

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

→ **24/7, 365 Student Support line**

International student support

→ **International Student Experience Manager**

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: wardens@reading.ac.uk

Private sector

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

Financial issues

→ **RSU Advice Service***
Students' Union Building,
0118 378 4100
RSU Advice email
*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 **Report and Support**

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

→ **Life Tools Programme**
Developing tools for academic and personal development

Faith/religion (any), belonging, meaning and values, food parcels & practical support

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

Student's GP
University Medical Practice
Local GPs

Academic/Professional

Assessment Adjustments, suspension/withdrawal

→ **Support Centres**
Edith Morley – x4243
JJ Thompson – x4101
Earley Gate – x8020
London Road – x2608

Coursework and exam queries

→ **Ask a Question**

In HBS:
Please contact the Henley helpdesk in the HBS building for all support: x4007

Advice on/support through university policies and procedures (including appeals, complaints etc)

→ **RSU Advice Service***
Students' Union Building,
0118 378 4100
advice@readingsu.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 students (incl. academic writing)

→ **University of Reading Global Academy – Academic English Programme**
0118 378 7760
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

→ **Study Advice**
Library
studyadvice@reading.ac.uk
<https://libguides.reading.ac.uk>

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

→ **Life Tools Programme**
Support with concentration, avoiding procrastination, and skills to manage academic work

Motivation/productivity

→ **Maths support resources**

Maths or statistics

→ **Academic Liaison Librarians**
reading.ac.uk/library/finding-information/subject

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

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

Blackboard/IT

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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.

The **24hr Student Support Helpline** (0800 023 2466) and **Wisdom Wellbeing App** can help your students with any personal questions, worries or advice they might need.