

Campus Tour Crib Sheet

Open Day

Ambassador use only

Using the Crib Sheet

This document is NOT to be shown to prospective students. It is for staff reference only.

Any underlined text is clickable- each page should navigate to the contents and the beginning of the section. Blue links direct to pages on herts.ac.uk.

If you have any problems, spot any mistakes or have any updates to inform us of, please email a.bullock@herts.ac.uk.

Last update:

Before you begin delivering campus tours, have a think about the following and point these out where appropriate:

1. Favourite place to eat on campus?
2. Things you like to do on and off campus with your friends?
3. Favourite study space?
4. Favourite hangout space?

Key Contacts and Points

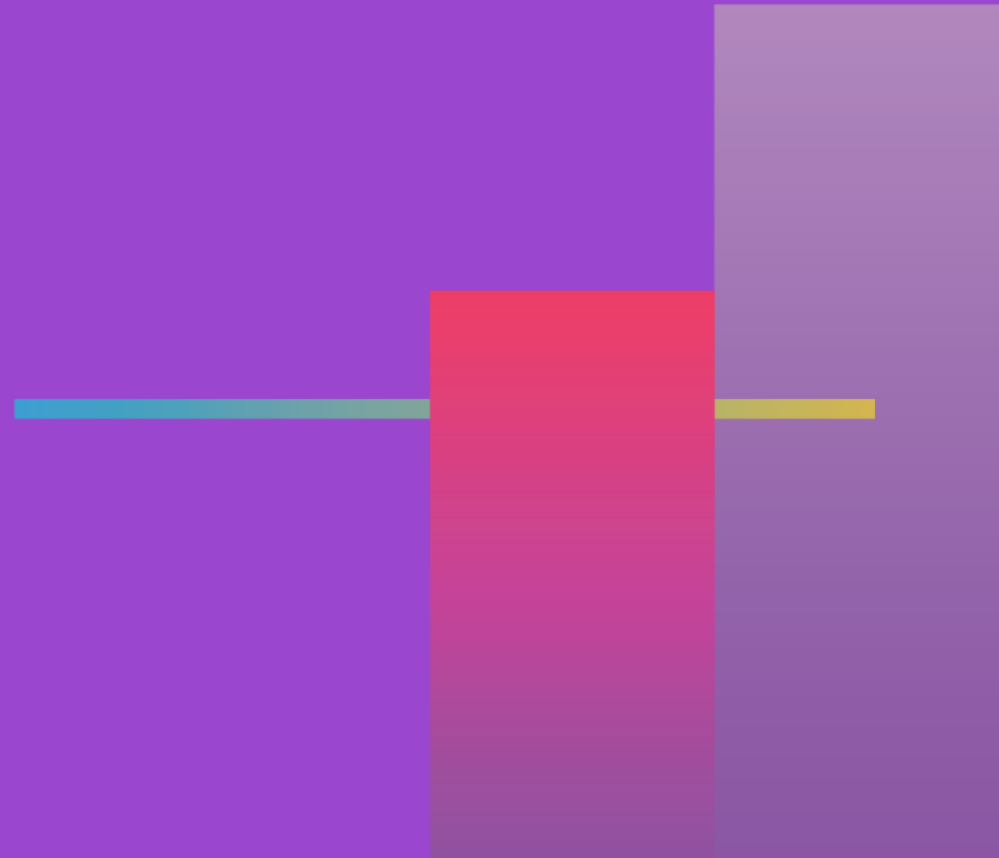
- Security- +44 (0)1707 28101
- Emergency- +44 (0)1707 285555/ +44 (0)1707 281010
- Oval- +44 (0) 1707 284063

