**Student Communications toolkit**

**19 January 2023**

Hi

This is your Student Comms toolkit for 19 January 2023. We send these around every two weeks, providing you with **information and messages you can use in your channels to students**.

Further down the email you’ll find **useful messages for student-facing staff**, which will help them to signpost information to students.

We’d love to hear your feedback as to how to improve this to make it more helpful for you, and/or if you have any further questions or stories to share, please contact [studentcomms@exeter.ac.uk](mailto:studentcomms@exeter.ac.uk)

**MESSAGES FOR STUDENTS**

1. **Study Spaces finder**

Images: Alternatively use an image of a study space close to your departments

A group of people sitting at computers

Description automatically generated with medium confidence

**Alt text**: Students at PCs and tables in Giraffe House, St Luke’s campus

A picture containing text

Description automatically generated

Alt text: Studying at a table in The Loft, Devonshire House, Streatham campus.

**A person wearing headphones and sitting next to a person wearing a headset

Description automatically generated with low confidence**

Alt text: students work in colourful booths, Penryn campus library.

**A couple of people sitting at a table with a computer

Description automatically generated with low confidence**

Alt text: Group of students working together in the learning lounge, Peter Lanyon building, Penryn campus.

**Newsletter copy:**

Where would you like to study today?

Whether you are looking to study on your own or in a group, there are all sorts of different study spaces on campus, so you can find somewhere that works for you. Find spaces that you can book in advance, or drop-in. Whether it’s for group or individual study, with PC stations or somewhere to work in silence, find your perfect study space on [our study space finder](https://libguides.exeter.ac.uk/studyspaces).

Additional text for Penryn Campus only

You are also welcome to use any seminar room on campus that is not being used for teaching – check the screen above the door to see if it’s free, or use the [Free Space Checker to find an available room](https://uoestudentnewsletternonepm.newsweaver.com/1s51ospgk1/mcl60oxix00/external?a=5&p=2117348&t=1030719).

**Facebook copy:**

Find your perfect study space on campus. Whether you want to study alone, or in a group, want to plan ahead and book a PC space or silent study desk, or just drop in – we’ve got all sorts of different study spaces across the campus. Check what’s available and find a space that works for you on our online study space finder at https://libguides.exeter.ac.uk/studyspaces.

**Twitter copy:**

Find your perfect study space on campus. Whether you want to study alone, or in a group, want to plan ahead and book a PC space or silent study desk, or just drop in – we’ve got all sorts of different study spaces across the campus. Check what’s available and find a space that works for you on our online study space finder at https://libguides.exeter.ac.uk/studyspaces.

**Instagram copy:**

Find your perfect study space on campus. Whether you want to study alone, or in a group, want to plan ahead and book a PC space or silent study desk, or just drop in – we’ve got all sorts of different study spaces across the campus. Check what’s available and find a space that works for you on our online study space finder - see the link in our bio.

Link in bio: https://libguides.exeter.ac.uk/studyspaces

**Instagram hashtags to be included as the first comment on the post**

[#Exeter](https://www.instagram.com/explore/tags/exeter/) [#ExeterUni](https://www.instagram.com/explore/tags/exeteruni/) [#ExeterUniversity](https://www.instagram.com/explore/tags/exeteruniversity/) [#LoveExeter](https://www.instagram.com/explore/tags/loveexeter/) [#ExeterForever](https://www.instagram.com/explore/tags/exeterforever/) [#UofE](https://www.instagram.com/explore/tags/uofe/) [#UniversityOfExeter](https://www.instagram.com/explore/tags/universityofexeter/)

If posting to our students in Cornwall please also include the hashtags #Cornwall #PenrynCampus

1. **A-Z of student services and support**

**Background:** The A-Z is featured on the ‘current students’ section of the University website and links out to a wide range of specific pages to provide information on some of the services and advice identified as important to students across our campuses.

Images:

A picture containing text, computer, person, indoor

Description automatically generated

Alt text: two people using a laptop

Graphical user interface

Description automatically generated

Alt text: Person using a smart phone

Newsletter copy

Where do I find...? Who can I ask about…? How can I contact…?

Looking for information about University services and not sure where to go? Start with the [A-Z of support and services](https://www.exeter.ac.uk/students/az-services/) on our student webpages. Use the alphabetical list to find the information you need, from accommodation to the health centre, IT to wellbeing support - and everything in between. It’s your first port of call to find useful information and advice.

Twitter copy

Looking for info? Not sure where to go? Start with the students’ A-Z of support and services. From accommodation to health centres, IT to wellbeing and everything in between, it’s your first port of call for Uni information and advice. www.exeter.ac.uk/students/az-services/

Instagram copy

Looking for information about Uni services and support? Not sure who to ask? Start with the students’ A to Z of support and services on the University’s website. From accommodation to the health centres, IT to wellbeing and everything in between, it’s your first port of call for information and advice. Search ‘students a-z' at exeter.ac.uk or use the link in our bio.

