



UNIVERSITY OF
CHICHESTER

The
Guardian
University Guide 2023

TOP 40
UK UNIVERSITY

SUPPORT AND INFORMATION ZONE

Student Guide 2023/24



www.chi.ac.uk/help

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THE UNIVERSITY
OF CHICHESTER IS
RANKED IN THE TOP
10 FOR STUDENT
SATISFACTION

*The Complete University Guide
2023*



Welcome

Welcome to your essential guide to all of the services and support available through the Support and Information Zone (SIZ).

Our services are provided to meet your needs as a member of our learning community so I hope that using them will enhance your sense of belonging and participation.

The University particularly celebrates diversity and I hope you will feel that you are a member of an inclusive community where students and staff can be proud of their own identity and work in an atmosphere of mutual respect.

I hope that your time at the University is enjoyable and productive. I know that our outstanding SIZ team will do all they can to support you during your studies.

Best wishes,

Dr Mark Mason

Deputy Vice-Chancellor (Student Experience)



Your SIZ

Supporting the University community, this guide is a brief introduction to the services available through the Support and Information Zone.

Working with other departments, we aim to advise and support you during your studies with us. Please look through the Guide and see the many services we can offer or the appointments we can make on your behalf. Our aim is simple – to help you in every way we can and add to your student experience. The SIZ Team welcomes you to the University of Chichester and looks forward to being of help.

University reception

As part of its role the SIZ offers reception services for the whole of the University, which includes extending a warm welcome to visitors as well as being a meeting and information point for students, staff and other members of the University community. We can help with directions to locations on both campuses.

Confidentiality Statement

The SIZ Team is committed to providing a secure advice, guidance and support service to all staff, students and visitors. A full copy of our Confidentiality Statement is available at both SIZ counters, in the Student Handbook and can also be accessed online at www.chi.ac.uk/help

Data Protection and information security

Protecting the personal data of our students, staff and visitors is a responsibility that the University takes very seriously.

All personal data, including special category data is processed in accordance with data protection legislation. To find out more you can access the University's Privacy Standard and Privacy Notices here: www.chi.ac.uk/about-us/policies-and-statements/data-protection and our Electronic Information Security Policy here: www.chi.ac.uk/about-us/policies-and-statements/it-information-and-web.

Customer feedback

We value your feedback, and there are numerous ways to leave your comments:

- Customer feedback boxes are available in our feedback areas in each LRC.
- We welcome feedback via Facebook (www.facebook.com/SIZchiuni) and Twitter (@SIZ_chiuni)
- You can call us on 01243 816222
- Email us on help@chi.ac.uk

All information in this guide is current for the academic year 2023/24. But please see our web pages at www.chi.ac.uk/help, or on your intranet (Moodle) for the most up to date information.



Get in touch with us



SIZ counters are located in the Learning Resource Centres on both campuses.

The Learning Resource Centre's (LRC) opening hours change through the year. During semester time, they're often open for extended hours.

The latest opening hours can always be found on our help website: help.chi.ac.uk/opening

SIZ Service Hours:

Semester time:

- 8am - 8pm midweek
- 10am - 4pm weekends
(Please note that the SIZ telephone and online chat service will start 15 minutes after opening times and close 15 minutes before advertised times during Semester time, and close at 5pm during non semester hours.)

Non-semester

- 8.00am - 5.00pm weekdays
- Closed weekends

Our current opening times are widely published in the LRC's, on help.chi.ac.uk/opening, on Twitter @SIZ_chiuni, and www.facebook.com/SIZchiuni, and your intranet (Moodle).

The SIZ team can help you with the following:

- IT-related questions
- Book renewals
- Book reservations
- Library and IT account queries
- Library catalogue queries
- Inter-library loans
- SCONUL access
- Appointments with specialists in Academic Skills, Finance, Student Support and Wellbeing, and with Subject Librarians
- Booking individual study rooms
- Door access

Please contact the SIZ if you need help and advice on the following:

- Council Tax Exemption Certificates
- External Organisation Status Letters
- Replacement Student Cards (£10 fee applies, which is waived if loss arises from theft and a crime number can be provided)
- Transcript & replacement Certificate requests
- Collection of seen papers prior to exams

Our Community Commitment Charter

The University has set out its commitments in this Community Commitment Charter which has been developed with the Students' Union and approved by the University's Academic Board.

The Charter begins with a joint commitment to be considerate and respectful of others.

Everyone in the University community is charged with meeting the obligations set out in the Charter.

The Charter is supplemented by the online Student Handbook which provides an easily accessible guide of electronic sources of information and advice.

www.chi.ac.uk/studenthandbook

Joint Commitment – Our University

As a community, individually and collectively, we are considerate and respectful of others at all times.

