

**The Loyola University
Maryland Center at
Newcastle University**

Autumn 2014:Your Guide

Finding your way:

On Campus:

Technology:

Check out this great ISS website for help finding computing at any time, checking your printing credit, etc.

<http://m.ncl.ac.uk/iss/>

Tech troubles:

Check out this website for links to all the tech services—both during normal hours and outside. They can be contacted in person, by email, phone, or even text message.

<http://ncl.ac.uk/itservice/support/>

If you think the issue is with your laptop, swing by the Laptop Clinic in the Old Library Building. They can help with everything from viruses to connectivity problems.

<http://www.ncl.ac.uk/itservice/support/clusteritservicedesks/laptopclinic/>

Student Activities:

The Student's Union is your one stop shop for all things extracurricular. You can walk into the building, or find them on the web at www.nusu.co.uk

Societies:

Societies are special interest groups that meet and will often do activities during the year. Some of these may be professional, some cultural, sports related, or just for fun. A full list, and the way to sign up can be found at this website: <http://www.nusu.co.uk/soc>

Usually there is a small fee to join—it helps give the societies resources to plan fun events throughout the year

Give it a Go:

In British English “give it a go!” means “try it!” This branch of the Student's Union sets up free or low cost activities for you that require no commitment—just a “one off” (one time thing) to try and see if you like something. From trips, to sword dancing to paintballing, there is something everyone will want to try. The full list of activities and how to sign up can be found here:

<http://www.nusu.co.uk/giag>

Go Play!:

Go Play is Give it a Go's athletic cousin. No experience necessary, so try it out to take up a new sport, or do an old favourite just for fun. <http://www.nusu.co.uk/goplay>

Go Global:

Calling all culture junkies! Go Global is NU's initiative to help recognise, explore and link cultures across the globe. Events, holidays, crafts, and celebrations from every corner of the world come together for this project. <http://www.nusu.co.uk/global>

Wellbeing:

Study abroad should be a great experience that helps you learn new things and rediscover old things in a new way. At the same time, being abroad can be difficult—if at any point you find that your experience isn't going so great, there are a lot of resources that can help.

Student Wellbeing Service:

A range of trained professionals can help you with any sort of stress you may be having, from homesickness and exam worries to more serious mental difficulties. Their services are free, and can be accessed in King's Gate. <http://www.ncl.ac.uk/students/wellbeing/support/>

Nightline:

Need to talk to someone out of hours? Call Nightline, a listening service that operates between 8pm and 8 am. Totally free and confidential. <http://www.nusu.co.uk/nightline> and 0191 261 2905

Student Advice Centre:

A service staffed by professionals offering help on all types of topics. From safety, academics, and legal advice, to housing, to sexual or mental health, their staff is there to assist you. Either stop by in the Student's Union, or check them out at <http://www.nusu.co.uk/sac>

Chaplaincy:

The University provides a number of chaplains from several religions: Catholic, Baptist, Methodist, Buddhist, Jewish and links to Muslim, Hindu, Sikh, Bahai faith communities, among many others. The Loyola Center has special connections to Mia Fox and Fr. Dominic White at Bede House. Even if you're not religious, these can be very helpful resources.

<http://www.ncl.ac.uk/students/chaplaincy/about/>

Online:

If you prefer to get check out resources from home, try these websites from Newcastle and Loyola:

<http://www.ncl.ac.uk/students/wellbeing/support/calm.htm>

<http://www.loyola.edu/departments/counselingcenter.aspx>

<https://reactonline.loyola.edu/online/>

<https://reactonline.loyola.edu/relaxation/>

Liz:

If you're not sure where to go or what kind of help you need, you can always ask Liz to point you in the right direction. She's available by phone at 0191 222 7522 and 0780 713 4328 (for emergencies only), by email at Loyola@ncl.ac.uk and in person by stopping into King's Gate.

Housing:

Your first stop for anything housing related should be the reception at your residence. If something is broken or you have any concerns, they are the most efficient people to get in contact with.

