



University
of Exeter



**Welcome
to Exeter**

Welcome to Exeter

We're really pleased you've chosen to study with us and we hope you have a memorable and enjoyable time here. Settling into a new city and a new university as an international student is exciting but can also feel overwhelming at times. We're here to support you at every stage. We've written this booklet with current students looking at life in and around Exeter and at the support services available to you at the University. Scan any of the QR codes using the camera of your smartphone and they will take you to webpages that give you more information.

The International Student Experience team are here throughout your studies at Exeter. We have practical information sessions and events at the start of term to help you settle in. We will send you a monthly email newsletter 'Your International News' with information of upcoming events. Please do read your University emails every day! The University hosts many cultural celebrations throughout the year such as Diwali, Spring Festival, Holi, Ramadan celebrations and our annual lunch on Christmas Day. Why not join in one of our popular free Intercultural Café sessions? We'd love to meet you and find out how things are going and how we can help.

We look forward to seeing you on campus or at one of our events.

International Student Experience Team



Welcome programme



Get involved

Top 5 things to do in Exeter

There are so many great things to do in Exeter but here are our top 5:

1. Walk around the Quay.
2. Join in events on campus: Intercultural Café, The Students' Guild societies and Give it a Go Sessions, ResLife events, etc.
3. Try some of the great restaurants and coffee shops such as Boston Tea Party or any of the cafes on Fore Street or the Quay.
4. Go to the top of the Physics building to see the whole of Exeter.
5. Try a free Redcoat Tour to learn more about your new city, take a tour of the historic Cathedral, visit the RAMM museum or go to the Underground Passages. Finish that off with a picnic on Cathedral Green.

And if you see him, play with Napoleon the campus ginger cat!

Shopping in Exeter

You can find shops for almost everything suiting every budget in the city centre.

We are lucky to have a number of international supermarkets. You can find these in and around Sidwell Street and near the Exeter Mosque. Why not try something new?

Most shops will open 09:00–18:00 Monday to Saturday but close at 16:00 on Sundays. Supermarkets may be open longer but check before you head out. And while we're talking about supermarkets, why not look at bulk buying products with your flatmates and sharing the cost of a delivery slot/taxi?

Think about your budget:

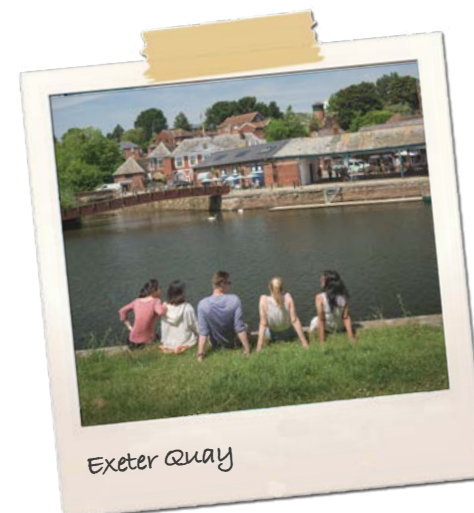
- Charity shops are a great way to buy second hand clothes at a fraction of the price, it's sustainable and you are donating money to charities.
- Go shopping with a plan. If you are self-catering, make a meal plan and a list and stick to it. If you are in need of food inspiration look at BBC Goodfood online. All UK supermarkets have cheaper versions of the big brand products. The cheaper supermarkets are Aldi, Lidl, and Tesco. Wilko is good for household essentials.
- Get a UK SIM card for your phone. Most supermarkets have a loyalty app or card but you will need a UK telephone number.
- Visit nus.org.uk/student-discounts for exclusive student discounts. When at hairdressers, restaurants etc, always ask if they offer a student discount.
- Get a reusable coffee cup or a loyalty card and use it to get a discount. Even better, get a flask and bring your own hot drink.



For more student recommendations see our online guide for students.



Intercultural Cafe



Exeter Quay

Exploring the region

We might be biased, but we think you've come to the most beautiful part of the UK! You may want to visit the big cities in the UK (London, Bristol, Edinburgh etc) but we're here to place a spotlight on our favourite local places:

- **Exmouth:** 30 minutes by train. Exmouth's long sandy beach is perfect for sunny days and evenings. Grab some fish and chips or an ice cream to indulge.
- **Totnes:** 30 minutes by train. Totnes is filled with independent shops and quaint little side streets to explore.
- **Torquay:** 40 minutes by train. Take the Agatha Christie walk along the sea front.
- **Plymouth:** 1 hour by train. The Ocean City is right on your doorstep. Visit the Mayflower Steps, the National Aquarium and The Box city museum.

