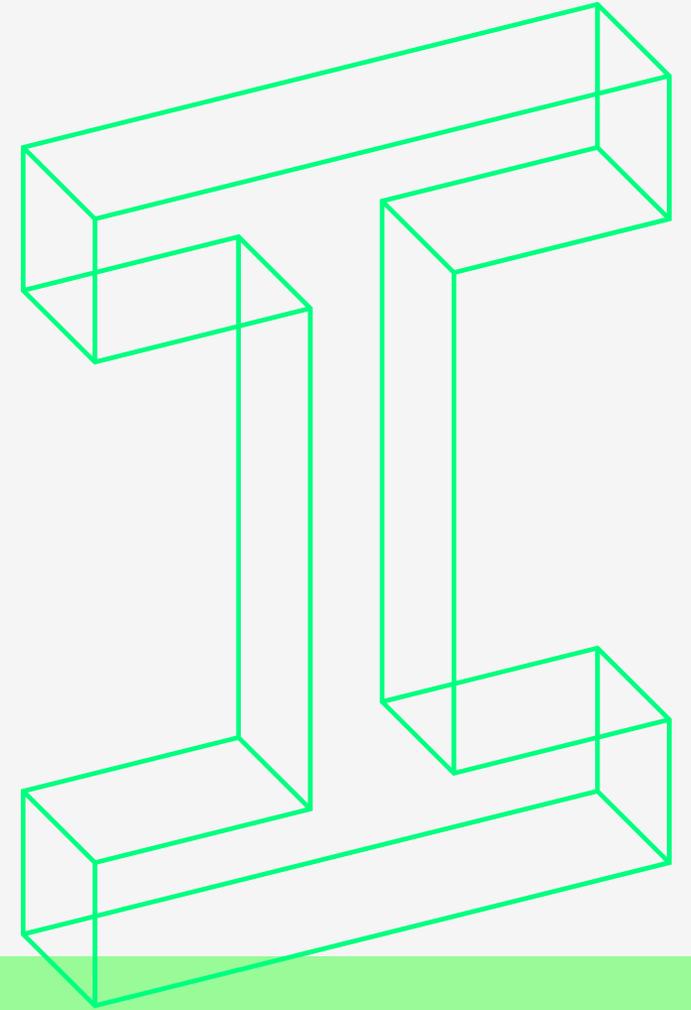


IMPERIAL

Getting ready to leave Imperial? Top tips from the Student Hub



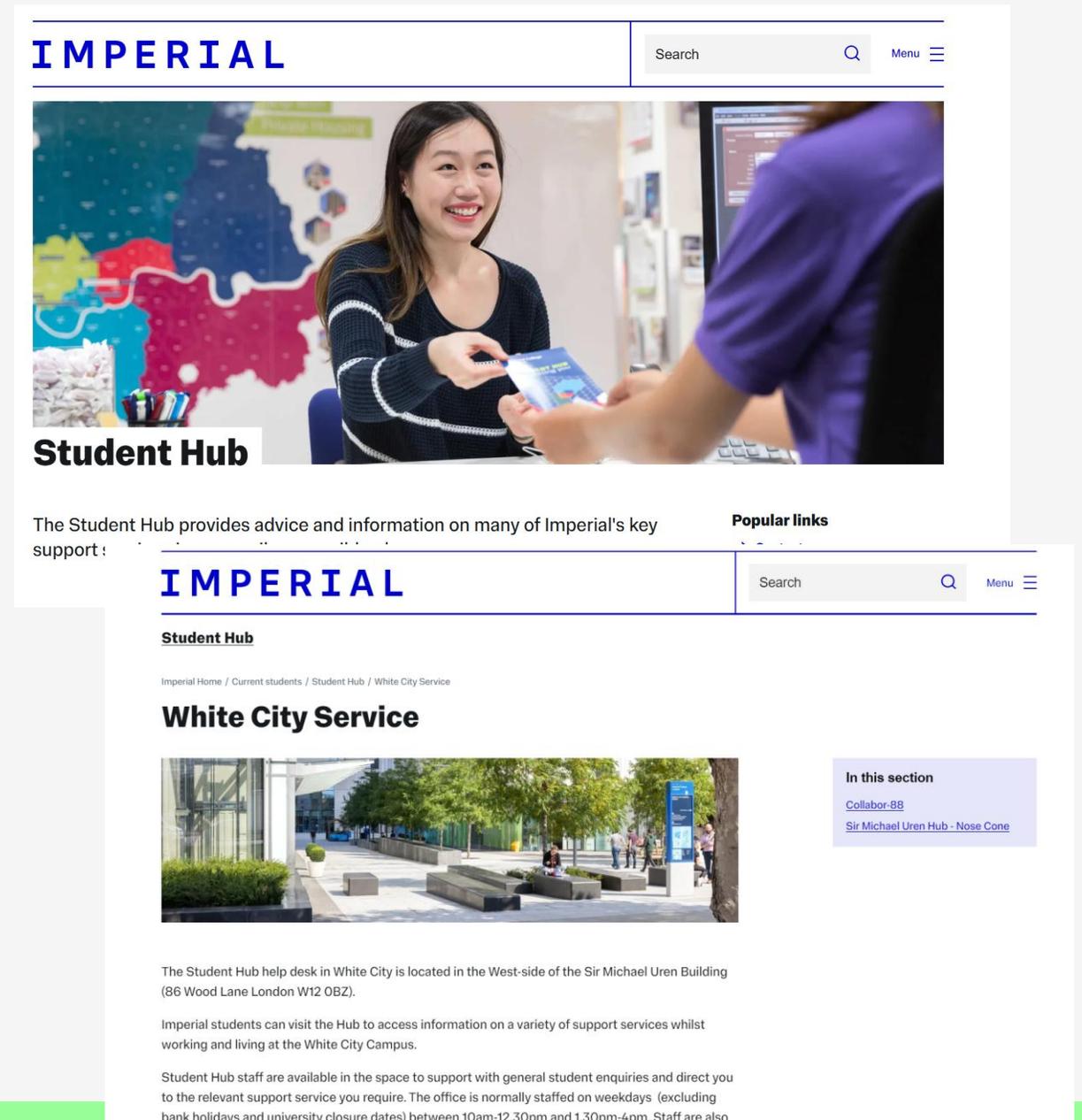
What is the Student Hub and what can we help you with?

The Student Hub brings together information on many of Imperial's key student administrative services in one easily accessible place.

The Hub team can provide general advice and information on a wide range of aspects of life at Imperial, including your questions on:

- student records and enrolment
- transcripts and awards
- fees and funding
- admissions
- accommodation
- international student support.

If your query needs specialist guidance, the Hub will sign-post you to other student services at Imperial.



The image shows two screenshots of the Imperial Student Hub website. The top screenshot displays the Imperial logo, a search bar, and a menu icon. Below this is a photograph of a smiling staff member in a purple shirt handing a blue folder to a student. The text 'Student Hub' is overlaid on the bottom left of the photo. Below the photo, it states: 'The Student Hub provides advice and information on many of Imperial's key support :'. To the right, there is a 'Popular links' section.

The bottom screenshot shows the 'White City Service' page. It features the Imperial logo, search bar, and menu icon. Below the logo is the text 'Student Hub' and a breadcrumb trail: 'Imperial Home / Current students / Student Hub / White City Service'. The main heading is 'White City Service'. Below this is a photograph of the White City Campus. To the right of the photo is a box titled 'In this section' containing two links: 'Collabor-88' and 'Sir Michael Uren Hub - Nose Cone'. Below the photo, the text reads: 'The Student Hub help desk in White City is located in the West-side of the Sir Michael Uren Building (86 Wood Lane London W12 0BZ). Imperial students can visit the Hub to access information on a variety of support services whilst working and living at the White City Campus. Student Hub staff are available in the space to support with general student enquiries and direct you to the relevant support service you require. The office is normally staffed on weekdays (excluding bank holidays and university closure dates) between 10am-12.30pm and 1.30pm-4pm. Staff are also

How can I access my documents and transcript?