Marris House: 0191 222 8445 Out of Hours: 0191 222 6817

Windsor Terrace: 0191 222 8859 Out of Hours: 0191 222 6817

Castle Leazes: 0191 222 8368 Out of Hours: Same, 24/7 reception

Park Terrace: 0191 274 5887 Out of Hours: 0191 222 6817

Overheard at the Loyola Center:

I don't know where to find the...

-Start by asking a friend, with www.ncl.ac.uk or with Google

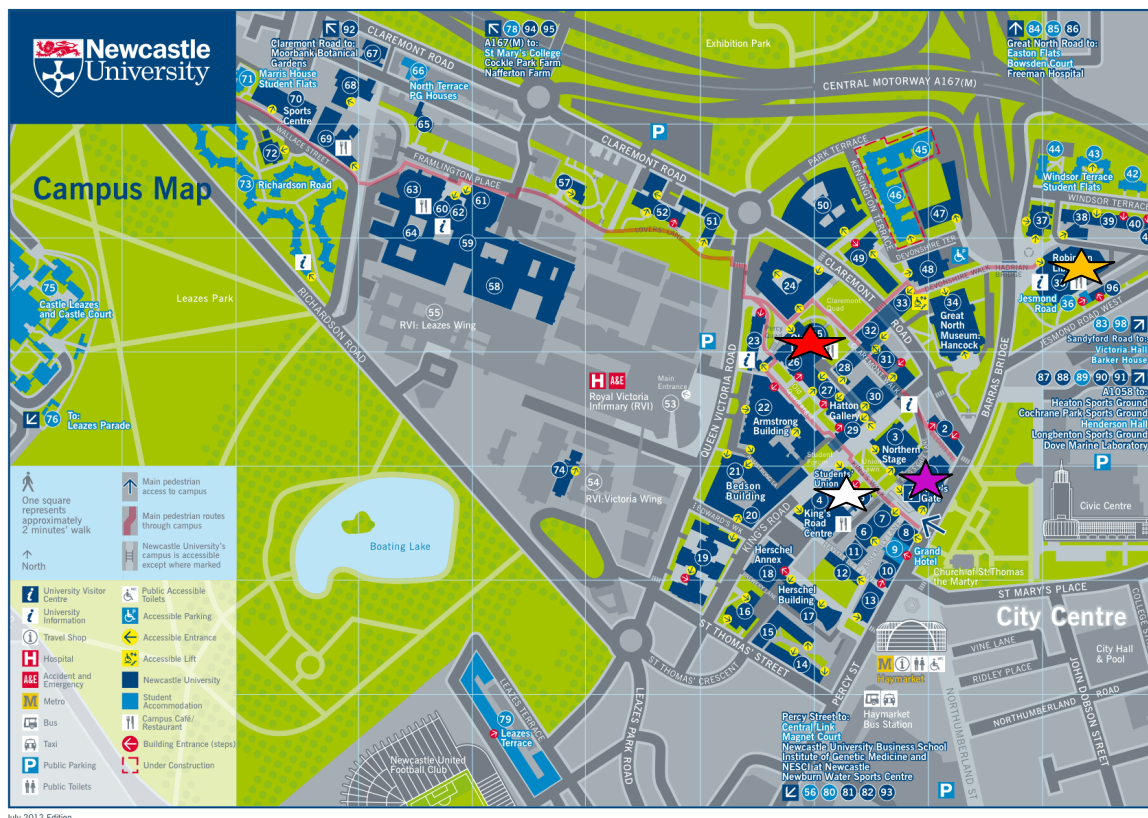
-Don't forget, you've done this before—when you moved to Loyola!—use your resources. Just because you might not have a smartphone doesn't mean you're not smart ☺

Do you have a scanner?

-Printers and scanners are available in the libraries and computing clusters. Check out the website above to find one that is open. Liz cannot scan things for you in her office.

My sink/shower/fridge/heat/etc is broken:

-Stop at the reception for your residence. They are the most likely people to be able to help you. If it is out of hours, think about whether or not there is a genuine emergency before calling the out of hours numbers. For example: a cold shower at 2 am probably isn't an emergency, but a burst pipe is.



