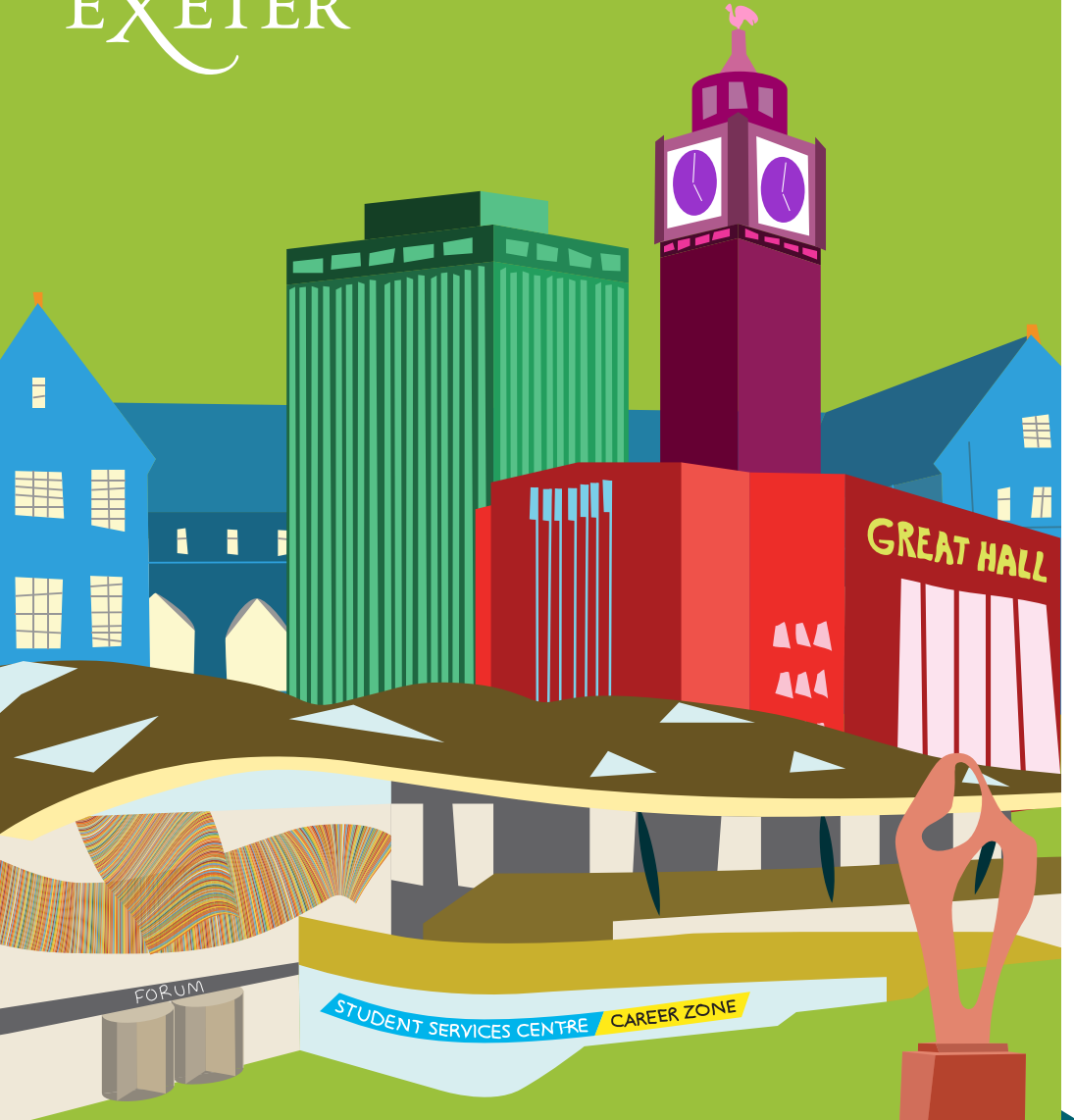


UNIVERSITY OF  
**EXETER**



**NEW STUDENTS'  
GUIDE 2016**

Welcome to the New Students' Guide, which we have put together to help you navigate your first weeks as a student at the University of Exeter. Please take the time to read everything here, work through the checklist inside the back cover, and keep this guide for future reference.

We also recommend you take time to look at [www.exeter.ac.uk/newstudents](http://www.exeter.ac.uk/newstudents) which has lots more information for new students. Have a great start to your time here at the University!

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# WELCOME TO THE UNIVERSITY OF EXETER



**“ I’m delighted that you have chosen to study with us, and congratulations on getting a place! This is a very exciting time to be at the University of Exeter. For the first time this year we have been ranked in the top 10 of all three major UK higher education league tables at the same time as Sports University of the Year. Our research reputation continues to grow, with an excellent result at the 2014 Research Excellence Framework and in the latest Leiden Rankings, where we are rated 6th in the UK, 8th in Europe, and 34th in the world for our scientific impact and collaboration. All this further secures our place at the very top table of UK universities, which means that you have worked very hard to earn a place here, so well done!**

I appreciate that there is a lot for you to take in when you first arrive at university, which is why we set aside this first week entirely for new students. I hope you find this time useful for understanding how your programme of study works, exploring the campus and the local area, and getting to know new friends.

Our campuses are truly wonderful places to live and study, with some of the best facilities and support of any university in the UK, and they provide a friendly and welcoming atmosphere, innovative programmes and a great student experience. And remember, our experienced staff and dedicated student Welcome Team are on hand throughout the week to help you settle in to university life.

For new undergraduates, a key date for your calendar is Grand Challenges. Grand Challenges is the summer showpiece conclusion to your first year. It’s a unique chance to collaborate with top academics and industry experts in finding solutions to the world’s problems, and will hone the skills you’ve developed during the year as well as introducing you to many more.

