

# Access to University Support Services for Students at Partner Organisations



University of  
Chester

It is normally expected that students registered for University of Chester degree programmes which are delivered by approved partner organisations will be provided with all the resources and support required to complete their studies by the provider with which they are studying.

This guide includes information on the resources and support that students based at partner organisations may access through the University to supplement the services offered to the student by their provider.

## Learning & Information Services (LIS)

### Network Accounts

LIS creates a network account for all students, including those based at partner organisations. This account enables access to University on-line systems including Portal, Moodle, and University eMail. This is done automatically when a student first registers for a University of Chester degree programme.

The username for student network accounts is the student number issued by the University, and the password is the student's date of birth in the format CheYYYYMMDD (e.g. 02 March, 1996 would then be Che19960302).

Portal, the University intranet, can be accessed at <https://portal.chester.ac.uk/>

### Moodle

Moodle is the University's Learning Management System and access to Moodle module spaces is open to all students with a network account. However the extent to which the University Moodle is used by the teaching staff in a partner organisation will determine how useful this is to each student. Some students based at partner organisations will need to use the University Moodle to submit assignments on-line, and where this is the case staff at the provider will provide specific guidance. Please be aware that digital receipts for assignments will be sent to the student's University email address (see section on 'Office 365').

Moodle can be accessed using the Moodle tile from the Portal homepage.

### University ID Card

Students at partner organisations are able to obtain a University ID card upon application. Please contact [lis.helpdesk@chester.ac.uk](mailto:lis.helpdesk@chester.ac.uk) for further information. For security reasons it is not possible to post ID cards directly to students, although they may be distributed by University staff such as Partnership Link Tutors, or designated staff at the partner organisation, by agreement with LIS.

Please note this card does not provide services other than access to the library collection, and cannot be used to prove student status.

### Library Physical Collection Access

Students studying for University of Chester degrees at partner organisations have standard access to the library collections at any University library in Chester, Warrington, Shrewsbury, Leighton Hospital, and Birkenhead during standard staffed opening hours. Students are able to request books from any library site and collect from the University of Chester library most conveniently located to them.

LIS is unable to offer the use of the inter-library loan service and SCONUL Access membership is not available.

### Library Online Resources

Students at partner organisations have access to a limited range of online resources through their University of Chester network account. These include e-books, e-journals and research databases. Owing to licensing restrictions, LIS is unable to facilitate access to all subscribed online resources. If denied access to any online material, it is most probably online content that is not licensed for external use. Students at partner organisations are also entitled to Walk-in Access to online resources for those visiting any University of Chester library in person (see <https://www1.chester.ac.uk/learning-and-information-services/visitors/publicvisitor-access> for more information). Walk-in Access grants access to a slightly wider range of online resources. Online resources available to walk-in access users are accessible using a temporary login. Users need to register at the Helpdesk in person for this service each time they wish to use it.

### Office 365

The University Network Account, which is provided to students, allows access to University email (Outlook), unlimited cloud storage (OneDrive for Business), and other Microsoft services, and the current version of Office (Word, Excel, PowerPoint, Access and Outlook) at no cost whilst the student is enrolled with the University of Chester. These tools are the same as used in business environments.

Office 365 can be accessed by clicking the 'Mail', 'Calendar' and 'Apps' tiles from the Portal homepage for more information. A University email address will first need to be entered, which is the student number issued by the University followed by [@chester.ac.uk](mailto:@chester.ac.uk) (e.g. if the student number is **1423876** then the email address is **1423876@chester.ac.uk**), and then finally the University of Chester Network Account username and password when prompted.

## Chester Students' Union

Chester Students' Union (CSU) is an independent charitable organisation which aims to ensure that students are supported and that student views and opinions are voiced at all University meetings.

Even if students are studying at a partner organisation and not at one of the University sites, they are still a very valued member of the Union and CSU will help with any support they may need whilst being a student. It is a place where students can go for professional, independent, confidential support, information and guidance on any issues they may face with aspects such as accommodation, finance, health awareness, welfare and academic matters, including advice on academic appeals and cases of academic integrity. A drop-in service is available Monday to Friday and students can email the team at any time on [csuadvice@chester.ac.uk](mailto:csuadvice@chester.ac.uk)

Students can access a range of discounts, offers and competitions by purchasing a TOTUM discount card. It costs just £14.99 and allows holders to save up to £1,000 on purchases from major retailers such as Topshop, Pizza Hut and HMV across the UK and rest of the world and is available from

[www.totum.com](http://www.totum.com)

## Student Futures

### Careers and Employability

A range of careers information resources are available through Portal, which can be accessed by both students and academic and personal tutoring staff. These resources are identical to those used by Careers and Employability staff for working with students at University of Chester and are available on the Careers and Employability Portal Page at <https://portal1.chester.ac.uk/careers>

Other useful resources include:

- [www.prospects.ac.uk](http://www.prospects.ac.uk)
- <https://targetjobs.co.uk/careers-report>

- [www.insidecareers.co.uk](http://www.insidecareers.co.uk)
- [nationalcareersservice.direct.gov.uk](http://nationalcareersservice.direct.gov.uk)
- [icould.com](http://icould.com)

## Student Support & Guidance

Students at partner organisations can access all the online self-help resources available on the Student Futures: Student Guidance Portal Page at <https://portal1.chester.ac.uk/studentfutures>

These pages include useful materials which can help students encountering a range of issues during their studies, such as information on managing money and budgeting, and self-help resources relating to student wellbeing, which have been compiled by the Student Counselling Service.

In addition to this, extensive information is available through a variety of external websites which students may find helpful, and the following are particularly recommended:

Government information about student finance, including funding for disabled students:

<https://www.gov.uk/browse/education/student-finance>

The Money Advice Service is a free and impartial service, set up by the government, to help people make the most of their money:

<https://www.moneyadviceservice.org.uk>

The Citizens Advice Service provides free, independent and confidential advice to help people resolve their legal, money and other problems:

<https://www.citizensadvice.org.uk/>

Students Against Depression offers information and resources validated by health professionals alongside tips and advice from students who have experienced it all themselves:

<http://studentsagainstdepression.org/>

Volunteering opportunities:

<https://do-it.org/opportunities/search>

## Study Skills



As a student studying at a partner institution of the University of Chester, you have access to a wealth of online resources to support your academic development. These resources cover general study and maths skills development and can be accessed via the green Training and Skills tile on the Portal home page.

Alternatively, you can access our Moodle pages by clicking directly on the following links: Study Skills or Maths and Statistics. You will need to click on the 'Register here' tab to have full access to the sites.

University of Chester Moodle

### Maths and Statistics

Home / Courses / Maths and Statistics

Welcome!

**STUDY SKILLS** Supporting your learning development

Learning and Teaching Institute University of Chester

Register here for this site

Click here to register for this course. If you do not register you will not see the full material on offer.

Announcements

For students based at University of Chester sites you can book on to one of our general workshops. A list of our upcoming workshops can be found [here](#).

Learning Maths Number Skills Measurement Maths in your subject Collecting Data Analysing Data

New Activity New Activity New Activity New Activity New Activity New Activity

If you feel you would benefit from face-to-face academic skills support, you are invited to contact your partner institution directly, as they will be able to advise you of the support available at your base of study.



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