Official Documentation available online through 'My Documents' on 'My Imperial'

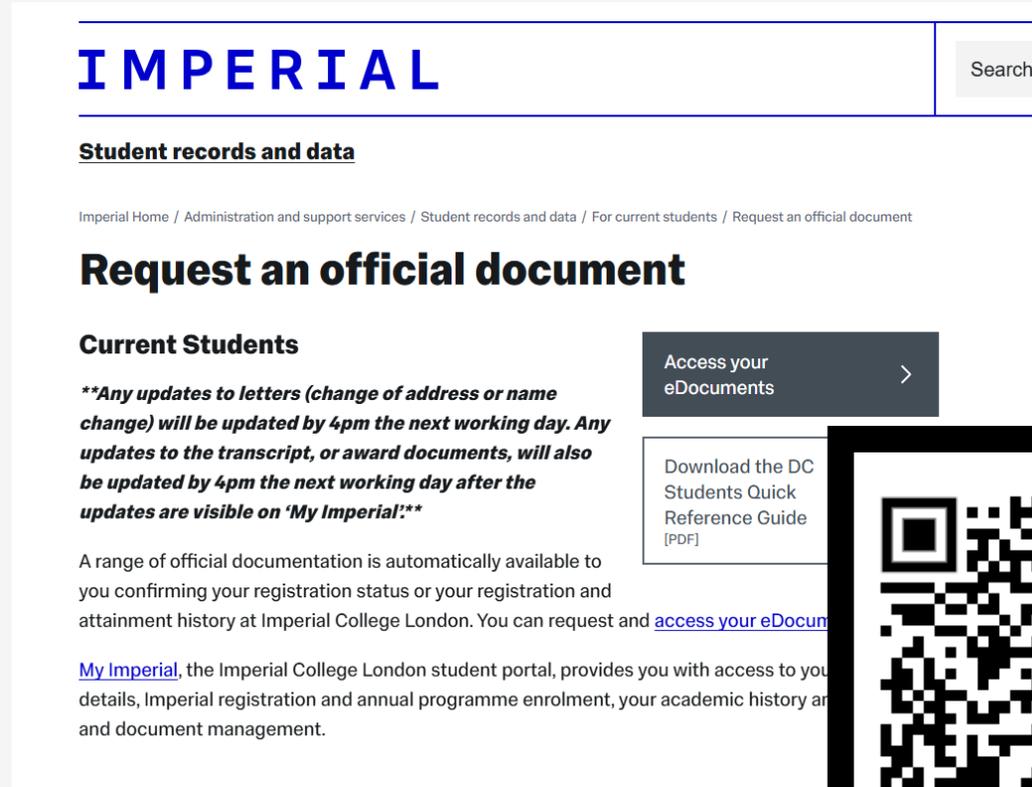
Current students have access to:

- Statement of Registration Letter
- Pre-Award Transcript

After graduation have access to:

- Statement of Award Letter
- Final Transcript
- Diploma Supplement (general explanation of marks and grade boundaries at Imperial)
- Certificate

Students must use the "transfer" feature on My Documents to transfer account to personal email to ensure continued access to documentation after graduation.



IMPERIAL Search

Student records and data

Imperial Home / Administration and support services / Student records and data / For current students / Request an official document

Request an official document

Current Students

****Any updates to letters (change of address or name change) will be updated by 4pm the next working day. Any updates to the transcript, or award documents, will also be updated by 4pm the next working day after the updates are visible on 'My Imperial'****

A range of official documentation is automatically available to you confirming your registration status or your registration and attainment history at Imperial College London. You can request and [access your eDocuments](#)

[My Imperial](#), the Imperial College London student portal, provides you with access to your details, Imperial registration and annual programme enrolment, your academic history and document management.

Access your eDocuments >

Download the DC Students Quick Reference Guide [PDF]

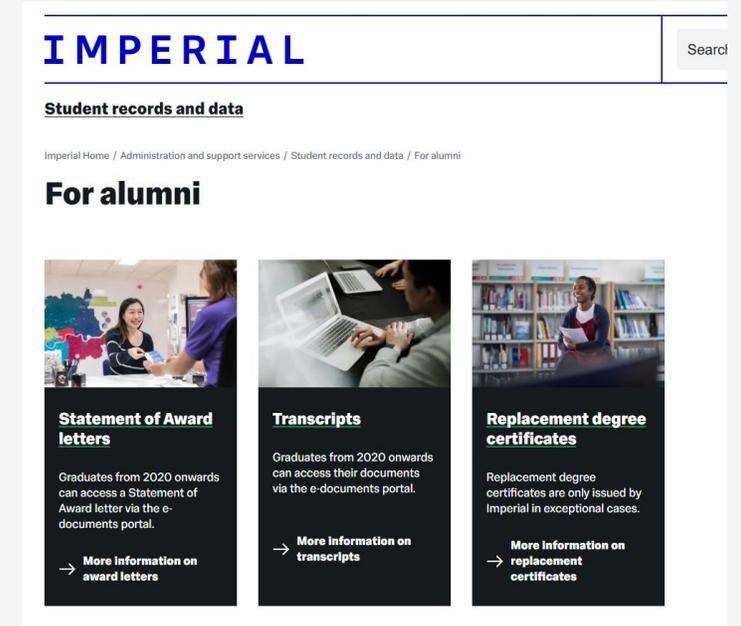


Before you leave Imperial... Top Admin Tips:

