

Student Hub - Frequently Asked Questions

Student Experience

Version: 1.0

What are the University Term dates?

You can access the University term dates on the following link <https://students.solent.ac.uk/studying/term-dates>

I need a letter confirming my studies, where can I get one?

The following letters can be requested through the Student Hub:

- to whom it may concern letters (i.e. confirmation of enrolment)
- council tax exemption certificates
- references

Request a letter using the online form on the following portal page <https://students.solent.ac.uk/student-hub/request-a-letter> or email your request to letter.requests@solent.ac.uk from your University email account.

How can I get a transcript of my results?

You can get a transcript of your results from the Student Registry team by emailing your request to student.registry@solent.ac.uk

Please note they can only provide results that have been confirmed by the exam board.

I am struggling financially; what support is available to me?

The student funding team has a number of non-repayable grants to help you fund your studies and support you during your time at Solent.

Email: student.funding@solent.ac.uk

For more information visit <https://students.solent.ac.uk/student-hub/student-funding/grants-bursaries-and-scholarships>

Where can I find help as an International Student?

We have an international advice service, that are here to support you throughout your student experience and help you to get the most out of your student life from arrival to graduation.

Tel: 023 8201 3821

Email: internationalsupport@solent.ac.uk

For more information, please visit <https://students.solent.ac.uk/student-hub/international-student-support>

Does the university have sports facilities?

Yes, we have a brand-new sports complex, to find out more please visit <https://sportscomplex.solent.ac.uk/>

Where can I access support if I have dyslexia or a disability?

Solent University's disability support service for students is provided by Access Solent.

Tel: 023 8201 3201

Email: access@solent.ac.uk

For more information, please visit <https://students.solent.ac.uk/student-hub/disability-support>

I need help with my private Accommodation, who do I speak to about this?

For help with private accommodation please visit <https://students.solent.ac.uk/university-life/accommodation/private-accommodation>

What Spirituality or Faith services do you have at Solent?

The Spirituality and reflection service provides support to students in an inclusive and non-judgemental environment regardless of which, if any faith you hold.

For more information, please visit <https://www.solent.ac.uk/studying-at-solent/student-support/spirituality-reflection>

I am struggling with my mental health and wellbeing; what support is available to me?

The University has a Therapy and Mental Health team to help you with any difficulties during your time at university. They offer a variety of support, including Talking Therapy (SST, counselling, fiction prescription and CBT), hypnotherapy and mental health advice. If you would like to book an appointment or for more information please visit <https://students.solent.ac.uk/student-hub/mental-health-support>

Where can I go to get careers advice?

Solent Futures offers support and guidance for students to help you achieve your chosen career. Contact the team for advice on graduate jobs, finding work while studying, placements, business start-ups and CV checks.

Tel: 023 8201 3807

Email: solent.futures@solent.ac.uk

For more information, please visit <https://students.solent.ac.uk/careers>

How do I order a replacement campus card?

If you have lost your campus card you can request a new one by visiting the online shop, new cards cost £5 and the Student Hub will let you know when it's available to collect.

<https://eshop.solent.ac.uk/>

Is there car parking available on campus for students?

While the University has limited on-campus parking, there are several car parks in the immediate vicinity. The car parks at our East Park Terrace campus operate a pay-to-park scheme and is available from 2pm to midnight, Monday to Friday, and all day at weekends. All vehicles must be off campus by 8.30am on weekdays.

If you are a blue badge holder, please email ask@solent.ac.uk to reserve a parking space on the main campus.

What is Solent Online Learning and how do I access it?

Solent online Learning is an online learning platform where you will find your course information, module descriptors and links for assessment submissions. Please visit <https://learn.solent.ac.uk/>

I need to change my address; how do I do this?

You can change your address on the portal. If you go to your profile, the option to update your address will be there.

I need to change my name; how do I do this?