Instagram hashtags to be included as the first comment on the post

[#Exeter](https://www.instagram.com/explore/tags/exeter/) [#ExeterUni](https://www.instagram.com/explore/tags/exeteruni/) [#ExeterUniversity](https://www.instagram.com/explore/tags/exeteruniversity/) [#LoveExeter](https://www.instagram.com/explore/tags/loveexeter/) [#ExeterForever](https://www.instagram.com/explore/tags/exeterforever/) [#UofE](https://www.instagram.com/explore/tags/uofe/) [#UniversityOfExeter](https://www.instagram.com/explore/tags/universityofexeter/)

and for Cornwall include #Cornwall, #PenrynCampus

**STAFF INFORMATION – (Not for publication to students)**

**SOCIAL MEDIA**

Don’t forget to like and share posts from our central social media accounts

If you have questions about these, please contact the social media team (corporate/Exeter students) on **socialmedia@exeter.ac.uk** or the Cornwall comms team (Cornwall accounts) on **cornwallcomms@exeter.ac.uk**

|  |  |  |
| --- | --- | --- |
| Exeter students [www.facebook.com/exeterunistudents](https://www.facebook.com/exeterunistudents) [twitter.com/exeter\_students](http://twitter.com/exeter_students) [instagram.com/uniofexeterstudents](http://instagram.com/uniofexeterstudents) | Corporate  [www.facebook.com/exeteruni](https://www.facebook.com/exeteruni)  [twitter.com/UniofExeter](http://twitter.com/UniofExeter)  [Instagram.com/uniofexeter](http://Instagram.com/uniofexeter) | Cornwall students, staff & external  [www.facebook.com/uniexecornwall](http://www.facebook.com/uniexecornwall)  [twitter.com/uniexecornwall](http://twitter.com/UniExeCornwall)  [Instagram.com/uniexecornwall](http://Instagram.com/uniexecornwall) |

Messages to look out for coming up include:

* National Student Survey
* Sports Wednesdays

**MESSAGES FOR STAFF**

1. **National Student Survey (NSS)**

The [National Student Survey (NSS) 2023](https://www.thestudentsurvey.com/) is running for University of Exeter students from 16 January to 30 April 2023. The NSS is a nationally recognised annual survey of mostly final year undergraduates in the UK. The survey provides students with an opportunity to give their honest opinions on what they liked about their time at the University of Exeter, as well as things that they feel could be improved. The survey is administered by [Ipsos,](https://www.ipsos.com/en-uk) an independent market research agency, so answers remain anonymous at all times.

**You can find information about how the student survey is being run here at Exeter on our** [**staff NSS webpage**](https://www.exeter.ac.uk/staff/nss)**, which contains advice and guidance on how you can help promote the NSS, how to avoid inappropriate influence and who to contact about the NSS, including contacts in your faculty.**

1. **Exeter Cares – support for disadvantaged students**

If your students’ circumstances make it more difficult for them to continue their studies, please direct them to the [Exeter Cares team](mailto:exeter-cares@exeter.ac.uk) or their [Students’ Guild](https://uoestudentnewsletternonepm.newsweaver.com/1s51ospgk1/1hewwjhvy7c/external?a=5&p=2096328&t=972858) or [Students’ Union](https://www.thesu.org.uk/advice/) advice team who can point them towards the support available for them.

We have additional [financial and practical support](https://uoestudentnewsletternonepm.newsweaver.com/1s51ospgk1/1arxa0h62j3/external?a=5&p=2096328&t=972858) available to those whose circumstances make studying more difficult. The Exeter Cares team is made up of staff from across the University and the Students’ Guild and Students’ Union. They work together to support care experienced students, students who are estranged from their family and studying without family support, those who have caring responsibilities, refugees, asylum seekers and mature students.

1. **Industrial action FAQs**

The University creates student facing webpages with information should there be any period of planned industrial action. This page is live now with an update on the current UCU strike action and action short of a strike:

[https://www.exeter.ac.uk/students/industrial-action/](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.exeter.ac.uk%2Fstudents%2Findustrial-action%2F&data=05%7C01%7CL.Smith12%40exeter.ac.uk%7Cf5e30dbed867488a6e7508dab5df4cb6%7C912a5d77fb984eeeaf321334d8f04a53%7C0%7C0%7C638022267903570357%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=Zq9udcuRXkzN31pAguh%2FFMvxRMv8%2FM9iNvJ3DPRJ41Q%3D&reserved=0)

If students have specific questions please ask them to email [industrialaction@exeter.ac.uk](mailto:industrialaction@exeter.ac.uk)

1. **Signposting to students**

Looking to signpost services or information to your students? Take a look at [our A-Z guide for students](http://www.exeter.ac.uk/students/az-services/), which is packed with relevant links and should help you find the info you are looking for. If you think there’s something missing, please contact [studentcomms@exeter.ac.uk](mailto:studentcomms@exeter.ac.uk)

**Share stories with us**

The Student Comms and Social Media teams are always on the lookout for good student stories, particularly any which relate to our education offer. These might be used on social media, as website articles or as podcasts (subject to permissions). Share your ideas at [studentcomms@exeter.ac.uk](mailto:studentcomms@exeter.ac.uk) and/or [socialmedia@exeter.ac.uk](mailto:socialmedia@exeter.ac.uk)