

What student support will be available to access remotely?

Please rest assured that our Student Services teams are still here to support you during the current Coronavirus situation. Please contact [Student Services via email](#) in the first instance and the team will do their best to get back to you as soon as possible via email or phone (between 9am - 4pm).

ASSIST Team

Email: assist@northampton.ac.uk

ASSIST provides student-centered support to help students with additional or alternative needs and requirements to develop, progress and achieve their full potential.

To book an online drop-in slot with ASSIST please visit their [Eventbrite page](#).

Academic Inclusion Reports and other student support functions will be provided by telephone and skype.

Changemaker

Changemaker are providing their regular services for students in alternative ways. All careers appointments will be held over the phone.

You can contact the Changemaker Team by emailing changemakerhub@northampton.ac.uk or call 01604 892727. You can also use the Live Chat on the Changemaker Hub portal to contact the team.

Counselling and Mental Health Team

Email: counsellors@northampton.ac.uk or mha@northampton.ac.uk

Our Counselling and Mental Health Team provide free confidential support to students in a safe space who need help in managing their emotional and mental wellbeing.

Support and counselling services will be provided via telephone.

Financial Guidance

Email money@northampton.ac.uk

The Financial Guidance team are available to help if you have any queries about the type of funding that may be available to you, are having difficulty managing your money or have any financial concerns. New application forms can be downloaded from the [Student Hub](#)

For queries regarding short term loans please email money@northampton.ac.uk

To submit further information for current fund applications please email money@northampton.ac.uk

Due to remote working there will be a reduced service and new claims may take longer than usual to process.

International Student Support Services

Email iss@northampton.ac.uk

The International Student Support Services provides free and confidential Immigration advice to prospective, current students and recent graduates.

Visa advice, guidance and queries will be dealt with as normal via email. Please note we will not be conducting any visa or passport scanning.

Library and Learning Services

Library and Learning Services are [maintaining a web page](#) which is being updated regularly with any changes to LLS Services. [Learning Development](#), [Academic Librarians](#), [Learning Technology](#), [Customer Services](#) and [Research Support teams](#) are all working remotely to offer you support.

Multi-Faith Centre

Email: chaplaincy@northampton.ac.uk or Stuart.Mousir-Harrison@northampton.ac.uk

The Multi-Faith Chaplaincy Team draws from a number of faith traditions and works for the benefit of all students – regardless of faith, belief, sexuality, or gender.

The Chaplaincy will be available via email to provide pastoral support.

Needs Assessment Centre

Email NAC@northampton.ac.uk

The Needs Assessment Centre (NAC) is an independent Assessment Centre that provides a specialist service for students requiring assessment for the Disabled Students' Allowances (DSA).

Assessments will be conducted via telephone.

Placements and Work-Based Learning

You can contact the Office of Placements and Work-based Learning, by emailing placements@northampton.ac.uk, or by calling 01604 893781.

For any placement related travel claims and expenses, please do not post them to the University. Please scan claim forms and all receipts and email them to placements@northampton.ac.uk.

Residential Life

Telephone

- **Waterside:** 07740716593 or 07712691674
- **St John's:** 07925893597
- **Scholar's Green Student Village:** 07740716592

Email: residentiallife@northampton.ac.uk

Staff will be available at Waterside between 10am-5pm Monday to Friday and will be at all locations from 5pm-6am Monday to Sunday.

Further details of the support available throughout the Easter vacation will be communicated nearer the time.

Student Information Desk

Email sid@northampton.ac.uk

The Student Information Desk will be able to help you with student queries and give general advice to support your studies.

[Please request student status letters online](#)

Please submit [forms](#) to sid@northampton.ac.uk

Please note production of letters may take longer than usual due to the reduction of staff in the office.

Student Support and Advice

Email studentsupportofficers@northampton.ac.uk or academicadvisers@northampton.ac.uk

The Student Support and Advice Team are here to offer friendly, professional and confidential support throughout your time at University.



A full range of academic support and advice will be provided via email and telephone.

For further information about the student services teams please visit the [Student Hub](#).