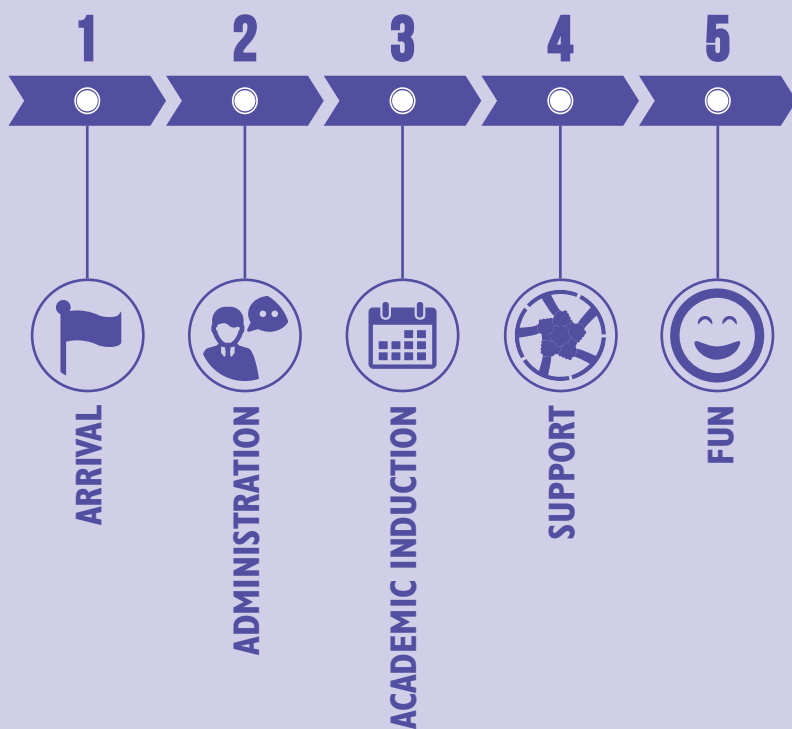
On behalf of all my colleagues I hope that you will have a truly wonderful time here. We look forward to supporting you to achieve the highest academic standards in your chosen programme, and your hopes and aspirations for the future.

Steve Smith

PROFESSOR SIR STEVE SMITH  
VICE-CHANCELLOR AND CHIEF EXECUTIVE

# YOUR FRESHERS' WEEK

Fresher's Week is when the vast majority of new students, undergraduate and postgraduate, arrive and get to know the University together. What happens during Freshers' Week is largely up to you and depends on your level of study, subject choice and personal priorities. Whatever your circumstances, the things you need to do fall roughly into five areas:



**BE READY  
TO STUDY  
ON DAY  
ONE AND  
ENJOY  
YOUR FIRST  
YEAR AT  
EXETER**

**This list isn't exhaustive, but it's a good starting point.  
There is a handy tear-off checklist on the back page of this booklet too.**

# I. ARRIVAL

- Collect your accommodation keys along with your Welcome Pack (and read it!)
- Collect your UniCard
- Get to know your accommodation and your neighbours
- Take a campus or city tour
- Remember to call home
- Start planning your Freshers' Week

You will want to spend the first few days settling in to your new environment. This might be a big change for you. You've probably heard many people say that university was the best time of their lives and yes, it can be a great experience. The first few days and weeks, however, are likely to be a rollercoaster of emotions. You arrive with a suitcase full of stuff and a head full of expectations. You're surrounded by new people who are all trying to make an impression. You may think that everyone around you knows what they're doing, but appearances can be deceptive; you're all in the same situation.

If you are thriving in this environment then that's fantastic. But if you're not, please don't worry; you're not alone. You don't have to make all your new friends in the first few days. You don't need to have all your timetable and classes sorted out straight away, and you definitely don't have to know everything by



the end of Freshers' Week. Getting used to university can and does take time and this isn't a process you should rush.

Luckily there are lots of people around to help and answer questions during Freshers' Week. The Students' Guild Welcome Team are on hand to ensure you have a safe, enjoyable and productive time. You can't miss them in their bright pink t-shirts!

**The iExeter app means you have all the Freshers' Week information at the touch of a finger on your smartphone.**

**All the information in this booklet and more is available at [www.exeter.ac.uk/newstudents](http://www.exeter.ac.uk/newstudents)**

## 2. ADMINISTRATION

- Pay your fees by 21 September
- Complete Online University registration before 3 October
- Activate your IT account
- Complete and return your room inventory
- Download iExeter to your smartphone

You can't avoid the admin in your new life, so it's best to tackle as much as you can in the first few days.

Remember that until you complete online University registration you are not officially a

student at the University of Exeter! You might have completed registration before you arrived, but if you haven't you must do this before 3 October or you will receive a fine. Registration will also give you access to your IT Account, which is the gateway to your student portal (exehub), your online academic calendar, the library and so much more.

If in doubt contact SID (the Student Information Desk). You can find them in the Forum or you can log an enquiry online at [www.exeter.ac.uk/sid](http://www.exeter.ac.uk/sid)



## 3. ACADEMIC INDUCTION

- Check your timetable for academic meetings
- Complete Library Induction  
[www.exeter.ac.uk/libraryexpert](http://www.exeter.ac.uk/libraryexpert)
- Explore the study spaces on campus
- Complete module selection if you haven't already done so

Each subject at Exeter is part of a wider Academic College. To remind yourself of your College, look at your Admissions email. Your Academic Induction is delivered by your College and is the backbone of your Freshers' Week. Induction sessions can run across the whole week and all other activities (including any events run by societies) must fit around these sessions. Most societies put on multiple events during Freshers' Week, so if there is a clash make sure you check the online events guide to see when else you can catch your favourite society.

You can view your personal Academic Induction timetable via iExeter and exehub. If there are any issues with your timetable please contact your Academic College's Student Services Office.