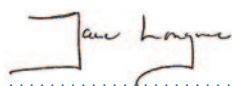
We seek to ensure a safe and supportive community and respect the diversity of its members.

We show consideration for all members of both the University community and the wider community.

We are polite and courteous and act as we would wish others to behave towards us.

We constantly strive for a safe, secure campus and a considerate community.





Professor Jane Longmore
Vice-Chancellor

01.07.2023

Date



Izzy Page
SU President

01.07.2023

Date

When you join the University, you become a member of our community, a close knit, strong and moral community that is constantly striving for excellence in all that we do.

As a community we:

RESPECT

- Respect the rights and dignity of each other throughout the University in all interactions and environments
- Create a supportive environment that celebrates diversity, champions equality and respects freedom of speech
- Take a stand against prejudice
- Foster mutual trust, as well as honesty and integrity
- Help respect flow through all areas of the University community and be the framework for all we do

EDUCATE

- Create an inspiring scholarly/educational experience
- Build well rounded, quality assured and relevant degree programmes involving excellent teaching and learning
- ALL commit 100% to our work, aiming for excellence in all we do
- Assess each other's work, and make sure the means and measures of assessment are clear with feedback focussing on improvement and progression (for academic work the timescale of return is stated as 3 working weeks)
- Show good scholarship and a respect for each other's views
- Support active and independent learning where all engage strongly to create the best work possible
- Work towards a University standard and/or design for all education in the institution
- Are transparent about all costs incurred through being at University, and minimise these where possible

SUPPORT

- Ensure individual support whether by peers, personal tutors/academic advisors or line managers
- Have excellent and sufficient support and advice services to look after our members
- Have strong independent students' and staff unions to support and represent their members

- Provide appropriate, clear and accurate information, which is communicated in a timely manner
- Make sure that data is held only as required and strive to meet excellent data protection practices

IMPROVE

- Use effective means of feedback across the University and always listen to ways to improve
- Promote strong and democratic representation across the University which is given the power to act in the best interests of our members
- Uphold fair, efficient, clear and well-communicated appeal, complaint and/or disciplinary procedures
- Use relevant means of feedback, such as the Student Voice programme, course reps, SU Officers, Union reps, etc. to ensure continual improvement
- Build links to the local community and seek to bring more people into the University experience from a diverse range of backgrounds

DEVELOP

- Pride ourselves on continual personal development helping all our members progress to be successful in their chosen field
- Encourage and support all members, students and staff, to progress and develop skills for personal growth and for employability
- Create and promote a range of activities to improve individual development, enjoyment, peer support, health, wellbeing and fitness
- Create life changing opportunities

ENVIRONMENT

- Build an inspiring educational environment, both general and specialist with a focus on continual improvement
- Strive to provide excellent facilities on accessible campuses, that cover all academic needs as well as quality leisure and recreational facilities
- Use new technologies and innovation to keep our community growing
- Are ethical, environmentally aware and sustainable
- Ensure that our community is a safe and secure environment
- Work with the wider local community to embed ourselves well within it, supporting it and enhancing it

For more information or to provide feedback on the University's Community Commitment Charter please contact either the SU president at supresident@chi.ac.uk or the Support and Information Zone (SIZ) at help@chi.ac.uk

Student Handbook

Our online Student Handbook details University policies and procedures that relate to students.

The online Student Handbook is a valuable, searchable source of comprehensive information and guidance which provides useful links and information on areas including:

- Attendance and engagement
- Assessment and examinations
- Finance
- Health
- IT
- Timetables
- Student Support
- Mitigating circumstances

How to access the on-line Student Handbook:

- Via moodle from the Study Related tab or the main student links

The Academic Quality and Standards Service (AQSS)

The Academic Quality and Standards Service provides administrative procedures through which the University's academic rigour and excellence in teaching and learning are ensured.





Supporting your studies

We're your first point of contact for help with your academic studies.

Library Services

You can access books, journals, e-books and e-journals through the Library Catalogue/Discovery Service from anywhere at any time. Just log on to the University network. Self-service kiosks are available at both campuses to allow you to borrow, return or renew books. Ask a SIZ or library team member for a quick demonstration if you are unsure how to use them.

Subject Librarians are available on each campus to help you with general or subject-specific enquiries. The library enquiry desk at the Bognor campus is situated on the first floor and is staffed Monday – Friday 10.00 – 16.00, during semester time. The library office at the Chichester campus is on the first floor and is open for enquiries from 09.00 – 17.00 Monday – Friday or make an appointment at either campus at a time to suit you.