- Ensure that you have applied for Council Tax exemptions (as appropriate) prior to course ending
- Once your final marks come out, Statement of Registration changes to Statement of Award. (Still includes dates of study, but not registered addresses)
- Download and save a copy of your Statement of Registration if needed
- Digital transcript and Statement of Award will be available on My Documents 24 hours after your results are released on My Imperial

How can I access my documents and transcript?

- Alumni have access to documents through My Imperial for 6 months after conferral – after this the account must be transferred to a personal email address
- See instructions on <https://www.imperial.ac.uk/student-records-and-data/for-current-students/request-an-official-document/>
- Documents can be shared securely with third parties via the edocuments portal
- The Alumni Document Request Form is used for other documentation, including WES requests (to have grade converted to US GPA)
- Please allow for 10 working days for processing of any Alumni document requests
- Any confirmation of student records by employers normally needs to go through HEDD – Higher Education Degree Data check - <https://hedd.ac.uk/>

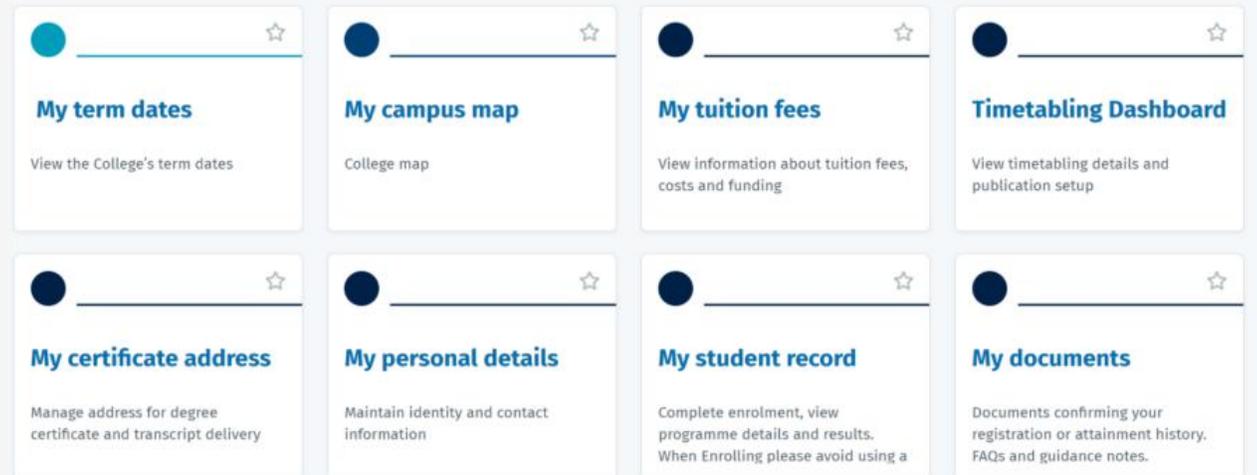


The screenshot shows the 'Student records and data' page for alumni. The page features the Imperial logo at the top left and a search bar at the top right. Below the logo, the text 'Student records and data' is displayed. A breadcrumb trail reads 'Imperial Home / Administration and support services / Student records and data / For alumni'. The main heading is 'For alumni'. There are three main content blocks, each with a small image at the top and text below:

- Statement of Award letters**: Graduates from 2020 onwards can access a Statement of Award letter via the e-documents portal. A link for 'More information on award letters' is provided.
- Transcripts**: Graduates from 2020 onwards can access their documents via the e-documents portal. A link for 'More information on transcripts' is provided.
- Replacement degree certificates**: Replacement degree certificates are only issued by Imperial in exceptional cases. A link for 'More information on replacement certificates' is provided.