Your Academic Induction will include:

- Welcome from your Head of College/  
Discipline
- Academic support and representation in your College

- Understand your programme structure and the year ahead
- Meet your personal tutor
- Meet your fellow students
- Finalise your modules
- Familiarise yourself with your academic building

There is more information on each of the College's websites:

### **The Business School**

[www.exeter.ac.uk/business/ugfreshers](http://www.exeter.ac.uk/business/ugfreshers)  
[www.exeter.ac.uk/business/pgfreshers](http://www.exeter.ac.uk/business/pgfreshers)

### **College of Humanities**

[www.exeter.ac.uk/humanities/freshers](http://www.exeter.ac.uk/humanities/freshers)

### **College of Social Sciences and International Studies**

[www.exeter.ac.uk/socialsciences/freshers](http://www.exeter.ac.uk/socialsciences/freshers)

### **College of Life and Environmental Sciences**

[www.exeter.ac.uk/lifesciences/freshers](http://www.exeter.ac.uk/lifesciences/freshers)

### **College of Engineering, Mathematics and Physical Sciences**

[www.exeter.ac.uk/emp/freshers](http://www.exeter.ac.uk/emp/freshers)

### **The University of Exeter Medical School**

[www.exeter.ac.uk/medicine/freshers](http://www.exeter.ac.uk/medicine/freshers)

### **Flexible Combined Honours**

[www.exeter.ac.uk/fch/freshers](http://www.exeter.ac.uk/fch/freshers)

## 4. SUPPORT



- Get to know our support services
- Register with Wellbeing if you need to
- Are you ready to study? Look at ELE, the Exeter Learning Environment
- If you want to work while studying, set your preferences in My Career Zone
- Familiarise yourself with exehub

### International Students

- Attend the International Student Welcome Programme

We have lots of support services available to help you with your studies and wider life at university. Figuring out who can help with what can seem a bit daunting, but SID can always point you in the right direction. We've included a full list of support services for you at the back of this booklet.

### Student Information Desk (SID)

This is your first point of contact for central support services. SID can answer questions regarding finance, emotional wellbeing, disability, accommodation and international student support. The SID team are based in the Forum and at St Luke's six days a week during term time.

### Your College

Colleges support your learning whilst at Exeter. College teams include a Dean/Head of School, support offices, academics, Personal Tutors and Student/Staff Liaison Committees to ensure your views are represented.

### University Accommodation

The Accommodation Office, Residence staff and Residence Life Team can help with any issues you may have with University Accommodation. If you are living in non-University accommodation our Community Wardens are there to support you.



## 5. FUN



- Try a few of the 900 or more events and taster sessions throughout the week
- Join the Sports Centre
- Get involved in arts and culture
- Join societies and sports clubs at the Activities Fair on Saturday
- Chill out on Sunday with your new neighbours

Taking part in activities on campus is a great way to meet new people, make friends, build networks, and maybe even add some new skills and experiences to your CV. We have a huge number of events taking place across the University during Freshers' Week, organised by the 170 societies and 50 sports clubs here.

Societies and sports clubs are run by students and these are affiliated to either the Students'

Guild or the Athletic Union. They all have at least one activity planned, many of which are free taster sessions; these taster sessions are especially useful to attend because societies can charge varying membership fees to join.

You can join a student society at the Activities Fair on Sunday of Freshers' Week or online throughout the year at [www.exeterguild.com/societies](http://www.exeterguild.com/societies). Join sports clubs at the Activities Fair. More information can be found in the Guild and Athletic Union booklet.

It's important to pace yourself during Freshers' Week, though. Staying in and getting to know your new neighbours is as important as going out and discovering new things. Make sure you get enough sleep and rest, or you'll start the actual term exhausted and too tired to study!

# INTERNATIONAL STUDENTS



- Attend International Student Welcome Programme
- International Student Clearance
- Police Registration
- Open a bank account
- Register with Student Health Centre

Studying abroad can be challenging as well as exciting. We have designed the International Students Welcome Programme to ensure you are given all the support and advice you need to settle in at Exeter. This programme supplements your Academic Induction and your social activities. More information about the programme can be found at [www.exeter.ac.uk/internationalstudents/prearrival](http://www.exeter.ac.uk/internationalstudents/prearrival)

Settling in often goes beyond Freshers' Week. To help, request a Global Chum Mentor to answer your questions and introduce you to Exeter life. There will also be social activities to attend. Please go to the Global Chums stand at the Activities Fair on Saturday 18 September to sign up.

## INTERNATIONAL STUDENT CLEARANCE

Your Welcome email from Admissions will state whether you need to present original documentation to the University prior to completing online registration. Please follow instructions in that email to book an appointment or go straight to the Forum with

your documentation. At this point you will also collect your UniCard and your BRP (unless you stated you wanted to collect it from a different location).

## POLICE REGISTRATION

Your visa will state if you need to register with the Police. See [www.exeter.ac.uk/internationalstudents/prearrival](http://www.exeter.ac.uk/internationalstudents/prearrival) for more information