You can book a 1-1 appointment with your **Subject Librarian** from here: moodle.chi.ac.uk/course/view.php?id=70248§ionid=246940

If the library does not hold the book or journal you need, we can request a copy from the British Library. Apply online through Moodle.

Academic Skills Advice

The Academic Skills Advisor offers workshops and one-to-one tutorials, at both campuses and online, focusing on the important skills you need to be successful with your studies. Advice is for all students, no matter what level or degree you're studying, and covers a range of skills such as essay writing, referencing, time management, and revision techniques. Workshops and tutorials can be booked via the University Study Skills Moodle page which also contains information, advice, and activities to help you to improve your academic skills.

Royal Literary Fund Fellows

The university hosts a Royal Literary Fund Fellow, a professional writer who offers one-to-one help with essay writing and general writing skills. This year's Fellow is novelist and scriptwriter, Martine McDonagh.

Martine offers online and in-person 50-minute sessions. These are suitable for students of all abilities and all subjects and can cover topics such as planning, structure, style, grammar and editing. Sessions are free of charge and independent of the university.

Martine is available 2 days a week and may be contacted at: martine.mcdonagh@rlfeducation.org.uk.

More information is available at: www.rlf.org.uk/education/rlf-fellowshipscheme/

or via the university Moodle at: moodle.chi.ac.uk/course/view.php?id=62812§ionid=209474

Want to report noise in the Library?

Tell us where you are and what the problem is e.g. “Silent Zone, Bognor-group of students chatting” or “Silent Zone, Chichester near PC 210 student talking on a mobile phone”.

Email help@chi.ac.uk between 9am and 5pm, Monday to Friday, or send us a text message between 9am and 8pm on **07876 870 711**. You can also inform one of the SIZ desks at any time if noise is a problem.

The SIZ team can help you with the following:

- Renewals
- Reservations
- Account queries
- Catalogue queries
- Inter-library loans
- SCONUL access
- Appointments with Subject Librarians, Academic Skills Adviser and IT/ Software skills trainers
- Booking individual study rooms

Digital Learning and software support

The IT skills trainer can support you on the Microsoft 365 suite of applications and help you get the most out of your computer, whilst the Technology Enhanced Learning (TEL) Team can offer guidance with Moodle, Panopto and learning online.

On-campus and online training sessions are scheduled throughout the year and support materials can be found on the university help site: help.chi.ac.uk/skills-and-training.

Academic Registry

Academic Registry staff are able to provide help across a broad range of queries relating to your studies. We manage all aspects of your student record, which includes overseeing registration, examinations, module selections, timetables and results.

We also offer a range of services, advice and guidance.

Some of our specific responsibilities cover:

- Processing undergraduate and postgraduate intermissions and withdrawals
- Changes to programme and module registrations
- Transcript requests
- Council Tax Exemption Certificates
- Processing results from the Boards of Examiners.
- On-line self-service print facility for students available on ChiView. This includes the ability to print e.g. External Organisation Status letters, transcripts and if full-time, Council Tax Exemption Certificates.

We also produce:

- Award certificates
- Student electronic timetables
- Programme/semester/academic year dates.

Mitigating Circumstances

In exceptional situations, mitigating circumstances may be claimed when a student is unable to submit work or feels they may fail an assessment due to a situation that is seriously affecting their performance (such as a close family bereavement or sudden illness).

Marks are not altered as a result of a claim being accepted, but students are usually offered an opportunity to re-submit their work or re-sit an examination as a first attempt, so, in the first instance, seeking an extension to a deadline from the programme coordinator may be preferable for a shorter term difficulty. Claims are considered by the Board of Examiners when they meet to discuss student candidature, and they must be accompanied by strong independent documentary evidence. The mitigating circumstances FAQs booklet gives further guidance on how to make a claim and the types of supporting evidence accepted.

Claims will only be considered in the case of failure (including non-submission).

The SIZ can provide students with initial advice and information regarding how to submit an online claim. Mitigating circumstances claims are managed primarily by the Academic Quality and Standards Service (AQSS). If you have any queries relating to the submission of claims for mitigating circumstances, please contact AQSS – **mitcircs@chi.ac.uk**

Student Rep Programme

Student Representatives are elected for each year group of each course to represent the academic interests of their fellow course mates. Student Reps gather student feedback and present it to relevant department boards ensuring the student voice is heard and changes are discussed and made where appropriate.

Student representatives serve as a link between students and university personnel and here at the University of Chichester make a real difference as student feedback is really valued. Student Reps strive to speak for you when decisions are being made about academic matters, bringing the requests and requirements of students to the centre of attention!