- **Dartmoor:** 40 minutes by train. Take the train to Okehampton and you have Dartmoor, one of our national parks, to explore.

If you are travelling by train, we recommend you buy a 16-25 Railcard from National Rail and get 30% reduction on ALL train travel. Don't be afraid to use the local buses. If you are unsure where your stop is then ask the driver (and remember to press the stop button to request the bus to stop).

To help you stay safe while exploring the coast and Dartmoor National Park, remember to review these useful safety tips before you go:

- hmcoastguard.uk/safety-advice
- dartmoor.gov.uk/enjoy-dartmoor/planning-your-visit/safety-advice-for-outdoor-activities



Settling in

Here are some tips from our students about settling into university:

- Try to establish a routine: regular meal times, lots of water, some fresh air and some sleep. These physical things will help you cope better with any other changes coming your way.
- Getting your timetable sorted and opening a bank account take time.
- Build connections: come to an Intercultural Café, try a ResLife, Students' Guild or sport event to meet new friends and try something new. Maybe join a few student societies.

- Think about writing a journal about your experiences and take lots of pictures.
- Give yourself credit for all that you are achieving and the courage you are showing by deciding to move countries to pursue something you love.

Although most students have a great time at university, it is normal for you to experience some difficulties during this period of your life. The best advice we can give you is, "don't be afraid to reach out for support during difficult times". The sooner you let us know you are struggling, whatever the issue, the sooner we can help. The welfare team are always happy to assist with any issues big or small.



Your university life

Each university is set up differently. The remainder of this guide lists the support services at Exeter and how you can access them.



Digital Check-In

It is an important condition of your Student Visa that you attend your teaching sessions, engage with online learning materials and submit coursework. The University is required by the Home Office to ensure that all students with visas are attending and engaging with their programme satisfactorily. Please make sure that you check in at all your teaching sessions using your electronic device. You will receive an email telling you how to do this but you can find out more about how to use the University of Exeter app to record your attendance by scanning the QR code.



International Welcome Programme

Being a new student at a new university is an exciting opportunity but it can also be overwhelming at times. Our International Welcome Programmes in September and January are designed to give you the best start to your life at the University of Exeter. We have practical information sessions, tours, trips and many social events for you to join. Come along to an event and chat with staff and the International Welcome Team. We also hold 'As Us Anything' sessions in the first weeks of term to help you settle in and answer any questions you may have.

Getting the most out of Exeter

We know you may feel overwhelmed with information at the beginning but it is important to read the emails that come to your Exeter university email account.

Every Monday during term time, you'll be emailed University Updates, a newsletter packed with information and events. Your department or faculty may also send you regular newsletters by email.



The International Student Experience Team are here to support you during your time at Exeter. We will send you a monthly email newsletter 'Your International News' with information of upcoming events. The University hosts many cultural celebrations throughout the year such as Diwali, Spring Festival, Holi, Ramadan and our annual lunch on Christmas Day. Why not join in one of our popular free Intercultural Café sessions. We'd love to meet you and find out how things are going and how we can help.

Support at Exeter

Your Studies

- Digital Check-In
- MyExeter University App
- Academic Personal Tutor/Supervisor
- Career Zone
- Digital Hub
- Disability Support (Accessibility)
- Education Welfare Team
- Pastoral Mentor
- Academic Literacy and English
- Exeter Learning Environment (ELE)
- Hub/Info Point
- Library
- Mitigation
- Timetable

Personal Support

- Student Information Desk (SID)
- International Student Advice
- Physical Health (NHS and Student Health Centres)
- Psychological Support (Wellbeing Team)
- Students' Guild Advice Service
- Multifaith Chaplaincy
- Residence Life
- Community Engagement
- Your Safety
- Fraud and Scams
- Harassment and Discrimination
- Your department's Pastoral Mentor

Social life and fun

- Students' Guild
- Sport
- Residence Life
- International student events on campus



You can find a full list of our support services here.

Your Studies



Digital Check-In

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MyExeter University App

MyExeter provides you with personalised information to get the most from your life and studies at the University of Exeter. You can view your timetable, check in to classes, look at social events and lots more. You can download the app or use it on your desktop.



Your academic personal tutor/supervisor

Your tutor/supervisor will contact you to introduce themselves and they will offer to meet with you individually or in a group.

You can contact your tutor at any time to talk about your academic, personal and professional development. They can also help you to understand feedback on your assignments and offer suggestions for how you can improve.