## ERASMUS, EXCHANGE AND STUDY ABROAD STUDENTS

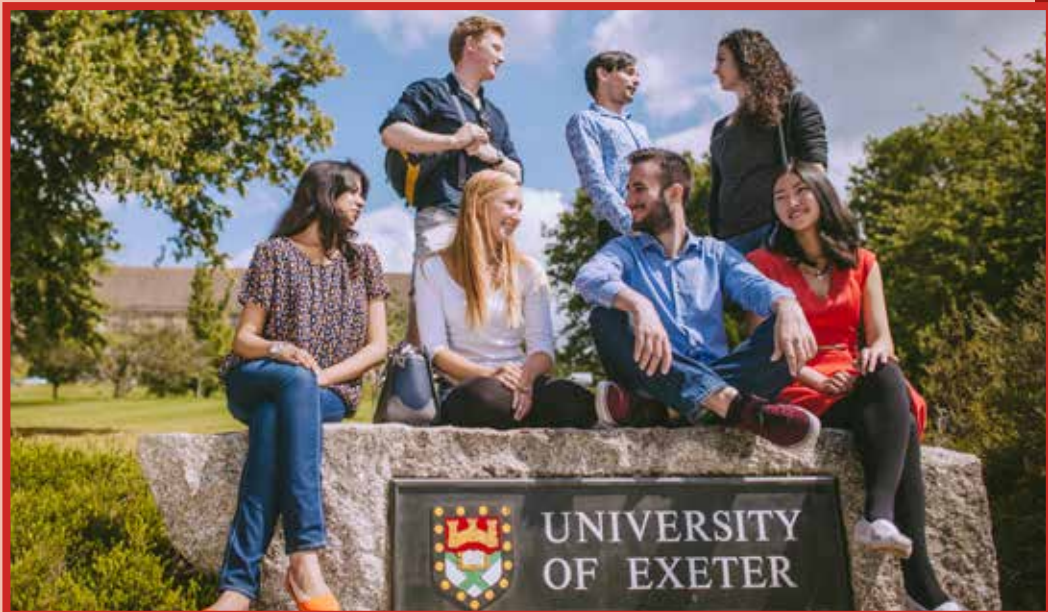
You may have forms from your home university that need to be signed. Please leave forms with SID in the Forum.

## SUPPORT AFTER FRESHERS' WEEK

You will receive a monthly e-newsletter called 'Your International News' to your university email account. Please read it for updates and news relevant to non-UK students. There are lots of opportunities for you to get involved and meet people at Exeter as well as our exciting cultural programme on campus.

[www.exeter.ac.uk/internationalstudents](http://www.exeter.ac.uk/internationalstudents)

Find out more about your new studies here at [www.exeter.ac.uk/newstudents](http://www.exeter.ac.uk/newstudents)



# EDUCATION AT EXETER



The University of Exeter is an ambitious international university. We have a strong tradition of providing education of the highest quality, inspired by world-leading research, which we deliver from our campuses in the South West of England and with partners around the world.

At the heart of our approach is a supportive community and strong partnership between our staff and our students that influences every part of the Exeter experience and is central to our success.

Teaching is delivered by your Academic College, and teaching sessions may be timetabled between 08.30 and 18.30, Monday to Thursday, and 08.30 to 17.30 on Friday. We try to keep Wednesday afternoons free from teaching to allow you to participate in extra-curricular activities.

You should expect to be an active contributor in seminars, tutorials and online learning environments. In return, you will be guided and supported by tutors to become increasingly independent in your learning. If you're an undergraduate student it might take time to get used to this more 'self-directed' style of learning, which may be very different from your experience at A level, but your college are there to help. Your Personal Tutor and the Student Engagement and Skills Hub are on hand to help you adjust.

**Your research might not happen just in books so it's worth exploring the library and electronic resources too during your first weeks.**

Term 1	19 September – 9 December
Term 2	9 January – 31 March
Exam period	9-14 January (to be confirmed)
Term 3	1 May – 16 June
Exam period	8 May – 17 June (to be confirmed)
Grand Challenges	5 – 9 June

# JARGONBUSTER

You will almost certainly come across some of these terms and acronyms during your first days and a longer list is available at [www.exeter.ac.uk/newstudents/yourstudies](http://www.exeter.ac.uk/newstudents/yourstudies)

<b>SID</b>	Student Information Desk. Available in the Forum, South Cloisters (St Luke's Campus) and online.
<b>ELE</b>	Often pronounced 'Ellie'. ELE is the University's online Virtual Learning Environment, accessible via exehub. Each module has an ELE page which can include a course outline, key resources, discussion forums and other e-learning activities.
<b>exehub</b>	Our student portal and your online gateway to services at Exeter. You can check your timetable, ask questions through SID, store up to 1 TB of personal files, collaborate with other students, access your email and view ELE.
<b>iExeter</b>	A free app that provides all students with personalised information and services. The app can be downloaded for free from the iTunes App Store and Google Play. There is also a web version of the app.
<b>BART (and E-BART)</b>	The online record of your written assessments for the academic year, accessible via exehub. You will use it to print cover sheets for your work when you hand it in. Depending on your course, you may be asked to submit your work online through E-Bart.
<b>Turnitin</b>	A coursework submission system used by some departments, available via exehub.
<b>Formative</b>	Formative assessment does not contribute to your final mark given for a module, but provides feedback that is an integral part of your learning.
<b>Summative</b>	Assessment that contributes to your final mark for a module.
<b>Fresher</b>	Informal term for a student who is new (or 'fresh') to their course.

**Find out more about your new studies here at [www.exeter.ac.uk/newstudents](http://www.exeter.ac.uk/newstudents)**

# STUDENT FINANCE: WHAT DO I NEED TO DO?

## TUITION FEES

- A Tuition Fee Invoice will be displayed during online registration.
- Once you have completed online registration, you can check what you need to pay by logging into exehub, clicking on the Finance tab and viewing your 'Statement of Account'.

## ACCOMMODATION

- If you have not completed online registration, the amount to be paid can be found on your accommodation contract. If you have paid a £300 deposit, please remember to reduce your Term 2 and 3 accommodation payment by £150 each.
- Once you have completed online registration, you can check what you need to pay by logging into exehub, clicking on the Finance tab and viewing your 'Statement of Account'.