Why not become a Student Rep yourself? Every course needs proactive students to be involved; elections for Student Reps will be held in your lectures within your first few weeks at University. Contact Freddie Rainbow your SU Vice-President on 01243 816394 or email **suvpresident@chi.ac.uk** for more information.

Please contact the SIZ if you need the following:

- Council Tax Exemption Certificates
- External Organisation Status letters
- Replacement Student Cards (£10 fee applies, which is waived if loss arises from theft and a crime number can be provided)
- Transcript & replacement award certificates
- To collect seen papers prior to exams





UNIVERSITY OF CHICHESTER STUDENTS' UNION

Find out more

- Online: www.ucsu.org
- Instagram: [@yourucsu](https://www.instagram.com/yourucsu)
- Tel: 01243 816390
- Email: studentsunion@chi.ac.uk

Your Students' Union



The SU is the vibrant heart of student life on campus!

Our mission is to create an extraordinary student experience that you'll cherish throughout your university journey. Get ready to embark on a thrilling adventure packed with fun, excitement, and countless opportunities!

We believe in the power of students coming together to shape their own university experience. Run by students, for students, and our primary goal is to make your time here truly unforgettable. Whether you're a first-year student or about to graduate, we've got you covered, we will be with you throughout your University journey!

The SU embodies the principles of democracy, empowering students to shape policies, advocate for their rights, foster community engagement and enhance the overall student experience on campus.

What sets us apart is our commitment to providing a unique and exceptional student experience. We're your one-stop-shop for a wide range of events, activities, sports, and societies. So, get ready to unlock the full potential of your university experience and be part of a vibrant community that will enrich your time here. Together, we'll create memories, forge lifelong friendships, and celebrate the incredible diversity that makes our university truly special.

If you have any questions – get in touch: studentsunion@chi.ac.uk. There really is no such thing as a silly question!

SU President: Izzy Page – supresident@chi.ac.uk

SU Vice President: Freddie Rainbow - supresident@chi.ac.uk

Ucsu.org
[@yourucsu](https://www.instagram.com/yourucsu)
Studentsunion@chi.ac.uk



Social life

The SU delivers a vibrant social life at the university, enriching the student experience. With a diverse range of events, clubs, and societies, students can immerse themselves in a thriving community. From themed parties to cultural celebrations, sports competitions to creative workshops, the SU creates opportunities for connections, friendships, and unforgettable memories, fostering a lively and inclusive social environment for all students to enjoy.

The SU offers a diverse range of sports teams and societies, there are abundant opportunities to explore various interests, hobbies, and passions, ensuring there's something for everyone to get involved in.

The SU boasts two fantastic venues catering to every student's taste – Zee Bar on the Chichester campus and The Hub on the Bognor Regis Campus.

The Hub is open on Tuesday and Friday evenings and Zee Bar operates Monday to Friday, starting from midday, occasionally hosting Saturday events. Events include club nights, karaoke, bar games like darts and beer pong and quiz nights. Additionally, the SU organises unforgettable large-scale events like Welcome Week and the legendary Summer Ball. Get ready for an incredible array of entertainment and memories to be made!

On Campus Shop

The on-campus shop based on the Chichester Campus (The Shop) is a one-stop destination for students and staff, offering enticing meal deals, convenient grab-and-go items, stylish branded clothing, and cherished memorabilia. It's your go-to place for satisfying hunger and grabbing essentials on the fly.



Careers and Employability

Welcome to your Careers & Employability Service

Log in to your unique careers platform, ChiCareers. All our services available to you are just a click away!

On ChiCareers, you have access to several features which are immediately available for you to explore:

- Create your profile and select your areas of interests;
- Get immediate feedback on your CV using CareerSet;
- Access unique jobs, work placements, volunteering, graduate jobs, internships;
- Access e-resources about careers options and labour market information;
- Complete a pathway;
- Book and find out more about our exclusive Careers Events!

On ChiCareers, you can access our appointments booking system. Here are our appointment types for you to book:

- Careers Guidance Appointment – book a 45 minute confidential appointment with a qualified Careers Consultant.

During the appointment, you can write or review your CV, sharpen your LinkedIn Profile, prepare an interview, explore your career options and plans, and much more!

- Meet our Study & Work Abroad Administrator. Are you considering studying abroad for a year or for a semester or doing a work placement abroad? Here at the University of Chichester, all courses offer these options, and we have funding available to support this life-changing experience. Now is the perfect time to find out more and plan your journey!
- Meet our Careers & Placement Coordinator. If you are considering doing a Year in Industry or interested in doing a work placement as part of your course, but you are unsure on how to start looking for one, book an appointment and find out more about your options and the process.

