

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

Personal

An emergency or immediate risk of harm

→ **999**
Campus security
0118 378 6300

Disability, chronic health condition and/or diagnosed mental health condition

→ **Disability Advisory Service**
Carrington Building,
0118 378 4202
disability@reading.ac.uk

Student's GP

Mental health, emotional difficulties

→ **Counselling & Wellbeing**
Carrington Building,
0118 378 4216
counselling@reading.ac.uk

Immigration or visa issues

→ **International Student Advisory Team**
Carrington Building, 0118 378 8038
immigration@reading.ac.uk

Accommodation or housing: University Halls

→ **Halls Hotline**
0800 029 1984
Hall Wardens

Private sector

Financial issues

→ **Student Financial Support team**
Carrington Building,
studentfunding@reading.ac.uk
blackbullion.com
24 hour access to financial education for students

RUSU Advice Service*
Students' Union Building,
0118 378 4100
advice@rusu.co.uk

*Confidential and independent advice. No information will be shared with the University without the student's permission.

Effects of bullying/harassment, victim of crime, abuse, sexual violence, drugs/alcohol

→ Report incidents via
#NeverOk
neverok@reading.ac.uk

Radicalisation and exploitation

→ **Student Welfare Team**
Carrington Building,
0118 378 4777
studentwelfare@reading.ac.uk

Difficult issues e.g. homesickness, loneliness conflict with friends, difficulties adjusting to Uni life

→ **Chaplaincy**
Park House Lodge
0118 378 8797

Faith/religion (any), exploration of belonging, meaning and values

Life Tools Programme
Developing tools for academic and personal development

Academic/Professional

ECFs, suspension/withdrawal

→ **Support Centres**
Edith Morley – x4243
JJ Thompson – x4101
Earley Gate – x8020
London Road – x2608
Foxhill House – x5671
see details on previous page

In HBS:
Please contact the Henley helpdesk in the HBS or ICMA buildings for all support: x4007

Timetabling

→ **Advice on/ support through university policies and procedures (incl. appeals, complaints etc)**

→ **RUSU Advice Service***
Students' Union Building, 0118 378 4100
advice@rusu.co.uk

Work experience, job hunting, career advice & training, placements

→ **Careers**
Carrington Building
0118 378 8359
careers@reading.ac.uk

Henley Careers
HBS Room 107
henleycareers@henley.ac.uk

Academic language skills for international/EU students (incl. academic writing)

→ **ISLI – Academic English Programme**
reading.ac.uk/aep
0118 378 6610
aep@reading.ac.uk

Assignments, exams, coursework

→ **Teaching Staff, Module Convenor, Programme Director**

Screening for specific learning disability

→ **Disability Advisory Service**
Carrington Building,
0118 378 4202
disability@reading.ac.uk

Reasonable adjustments to teaching and/or assessment

→ **Academic study skills e.g. academic writing, critical thinking, time management**

→ **Study Advice**
Library
studyadvice@reading.ac.uk
reading.ac.uk/studyadvice

Motivation/productivity

→ **Life Tools Programme**

Maths or statistics

→ **Maths Support**
Library
mathssupport@reading.ac.uk
reading.ac.uk/mathssupport

Information Skills e.g. finding, using and referencing information and Library resources for your studies

→ **Academic Liaison Librarians**
reading.ac.uk/library/liaison

Blackboard/IT

→ **Digital Technology Services (DTS)**
Library first floor
0118 378 6262
dts@reading.ac.uk

If you are unsure who to contact or to refer your student to, please talk to your School Director of Academic Tutoring, or refer your student to their Support Centre/Programme Administrator (HBS). Phone Student Services Reception (0118 378 5555) for help signposting to specialist services.