## HOW CAN I PAY?

### Credit or debit card

- Online at: [www.epay.ex.ac.uk](http://www.epay.ex.ac.uk)
- Recurrent Card Payments (RCP) pay in up to six instalments online
- Telephone: 0300 555 0444 (UK calls) or +44 (0) 1392 724724 (International calls)

### Bank transfer – International students only

- Via Western Union Business Solutions at: [www.geoforeducation.com/exeteruni](http://www.geoforeducation.com/exeteruni)

### Bank transfer – UK and EU only

- If you wish to pay from a UK or EU bank account, please visit the University's 'How to Pay' webpage at [www.exeter.ac.uk/students/finance/howtopay](http://www.exeter.ac.uk/students/finance/howtopay), where you will be able to obtain the University's bank account information.

## WHEN DO I NEED TO PAY?

+ The figure stated in your accommodation contract

# applies to 51 week contracts only

TERM	TUITION FEES	ACCOMMODATION FEES
Autumn (Term 1)	19 September 2016 (50 per cent)	19 September 2016 +
Spring (Term 2)	16 January 2017 (50 per cent)	16 January 2017 +
Summer (Term 3)	N/A	8 May 2017 +
Vacation (Term 4)	N/A	19 June 2017 + #

### UK cheque or bank draft

- Mail: please make cheques and drafts payable to the 'University of Exeter' and send to: Cashiers Office, Northcote House, The Queen's Drive, Exeter, Devon, EX4 4QJ

## FAQS

### What do I do if I haven't received my government funding?

(Tuition fee loan, maintenance loan, maintenance grant, etc.)

- Ensure you have registered with the University of Exeter
- Ensure you have returned your 'Student Declaration' to the relevant student funding body [www.gov.uk/student-finance](http://www.gov.uk/student-finance)
- Contact the relevant student funding body [www.gov.uk/student-finance](http://www.gov.uk/student-finance)

### What if I'm sponsored or have a scholarship?

Sponsor (not the Student Loans Company)

- Please provide the University of Exeter with a copy of your financial letter or guarantee by emailing [sid@exeter.ac.uk](mailto:sid@exeter.ac.uk)

#### Scholarship

- Once your scholarship award has been confirmed by your College, you can check your 'Statement of Account' by logging into exehub and clicking on the Finance tab. If your scholarship does not appear within 10 days of accepting your award, please contact [sid@exeter.ac.uk](mailto:sid@exeter.ac.uk)

### How do I ensure my bursary or scholarship is paid?

- Ensure that you have given consent to share your household income details with the relevant student funding body; to check you have given permission please call 0845 6034016
- Ensure you register online
- Ensure you add your bank details during registration or via your exehub account and click on the Finance tab

*\* Please ensure the bank details you provide are correct as the University of Exeter cannot be held responsible for payments to incorrect bank accounts.*

### What financial support is available?

[www.exeter.ac.uk/students/finance/studentfunding](http://www.exeter.ac.uk/students/finance/studentfunding)

- Hardship Funding
- The Access to Exeter Bursary
- National College for Teaching and Leadership Bursary (NCTL) – PGCE students only
- The National Scholarship Programme
- University of Exeter scholarships
- Part time work: speak to the Career Zone

# SPORT AT THE UNIVERSITY OF EXETER

***The Times and The Sunday Times Good Universities Guide 2016, Sports University of the Year!***

**Excellence in Sport, whatever your ambition.**

## FACILITIES

In excess of £20 million has been invested to provide opportunities for all students to participate in sport, wellness and healthy activities.

Facilities across both of our Exeter campuses include; gyms, exercise studios, the Devon Cricket Centre, Exeter Tennis Centre, squash courts, sports halls, all-weather astro-pitches, grass pitches, a short-game golf area, and indoor and outdoor swimming pools.

The Sports Park boasts an innovative, interactive and immersive 200 station gym, providing a superb facility space for everyone.

## MEMBERSHIP

The facilities are open for everyone to use as part of a sports club, or for individual health, fitness and social use. Three options are available to suit all users: Pay-as-you-go, which offers discounted activity rates; Gym, which offer unlimited pre-paid gym use and

discounted rates for other activities; Inclusive, which offers gyms, fitness classes, squash, badminton, indoor and outdoor swimming and outdoor tennis. The choice is yours!

## STUDENT SPORT

Exeter has an outstanding reputation for sport, we are currently 5th in the British Universities and Colleges Sports (BUCS) rankings! There are 50 sports clubs which are open to all abilities and experience. We also have an Intramural Sport programme designed to encourage participation in physical activity, with lots of sports, events and leagues.

## HEALTH, FITNESS AND WELLBEING

The fitness facilities are superb, the range and amount of fitness classes are amazing, the opportunities within the 50 student clubs are endless but it is more than that. Our GP Referral programme (working with the Wellbeing Centre) provides personal training and facility access to support students with their physical and psychological needs. Our Healthy Halls programme provides free activities including running groups, yoga, tai-chi and walking groups.





## COACH EDUCATION

This programme supports students to gain coaching qualifications and experience in the sports environment, with a variety of courses throughout the year. We have a funding scheme which can help students access relevant courses and vocational programmes.

## JOIN IN THE FUN

So you can join a sports club, join the gym, go to fitness classes, participate in free activities and hire the facilities.

## VISIT OUR WEBSITE OR GET IN TOUCH

**Sports Park:** 01392 724452 /  
[exetersport@exeter.ac.uk](mailto:exetersport@exeter.ac.uk)

**St Luke's Sports Centre:** 01392 724940 /  
[stlukessportscentre@exeter.ac.uk](mailto:stlukessportscentre@exeter.ac.uk)

[www.exeter.ac.uk/sport](http://www.exeter.ac.uk/sport)

Find out more about your new studies  
here at [www.exeter.ac.uk/newstudents](http://www.exeter.ac.uk/newstudents)

# EXETER CITY AND THE SOUTH WEST

**Exeter is a modern city with a rich cultural history. Set in the heart of the beautiful Devonshire countryside, Exeter is consistently rated as one of the best places to live, work and study in the UK.**

Do explore the city during your first few weeks. We have award winning museums, independent cinemas and theatres. Beyond the city, we are a stone's throw away from rolling countryside, expansive National Parks and miles of beautiful beaches. There are many interesting historical places in the city to explore by day and nightlife to enjoy by night.

