# 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

### 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

#### 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

#### 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

#### Timetabling
- **RUSU Advice Service**
  - Students’ Union Building, 0118 378 4100
  - advice@rusu.co.uk

#### Advice on/through university policies and procedures (incl. appeals, complaints etc)
- **RUSU Advice Service**
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#### Work experience, job hunting, career advice & training, placements
- **Careers**
  - Carrington Building, 0118 378 8359
  - careers@reading.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**
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  - disability@reading.ac.uk

#### Reasonable adjustments to teaching and/or assessment
- **Disability Advisory Service**
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  - disability@reading.ac.uk

#### 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 8262
  - dts@reading.ac.uk

## Academic/Professional

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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 5553) for help signposting to specialist services.