



University  
of Exeter

# Students in Cornwall

## Where to get help/support/information about...

Personal		Academic/Professional	
In an emergency or immediate risk of harm	<b>If you or someone around you is at immediate risk call 999</b>  Campus Safety and Support Team: +44(0)1326 255875 24 hour emergency line: +44(0)1326 254444 Glasney Lodge: 01326 253503  <a href="#">Urgent Support related to Wellbeing</a>	Interrupting or withdrawing from your studies	<a href="#">Education Welfare Support</a> <ul style="list-style-type: none"><li>Email <a href="mailto:welfare.penryn@exeter.ac.uk">welfare.penryn@exeter.ac.uk</a></li><li>Call 01326 371847 or 01326 371875</li><li><a href="#">Book an online meeting with Education Welfare advisor</a></li></ul>
		Timetabling	Email: <a href="mailto:timetabling@fxplus.ac.uk">timetabling@fxplus.ac.uk</a>  Or ask at the Student Helpdesk who can Teams message us
Mental Health and Wellbeing  Non- Urgent	<a href="#">Education Welfare Support</a> <a href="#">Wellbeing in Cornwall</a>  Call 01326 370460 or email <a href="mailto:wellbeing@fxplus.ac.uk">wellbeing@fxplus.ac.uk</a>  Fill out <a href="#">this short form to be linked in with FX Plus Student Support</a>	IT/ Account Issues	IT Service Desk: <ul style="list-style-type: none"><li><a href="#">Log an IT support request</a></li><li>Call 01392 725 050</li></ul>
		Module Changes	Infopoint/Hub (Drop-in @ Peter Lanyon Building) <ul style="list-style-type: none"><li>Email <a href="mailto:info.penryn@ex.ac.uk">info.penryn@ex.ac.uk</a></li><li>Call 01326 371800</li></ul>
Accommodation Team	<ul style="list-style-type: none"><li>Pop-in to Glasney Lodge</li><li>Telephone: +44(0)1326253639</li><li>Email: <a href="mailto:accommodation@fxplus.ac.uk">accommodation@fxplus.ac.uk</a></li></ul>	Appeals & Complaints	SU Advice Service: email <a href="mailto:advice@thesu.org.uk">advice@thesu.org.uk</a> or <a href="#">book appointment with an advisor</a>
International Students  Immigration or Visa issues	<ul style="list-style-type: none"><li>Specialist advice: <a href="mailto:visaadvice@exeter.ac.uk">visaadvice@exeter.ac.uk</a></li><li>Online drop-ins: <a href="#">Register here</a></li><li><a href="#">Digital appointments</a> (for students currently in the UK)</li></ul>	Careers, Work Experience, Placements, Training  (inc. part-time/student jobs)	<a href="#">Career Zone Resources &amp; Support page</a> <ul style="list-style-type: none"><li><a href="#">Career Zone Live Chat</a></li><li>Call +44(0)1392 724493</li><li>Email: <a href="mailto:careers@exeter.ac.uk">careers@exeter.ac.uk</a></li><li><a href="#">Check out Handshake</a>; career development platform full of opportunities</li></ul>
Accessibility  Specific Learning Differences and long-term (mental & physical) health conditions	<a href="#">Accessibility team</a> : <ul style="list-style-type: none"><li>Email <a href="mailto:accessibility@fxplus.ac.uk">accessibility@fxplus.ac.uk</a> (or call via Student Helpdesk 01326 370 460)</li><li><a href="#">Book an online meeting with an Accessibility advisor</a></li></ul>	Reasonable adjustments to teaching and/or assessments  E.g; ILPs (Individual Learning Plans)	Accessibility team: <ul style="list-style-type: none"><li>Email <a href="mailto:accessibility@fxplus.ac.uk">accessibility@fxplus.ac.uk</a></li><li>Call via the Student Helpdesk 01326 370 460</li><li><a href="#">Book an online meeting with an Accessibility advisor</a></li></ul> <a href="#">Education Welfare Support</a>