## CONSIDERING OUR NEIGHBOURS

While we want you to have the very best possible time during your studies, please do respect our neighbours. There are maps at the back of this booklet showing the best routes into the city, but noise late at night can make life difficult for local residents and fellow students so please think about noise you create when travelling to and from the city centre in the evening.

More information to help you explore Exeter City and the South West can be found at [www.exeter.ac.uk/thesouthwest/exeter](http://www.exeter.ac.uk/thesouthwest/exeter)



# STUDENT SERVICES DIRECTORY



## STUDENT INFORMATION DESK (SID)

Contact SID for appointments and information on the following services:

AccessAbility, Accommodation, Career Zone, Chaplaincy, International Students Support Office, IT Help Desk, Registry Services, Study Skills, Student Finance, Wellbeing Services.

You can also order official student letters, pay your fees, ask a question and much more in person or online.

SID is open six days a week, 08:00-20:00 Monday to Friday and 10:00-15:00 on Saturdays during term time. Out of term time 09:00-18:00 Monday to Friday.

Access SID through the student portal:

[exehub.exeter.ac.uk](http://exehub.exeter.ac.uk) ● [www.exeter.ac.uk/sid](http://www.exeter.ac.uk/sid) ● 0300 5550444 ● [sid@exeter.ac.uk](mailto:sid@exeter.ac.uk)

## ACADEMIC SKILLS AND ENGAGEMENT TEAM

The Academic skills and engagement team offer support for all students who wish to improve their personal, professional and academic skills, through lectures, workshops and peer support programmes in Colleges and interactive online resources on Exeter's Learning Environment (ELE).

[www.exeter.ac.uk/student-engagement-skills](http://www.exeter.ac.uk/student-engagement-skills)

01392 725721

## ACCESSABILITY (disability support)

AccessAbility offers individual support for students with specific learning or physical difficulties or ongoing health conditions;

the service also offers screening for dyslexia and dyspraxia and diagnostic and support needs assessments. In addition, AccessAbility also provides support in applying for the Disabled Students' Allowance and open access PC software.

Please register at:

[www.exeter.ac.uk/accessability](http://www.exeter.ac.uk/accessability)

0300 5550444 or through [exehub](#)

## ACCOMMODATION AND RESIDENCE LIFE TEAM

If you are living in University residences, please read the Resident's Handbook which you can find in your welcome pack and on our website.

This guide contains important information which you will find useful throughout your stay. The Residence Life Team is available

to help you throughout your time here – look out for their regular visits or feel free to contact them with any questions or problems.

If you are still looking for accommodation, contact us for up-to-date information about the options available to you in both University and private sector accommodation.

[www.exeter.ac.uk/accommodation](http://www.exeter.ac.uk/accommodation)  
0300 5550444 or through [exehub](#)

## ARTS AND CULTURE

Get involved with theatre, art, music and dance on campus through a programme of student and public engagement. Find out what's on at the University on our website:

[www.artsandcultureexeter.co.uk](http://www.artsandcultureexeter.co.uk)

## CAREER ZONE

Search for jobs online, sign up for employability events, find volunteering and internship opportunities, book appointments with careers consultants, and much more.

[www.exeter.ac.uk/careers](http://www.exeter.ac.uk/careers)

Ask a question via My Career Zone  
[www.exeter.ac.uk/mycareerzone](http://www.exeter.ac.uk/mycareerzone)

## CHAPLAINCY

The Multifaith Chaplaincy Team serves all members of the University, staff and students, regardless of their faith background, offering pastoral listening, confidential support and hospitality throughout the year.

[www.exeter.ac.uk/chaplaincy](http://www.exeter.ac.uk/chaplaincy)  
**01392 723649/725858**  
m: 07501 512855 or  
email [chaplaincy@exeter.ac.uk](mailto:chaplaincy@exeter.ac.uk)

## COMMUNITY RELATIONS

Our Community Liaison Officer and Student Community Wardens offer support for students living off campus in private accommodation. Collect a copy of our 'Community Guide' from the Student Information Desk in the Forum. It's important that we respect our neighbours and be aware of late night noise as this can be a real problem for young families.

[www.exeter.ac.uk/communitywardens](http://www.exeter.ac.uk/communitywardens)  
**01392 726252** or email  
[streetwise@exeter.ac.uk](mailto:streetwise@exeter.ac.uk)

## COUNSELLING

(see *Wellbeing Services*)

## DIGNITY AND RESPECT ADVISORS

Everyone should be treated with dignity and respect and the University's network of Dignity and Respect Advisers can provide support and guidance on a confidential and informal basis to any student experiencing harassment or bullying.

[www.exeter.ac.uk/equality/dignity](http://www.exeter.ac.uk/equality/dignity)

## ESTATE PATROL AND SECURITY

University security is available 24 hours a day

**01392 723999**  
(internal phone: 3999)

## FAMILY CENTRE

Care and education for children from six weeks to five years of age. Apply early as places are in demand.

[www.exeter.ac.uk/staff/services/family](http://www.exeter.ac.uk/staff/services/family)  
**01392 725416** or email  
[familycentre@exeter.ac.uk](mailto:familycentre@exeter.ac.uk)

## FOREIGN LANGUAGE CENTRE (FLC)

The FLC offers a wide range of credited undergraduate modules and non-credit-bearing evening classes. You can even get 'with proficiency in...' your language named in your degree.

[www.exeter.ac.uk/flc](http://www.exeter.ac.uk/flc)  
**01392 724306** or email  
[languages@exeter.ac.uk](mailto:languages@exeter.ac.uk)

## INTERNATIONAL STUDENT SUPPORT OFFICE (ISSO)

ISSO can help with immigration and visa advice, working during and after your studies, bringing your family to the UK and living in Exeter, as well as assisting in cultural events on campus.