Certificates

- Certificates are sent within three months of award date
- Students will receive an email requesting an update to the 'My Certificate Address' on My Imperial
- This is where physical copy will be sent by Royal Mail (in the UK/Europe) or DHL (International – outside of UK/Europe)
- Check legal name is correct. No changes can be made following conferral of award



• Individuals wishing to change these details due to gender reassignment should contact the Student Records Team directly at student.records@imperial.ac.uk

Access to Imperial campus

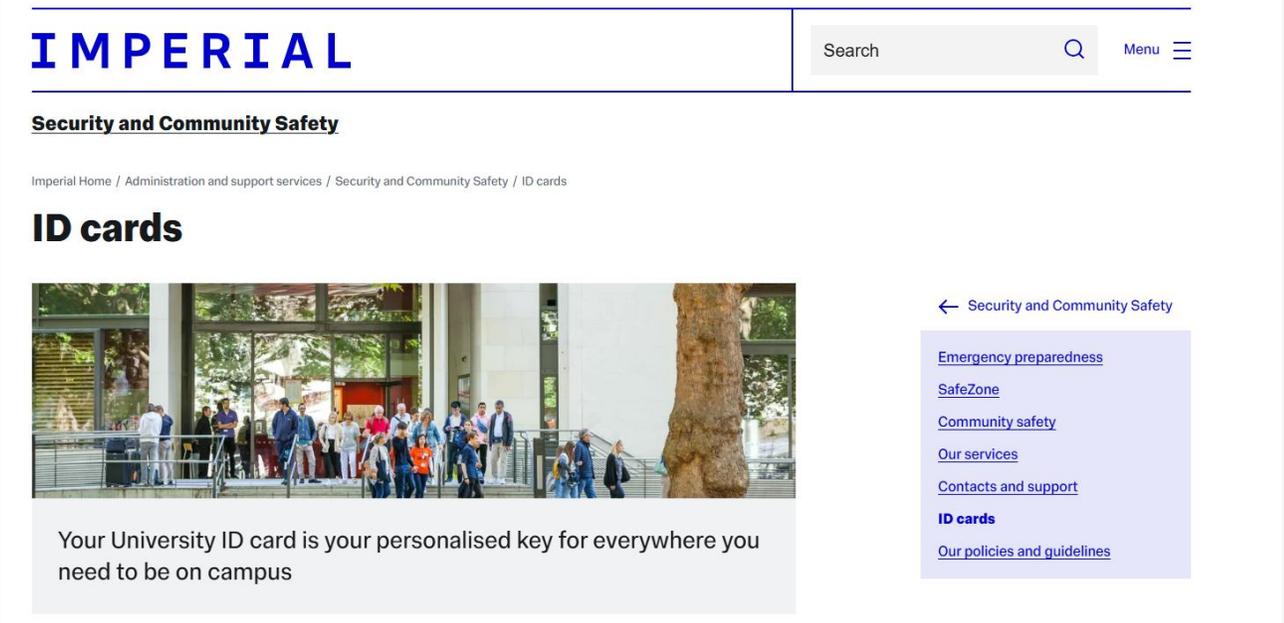
ID cards:

- ID cards stop on the day of the programme end date (if doing project over the summer will need to get visitor card/get card extended if a UROP)
- If moving to new programme, students will get a new ID card after the new programme starts (not able to get before)
- Card extension is typically only possible if you are doing a UROP
- Take old card to the ID card office to get a new card.

Library Access:

Alumni Library membership:

www.imperial.ac.uk/alumni/benefits/library-membership/



The screenshot shows the Imperial University website page for ID cards. At the top, the Imperial logo is on the left, and a search bar and menu icon are on the right. Below the logo, the page title is "Security and Community Safety". A breadcrumb trail reads "Imperial Home / Administration and support services / Security and Community Safety / ID cards". The main heading is "ID cards". Below this is a photograph of a busy university entrance with many people. To the right of the photo is a vertical navigation menu with a back arrow and the text "Security and Community Safety". The menu items are: "Emergency preparedness", "SafeZone", "Community safety", "Our services", "Contacts and support", "ID cards" (which is highlighted in blue), and "Our policies and guidelines". Below the photo, a text box states: "Your University ID card is your personalised key for everywhere you need to be on campus".

Access to IT accounts

ICT:

Access to college resources will continue until the student's degree has conferred.

