

Support at Reading

A guide for students

The University offers a wide range of support services which work together to provide students with help and advice throughout their studies. Use this guide to identify which service to contact depending on your query.

If you're not sure, please contact your Support Centre (or Henley Helpdesk/ISLI Admin Office/Graduate School) in the first instance. You can either visit in person, call or ask a question online (via the Me@Reading student portal).

Find out more at reading.ac.uk/support-centres

Academic Tutor

Your Academic Tutor is a member of staff in your School who is there to support your academic, personal and professional development. They work in partnership with you to:

- formulate plans to support your academic and personal development
- make decisions in relation to your course
- connect you with other academics in your field of study
- help you make the most of the development opportunities on offer
- connect you with other University support services as appropriate.

Your Academic Tutor can also help you to think about your career and provide a reference for future employers.

You should meet your Tutor at least once a term, but you can request additional meetings or a phone/Skype chat if you have a particular query.

For more information, visit:

reading.ac.uk/academic-tutors

Academic support services

Support Centres / Henley Helpdesk / ISLI Admin Office / Graduate School

These services can help with a wide range of queries related to your academic studies, including:

- modules and programmes
- coursework and exams
- extenuating circumstances
- disability assistance
- course transfers, suspensions and withdrawals
- appeals and complaints
- academic study support.

Staff will direct you to the relevant specialist support service if they are unable to help you directly.

For more information, visit:

reading.ac.uk/support-centres

Reading University Students' Union (RUSU)

RUSU building, ground floor

RUSU's team of independent specialist advisors can support you with advice on matters relating to:

- your academic studies
- welfare
- private housing
- money
- drug and alcohol issues.

For more information, visit:

rusu.co.uk/advice

You can also contact your Course/School Reps or one of the Full-Time Officers.

For more information, visit:

rusu.co.uk/representation

Other services

TURN OVER for more information about other support services available, including the Student Services Reception, Library and Chaplaincy.



Other support services

Student Services Reception (Carrington Building, ground floor)

You can visit the Student Services Reception for any general questions about the services in the Carrington Building and across Student Services and how to access them. **All services based in the Carrington Building are shown below in orange boxes.**

0118 378 5555

reading.ac.uk/student-services-reception

What do you need help with?

Where to go

Jobs and placements



Careers (Carrington Building, floor 1)

The Careers centre offers career and development support for all students through events, development schemes, one-to-one meetings, and online resources.

0118 378 8358

reading.ac.uk/careers

Computers, software and Wi-Fi



IT (Library@URS, ground floor)

The IT Team can help you with any IT related query, including email, printing, software, Wi-Fi, and access to University systems such as Blackboard and Me@Reading.

0118 378 6262

reading.ac.uk/it

Study support and resources



Library Services

(Library@URS, ground floor)

In the Library@URS you'll find three teams who are there to support you with your studies:

- Study Advice Team
- Maths Support Team
- Liaison Librarians

0118 378 8770

reading.ac.uk/library

Disability or long-term condition



Disability Advisory Service

(Carrington Building, ground floor)

The Disability Advisory Service offers advice and guidance to students with any disability, mental health condition, or specific learning difficulty (SpLD).

0118 378 4202

reading.ac.uk/disability-advisory-service

Mental health and emotional difficulties



Counselling and Wellbeing

(Carrington Building, floor 1)

The Counselling and Wellbeing Team provides counselling and mental health support to students through one-to-one meetings, group therapy sessions and online resources.

0118 378 4216

reading.ac.uk/counselling

What do you need help with?

Where to go

Immigration and visas



International Student Advisory Team (Carrington Building, ground floor)

The International Student Advisory Team supports international students by providing visa and immigration advice, and helping students settle in to life and study in the UK.

0118 378 5555

reading.ac.uk/international-students

Finances



Student Financial Support Team (Carrington Building, ground floor)

The Student Financial Support team offers information on a wide range of financial issues, including bursaries, student finance and the Student Loans Company, short-term loans and hardship grants.

0118 378 5555

reading.ac.uk/money

University accommodation



Halls (Carrington Building, floor 2)

Students living in University halls of residence are supported by:

- Hall Wardens and Mentors
- the Halls Hotline (0118 378 7777)
- the Accommodation Office

0118 378 4203 or

0118 378 8922 (Kendrick Hall)

reading.ac.uk/halls

Personal and welfare support



Student Welfare Team

(Carrington Building, ground floor)

The Student Welfare team can help students with personal and welfare issues such as homesickness, family and relationships, drugs/alcohol, and harassment/bullying.

0118 378 5555

reading.ac.uk/welfare-team

Faith and religion



Chaplaincy (Chaplaincy Building)

The Chaplaincy is run by a group of chaplains who are there to offer emotional support to all students, whatever their religious beliefs.

0118 378 8797

reading.ac.uk/chaplaincy