"I just wanted to provide an update and say thank you so much for your help with our meeting a few months ago. Since I am happy to report that I've just begun a placement (...), it's gone really well. Thank you for all your advice and pushing me in the right direction." – Charlie Simmonds

Keep up to date with Careers news!	Come and visit our Careers Team!	Get in touch with us!
Chi Uni Careers	Careers Centre, LRC, Bishop Otter Campus	Careers@chi.ac.uk
Chiunicareers	Interview Room 5, LRC, Bognor Regis Campus	+44 (0)1243 816036
Chiunicareers	Monday - Friday, 9am-4pm	
University of Chichester Careers Service		
The Next Rung		



The Print and Imaging Service

Print and Imaging



We offer a full copy, print and finishing service to students, staff and the general public from our base in the Old Chapel at the Bognor Regis Campus, opposite the LRC.

We are open Monday – Thursday 8.30am to 6pm, and Friday 8.30am to 5pm.

Campus photocopiers/printers/scanners

The Print and Imaging Service are responsible for maintaining the multi-function print devices located around both campuses. Those in student accessible areas are available for you to use. You can print, photocopy or scan with these machines.

Printing: You can print from a University computer and release your job from any printer on campus.

We also provide a mobile printing solution that allows you to print to our multi-function machines from any internet-enabled personal device (i.e. laptop, mobile, tablet).

Copying: You can walk up and use the machines for photocopying (see right for how to log in to the machines).

Scanning: You can log in and scan using these machines with the files being sent to your University email address or OneDrive account.



This quick guide will show you how to register your campus card on the University printers for the first time. *Note: you will only need to do this once.*

First tap your campus card on the card reader mounted on the printer.

As you haven't registered your card on the printers before, you should get the message 'Card not recognised' 'Login to register card'. Enter your university email address and password in the space provided and tap 'login' on the screen. (When you tap on the blank space on the display, the keyboard will pop up, this will allow you to enter your details).

To top-up credit on your account, either use our online facility (via Moodle) or at either campus LRC, or visit the SIZ counter.



Our Production Print services

We also provide a professional, printing service. Customers can email us their jobs or come in to speak to us at the Bognor Regis Campus. The Print and Imaging Service takes on work for individuals and companies as well as supporting University business.

The types of products we can produce include all forms of print, posters, leaflets, booklets, business cards and exhibition materials like popup banners – all on a wide selection of stocks. Please do speak to us if you need something specific. We may still offer it or be able to source it for you.

Contact us

For further support, please visit chi.ac.uk/printshop or look at the University help pages.

You can also email printshop@chi.ac.uk, or call the Print and Imaging team on 01243 812100. You could also speak to the SIZ desk.



www.chi.ac.uk/printshop

The University of Chichester is committed to minimising our environmental impact and the Print and Imaging Department is no exception.

We understand the need to be environmentally friendly and actively try to reduce our effect on the planet in several different ways.

Within our work processes we take environmental concerns seriously by:

- Reducing waste by only printing what's necessary
- Sample printing proofs before producing a full print run where appropriate
- Reusing packaging wherever possible
- Recycling machine consumables through manufacturer schemes
- Recycling waste paper

When dealing with suppliers we always try to ensure that we:

- Use suppliers with credible environmental policies
- Use local suppliers/companies
- Purchase FSC accredited papers and encourage the use of sustainable materials

For more on the University's environmental policy contact: environment@chi.ac.uk

IT and Open Access

The SIZ is your first point of contact for any IT help and support you need while at the University.

If we are unable to help you immediately, we will ensure that your request is passed on to someone who can help and that it is followed through.

A SIZ team member is always within easy reach of our Open Access facilities during SIZ service hours and self-service is available 24/7 via Support Me in your intranet (Moodle). SIZ can help you with:

- Finding an open access PC or Apple Mac
- Account and password issues
- Connecting to the University Wi-Fi Network
- Printing
- Using ChiView and Moodle, as well as standard Office software
- The University email system
- Borrowing a laptop or a security cable for your own machine

You can unlock your IT account or reset your password by self-service, any time and from anywhere using Password manager, at password.chi.ac.uk.

Wi-Fi

Wi-Fi (Eduroam) is available throughout the university, and it is easy to connect from your laptop, tablet, or smartphone.

Your Username is your UoC email address i.e sweb1@stu.chi.ac.uk, and your Password is your email password.

SIZ can help, and there's lots of helpful information under "Wi-Fi" at help.chi.ac.uk.