Presentation tips

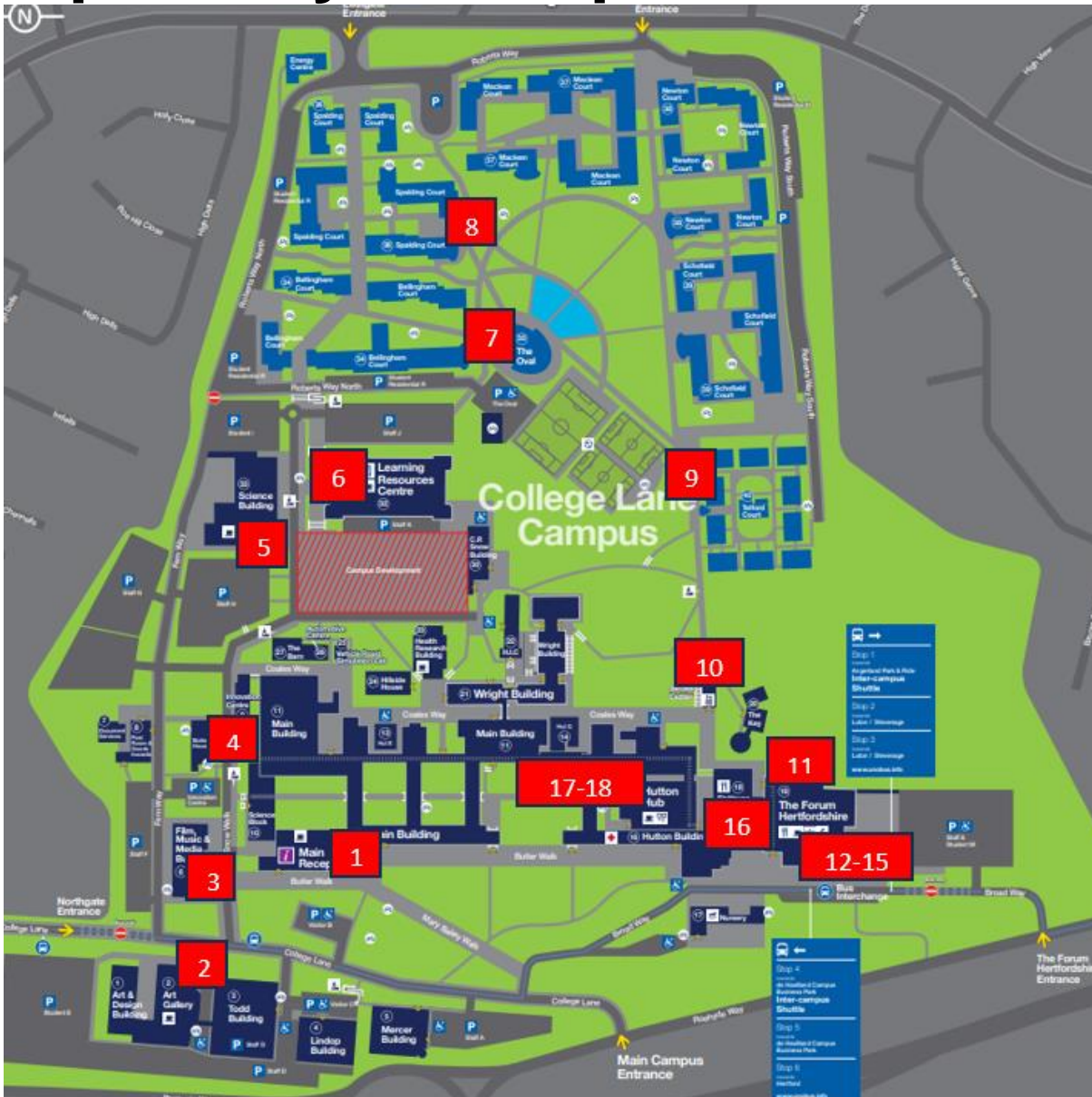
- **Stop at each point** and wait for everyone to gather round before speaking (use the crib sheet)
- Before moving to the next point, ask if there are **any questions**
- **If it is raining**, try to go inside at each stop so you and guests don't get soaked
- **Project your voice** so that even the people at the back can hear you
- **Walk with your group, ask general questions along the way.** (Ask what they are studying etc)
- **Add in your own experiences** where you can

Don't forget to smile!