The Robinson Library: 24 hour library, computers, scanners, printers★

King's Gate: Liz's Office, Student Wellbeing, Careers, Finance/loans ☆

Student's Union: Societies, Student Officers, Student Advice Centre ☆

Old Library Building: Laptop Clinic, Language Resource Centre ★

Off Campus:

Groceries:

Grocery shopping in Europe is a different experience—fresh markets are usually CHEAPER than grocery stores for fresh items. If you really want to go the traditional route, there are several stores in town, and additionally, many will deliver big orders if you order online. Get a bunch of friends to chip in on one order and save on delivery charges!

Grainger Market:

Open 9-5 on weekdays and 9-5:30 on Saturdays, Grainger offers a huge variety of shops with great deals on fresh vegetables, fruit, meats and cheeses. You'll also find the closest equivalent to NYC pizza in all of Newcastle. <http://www.newcastle.gov.uk/business/markets/granger-market>

Tesco:

Small one on Percy St & a large one across from the Grainger Market on Clayton St. www.tesco.com

Sainsburys:

Small one at Gallowgate, with a larger one in Heaton. Delivery: www.sainsburys.co.uk

Waitrose:

One located in Eldon Square and another on West Jesmond. It is very expensive compared to Tesco and Sainsbury's.

Marks and Spencer:

Located on Northumberland St, it is certainly a "posh" grocery store, and your wallet will know it!

Some useful food translations:

Zucchini→Courgette

Eggplant→Aubergine

Cilantro→Corriander

Arugula→Rocket

Cookies→Biscuits

Juice concentrate→Squash

Scallion→Spring onion/Salad onion

Chips→Crisps

Fries→Chips

Homewares:

Need some odds and ends type things? Hangers? Power converters? Extension cords? Try these places:

Wilkinson:

Nun St (behind the Grainger market): sells everything from cleaning products and shampoo to home improvement stuff, to small appliances and decorative items. www.wilkinsonplus.com

Clas Ohlson:

Northumberland St: similar to Wilkinsons—chances are you'll be able to find what you're looking for between these two stores www.clasohlson.com/uk

Ikea:

MetroCentre (number 100 bus): more home decorating and housewares. Everything from bathmats to Swedish meatballs. www.ikea.com/gb/en

Learning at Newcastle—the differences in the systems and expectations

Terms:

Personal Tutor:

A personal tutor is much like what we would call an "academic advisor", but they go a step forward. In addition to advising you about all of your Newcastle related study (but remember to check with Loyola before changing a class!) he or she is also available for personal support on matters outside of the classroom, and help you manage their impact on your schoolwork. They are great resources, and can help to signpost you other services on campus should you need them.

Lectures:

Lectures are designed to deliver information to a large number of students at the same time, generally with the use of visual aids such as computer or internet resources. Lectures and

coursework in general are much less directed than in the US, so it is up to you to keep track of your studies and involvement. If you're struggling with this, you can always ask your Personal Tutor to help you come up with a plan. Attendance is mandatory—you will be tracked by the Border Agency—so attend regularly. They also will often serve as the basis for smaller sessions called seminars where you will interact and discuss a topic.

Seminars:

Seminars are smaller, more focused sessions that often build on material covered in lecture, or outside preparation in the form of assigned readings. This is a great opportunity to explore the material further, ask questions, and provide relevant examples from your own life experience. These sessions are also great for building relationships with the academic staff.

Coursework:

It is likely that you will notice a difference in the amount of assignments you are given throughout the course of the semester. While you may be very used to turning in bits of work all semester, in many cases, you will not do this in your modules. This does NOT mean, however, that you shouldn't be working outside of class! Study in the UK is much more self-directed than in the US, and you should be devoting ample time to gathering and reading resources, critically thinking, and preparing for your lectures—to give you an idea, a 20 credit module is based on the assumption that you will spend 200 hours on work. Don't let it go too long, or you'll have a miserable end of the semester.

Exams:

How you undertake exams will be very different based on how long you stay in Newcastle and your course of study. The points below are *general* guidelines, but each of you will have a case-by-case experience.