When the degree has been conferred (unless students are participating in UROP at Imperial, resitting or about to start a new course at Imperial), continued access is as follows:

- Outlook / email account: access for 6 months after conferral

Outlook Web Access is at <https://outlook.office.com>, but not the desktop version of Outlook.

- Word, Excel, PowerPoint, etc: 6 months after conferral - but you can only use the online versions at <https://office.com>, not the desktop programs
- Microsoft Teams:
The university account will no longer sign into Teams. To continue using Teams, it's best to set up a new account with a different email address
- OneDrive for Business: 90 days after conferral
- BlackBoard Learn: 6 months after conferral
- Panopto lecture recordings: 6 months after conferral
- VPN: No access

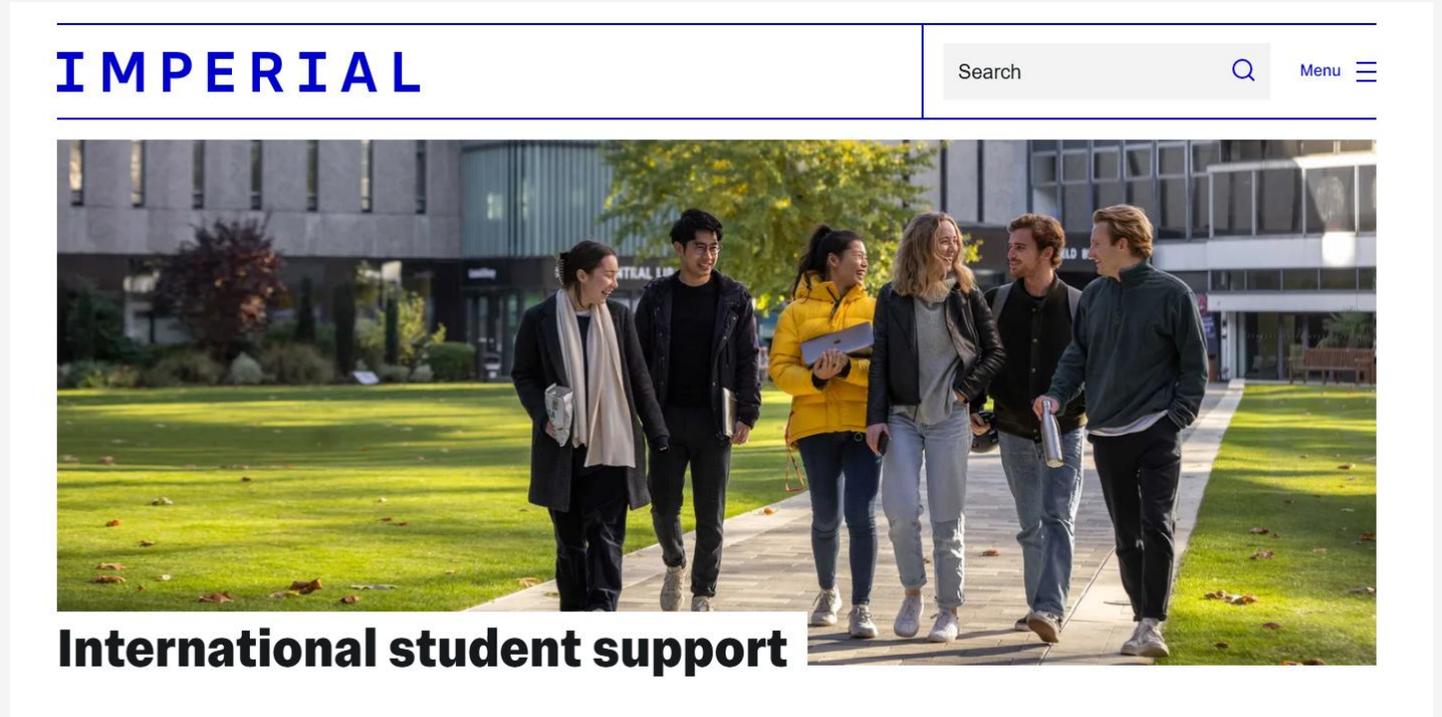
International Students

Support from ISS – see opening hours on website, visit in the Student Hub:

[International student support | Current students | Imperial College London](#)

international@imperial.ac.uk

Support for questions around graduate route visa or questions about resit visas.



