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Information for visiting Parents and Carers

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Today

- What international students can expect from arrivals and first few weeks
- Expectations and adjusting
- What's available to them
- Time for questions

Arrivals and Welcome Week

- 12-14 September Arrivals Weekend
- 15-21 September Welcome Week
- 25 September Term 1 starts

Welcome Week

- International Welcome Programme
- Academic Induction
- Social opportunities



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What are students expected to do?

- [International Student Clearance](#)
- Collect uni card from Great Hall (after International Student Clearance)
- Complete [University Online Registration](#)
- Register for a [Health Centre](#)
- Attend any [Academic Induction sessions](#) during Welcome Week and your Academic Induction modules
- Get ready to start your classes from 22 September (or your course start date)!

Staff and International Welcome Team (pink t-shirts) here to assist all week



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Other things they might want to do...

- Attend some International Welcome Programme sessions (including Late Arrivals Meetings)
- Explore the campus and the city
- Learn more about [Exeter](#) student societies by joining in any events during Welcome Week and beyond
- Join the sports centres at [Exeter](#)
- Open a [UK bank account](#)



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What are students not expected to do...

- Know everything
- Have the best time of your life
- Have made your best friends for life

Friends or family may tell students this will be the best week of their life and it might be but... it's also just the first week of your new life at Exeter.
The first of many!





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What is culture shock?

- The emotional and psychological impact of moving to a new and unfamiliar environment.
 - Adapting to new customs, spoken and unspoken rules, and daily routines.
 - Feeling homesick and missing familiar faces, foods, and places.

Arrival: honeymoon stage



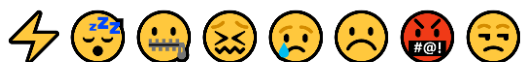
Initial integration



Acceptance and integration



Culture shock!



Mental Isolation





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How can we help students through this transition?

- Be aware of how you have dealt with major transitions in the past. What helped then?
- Bring some things with you that ground you and remind you of home
- Be aware that this is a process that takes time: Marathon not a sprint!
- Keep healthy habits: Sleep, eating, fluids (water counts!)
- Have a conversation with friends and family when you will call and how often
- Know who they can talk to at the university
- Share your feelings with your flatmates/classmates/personal tutor



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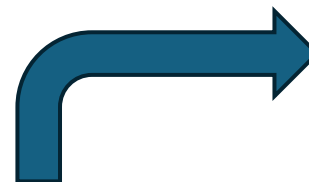
People who can help with transition?

- Res Life
- Transition and Induction
- Wellbeing
- Students' Guild/Student Union
- Multifaith Chaplaincy

Free events

- Intercultural Café
- Connections Café
- Res Life events

It's all in our booklet
'Welcome to Exeter' that
students get at
International Student
Clearance



Keeping healthy and safety in the UK



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Emergencies and safety

- Police, Fire, Ambulance, Coastguard: 999
non emergency health: 111
non emergency Police: 101
Emergency 112 will work anywhere in the world!
- Estate Patrol: 01392 723999
- Exeter safe zone app
- Telephone and Internet fraud and scams
- Support and Report: Help, advice, reporting



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National Health Service

Free Services:

- Urgent health care
- Routine health care
- Specialist appointments

Not Free:

Prescriptions

- Routine dental work
- Eye tests/glasses
- Travel vaccinations



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Emergency care/A&E

Call 999

Ambulance
Fire service
Police
Coastguards

Urgent medical problem

Call 111
[NHS 111 online](#)

Online service
can advise you

Minor Injuries Unit

Visit local MIU:
Exmouth,
Honiton and
Newton Abbot

Sprains
Strains
Minor head
injuries
Infected
wounds

Health Centre / GP Surgery

Make
appointment at
GP surgery to
see a nurse or
doctor

General medical
conditions
Blood tests
Vaccinations
Referrals

NHS walk in centre

Need to see a
doctor or nurse
but can't wait
for a GP
appointment

General medical
conditions

Pharmacis t

Available in
most
pharmacists
(drug stores)
and large
supermarkets

Minor illness
advice
Access to
medicines
Fulfilling
prescription
items from GP

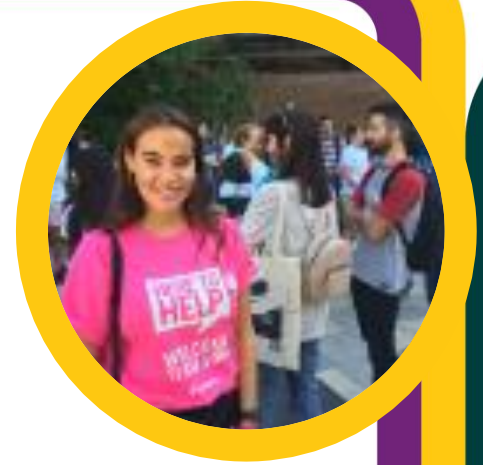


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Student Health and Wellbeing at Exeter

- Free and confidential services available
- Student Health Centre
- Student Wellbeing:
 - Drop in with experienced practitioners
 - Education Welfare Advisors
 - Specialist CBT packages for low-medium depression and anxiety
 - One off workshops
 - Short term counselling
 - Weekly mentoring/individual learning plans/reasonable adjustment
 - Welfare consultants
 - Nilaari offering range of therapies online and econsult to BAME students
 - Hikmat Devon offering support to minority ethnic students

Any questions for the team?



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