Computer access

On Moodle (the student intranet) and in the foyer of each LRC you will find a display with the current availability of PCs and Apple Macs in each building. Visit availability.chi.ac.uk

MyPC

Our computer booking system MyPC will let you reserve a PC or Mac that you need in advance. You can book through Moodle or check which machines are available and book them on your phone and tablet at mypc.chi.ac.uk

Booth Booking

You can also use MyPC to book study booths in the LRCs on both sites. If you need any help with this just ask at the SIZ.

Student Support and Wellbeing

SIZ can inform you of available drop-ins and pop-ups, book appointments, or simply help you make contact with any of the following support services.

Health and Wellbeing Services

Wellbeing Services:

Our Wellbeing Team run daily drop-ins and self-bookable appointments so you can access the help you need when you need it. The team offer confidential advice and guidance as well as a range of support services including mentoring, counselling, talking therapies, bereavement support, skills training, peer mentor support and variety of different support groups.

To find out about the support available to you visit our website: wellbeing.chi.ac.uk or email Wellbeing@chi.ac.uk

Student Health:

Our registered nurse health professionals offer an approachable and confidential service for all student health and medical needs.

For support with sexual health, sexual assault, pregnancy issues, short-term medical problems, disabilities, and long-term health conditions. Offering help and advice to minimise the impact of health conditions on wellbeing, academic performance and participation.

Support plans, and Reasonable Adjustments can be arranged to ensure students with chronic health conditions are safe and supported while they study.

Students are actively encouraged to register with a local GP once at University and throughout their studies.

Contact the service:

- Email: studenthealth@chi.ac.uk
- Tel: 01243 816111
- Website: help.chi.ac.uk/student-health-service

In an emergency

If you feel unsafe or unwell or in a mental health crisis - Students are advised to make an emergency appointment with their GP, dial NHS line 111 for advice and support, or make their way to the nearest A&E department. The NHS Sussex Mental Healthline is available 24/7:

0800 030 9500. If someone is in immediate danger to themselves or others on campus/halls then call the Emergency services and phone the University emergency number **01243 816363**.

The Chaplaincy

Our Chaplain, Rev'd Dr Alison Green, offers opportunities for students to explore faith, discuss life and find community. She is based at Bishop Otter Campus, where she says Morning Prayer at 9am on weekdays (online at present), but offers services and provides space for discussion and time for quiet reflection on both campuses. If you would like to know more about the Christian faith, or wish to deepen and affirm your faith through baptism or confirmation, Alison would be delighted to discuss this further. Alison can provide a list of nearby places of worship for the major World Faiths on request. You can contact her on 01243 816041 or email alison.green@chi.ac.uk. More details can be found by visiting the Chaplaincy web pages at: www.chi.ac.uk/chaplaincy or checkout the Facebook page: **University of Chichester Chaplain**.

LGBTQIA+ students

Whilst our Advisers are available to all students, if you would prefer to initially speak to someone from within the LGBTQIA+ community please let us know when you arrange an appointment or alternatively email equality@chi.ac.uk in confidence.

Equality action groups

At the University, we are committed to developing and promoting equality and diversity throughout our community.

You are encouraged to visit the Equality & Diversity page on your intranet (Moodle), which provides a wealth of advice, guidance and support in regard to all equality and diversity matters.

If you'd like to get involved in progressing our equality agenda, or if you wish to discuss an equality matter in confidence, please email equality@chi.ac.uk.

Students' Union (UCSU)

Your Students' Union offers independent and unbiased advice and representation to all students. Whether your concern is academic, welfare, community or activity based, your Union will support you or find the relevant help you need. You can find more information about your SU on page 14 or view our website www.ucsu.org.

Finance Team

Our Finance Team is available to answer all questions in relation to tuition and accommodation fees. The Finance Team can provide you with the following help and advice:

- How to pay your tuition and accommodation fees
- Advice on bursaries and fee waivers
- Queries you may have about your fees.

The SIZ can deal with many of your finance queries or can book you an appointment with one of the Finance Team. Payments can be made for tuition and accommodation fees online at <https://onlinepayments.chi.ac.uk>.

Please email salesledger@chi.ac.uk to find out more.



Student Money Team

Our Student Money Advisers provide confidential advice and assistance for students needing help with their finances. They can assist with funding issues, including eligibility and how and when to apply, as well as dealing with associated problems. They advise on the University's financial support package and assist with applications for the University Support Fund, and can provide emergency support in the form of small interest-free loans when necessary. They also advise on budget planning and can give guidance when you are considering changing the way you study.