College Lane



Open Day – Campus Tour route



1. Main Reception
 2. Art Gallery
 3. Film, music & media building
 4. Document services
 5. Science Building
 6. LRC
 7. Oval
 8. Accommodation
 9. Outside Telford
 10. The Key
 11. STRATS
 12. Forum Ground Floor
 13. Forum 1st Floor
 14. Bar Seventy7 & Loft
 15. Look out of bar window, towards bus stop
 16. Outside Hutton Hub (SU)
 17. Hutton Hub
- Return to main reception

1. Main Reception (Starting point)

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- **Start by introducing yourself** (first name, subject, year of study. If international, where you are from)
- Ask **where they have come from today?**
- Ask **what they want to study?** (this will help you to make your tour a little more bespoke)

- **Show** Café Rore (have different hot food every day)
- **Point out** Study space – Chapman Lounge
- Offer to take group upstairs to show Prince Edward Hall and the Chapman gallery.

[Next: Exit via front exit and Head to Art Gallery]

2. Art Gallery Building (go inside)

Welcome to the creative corner of the campus

- This is an art gallery where you'll find curated collections on display, either by students, graduates or external art institutions
- This is the hub of the School of Creative Arts
- Art shop – everything at stock price
- Various art-based workshops and study spaces
- Recording studios
- There is an equipment loan store (cameras, mics, stands, etc.) where everything can be borrowed for free.
- We have a replica Star Wars Droid (turn right just before the art shop)
- This is close to the Todd Building (red building), which has the architecture department. This is complete with a studio and rapid prototyping machines.

[Next: Head to the Film, Music and Media building]

3. Document Services

- Professional printing services on campus
- Thesis printing and binding, posters, business cards, flyers, etc.
- Cheaper than off-campus printing services

[Next: Continue to science building]

4. Film, Music and Media building [go inside]

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- Dedicated film and TV studio, complete with green screen
- Music studios and practice rooms
- Animation suites

- With student ID you have free access to software and have free access to high-spec computers.

[Next: Head to Science Building, but stop halfway to point in the direction of our document services building]

5. Science Building [go inside to the foyer]

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- Different specialised labs
- Aseptic lab (100% sterile environment), which is quite unique for a university
- Simulation wards with robotic mannequins (including one that gives birth)
- Teaching rooms and computer rooms
- Mock Pharmacy

[**Next:** Look out of windows towards new SPECS building]

6. SPECS Building

- Take your group into the Foyer -
- The building is home to the School of Engineering and Computer Science, Physics, Maths & Astrophysics
- It opened September 2024
- It is set over five floors
- Spaces include labs, workshops, teaching spaces and study areas
- With a huge collaborative space on the ground floor, which is the biggest CDIO (Conceive Design Implement and Operate) studio in Europe, on the ground floor.
- It's also home to our flight and racing car simulators.
- And has a café along with hangout areas and study spaces on every floor.

7. Learning Resources Centre (go inside, ask security to let you in as part of tour)

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Stand in entrance (unless it is very quiet)

- An extensive collection of books and resources are available in print and online to support learning, teaching and research
- Computers, specialist software and self-service printing available plus a free laptop loan service
- A range of study spaces (group, individual, quiet and silent study spaces)
- Study skills support available to all students (e.g. reference help, essay structuring, LRC orienteering etc)
- Opens 24/7
- LRC café downstairs (with vending machines 24/7). Opening times. Monday - Friday 10.00 - 16.00

[Next: Head to Oval]

8. Oval [go inside]

- Accommodation reception – this is also where you can collect parcels, report any accommodation issues, hire sports equipment
- Study area and hangout space
- Community fridge
- 24/7 gym (exclusive to Herts staff and students)
- Dance studio, MUGAs, 3G pitch.
- We also have 29 different sports clubs ([list available here](#))
- Active students is for anyone who just want to have a go and not commit to a team, roller skating is popular.
- Sports village on De Havilland (recommend shuttle bus if guest would like to see it)
- Point out campus has a lot of green space for students to relax in.