One semester students (fall):

It is highly likely that the planned assessment for your modules will be after the Christmas break while you are already at Loyola. Students who would normally be taking an **exam** will take their exams before leaving Newcastle in December. A non-exam assignment will likely be submitted from the US at the normal time.

One semester students (spring):

You will sit all of the normal assessments that the rest of your Newcastle classmates do in the spring before returning to the US.

Full year students:

You will sit the normal exams with the rest of your Newcastle classmates. If you are in a class with single semester Loyola students, you may NOT opt to do the alternative assessment. You must sit the regular assessment. Failure to do so will result in a zero for the exam.

Overheard at the Loyola Center:

But, I've already learned this...or....I've never heard of this before!

-The UK HE system is different from that of the USA. Since degree programmes are specialised right from the start, you will surely notice some areas in which you feel over prepared/feel you are lacking. Just remember: these students have been following their courses in a sequence, much more so than the way we are allowed to jump around to fulfil our electives. 1000 level modules are taken in year 1, 2000 in year 2, etc. Just roll with it—and be thankful for the points you already know and understand!

I want to change a class...so I'm going to do that, okay?

-NOkey! Before you change anything, you need to check with Kaileigh at Loyola (krjolliffe@loyola.edu) to see if the class will have any sort of effect on your ability to graduate on time. It's possible that the class you want to change into won't fulfil the same requirement.

Kaileigh said it's fine...how do I do that?

-You need to go to the office for the school you're registered in, and fill in a module amendment form. The school will then change your registered modules in the system.

Finance

As of the writing of this publication, \$1 was buying £.60. Even though Newcastle has a low cost of living, there are some tips that will help you to economize on your time abroad. If you'd like to open a UK bank account, see "Overheard at the Loyola Center" below.

Sister Banks:

Check to see if the bank you use in the USA has a sister bank abroad. They will often waive, or have lower fees than using your American card in a random ATM. Also, consider opening a UK bank account.

Fees for withdrawing money:

Sometimes your bank will charge you a fee for using an ATM that isn't there, or using one abroad. You need to be aware of this fee! Often times it will charge you the same regardless of what you withdraw—there is a big difference of the impact on a £5 fee on a £20 withdrawal and a £5 fee on a £400 withdrawal.

Sometimes, if you explain the situation to your bank about living abroad they will be willing to waive the fee for you until you return to the United States.

Chip and Pin:

Credit/debit cards in England and Europe use something called the "chip and pin". If you use your credit card from home that does NOT have this technology, it is likely that you will need to carry an ID with your signature on it at all times so that they can compare. In addition, it is unlikely that US credit cards that do not feature a chip and pin design will work in automated machines, such as for train tickets. Please keep this in mind while booking anything that may require collection.



Phones:

Phones can be a big drain on your wallet. It is HIGHLY recommended that you purchase a pay-as-you-go phone here. You will have an initial cost for the phone, and then can either "top up" by adding credit or pay month by month for a set amount of minutes/texts.

HOWEVER, do not sign a contract that you cannot meet the terms of—if you sign a two year contract and leave after 4 months, you're responsible for all of the payments that you'll miss! Additionally, if you pay without leaving it can impact on your ability to come back into the UK as a student or even a tourist in the future.

UK Phone Companies and Pay As You Go Options

02

£10.50	100 MINUTES/ 500 TEXT
	6 PENCE PER MINUTE TO THE STATES (MOBILE/LANDLINE)
£15.50	300 MINUTES/UNLIMITED TEXTS
	6 PENCE PER MINUTE TO THE STATES (MOBILE/LANDLINE)

3

£15.00	300 MINUTES/3000 TEXTS/UNLIMITED INTERNET (SKYPE)
	3 PENCE PER MINUTE TO THE STATES (MOBILE/LANDLINE)

VODAPHONE

£10.00	100 MINUTES/300 TEXTS/50MB INTERNET
£15.00	300 MINUTES/600 TEXTS/100MB INTERENT
	KEEP YOUR PHONE/BUY THE SIM
£10.50	100 MINUTES/UNLIMITED TEXT
£15.50	300 MINUTES/UNLIMITED TEXT