The University of Chichester Support Fund provides additional discretionary financial grants (normally non-repayable) to home, EU settled or pre-settled status, and local island students. The application form is on ChiView; for more information see

<https://help.chi.ac.uk/money-advice-money-worries>

Advisers can be contacted by email:
studentmoney@chi.ac.uk

Support with disability and dyslexia

The Disability and Dyslexia Service provides a range of support to students with disabilities, continuing health conditions, autistic spectrum disorder (ASD) and specific learning difficulties (including dyslexia, dyspraxia and dysgraphia).

The team helps with access to support for students and applicants including:

- Exam adjustments and alternative arrangements
- Priority for on campus and/or adapted accommodation
- Applications for specialist equipment and software
- Access to mentors, specialist tutors and note-takers.

Dyslexia Advisers

Offer support and initial screening for dyslexia, dyspraxia and other specific learning difficulties, and assist students to obtain full educational psychology reports, the cost of which are subsidised by the University.

Disability Team

The team advises students and University staff on the learning needs of students with disabilities, ASD and/or medical conditions, and provides a range of support and guidance.

Sensory Adviser

Assists students who are deaf or blind/visually impaired, to access all aspects of University life, including course materials in alternative formats, campus orientation and signposting for additional support. Also offers awareness training for staff. The SI2 can also advise on the assistive technology available on the Open Access PCs.

Chichester International Advice

If you are an international student, the Chichester International Advice service is available to support you on a range of topics. These include visas and immigration, employment rules, fees and funding, accessing healthcare services, language support, culture shock and much more.

Please feel free to reach out to our friendly international student advisers, Päivi Leivo and Gemma Williams by emailing international@chi.ac.uk.

Contact: **international@chi.ac.uk**

Moodle page: **Chichester International Advice**

Website: **chi.ac.uk/international**

Follow us on Instagram:

[@Chiuniinternational](https://www.instagram.com/Chiuniinternational)



International Academic and Language Support (IALS)

If English is not your first or main working language you may face special challenges in UK university education. Our IALs package can offer you specialised help with the development of your English language skills and in making the transition to study in a new academic culture.

We offer individual tutorial support throughout your studies (at undergraduate and post graduate levels and across all subjects). We can support you with advice on the language content of your assessments.

We also offer language classes in discussion and academic skills development. These services are at no extra cost to you. To find out more and to enrol for the package, please email [**international@chi.ac.uk**](mailto:international@chi.ac.uk).

Helplines

We encourage students to confide in a member of our support staff however here is a selection of local and national helplines.

Samaritans

- Tel: 116 123
- www.samaritans.org

Brook (sexual health)

- www.brook.org.uk

Beat (eating disorders)

- Tel: 0808 801 0677
- www.beateatingdisorders.org.uk/

Stonewall (LGBTQIA+)

- www.stonewall.org.uk

Talk To Frank (drugs)

- Tel: 0300 123 66 00
- www.talktofrank.com

Mermaids (Transgender)

- Tel: 0808 801 0400
- mermaidsuk.org.uk

Safe Space Sussex (crime)

- www.safespacesussex.org.uk

Sussex Mental Health Line (24/7)

- Tel: 0800 030 9500
-

Transport and travel

Campus parking

Please be aware that parking regulations are in force on campus - please follow signage in Car Parks. Information on our parking regulations can be found on moodle or via the university website. Further advice and support can be obtained from the Support and Information Zone.

Security

The University works in partnership with a security company to provide a safe and welcoming environment for all our students. Our Security Team works closely with our Accommodation Officers to ensure all security or welfare issues are dealt with in an efficient manner to enhance the student experience.

Inter-campus bus service

The University provides a subsidised (free on production of a valid UoC student ID card) inter-campus bus service between Chichester and Bognor Regis Campuses. The service is made up of the U7 Stagecoach service which stops en-route, and the U8 service (semester time) which is direct campus to campus. It operates Monday to Friday (excluding public holidays) throughout the day (and evening during term time). The evening services stop close to both Stockbridge and Fishbourne Road Halls of Accommodation.

Students wishing to travel between Chichester and Bognor Regis during the weekends can access reduced rate travel on the public Stagecoach 700 service.

Where the SU are running a major event such as the Summer Ball (during weekday evenings or at the weekends), additional services are usually arranged (refer to specific event information for details).

Contact us

- In person at the SIZ counter
- By phone on 01243 816222
- By email to help@chi.ac.uk
- Online chat: help.chi.ac.uk or moodle
- Through Facebook and Twitter

Contact the Security Team:

Call Bishop Otter's Security Team on 01243 816147 or Bognor Regis Security Team on 01243 812184



Bognor Regis campus map

View maps.chi.ac.uk to navigate our rooms on each floor of our buildings.

