Northeastern University
London Scholars

Support Resources
at Northeastern University London

This guide was developed to provide London Scholars students with an understanding of resources they can access to support their success while at Northeastern University London. Please note that this list is not exhaustive but serves to share commonly used resources for student reference.

Students must be the ones accessing these resources, and due to the General Data Protection and Regulation Act (GDPR), Northeastern University London faculty and staff are unable to share student information with anyone other than the student without written consent. Families accessing this guide should continue to encourage their students to engage with these resources directly.

Academic Resources

Academic Advising

The Academic Advising team's purpose is to help students select courses that align with their major requirements, and to advise on a range of topics including, but not limited to:

- Organization and time management
- Study skills, including notetaking, revision, and research techniques
- Interpreting University policy (including extenuating circumstances requests and re-sits)
- Program transfers and withdrawals
- Adapting to academic life in London
- Other sources of support

The Academic Advising team's purpose is to help students select courses that align with their major requirements, and to advise on a range of topics including, but not limited to:

English and Academic Writing support

The English and Academic Writing team assist students of all language backgrounds and at all levels to successfully develop their academic writing skills and to communicate effectively in their discipline. In addition, support is also provided for international students in the English language.

Through one-to-one tutorials you can discuss aspects of your writing with our English & Academic Writing Advisor. One-to-one tutorials are currently available in person, online or via drop-in sessions. Appointments can be arranged via Target Connect or email.

For more information, please email: academicadvising@nulondon.ac.uk.

Maths support

Mathematics support is available to all students with a mathematical component in their studies. Our dedicated math tutors are here to assist you every step of the way and make sure you unlock your mathematical potential. Tutors are available via email and via appointments arranged via Target Connect. Some of the support which is offered includes:

- Workshops and revision sessions designed to increase your understanding of specific topics and prepare you for exams
- Supplementary materials, including detailed notes, exercises and videos on a wide variety of mathematical topics
- Interactive quizzes to test your knowledge on a given topic
- External resources and additional learning materials, with links to textbooks and mathematical websites

For those students on specific mathematics courses, you also have the opportunity to book one-to-one or small group sessions with math tutors. These sessions are personalized to meet your unique needs, ensuring you receive the tailored support necessary for success.

For any general enquiries please email mathematics.tutors@nulondon.ac.uk.

Northeastern Peer Tutoring

London Scholars have access to Northeastern's online peer tutoring service through Nimbus Learning. Northeastern Peer Tutoring on the Nimbus Learning peer tutoring platform offers free high-quality online peer-to-peer tutoring services to all undergraduate students in courses on demand across the Northeastern global network. The peer tutors on the Nimbus Learning platform are highly qualified current Northeastern undergraduate students from the Boston campus. Please see this guide for detailed instructions on how to use Nimbus Learning.

Specific Learning Differences advising

At Northeastern University London, we are dedicated to providing comprehensive support to students with Specific Learning Differences (SpLD) and neurodiverse conditions, including:

- Dyslexia
- Dyspraxia (DCD – developmental coordination disorder)
- ADHD/ADD
- Autism
- Other neurodiverse and co-occurring conditions

Our services are also open to those who are in the process of exploring a possible SpLD or neurodiverse condition, offering a safe space to discuss this further with our Student Support Team.

Our tailored study skills and mentoring services are designed to help students develop effective learning strategies and the confidence to succeed independently, both academically and personally.

Advisors are available through email and appointments arranged via TargetConnect.

Students can contact SpLD Advisors for more information or to discuss their needs by emailing spld@nulondon.ac.uk.

Global Experience Academic Team

The Global Experience Academic team oversees academic programs in London and helps students with academic queries and concerns. They send regular communications to students to remind them of key academic information (such as assessment policies). They also welcome feedback from students in the London Scholars program and work to address it promptly through appropriate actions. The Associate Director holds weekly office hours to provide additional support and answer academic questions. Students can email the team: GEacademics@nulondon.ac.uk.

Wellbeing Support

Student Support Team

Disability and Wellbeing Specialists

Our Disability and Wellbeing Specialists work closely with students to help them settle into university life and manage any challenges that may come up. They offer support with general wellbeing concerns, disability-related queries, money advice, and are available for regular check-ins or simply a friendly chat when needed.

The Disability and Wellbeing Specialists also review and create Learning Support Plans to help ensure that reasonable adjustments are in place for exams, classroom learning, and coursework. Appointments are available all year round, and students are encouraged to reach out at any time, whether they need practical advice or just someone to talk to.

Student Mental Health Specialists

Our Student Mental Health Specialists are available to provide practical, one-to-one support for students facing mental health challenges throughout their time at NU London.

Student Mental Health Specialists can help students by offering bespoke advice, information, and guidance through in-person appointments, online meetings, email, or telephone. They can support students to access holistic care by collaborating closely with the Disability and Wellbeing Specialists and other departments across the University, such as Academic Advising and Residence Life. Additionally, our Student Mental Health Specialists can connect students with wider community resources and NHS services for more specialized assistance, including external counselling referrals.

The Student Support Team can be contacted directly at studentsupport@nulondon.ac.uk.

Residence Life

Community Coordinators (CCs)

Community Coordinators (CCs) are full-time, professional staff members who live in student accommodations. CCs support students as they transition to Northeastern University London and throughout their time in London with various queries including but not limited to:

- Adjustment to university life
- Signposting to and accessing internal and external university support resources
- Community building within the residence halls

- Signposting to and accessing healthcare resources
- Providing general guidance
- Maintain a 24/7, 365 emergency on-call line

Students are assigned a CC who serves as their initial point of contact for non-urgent and/or general queries while in London. All students are scheduled for a minimum of 3 CC 1:1s a semester, where their assigned CC will check in with the student about their personal, social, and academic life and provide guidance and resources as necessary. For further support, students are welcome to book additional CC 1:1s, attend Residence Life drop-ins throughout the week at each residence hall, or email their CC directly with questions.

CCs work typical business hours (Monday-Friday, 9am-5pm). Support during business hours can be found at drop-in desks at the Residence Halls, and within both teaching buildings. For urgent and emergency support or assistance outside of business hours, students should connect with the on-call line, which is staffed by CCs 24/7, 365.

For general enquiries regarding life in the Residence Halls, students can email residence.life@nulondon.ac.uk.

Office of Global Services, United Kingdom (OGS UK)

Students are recommended to stay in regular contact with the Office of Global Services, United Kingdom (OGS UK) throughout their studies. The OGS UK can help with any questions regarding student visas, for instance visa regulations, accessing e-visas, generating share codes, working limits, attendance requirements, and staying compliant with the immigration rules.

Students should contact the OGS UK if:

- They renew their passport
- They change visa categories
- Their personal information has changed (for example name, surname, nationality)
- Their address or number in the UK has changed

The Office of Global Services, United Kingdom can be reached via ogsuk@nulondon.ac.uk. Students can also book online or in-person one-to-one meetings with the OGS UK team to discuss any visa-related concerns.

General Queries

Student Life staff are based at First Point at Devon House and Portsoken and are available to answer any general queries. Student Life staff can help direct students to the most appropriate resource.

Program Questions and Feedback

If students have any questions and/or feedback about their experience in the London Scholars program, they are encouraged to email the London Scholars program email at LondonScholars@northeastern.edu.

If students wish to provide feedback regarding specific offerings at NU London, they can be in touch directly with the appropriate team.

Students will have the opportunity to share feedback via surveys throughout the academic year. Students should be sure to check their Northeastern email regularly for updates and announcements.