[Next: Head to the accommodation show rooms]

Gym

Gym

- 50 station gym
- 24/7 access,
- Cardiovascular and resistance machines
- Freeweights and CrossFit floor
- Studio Classes included in membership
- Sports Village in de Havilland campus

Student Memberships

- ❖ **All inclusive** (HSV gym, Oval gym, swim, group exercise, climbing, online platform)
- ❖ **Duo gym** (HSV gym, Oval gym, swim, group exercise, climbing, online platform. HSV gym – no access between 4 pm – 8 pm)
- ❖ **Oval gym** (Oval gym, online platform)

[**Next:** Sports list on next slide if anyone is interested]

Herts Sport Teams

- American Football
- Badminton
- Basketball
- Canoe & Kayak
- Cheerleading
- Climbing
- Cricket
- Dodgeball
- Football
- Futsal
- Golf
- Hockey
- Judo
- Kickboxing
- Lacrosse
- Netball
- Rowing
- Rugby
- Squash
- Swimming
- Table Tennis
- Taekwondo
- Tennis
- Ultimate Frisbee
- Volleyball

9. Accommodation Showrooms Available

	Block	Room Type	Floor	Flat	Room 1 (option 1)	Room 2 (option 2)
CL	Macleam	Studio	Ground	1&2	1	2
	Bellingham	Standard en-suite	First	3	1	2
	Bellingham	Townhouse	35	3	1	2

How to open the flats

All accommodation except Telford

Flat

- Tap metal square next to door and open when you hear a beep

Rooms

- Push handle down and back up
- Tap grey square on door handle without touching handle until you hear a beep
- Open door

Telford Court

Flat

- Use key card to tap metal square on your right-hand side to let you into the block of flats

Rooms

- Use key to open front door and room

Accommodation Details

- 4,711 bed spaces on-campus comprising:
 - 1,600 bed spaces (DH campus)
 - 3,111 bed spaces (CL campus)
- Launderettes on both campuses
 - 5 (DH campus)
 - 6 (CL Campus- one for each court)
 - Pre-paid card
 - £3.30 per wash
 - £1.80 per dry
- 24/7 365 security team
- First years guaranteed accommodation
- Top 20 safest campus in east of England
- UH dedicated police team
- Student Support Officers
- Resident assistants
- Common rooms

Accommodation Prices

College Lane campus - Weekly cost of single student rooms		
Room type	Location	Weekly cost 2024/25
Townhouse room		From £188.44
Single en-suite	Bellingham, Spalding, Maclean,	From £199.85
Enhanced room	Schofield, Newton Court	From £212.17
Studio room		From £252.70
Single	Telford Court	From £149.55

College Lane campus - Weekly cost of twin student rooms		
Room type	Location	Weekly cost 2024/2025
Twin room	Bellingham, Spalding, Maclean, Schofield, Newton Court	From £125.44

Accommodation

Bellingham, Spalding, Maclean, Newton & Schofield:

- 4ft bed with underneath storage
- Bedside cabinet and storage shelf
- Desk with drawers, bookcase and desk lamp, desk chair, Pin board
- Wardrobe with mirror
- Wi-Fi
- Power sockets
- TV aerial socket & ethernet port
- Access to communal common rooms.
- En suite and shared bathrooms.
- Twin rooms.

Telford Court:

- All single rooms
- 6 students live in each Flat
- Common room
- Internet
- 500 refurbished rooms
- Hand wash basins

Accommodation FAQ's

When do accommodation applications open to students starting in September?

Around May/June time for new students.

When should we accept to see our offer of accommodation after we have applied?

Once you receive an accommodation offer you have 7 days to accept your offer or it will be offered to another student.

Are any of our rooms/flats/blocks designated as 'quiet' accommodation

Unfortunately, there isn't a designated quiet block as it is hard to control noise. However, we have security 24/7 who you can report any noise complaints to.