You can change your name by sending official documentation confirming the name change to student.registry@solent.ac.uk

Can I transfer courses?

To change courses, you will need to find out whether there are places available on the course you want to transfer to, transferring can also affect your fees, so we always recommend getting in touch with a Student Funding Adviser. Transfers are subject of approval of the Course Team and the Student Registry Team and are only accepted within the first two weeks of teaching.

To request a transfer form please contact the Student Hub student.hub@solent.ac.uk

Can I change my option/seminar group?

If you are thinking about transferring between options or seminar groups, you should obtain the relevant form by emailing the Student Hub and speak to your course leader.

You can only request a change to a seminar group and/or option within the first two weeks of the module. If you have a significant reason for needing to request such a change, such as childcare requirements, please talk to your course leader.

How do I book a room?

General bookings should be booked seven days in advance where possible. Students should email their room booking requests with a detailed explanation as to the activity taking place

in the room, along with a signed copy of the terms and conditions form to TAR@solent.ac.uk.

For more information and to find the T&C's form, please visit <https://students.solent.ac.uk/studying/room-bookings>

How do I withdraw from University?

If you are considering withdrawing from your studies, you should discuss this with your course leader or contact the Student Hub.

If, after discussing the matter, you decide to withdraw from your course, you must obtain the relevant form from the Student Hub and notify us immediately in writing. If you are staying in one of the University's student residences, please also inform student accommodation staff in writing.

If you are a sponsored student, including Warsash School of Maritime Science and Engineering officer cadets, you must discuss this decision with the relevant person in your sponsoring organisation, such as the training manager, as this may affect your employment status.

We also recommend speaking to a Student Funding Adviser to discuss and financial implications.

Can I suspend my studies?

If for any reason you are unable to continue studying, you can consider suspending your studies and return in the next academic year. You should discuss this with your course leader or contact the Student Hub.

If, after discussing the matter, you decide to suspend your course, you must obtain the relevant form from the Student Hub and notify us immediately in writing. If you are staying in one of the University's student residences, please also inform student accommodation staff in writing.

If you are a sponsored student, including Warsash School of Maritime Science and Engineering officer cadets, you must discuss this decision with the relevant person in your sponsoring organisation, such as the training manager, as this may affect your employment status.

We also recommend speaking to a Student Funding Adviser to discuss any financial implications.

Can I get advice on my current academic position?

For advice on your academic position, you can contact the Student Achievement Team by emailing student.achievement@solent.ac.uk

Do I have to register every year for my course?

Yes, registration opens in August for the next academic year, you will receive an email from Student Registry when you are able to do so.

Do I have to apply to Student Finance every academic year?

Yes you do, you will need to apply directly to Student Finance.

I am unable to complete my assessment on time, can I request an extension?

If you are unable to submit your assessment on time due to extenuating circumstances that you can evidence, you can request a 14 day extension by submitting extenuating circumstances. You can find the form here <https://students.solent.ac.uk/studying/attendance-monitoring/extenuating-circumstances> if you need any further help with this please get in contact with the Student Hub.

I am unable to submit my assessment, what can I do?

If you are unable to submit your assessment due to extenuating circumstances that you can evidence, you can request to defer your assessment to the next available opportunity by submitting extenuating circumstances. You can find the form here <https://students.solent.ac.uk/studying/attendance-monitoring/extenuating-circumstances> if you need any further help with this please get in contact with the Student Hub.

What is the MySolent app?

Our MySolent mobile app provides you with quick access to key university services. It can help you to manage your university tasks and support you to gain confidence navigating the campus and settling into university life.

I am having problems paying my fee's

If you pay your own fee's and are having problems paying, please get in contact with the Income Team income.team@solent.ac.uk

My attendance is wrong on the app, how do I get this changed?

If you have attended a class and it is showing as absent, in the first instance please contact your lecturer, they will be able to amend this for you. If the problem persists, please contact the Student Hub who can check your campus card.