Career Zone

Providing career support for international students including finding UK work experience, UK job applications and impressing employers in your home country. Includes 'My Career Zone' where you can find the latest job vacancies.



Digital Hub

If you need help to get started using the University's digital resources such as MyExeter, check-in, email, ELE, Microsoft Teams, Office 365 and many more, you can find guidance at the Digital Hub.

See our guide to who to contact for information or Digital support.



Disability Support (Accessibility)

Supports students with a disability or long-term health condition including specific learning difficulties and autism spectrum conditions.



Education Welfare Team

If your psychological or physical health or wellbeing is affecting your studies, or your studying is creating health problems for you, then our Education Welfare Team is available to support you in a confidential and non-judgemental way through our Health, Wellbeing and Support for Study (HWSS) process. If you think you might need their help, you can request a referral to their support from your departmental Pastoral Mentor, Info Point Team, Pastoral Tutor (PGR students), or PGR Support Team.



Pastoral Mentor support

If you experienced any challenges whether academic, personal, wellbeing-related, or simply want someone to talk things through with, your Pastoral Mentor is here to support you. They can also signpost you to other support services and work closely with your academics to ensure you're supported throughout.



Academic Literacy and English

The International Study Centre (ISC) provides free Academic Literacy and English courses and workshops covering everything from literacy skills, communication and intercultural competence. The ISC also holds free language classes for spouses and partners.



The Exeter Learning Environment (ELE)

You will need to use ELE for your studies. It has online materials which support your course and resources to help you in your studies. Log in with your University user name and password.



Hubs/Info points

Contact your Hub/Info point if you have any questions about education support, such as choosing modules, submitting assessments and what to do if you're unwell and need an extension to your deadlines. (This is known as mitigation.)



Library

The library provides study spaces, resources, and skills advice to help you succeed on your programme. There are libraries on Streatham and St Luke's campuses. Both Forum Library (Streatham Campus) and St Luke's Library are open 24 hours a day, 7 days a week and many digital books and resources are available to access online at any time with your University login. The online skills resources include practical advice and tips to develop your study and research skills such as time management, finding and evaluating information, and subject specific writing. You can book appointments for one-to-one advice.



Mitigation

The mitigation process is there to help you if something unexpected affects your ability to complete an assessment, such as illness. It allows you to request more time to submit your assessment or to delay it until later in the academic year.



Your timetable

You can see your schedule of classes and lectures in 'My Timetable'.



Student Information Desk (SID)

SID advisors are your first point of contact for non-academic information including international student advice, accommodation, exams, fees and funding, graduation, letters, transcripts and certificates. You can contact SID online, on the phone or in person.

Personal Support



International Student Advice

The International Student Advice team provides advice and information on visas and living in the UK before, during and after your studies. Their support includes pre-arrival advice, navigating the visa rules during your studies in the UK and an overview of visa options as you graduate. Specialising in the UK immigration system, the team are your first port of call for any 'visa' question and can also help with questions about UK life like setting up a bank account or accessing healthcare.



Physical health

The healthcare system in the UK is called the National Health Service (NHS) which includes hospitals, doctors' surgeries and the ambulance service. The NHS provides free emergency, routine and occasional medical treatment. You should register with a doctor when you arrive at University. We have **health centres** on or near both Exeter campuses.

Before attending the health centre you must call to make an appointment. During your appointment the doctor or nurse will provide you with a prescription for medication if you need this. Do not go direct to hospital to get medication or diagnosis for an illness unless it is an emergency. In an emergency telephone 999 and ask for the ambulance service. If you are unsure, call 111 and they will advise you. There is guidance on what to do if you get ill on the back cover of this booklet.



Psychological support

Our psychological support is called Wellbeing at Exeter. The wellbeing team provides free, confidential advice, guidance and psychological support when you need it. They also offer multicultural counselling.



Students' Guild Advice Service

The Students' Guild Advice Service provides independent advice on finance, accommodation, academic and other concerns.



Multifaith Chaplaincy

The Multifaith Chaplaincy is here for students of all faiths but also of no faith. You can talk to them like a trusted friend or family member about anything. They can also help you connect to your faith community.



Residence Life

If you live in student accommodation the Residence Life Team provides support, guidance and advice. They organise social activities to help you feel part of the community, and you can meet with the team to discuss any issues you're having.



Community Engagement Officers

Our Community Engagement Officers can provide information and guidance to students living and socialising off-campus including information regarding noise, holding parties, recycling and rubbish.



Your safety

Devon is generally a safe place to live, but it is always best to be aware of how to stay safe and who to contact for help. We have advice on our website to help you take care of your personal safety and keep your belongings safe.