[www.exeter.ac.uk/internationalstudents](http://www.exeter.ac.uk/internationalstudents)

**0300 5550444** or through **exehub**

## IT HELPDESK

Supporting all your University IT needs.

[www.exeter.ac.uk/it/sid](http://www.exeter.ac.uk/it/sid)  
**01392 5550444** or through **exehub**

## LIBRARY

Your libraries support learning and research. They offer extensive digital resources, books, journals, a variety of study spaces, and special collections. Libraries have long opening hours, the Forum library is open 24/7 with wifi throughout, computers and printing.

[www.exeter.ac.uk/library](http://www.exeter.ac.uk/library)  
**01392 723867** or email  
[library@exeter.ac.uk](mailto:library@exeter.ac.uk)

## REPORTING DISCRIMINATION

Incidents of discrimination can be reported internally via the online Reporting Incidents of Discrimination form.

[www.exeter.ac.uk/reportingdiscrimination](http://www.exeter.ac.uk/reportingdiscrimination)

## RETAIL AND FOOD

Details and opening times of where to eat and shop on campus.

[www.exeter.ac.uk/retailoutlets](http://www.exeter.ac.uk/retailoutlets)

## SPORT

All abilities and ambitions are welcome to enjoy our excellent facilities and services which include: competitive sports teams, recreational leagues, gyms, fitness classes, swimming pools, Exeter Tennis Centre, Devon Cricket Centre, pitches, personal training, coaching, coach education and wellbeing programmes.

[www.exeter.ac.uk/sport](http://www.exeter.ac.uk/sport)

01 392 724452 or email [exetersport@exeter.ac.uk](mailto:exetersport@exeter.ac.uk)

## STUDENT FINANCE

Information on tuition and accommodation fees, payment due dates, making payments to the University of Exeter, and details of the financial support you may be eligible to receive.

[www.exeter.ac.uk/students/finance](http://www.exeter.ac.uk/students/finance)

0300 5550444 (UK calls) or +44 (0) 1392 724724

(International calls) or through [exehub](http://exehub)

## STUDENT HEALTH CENTRES

Streatham Campus: Reed Mews  
[www.exeterstudenthealthcentre.co.uk](http://www.exeterstudenthealthcentre.co.uk)

01 392 676606 or email [studenthealth@exeter.ac.uk](mailto:studenthealth@exeter.ac.uk)

St Luke's Campus: Heavitree Health Centre, South Lawn Terrace, Exeter  
[www.theheavitreepractice.co.uk](http://www.theheavitreepractice.co.uk)

01 392 222099

## TRAVEL AND SUSTAINABILITY

We live in a beautiful part of the UK and we need to keep it that way. Advice and information on sustainable and cheaper travel options, recycling, events and volunteering.

[www.exeter.ac.uk/sustainability](http://www.exeter.ac.uk/sustainability)

01 392 725604

## VOICE

A listening and information service, run by students for students. 8pm-8am every night during term time.

01 392 724000

skype: [exetervoice](https://www.exeter.ac.uk/voice)  
voicemail@[exeter.ac.uk](http://exeter.ac.uk)

## WELLBEING SERVICES

Our Wellbeing team, made up of therapists and mental health practitioners, are all highly skilled and experienced in recognising how psychological and mental health difficulties can affect your studies.

[www.exeter.ac.uk/wellbeing](http://www.exeter.ac.uk/wellbeing)

01 392 724381 or through [exehub](http://exehub)

## EMERGENCY CONTACT NUMBERS

If you are experiencing a serious, genuine emergency only, contact the Police, Fire, Ambulance or Coast Guard by phoning: 999. Alternatively, contact Estate Patrol on 01 392 723999 for assistance on campus.

### NHS Medical Advice Line 111

#### Out of hours GP Service

(evenings and weekends)  
0845 6710270

#### Gas leak

Transco: 0800 111999

#### Electrical supply failure

Western Power Distribution:  
0800 365900

#### Water supply failure

South West Water: 0800 1691144

#### Samaritans

If you are feeling depressed, despairing or suicidal for whatever reason, the Samaritans are available to talk and provide support.