ORANGE

£10.00	400 TEXTS/100MB INTERENT
£15.00	600 TEXT/500MB INTERNET
£10.00	100 MINTUES/100 TEXT
£15.00	200 MINUTES/200 TEXT
£15.00	120 INTERNATIONAL MINUTES

WHILE YOU ARE HERE IN THE UK, YOUR BEST OPTION IS TO CHOOSE A PAY AS YOU GO PLAN, AS MOST CONTRACTS ARE TWO YEARS. HERE'S HOW IT WORKS; EACH MONTH YOU WILL BUY A VOUCHER, EITHER THROUGH THE PHONE STORE OR AT MOST ANY OTHER CONVIENET/GROCERY STORE. PURCHASE THE AMOUNT OF YOUR SPECIFIED PHONE PLAN AND "TOP UP" YOUR PHONE BY ENTERING THE VOUCHER CODE LOCATED ON THE RECEIPT GIVEN BY THE CASHIER AFTER THE TRANSACTION. EACH PHONE COMPANY WILL GIVE YOU SPECIFIC DIRECTIONS ON HOW TO TOP UP WHAT WHATVER PHONE YOU PURCHASE.

**These details were correct as of this printing

Please keep in mind these phone companies offer many more options than what is listed in this handout. It is up to you to decide which plan fits you best as well as if you wish to purchase a phone or just a sim. Pay as you go phones cost between £20.00 - £50.00, and usually come with a cheaper "top up" plan.

Overheard at the Loyola Center:

I've decided I want to open a UK bank account, how do I do that?

You will need a bank letter from the university saying who you are. You CANNOT get a bank account without this letter, so plan accordingly. It will take at least 24 hours from the time you request it, and needs to be addressed to a specific bank, so research first. When you've made your decision, go to level 2 in King's Gate and request a letter. You will also need to make an appointment with the bank to do the paperwork to open your account. It may take awhile, so be patient, this is normal. When you go, bring your bank letter, your passport and any questions you may have. You will receive your ATM card in the mail, and your PIN # in a separate letter. You can change it at the ATM when you first use your card.

I'm going abroad and need Euro/Krone/Forints etc. What should I do?

Whenever you get somewhere it is always good to have a little cash on hand. Change over just a little bit at a bureau de change to get you through what you think you'll need for getting into town/finding your hostel, etc. Once you're at your destination, withdraw directly from the ATM—it will give you the best exchange rate, and will save you a lot from withdrawing in £ and changing the cash before leaving. Just remember to tell your bank you're going so they don't freeze your account!

Immigration and Travel

The UKBA:

The UKBA is the United Kingdom Border Agency—they handle all things immigration related. While studying in Newcastle on your Tier 4 visa, you are expected to adhere to the conditions of your visa. Below, some of the major ones are outlined:

Attendance

As someone who has been given permission to be in the UK under a student visa, you are expected to be studying. The university has a legal obligation to keep track of how often students are attending class. As such, your attendance will be monitored in your modules. Therefore, it is imperative that you attend. If you do not, the university must and will report your absences to the UKBA, and you could have your visa revoked.

Travel

Part of being a successful student is being present. As such, students are advised not to travel during term time. We understand, however, that many of you have limited time in Europe and would like to make the most of your time abroad. The Loyola Center advises you NOT to travel during any times that would require you to miss a class. If you chose to travel, you should do so between Friday evening and Sunday evening.

At the beginning of the semester you will be given a letter in support of your travel, stating that you are registered students with the university and that you have been advised to travel only when you do not miss class. You should carry this letter with you and present it to a Border Officer only if they give you trouble when re-entering. Any travel you choose to do that will require you to miss a lecture is at your own risk.

Work

As a student on a Tier 4 visa, you are allowed to both work, and volunteer. The amount you are allowed to work is limited to 20 hours a week during term time. Outside of term time (like during spring vacations) you can work full time—37 hours per week in the UK. While it may be tempting to

work past this cap, it has serious implications for you and your employer, and can result in your visa being cancelled.