What appliances are supplied in the kitchen?

In the kitchen there are ovens, fridge/freezers, microwaves, kettles, iron, ironing board, hoover and bins.

What are the dates of the accommodation payments?

The dates of the exact accommodation payments change but they will be in October, January, and April.

Are the flats mixed?

All flats are mixed unless requested otherwise for a same sex flat.

Can you live with friendship groups?

Yes, when applying for accommodation you can request to live with friends in groups up to 4.

Accommodation FAQ's

What is the accommodation like, is it mixed, what types of rooms are there?

6 different room types of College Lane (townhouse, studio, enhanced, standard ensuite, single, and twin room) and on de Havilland we offer single ensembles.

If Herts is my first choice, is on campus accommodation guaranteed?

Accommodation is guaranteed for all first year students, as long as you meet the deadline, and we can meet your needs.

How much is the deposit and when do we have to pay it?

The deposit is £100. For UK students, not requested until after results day.

How do we pay?

Are made 3 times a year, in line with student finance. You can also choose to pay up front yearly.

Which blocks are the newest?

Newest - All College Lane accommodation except Telford court (which is the single room).

Accommodation FAQ's

Do I pay for my accommodation out of my maintenance loan?

The government gives you a maintenance loan based on your parents/ guardian's salary. This salary helps to fund your life style while at university and not working full time. Therefore, you can choose whether to put all or some towards accommodation and other expenses.

How to pay for accommodation

You pay for accommodation through an automatic bank transfer you set up with the university.

Other common questions were in relation to the application process for accommodation

To apply for accommodation, you have to fill out a form with your top choices and then accept the offer within 7 days once it comes through.

Can I move into halls if I live nearby?

Yes, you are able to live in halls even if you live in close proximity to the university.

Is there a curfew or anything like that?

There is not curfew at university

Can you stay on campus in year 2/3?

You are able to stay on campus in year 2/3 but accommodation is not guaranteed.

How do I find out the length of my course to know which contract length to pick?

Most courses require you to have accommodation for 42 weeks. If you are unsure please email ask@herts.ac.uk to check how long your course is

Accommodation FAQ's

Before Clearing Guarantee

Applicants must have:

Applied for accommodation before 18th August

Confirmed Acceptance of a place to study before 25th August

Clearing Guarantee

Applicants must have:

Been offered a place on a course or an interview by 19th August

Referred themselves via UCAS Track by 21st August Made

an accommodation application by 23rd August

10. Outside Telford

- There is Common room for each accommodation block
 - Societies use common rooms for some activities
 - Allotments are managed by students and specific societies ([will be visible from common room](#))
 - Point out the little wood and it is part of the campus sculpture walk (use it for a Halloween trail!)
 - Local celebrity – The campus cat! George the Telford Tabby (has an Instagram account and a google maps pin)
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- In summer use the green space for sport and picnics
 - In the winter for great snowball fights
 - During Fresher's, the green space is used by the SU for food trucks, open air cinemas and an inflatable assault course.

[Next: Continue to the Key]

11. The Key

- Multi-faith centre on college lane campus (one on DeHav too)
- Key has Church and mosque facilities
- Silent spaces
- Multifaith and LGBTQ+ friendly Chaplin – She runs and is involved with lots of multifaith events.

I'm now going to take you back to where we started

[Next: Head to forum via stairs/lift but stop outside STRATS]

12. Strats Estates & Letting Agents

- Letting agency vetted by the university and have won several accommodation awards
- Can help find accommodation off campus for you and a group of friends in 2nd & 3rd Year
- Can also match you with other students looking to rent privately

[Next: bring back to forum. Remind guests about the support stands in Hutton Hub and point out where the toilets are. Leave them with '**I hope that helpful was and enjoy the rest of your day**'.



13. 1st floor Forum

Stop outside Forum Theatre.

This is one of our largest lecture theatres. On college lane there are –
Over 200 teaching rooms, including lecture theatres and classrooms.