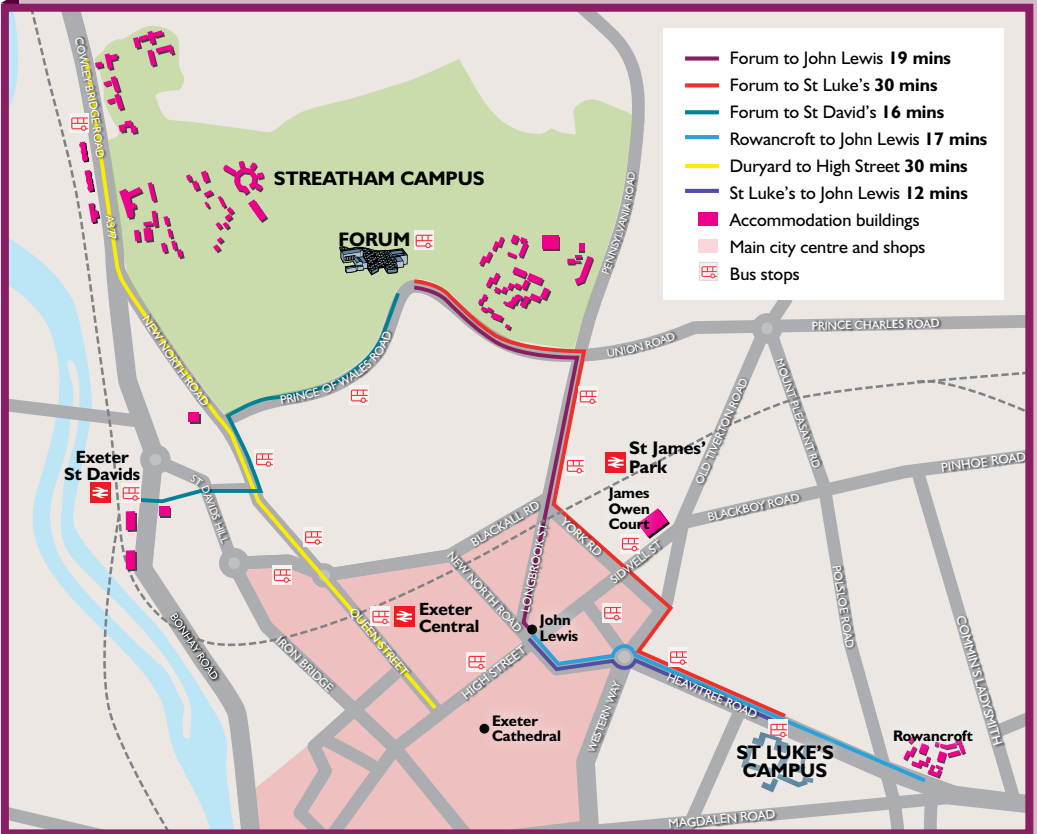
08457 909090

## OUTSIDE AGENCIES

Student Finance England  
[www.sfgotland.slc.co.uk](http://www.sfgotland.slc.co.uk)

Find out more about your new studies here at [www.exeter.ac.uk/newstudents](http://www.exeter.ac.uk/newstudents)

# THE BEST WALKING ROUTES INTO THE CITY



# CHECKLISTS

## First few days

- Collect room key
- Collect your UniCard with your accommodation keys / collect from the Forum or CrossKeys
- Read your Welcome Pack booklets
- Download iExeter to your smartphone
- Complete online University registration
- Activate your IT account
- Attend your Academic Induction activities
- Pay your University fees
- Take a campus tour
- Call home

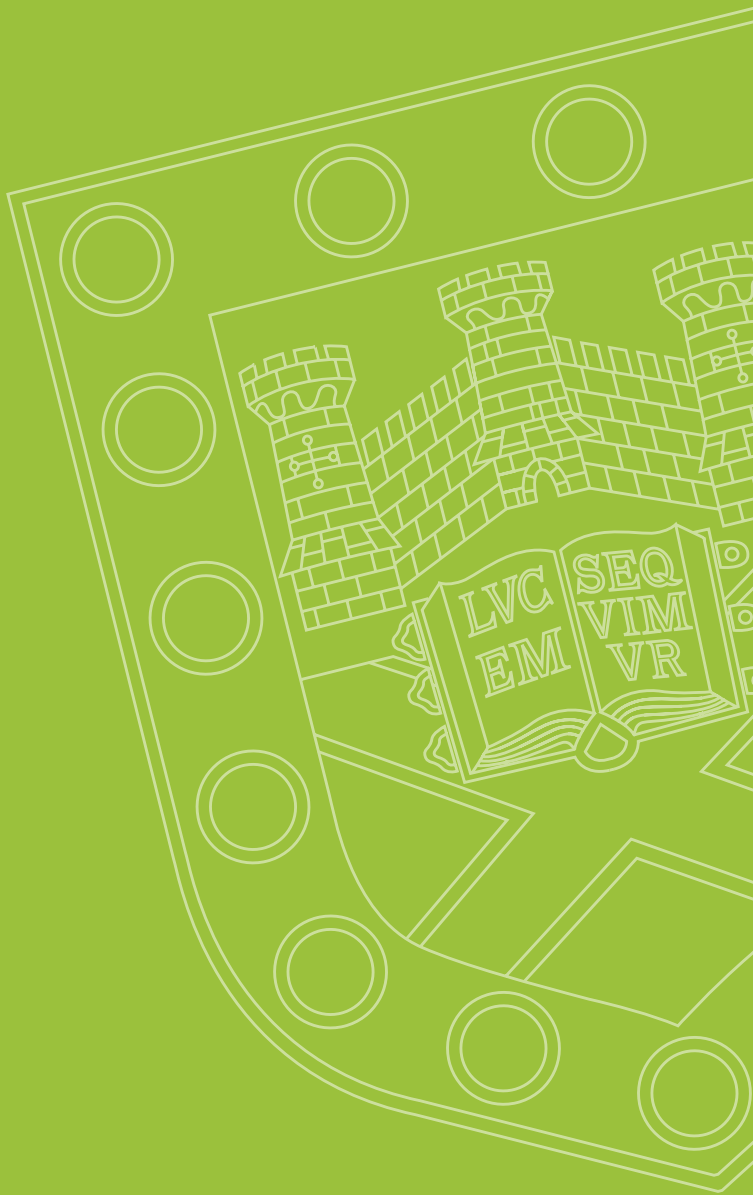
## First week

- Enrol on your modules (if you haven't done so already)
- Complete library induction
- Set your preferences in My Career Zone
- Register with the Health Centre

- Check your computer for virus protection
- Join the Sport Centre
- Contact Wellbeing if you need disability support
- Log in to exehub, the student portal, and check your University email account
- Provide the University with your term time address (if in private accommodation)

## International Student extras

- Attend International Student Clearance (stated if required in Welcome email)
- Attend Police Registration (if required on your visa)
- Open a bank account
- Attend International Student Welcome Programme
- Attend Erasmus or International Exchange Briefings (where relevant)
- Book a Global Chum mentor



[www.exeter.ac.uk/newstudents](http://www.exeter.ac.uk/newstudents)



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[www.facebook.com/exeteruni](https://www.facebook.com/exeteruni)  
[www.twitter.com/uniofexeter](https://www.twitter.com/uniofexeter)