Overheard at the Loyola Center:

I don't have class on Friday, does that mean I can leave Thursday?

We advise you only to travel between Friday night and Sunday night. If you feel comfortable taking a risk that could potentially put your visa in jeopardy that is your decision. We understand that it's an unfortunate situation, but it is a national legal rule, not that of Newcastle University or Loyola.

But seriously, do you think I'm actually going to have problems? They just are saying it to scare me, aren't they?

In the past, students who travelled on the weekend did not generally encounter problems. However, everything is at the total discretion of the Border Officer who is checking your passport on your way back in. Be prepared to answer any and all questions, and whatever you do, tell the truth, even if you think it may get you in trouble.

They won't know if I lie, right?

DO NOT under any circumstances lie. If you lie and you are found out, you can be banned from entering the UK for up to ten years.

Travel

Before you leave:

Tell Liz:

If something happens while you're abroad (which hopefully it won't!) it is really important that someone from the Loyola Center knows where you are and has the numbers to get in touch with you. Additionally, in the event that you lose something like your passport, it will be much easier to help coordinate things like trips to the embassy if your location is already known.

Book:

When you reserve transportation (flights, trains, etc) make sure you put them all on one ticket. For example, if you need to get to Barcelona, do not book Newcastle-Paris and Paris-Barcelona separately. If you do this and something happens that affects the first part of your trip, you have no coverage for part 2.

Register with your Government:

You can tell the government how long you're leaving the country, and where you're going, so that if anything happens in that country that may affect your travel plans, you get updates. Additionally, if there was ever a reason to be concerned for your safety in that location, the government can help get you back to the US/UK safely.

For US Citizens: (<https://step.state.gov/step/>)

For British Citizens: (<https://www.locate.fco.gov.uk/locateportal/>)

Locate the embassy and take their phone number:

People unfortunately do get things stolen, and sometimes that thing is a passport. We can figure out how to sort out your visa when you get back to the UK, but you need a passport to get on the plane—if you have the embassy # in your phone, you can call them immediately to get help.

For US Citizens: (<http://www.usembassy.gov/>)

For British Citizens: (<http://www.fco.gov.uk/en/travel-and-living-abroad/find-an-embassy/>)

Know the emergency numbers:

Everyone knows to call 911 when there is an emergency, but here, 911 doesn't connect to anything! In the UK the emergency number is 999, and in continental Europe call 112

Check the facilities at your hostel:

While a hotel may give you a space to keep items, it doesn't mean that they provide locks. If you're travelling in a large group at least one of you should bring a lock to make sure very important items aren't left out for the taking. Most hostels will have sheets and towels available—but sometimes for a fee, and not always! Better to know before you go than to be caught off guard.

You can check most places here: <http://www.hostelworld.com/>

Tell your bank:

If your bank doesn't know you're travelling, they may cut off access to your credit/debit card, thinking it has been stolen. Take it from one who has had this issue, it can be a MAJOR pain to fix—telling them in advance of your travel is often a way to prevent this problem.

Take what you need and a little extra:

Make sure for things like money and medication that you take a bit extra, but not much more. For example, if you need medication everyday but you miss your flight and need to stay longer, you would be out of luck.

On the flip side, don't take too much—no one wants to lose all of their cash for the semester in one go!

Look up directions to where you're staying:

It probably sounds really silly, but make sure you know where you're going once you're off the plane/train/ferry/bus. Sometimes just having the address isn't enough—not everyone will know every street in town or every hotel, and this will be particularly tough if you're travelling somewhere where there is a language barrier.

Pack adaptors:

The UK and the rest of Europe do NOT have the same plugs! If you don't already have a multi-adapter, you can get one at Clas Ohlson, or at many other shops in town.

Travel insurance:

If you don't have it, consider getting it. There are a lot of good websites offering it cheaply. If you already have it, bring the details with you in case you need them!