[Look down to the](#) Campus restaurant (with hot and cold options, catering for all dietary requirements including vegan, vegetarian, Halal, Kosher). Themed food changes every week and for special occasions.

Restaurant opening times: Monday – Friday 11.30 - 15.00

Next: Bar Seventy7, if locked, stand outside double doors with group. The next slides contain some images of bar Seventy7 and the Loft nightclub.



MOVING IN

THANK YOU



15. Ground floor Forum

In the Forum:

Near the front entrance of the forum, stop and talk about the following:

We are a campus-based university. So, that means we have pretty much everything a student needs on campus, except for a supermarket, but we have 3 within walking distance. ASDA, Aldi, Co-op, Tesco & Morrisons Express.

In the forum we have:

- Starbucks. Opening times: Monday - Friday 08.00 - 16:00.
- Subway. Opening times: Monday - Friday 11.00 - 20:00
- Campus shop (Premier) - open 7 days a week. Monday – Friday 09.00 - 18:00. Saturday – Sunday: 10.00 - 16.00
- And the campus restaurant which we viewed from upstairs

Next: Remain in Forum and point towards bus stops

14. Bar Seventy7 & the loft

- One ticket gives access to Bar Seventy7 and loft nightclub upstairs - Tickets are around £5
- Big Wednesdays are themed, really popular
- We also have bigger themed nights such as an Afrobeats night, Bhangra and Bollywood and Charged Up
- Event nights
- Genre music nights
- Bar Seventy7 also hosts society events
- For Herts students only but you can bring up to two guests.

[**Next:** Head down to ground floor Forum]

16. Guests to look out towards bus stops

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Point out and mention:

- Free shuttle bus that runs between our two campuses & park and ride (*if asked, our carpark is located at Angerland Common with is withing walking distance*)
- The UNO bus network, owned by the University, offers student discounts on journeys to **Hatfield town centre** and **station** (where you can get a train into London in 25 minutes), the **near-by historic city of St. Albans** (with pubs bars and restaurants), **Watford**, **Welwyn Garden City**, **North London** and lots of other places too.
- There is a discount for students on the UNO bus of up to 40% off when show ID card. Currently, maximum cost for a single trip on UNO and Arriva is £2.

Talk about the Galleria

- In walking distance (10-15 minutes) with shops, restaurants (most offer student discounts) & 12 screen cinema (opportunities for part-time jobs)

Offer opportunity to go up to the loft, if guests would like

[**Next:** If open, take into Elehouse)

17. Just outside Hutton Hub - Student Union Office

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- SU organise all on campus events, freshers fair, summer ball, guide dog puppy play days, etc.
- Offer Ikea trips
- Off campus trips have included to Cambridge, central London, the beach, Harry Potter Studios tour, etc.
- They offer part-time jobs on campus outside of ambassador programme and volunteering opportunities
- SU is responsible for our 120 plus societies (societies tend to surround hobbies but not always). If you can't find one for your interest, you can always create one!
- Offer independent support and advice
- There is a Zero tolerance report policy

[**Next:** head inside Hutton hub when done and stand outside careers office]

18. Hutton Hub (Stand outside careers office)

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- Careers – students can access support while at uni and also up to 4 years after graduating:
 - ✓ CV writing interview prep
 - ✓ Offer part-time jobs during your studies.
 - ✓ Help students search for placements – And most courses offer opportunity to apply for a year's work placement or a study abroad **year**. (If you chose to take up one of these after your second year, there is not tuition fee to pay for that year, so definitely worth considering).
- Ask Herts – one stop shop for all queries (From registration, to student finance, accommodation and absolutely anything else)
- Student Wellbeing with Poppy the dog, who is usually available for a stroke
- GP and medical centre
- Dance studio and radio station above SU office

On Open Day, **point out the support stands** that they can return to after the tour, with any questions.

[**Next:** Head back to Main Reception] – via inside or outside route)

General Tours Accommodation: College Lane

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