeck

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