While you're there:

Lock your stuff:

General rule of thumb—if you wouldn't leave it in the middle of a party full of strangers, lock it up. Even if you WOULD leave it in the middle of a party full of strangers, lock it up. People in hostels are generally nice, but it's just not worth risking it.

Don't keep everything in one place:

In the unfortunate event that you are a victim of pickpocketing, it would be much better to have a reserve stash of cash/credit cards/ID in a different location. That way, you have some resources to help you get back to the UK.

Be aware:

This doesn't mean be paranoid, but be aware of your surroundings. Lots of times you won't realise you're doing things like putting your bag down to take a picture—but it's a perfect opportunity for thieves.

Ask:

Don't assume everyone in the world speaks English. While most people are generally friendly and happy to help tourists, it is always polite to ask "do you speak English?" rather than walking up and starting talking to someone in English.

Follow local customs:

Tipping isn't the same around the world, and in some places it's even offensive! You can see what the standards are for Europe here: <http://www.travelsense.org/tips/tippingEurope.cfm>

When you're back:

Be honest:

Even if UKBA is hassling you, don't lie to them. Give them the letter you've been issued and tell the truth—the consequences for lying are far worse.

Tell Liz!

She will of course be very excited to hear all about it—but just remember, she can't keep secrets on your behalf—if you wouldn't tell Kaileigh, Lindsay or André, don't tell it to Liz!

Medical

Depending on whether you are here for a semester of a year, there will be differences in your medical coverage available. You are all covered for emergency treatment abroad by your US healthcare providers, and should carry your insurance card with you. You are also provided with medical evacuation insurance by Chartis through Loyola, should it be necessary.

Year Students:

As yearlong students, you are entitled to receive healthcare through the NHS. To take advantage of this, you need to register with a general practitioner (GP for short) when you arrive in the UK. You can do this during welcome week through the university, or, using the NHS website.

By going to <http://www.nhs.uk/servicedirector/Pages/ServiceSearch.aspx?ServiceType=GP> you can search for GPs in your area, and go in person to fill out a registration form.

This should be your primary health facility while you're here. However, you do also have the options below, as the year-long students do.

Semester Students:

As a semester student, you do not have access to a GP through the NHS. If you do fall ill, you have several options depending on the severity:

Pharmacy/Chemist: Pharmacists in the UK have slightly higher credentials than in the US, and are often able to give medical advice if you are experiencing symptoms that aren't severe. It's always worth a trip to the pharmacy to see if they can help you out.

Walk-In Centre: Walk-In Centres are sort of in between the doctors and the hospital. They are

available during specific hours when the doctor is usually closed, in addition to weekends and normal business hours. You can locate the nearest facility here:

<http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/pages/Walk-incentresSummary.aspx>

RVI Minor Injuries Unit: The RVI Minor Injuries unit is for exactly that—minor injuries and less serious sicknesses. You should try to utilise a pharmacy or walk-in first, but this is available if necessary.

RVI A&E: A&E (Accident and Emergency) is the English way of saying Emergency Room. This is to be used as a last resort if you are genuinely ill and have exhausted all other options. If you wouldn't go to the ER for the problem in the US, you shouldn't be going to it here.

Overheard at the Loyola Center:

Just generally good to know:

Taxis:

You can't hail a taxi in the street—you need to ring ahead or go to a taxi queue.

Here are a few:

NUSU Emergency Taxi : See the graphic

Blueline: 0191 262 6666

Noda: 0191 222 1888

LA: 0191 287 7777

Emergency:

The UK equivalent of 911 is 999, for the rest of Europe, the number is 112.

Movies:

Tuesday nights the movies are half price. Even if it isn't Tuesday you can normally get a student discount.

The bike lane:

It's for bikes! It sounds like common sense, but don't walk in it—or risk an angry cyclist on your tail.

Discounts:

Always ask for a student discount—lots of places, including clothing stores will give a percentage off.

Grocery shopping:

Bring your:

'No Money? No Problem!'



in conjunction with the student wellbeing service

Reusable bags: Some grocery stores will give you bonus points on your loyalty card

Loyalty cards: Loyalty points add up—if you have a nectar card the points add up as £, you could even get a free shop!