Homesickness, conflict with friends/flatmates, social support	<a href="#">Education Welfare Support</a> Reslife: <ul style="list-style-type: none"><li>Email: <a href="mailto:reslife@fxplus.ac.uk">reslife@fxplus.ac.uk</a></li><li>Keep up to date with on <a href="#">ResLife Facebook</a> &amp; <a href="#">ResLife Instagram</a></li></ul>	Screening for Specific Learning Differences	<a href="#">Specific Learning Differences (SpLDs)</a> <ul style="list-style-type: none"><li>Telephone: 01326 259 340</li><li>Email: <a href="mailto:dyslexia@fxplus.ac.uk">dyslexia@fxplus.ac.uk</a> (SpLD queries)</li><li><a href="mailto:inclusive@fxplus.ac.uk">inclusive@fxplus.ac.uk</a> (inclusion queries)</li></ul>
Bullying/harassment, including sexual harassment, victim of crime, abuse, sexual violence, drugs/alcohol	Support and Report <ul style="list-style-type: none"><li><a href="#">Get support for, and/or report, an incident</a> (informally, formally or anonymously)</li></ul>	Deadlines, mitigation, assignments, exams, coursework	<ul style="list-style-type: none"><li><a href="#">Mitigation info</a></li><li><a href="#">Assessment info</a></li><li><a href="#">Exam dates</a></li><li>E-mail: <a href="mailto:info.penryn@exeter.ac.uk">info.penryn@exeter.ac.uk</a> (or call +44 (0)1326 371815)</li></ul>
Financial Support	Contact SID Helpdesk through <a href="#">SID Online</a> (or call 0300 555 0444 (UK) / +441392 724724 (Int'l) )  SU Advice: Service: Email <a href="mailto:advice@thesu.org.uk">advice@thesu.org.uk</a> or <a href="#">book an appointment with an SU advisor</a>  <a href="#">Finance and fees webpage</a> <a href="#">Financial Hardship/ Success for All fund</a>	English language skills (for non-native speakers)	The Languages Team: <a href="#">English Language Skills Development</a> <ul style="list-style-type: none"><li><a href="#">Details of Languages Team workshops</a></li><li><a href="#">Book a 1-1 with Languages Team</a></li><li>Email: <a href="mailto:languages@fxplus.ac.uk">languages@fxplus.ac.uk</a></li></ul>
		Academic Study Skills E.g; writing, critical thinking, referencing etc...	ASK Academic Skills Team: <ul style="list-style-type: none"><li><a href="#">Study Skills Support &amp; resources</a></li><li><a href="#">Book 1:1 with an Academic Skills advisor</a></li><li>Email: <a href="mailto:ask@fxplus.ac.uk">ask@fxplus.ac.uk</a></li></ul>
Community, spirituality, faith & religion	<a href="#">Cornwall Multifaith Chaplaincy</a> : <ul style="list-style-type: none"><li>Email <a href="mailto:chaplaincy@fxplus.ac.uk">chaplaincy@fxplus.ac.uk</a> or call 01326 370744</li><li>Keep up to date with <a href="#">Chaplaincy Instagram</a></li></ul>	Library  Research, readings, information skills	Academic Liaison Librarian Team: <ul style="list-style-type: none"><li><a href="#">Support &amp; resources page</a></li><li><a href="#">Book 1:1 with a librarian</a></li><li>Email: <a href="mailto:library@fxplus.ac.uk">library@fxplus.ac.uk</a></li></ul>
MyExeter App	Find out more and <a href="#">download the app here</a>	Student Cases and Conduct	<a href="#">Student Cases and Conduct   Compliance and Risk   University of Exeter</a>