- | | | |
|---------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------|
| 1 Main reception, Learning Resource Centre, Support and Information Zone (SIZ), careers services | 6 The Theatre | 13 Tech Park |
| 2 Student Support Services | 7 The Dome | 14 Longbrook Halls |
| 3 John Parry Centre | 8 PrintShop | 15 Barbara Smith Halls |
| 4 Business Incubation Centre | 9 St Michael's | 16 Bus Stop |
| 5 Mordington House | 10 Music Studio I | |
| | 11 Students' Union (The Hub) | |
| | 12 Otters Restaurant | |



KEY

- P** PARKING
- D** DISABLED PARKING

- STUDENT AREAS**
- STUDENT ACCOMMODATION**
- STAFF AREA**



BOGNOR REGIS SIZ IN THE LRC



Bishop Otter Campus map

View maps.chi.ac.uk to navigate our rooms on each floor of our buildings.

- 1 Main reception, Learning Resource Centre, Support and Information Zone (SIZ), Careers Centre
- 2 Student Support Services (Wellbeing drop-ins and appointments)
- 3 Academic Building
- 4 The Shop
- 5 Dance Studios
- 6 Students' Union and Zee Bar
- 7 Theatre Studios
- 8 The ShowRoom
- 9 Otters Restaurant
- 10 Mitre Theatre
- 11 University House
- 12 Cloisters Corridor
- 13 Tudor Hale Centre for Sport
- 14 Sports Dome
- 15 Conservatoire / Music Building
- 16 The Chapel
- 17 HealthOne
- 18 New Hall (Some academic staff and Student Health and Wellbeing are here)
- 19 Bus Stop
- 20 Duncton
- 21 Ifold
- 22 Loxwood 1-4
- 23 Midhurst
- 24 Laundry
- 25 Harting
- 26 Chilgrove
- 27 Amberley
- 28 Springfield 1-6
- 29 Hammond 1-2
- 30 Petworth
- 31 Arundel
- 32 Ashling 1-2
- 33 Havenstoke House 1-10



KEY

-  PARKING
-  DISABLED PARKING

-  STUDENT AREAS
-  STUDENT ACCOMMODATION
-  STAFF AREA



Useful contact numbers

Health

NHS

- Tel: 111 (for urgent non emergency queries)
- www.nhs.uk/

Local Doctors' surgeries

Students are encouraged to register with one of the following surgeries during their time with the University although you have the right to apply to whichever surgery you like.

- Chichester
Lavant Road Surgery
8 Lavant Road
Chichester
PO19 5RH
www.lavantsurgery.co.uk
Tel: 01243 527264
- Cathedral Medical Group
The Medical Centre
Cawley Road
Chichester
PO19 1XT
www.cathedralmedicalgroup.nhs.uk
Tel: 01243 813450
- Maywood Surgery
225 Hawthorn Road
Bognor Regis
PO21 2UW
www.maywoodsurgery.com
Tel: 01243 829141
- Bognor Regis
Bersted Green Surgery
32 Durlston Drive
Bognor Regis
PO22 9TD
www.berstedgreensurgery.nhs.uk
Appointments: 01243 864843
- Bognor Regis War Memorial Hospital
– Minor Injuries Unit
Shripney Road
Bognor Regis
PO22 9PP
Tel: 01243 623563
Opening Hours: 9am-5pm
Monday-Friday (excluding Bank Holidays)
- St Richards Hospital Accident & Emergency Department
Spitalfield Lane
Chichester
PO19 6SE
Opening Hours: 24hrs, Seven Days a Week

Local Government

Chichester District Council

- www.chichester.gov.uk
- Council Tax: 01243 534501
- Email: taxation@chichester.gov.uk

Arun District Council

- www.arun.gov.uk
- Council Tax: 01903 737752
- Email: revenues.benefits@arun.gov.uk

West Sussex County Council

County Hall, Chichester

- www.westsussex.gov.uk
- General enquiries: 01243 777100

Local Transport

Bus Operator Stage Coach

- www.stagecoachbus.com
- Lost property Tel: 0345 241 8000

Rail

www.nationalrail.co.uk

- Chichester Train Station
Southgate
Chichester
PO19 8DL
- Bognor Regis Train Station
Station Road
Bognor Regis
PO21 1QF

Campus Security

- 24/7 Emergency tel: 01243 816363

CONTACT US

- Contact: 01243 816222
- Email: help@chi.ac.uk
- Web: www.chi.ac.uk/help
- Online chat: help.chi.ac.uk or moodle
- Facebook: [/sizchiuni](https://www.facebook.com/sizchiuni)
- Twitter: [@SIZ_chiuni](https://twitter.com/SIZ_chiuni)



Please recycle after use

www.chi.ac.uk/help