The SafeZone app

On campus, Estate patrol, your campus security team is always available, 24/7, 365 days of the year. (See back page contacts). They patrol the campus, respond to emergencies, are trained in first aid and can give you help and advice about safety and security. If you need emergency services on campus – fire, ambulance or police – first call 999 or 112 and then call Estate Patrol or press the emergency button on your SafeZone app. Away from campus, in an emergency call 999 and ask for Fire, Police, Ambulance or Coastguard.



Harassment and discrimination: Support and Report

Ours is an inclusive community, where everyone has the right to be treated with respect. Discrimination, bullying, intimidation and harassment, including sexual harassment, go against all we stand for and will not be tolerated. If you experience or witness any of these we have a wide range of support for you. You can also report it to us confidentially.



Fraud and scams

Unfortunately, some criminals try to get money from students through scams. Common scams involve 'lost' parcels, or problems with your Visa or your SIM card.

Our top tips are:

1. Don't give your bank account details to anyone unless you know and trust them.
2. Change your SIM card and telephone number when you get to the UK.
3. Be cautious of easy money. If it sounds too good to be true, it probably is.
4. Hang up and ask a friend. If you're contacted by someone and it seems unusual or unexpected, end the call or communication and ask someone for a second opinion.

If you think you have been affected by fraud or a scam contact the Police by calling 101 and also report it to Report Fraud.

International Student Advice and SID can offer you support and advice on what to do next.



Pastoral Mentor support

If you experienced any challenges whether academic, personal, wellbeing-related, or simply want someone to talk things through with, your Pastoral Mentor is here to support you. They can also signpost you to other support services and work closely with your academics to ensure you're supported throughout.

Social Life and Fun



The Students' Guild

Your Students' Guild, a separate charity, led by students, is here to help you make the most of life at Exeter. Join one of our 300+ student-led clubs and societies, meet people through communities based on your interests, identity, faith or where you're from, enjoy free and low-cost events and local trips, access music facilities, and share your ideas with student reps to help improve your university experience.



Student Sport

Student Sport provides facilities to join the gym, take a fitness class, have a swim, play a sport or compete in a club, and everyone can take part. They have free sport sessions called 'Pitch Up and Play'. The Athletics Union represents students who want to get involved in sport, and oversees more than 50 sports club for you to choose from.



Residence Life

Residence Life Team organises social activities and day trips to help you feel part of the community. The **Multifaith Chaplaincy** and **Residence Life** both hold regular social events to enrich your experience at Exeter.



International student events

The International Student Experience Team holds regular events to help you settle into your life at Exeter, build your confidence and make new friends. International Peer Mentoring is a six week mentoring programme, free Intercultural Café runs each Friday during term time. They also help organise cultural celebrations such as Diwali, Christmas Day lunch, Holi, Spring Festival and more.

Useful Contacts

University general contact	exeter.ac.uk	+44 (0)1392 661000
Emergency Services (Police, Ambulance, Fire Service, Coastguard)		999
Police: Non Emergency		101
NHS advice: Non Emergency		111
Estate Patrol (Campus Security)	e.patrol@exeter.ac.uk	+44 (0)1392 722222
Estate Patrol (Campus Security): Non Emergency		+44 (0)1392 723999
Student Information Desk (SID): Visa questions, accommodation, exams, student fees and funding, graduation, international student advice, letters, transcripts and certificates.	exeter.ac.uk/sid	+44 (0)1392 724724
University Accommodation (outside normal opening hours)	exeter.ac.uk/accommodation	+44 (0)1392 723999

Stay Well – what to do if during your time in the UK you get ill.

Self-care	Cough, cold, grazes, hangover, small cuts, sore throat. A range of common illnesses and injuries can be treated at home, with over-the-counter medicines bought from your grocery store.
Pharmacy	Diarrhoea, painful cough, rashes. Pharmacists advise and treat a range of symptoms. No appointments needed. Places like Boots, Lloyds Pharmacy and some supermarkets.
Doctor's surgery / Health Centre (GP)	Asthma, back pain, vomiting, stomach ache. General practitioners and nurses have an excellent understanding of general health issues. Places like the Student Health Centre.
Minor Injuries	Bruises, cuts, itchy rash, sprains, minor burns. Walk-in centres provide non-urgent services for a range of issues. Search for NHS Walk-In. Paired with Devon Sexual Health Services.
A&E / 999	Severe bleeding, breathing difficulties, severe chest pain. Accident & Emergency and/or calling 999 are best used in an emergency for a serious or life-threatening situation.



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