[Click here for the A to Z of support and services for students](#)



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Personal		Academic/Professional	
In an emergency or immediate risk of harm	<p><b>If you or someone around you is at immediate risk call 999</b></p> <p>Call Estate Patrol: +44(0)1392 722222</p> <p><a href="#">Urgent support related to student wellbeing</a></p>	Interrupting or withdrawing from your studies	<p><a href="#">For more information get in touch with the Education Welfare Team</a></p> <p><a href="#">Information and guidance online</a></p> <p><a href="#">Info Point team</a></p> <p><a href="#">Education Welfare Team</a></p>
Mental Health and Wellbeing	<p>Telephone: +44(0)1392 724381</p> <p>Email: <a href="mailto:wellbeing@exeter.ac.uk">wellbeing@exeter.ac.uk</a></p> <p><a href="#">Wellbeing resources</a></p> <p><a href="#">Education Welfare Team</a></p>	Timetabling	<a href="#">Timetable team (Exeter Campuses)</a>
Accessibility Specific Learning Differences, Long Term (mental & physical) Health Conditions	<p><a href="#">AccessAbility</a> (disability support Exeter)</p> <p>Telephone: 01392 723880</p> <p>Email: <a href="mailto:Accessability@exeter.ac.uk">Accessability@exeter.ac.uk</a></p>	IT/ Account Issues	<p><b>IT Service Desk:</b></p> <ul style="list-style-type: none"> <li><a href="#">Log an IT Support Request</a></li> <li>Call 01392 725 050</li> </ul>
Immigration or Visa issues	<p><a href="#">Register for an International Student Support Online drop in</a></p> <p><a href="#">Digital Immigration/VISA appointments (for students currently inside the UK)</a></p> <p>For specialised advice email <a href="mailto:visaadvice@exeter.ac.uk">visaadvice@exeter.ac.uk</a></p>	University Policies and Procedures (incl. module changes, appeals, complaints etc)	<p><a href="#">Info Point and Hubs Education Support teams contact details:</a></p> <p><a href="#">Exeter Guild Advice Appointments</a></p> <p>Email: <a href="mailto:advice@exeterguild.com">advice@exeterguild.com</a></p>
Accommodation	<p>For day-to-day queries about your room or maintenance issues please speak to your <a href="#">Residence Reception</a></p> <p>Contractual queries via <a href="#">SIDOnline</a></p> <p>Contact the <a href="#">Accommodation Teams</a></p> <p><a href="#">Information for current residents</a></p>	Careers and work experience (incl. placements and training)	<p><a href="#">Career Zone</a></p> <p><a href="#">Career Zone Live chat</a></p> <p>Telephone: +44(0)1392 724493</p> <p>Email: <a href="mailto:careers@exeter.ac.uk">careers@exeter.ac.uk</a></p> <p><a href="#">Handshake careers app</a></p>
Financial Support	<p><a href="#">Fees and Finance</a></p> <p><a href="#">Financial Help</a> (Success for All Fund)</p> <p>Contact Student Funding &amp; Accounts Receivable via <a href="#">SID</a></p> <p>Financial advice also available from the <a href="#">Exeter Students' Guild</a></p>	Assignments, Mitigation, Exams, Coursework	<p><a href="#">Hub Teams for advice on assessments, mitigation and more</a></p> <p><a href="#">Exams Team</a></p> <p><a href="#">Education Welfare Team</a></p>
Bullying/harassment, including sexual harassment, victim of crime, abuse, sexual violence, drugs/alcohol	<p><b>Support and Report:</b></p> <ul style="list-style-type: none"> <li><a href="#">Get support for, and/or report, an incident</a> (informally, formally or anonymously)</li> </ul> <p><b>Welfare Team</b></p> <p><a href="#">Wellbeing resources</a></p>	Academic Language Skills (for non-native speakers)	<p><a href="#">English language skills development</a></p> <p><a href="#">Provided by INTO</a></p> <p>Telephone: +44(0)1392 724282</p> <p>Email: <a href="mailto:insessional@exeter.ac.uk">insessional@exeter.ac.uk</a></p> <p><a href="#">Book a 1:1 Appointment (Student)</a></p> <p><a href="#">Book a 1:1 Appointment (Staff on behalf of a Student)</a></p>
Homesickness, conflict with friends/flatmates, social support	<p><a href="#">Residence Life Appointment Booking System</a></p> <p>Email: <a href="mailto:Residencelife@exeter.ac.uk">Residencelife@exeter.ac.uk</a></p>	Screening for specific learning differences	<p><a href="#">AccessAbility (disability support Exeter) page</a></p> <p>Telephone: +44(0)1392 723880</p> <p>Email: <a href="mailto:Accessability@exeter.ac.uk">Accessability@exeter.ac.uk</a></p>
Community, spirituality, faith & religion	<p><a href="#">Chaplaincy - Exeter</a></p> <p>Email: <a href="mailto:chaplaincy@exeter.ac.uk">chaplaincy@exeter.ac.uk</a></p>	Reasonable adjustments to teaching and/or assessments	<p><a href="#">Online Study Resources</a></p> <p><a href="#">In-Person Support</a></p>
My Exeter App	<p>Find out more and <a href="#">download the app here</a> here</p>	Academic Study Skills	<a href="#">Library Resources</a>
		Library Services	Email: <a href="mailto:library@exeter.ac.uk">library@exeter.ac.uk</a>
		Student Cases and Conduct	<a href="#">Student Cases and Conduct   Compliance and Risk   University of Exeter</a>

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