The image shows a screenshot of the Imperial College London website. At the top left, the word "IMPERIAL" is displayed in a large, blue, sans-serif font. To the right of the logo is a search bar with the text "Search" and a magnifying glass icon, followed by a "Menu" button with a hamburger icon. Below the header is a large photograph of six diverse international students walking along a paved path on a green campus. The students are dressed in casual attire, including jackets and scarves, suggesting a cool climate. The background shows a modern building with large windows and trees. Below the photograph, the text "International student support" is written in a bold, black, sans-serif font.

Graduation

To be able to graduate:

- All marks complete and released by Registry by deadline
- No holds on record (all fees paid by set deadline)
- Graduation team will send out email – make sure to respond on time.
 - Invitation emails are sent in batches
- Visa support through graduation team

www.imperial.ac.uk/graduation/frequently-asked-questions/
graduation@imperial.ac.uk

IMPERIAL

Search



Menu



Graduation

Alumni services

Continue to benefit from Imperial after graduation as a part of the worldwide alumni network

Register for alumni services

Alumni benefits –

- Alumni email
- Careers support for three years after graduation
- Library access
- Ethos discount
- Events – Plexus
- Lifelong learning

www.imperial.ac.uk/alumni/benefits/

Imperial Home / Alumni / Alumni services and benefits

Alumni services and benefits

As an Imperial alum, you can access an exclusive range of services and benefits, wherever you are in the world.

[Keep your contact details up-to-date](#) to receive tailored invitations and information about alumni benefits relevant to you.



Lifelong learning

From discounts on further study to mentoring, career support, online resources and events, we're here for you throughout your career to support your professional development and satisfy your curiosity.

→ [Discover benefits that support your lifelong learning](#)



Connections

Imperial's alumni community can be a source of friendship and professional contacts. Whether you're looking for top tips for a new city, to find a business partner or mentor, or get to know your local community, we've got you covered.

→ [Find out how to make the most of your Imperial networks](#)



Perks

Discounts, access to all our campus libraries, and to the Student Union - there are plenty of perks on offer for Imperial alumni whether you're still based near campus or further afield.

→ [Explore the range of perks available exclusively to Imperial](#)

← [Alumni](#)

[Lifelong learning](#)

[Connections](#)

[Perks](#)

[London-based benefits](#)

[Globally-accessible benefits](#)

[Benefits for entrepreneurs](#)

[Benefits for recent graduates](#)

[Provision of Alumni Services, Benefits and Programming](#)

Private Accommodation

If moving into private accommodation for the first time – helpful videos available on Accommodation team website

www.imperial.ac.uk/students/accommodation/private-accommodation/

Other things to think about:

- Council Tax
- Finance and house care arrangements with flatmates
- Commute to work
- Hybrid working arrangements



Before the search

Do your research before you jump into the search process.



Viewing properties

Keep safe whilst you're searching for properties. Once you've found your new home, know your rights as a potential tenant.



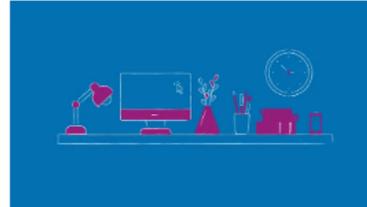
Contracts

Make sure you know what you're signing before committing to the contract.



Moving in

Before you settle in, take some time to ensure everything is in order.



During your tenancy

Understand your rights and responsibilities as a tenant.



Moving out

Don't miss any crucial steps during your departure that could end up costing you some of your deposit.

South Kensington Student Hub



Location: off the lobby of the main university entrance (off Exhibition Road), near the Imperial Business School entrance.

Opening hours:

Monday – Friday: 10.00-16.00

What we can help with in South Kensington:

Support for general and Student Hub specific queries as well as:

- International Student Support team staff available on set days
- Meetings with staff from Accommodation team
- Payment of fees

White City Student Hub & Collabor-88

whitecity.studenthub@imperial.ac.uk

Sir Michael Uren Hub (West), ground floor

Opening hours: Monday- Friday, 10.00-12.30 & 13.30-16.00

White City Hub offers support on all general enquiries.

A space for students:

- Study spaces
- Library lockers
- Bookable rooms
- Kitchenette & microwave
- Water dispenser
- Printing facilities
- Prayer room



IMPERIAL

Questions?

