



Essential Guide for Students

ACADEMIC SERVICES, EXETER CAMPUSES 2009/10





New student checklist

This list will help you make sure you've completed all the essential tasks to make the best start at the University.

I have...	page
<input type="checkbox"/> collected my room key (if in University accommodation)	–
<input type="checkbox"/> activated my IT account	7
<input type="checkbox"/> received or collected my itCD, and checked my computer for virus protection	16
<input type="checkbox"/> given proof of my qualifications to the Admissions Team (if asked for)	–
<input type="checkbox"/> received or collected my UniCard	7
<input type="checkbox"/> registered with the University	7
<input type="checkbox"/> given the University my term-time address (if in private accommodation)	8
<input type="checkbox"/> received my Welcome Bag (either when collecting my accommodation key or from the Students' Guild Information Point)	–
<input type="checkbox"/> checked which Welcome Week events I need to attend	–
<input type="checkbox"/> met my personal tutor	–
<input type="checkbox"/> enrolled on my modules	7
<input type="checkbox"/> registered with the Student Health Centre	23
<input type="checkbox"/> registered with the Disability Resource Centre (if needing disability support)	8
<input type="checkbox"/> paid my fees and any accommodation charge	30
<input type="checkbox"/> checked my bank account to ensure that my maintenance loan has been paid (undergrads receiving a loan from the SLC)	–
<input type="checkbox"/> subscribed to ResNet (if in University accommodation)	15
<input type="checkbox"/> visited the library	11
I know how to...	page
<input type="checkbox"/> log in to MyExeter, the student portal check my University email account	7
<input type="checkbox"/> access electronic library resources	12
<input type="checkbox"/> log in to my WebCT learning resources	19
<input type="checkbox"/> find skills support for my academic study	19

If you find this booklet, please return it via Internal Mail to:

Name:

University address:



Welcome to the University of Exeter

Congratulations on your choice of University!

We hope your time here will be enjoyable and rewarding,
and wish you success in your studies.

This guide outlines the services provided for you by Academic Services – student registration and support, library services and IT facilities. You'll find everything you need to survive the first few weeks, but it'll be useful to keep this guide handy for future reference.

There's more...

For answers to all your queries about living and studying in Exeter, visit StudentHelp at

www.exeter.ac.uk/studenthelp

There's also general info about Academic Services at

www.exeter.ac.uk/as

If you can't see a direct link to what you need on the home page, try the Search box at the top right corner.

Tell us what you think!

We'd welcome any comments about your experience of our services, or suggestions of things you'd like us to provide in future.

You can contact us from **www.exeter.ac.uk/as/feedback**,
or email us at as-contact@exeter.ac.uk.

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Getting started

Register with the University

Activate your IT account

MyExeter

Module enrolment

Your UniCard

Student records

Disability Resource Centre

Exams

Interrupting or withdrawing
from your studies

Getting started

Register with the University

You must register with the University at the start of each academic year. By registering you agree to observe the University's rules and regulations, including the payment of tuition fees and other charges by the deadlines.

Most students will be asked to register online. You need to:

1. activate your IT account (see below)
 2. use your IT details to go to the MyExeter web portal (my.exeter.ac.uk)
 3. choose the 'Student Record' tab and follow the 'Registration' link
- If you haven't registered by **16 October** you may be charged a late registration fee of £50.

If you have problems registering online, or your course details aren't correct, please contact Registry Services (Room 153, Northcote House, phone 01392 263025 or email registry@exeter.ac.uk).

Activate your IT account

To do this you'll need your student number and either a security number (sent with your acceptance information if you're an undergrad) or a valid UniCard number. This will give you your username and password for all IT facilities and many other University services. Activate your account at www.exeter.ac.uk/its/users/register.php

MyExeter

The student portal my.exeter.ac.uk is your personal access point to most online resources. When you log in to MyExeter you can see your email, personal filespace, student record, WebCT online learning resources, course timetable and library account, without having to log in to each one again. There's even information about events, leisure, news and weather.

Module enrolment

If you are studying on a taught programme, you must also enroll for your modules with your School – this will generally happen on Schools' Day during Welcome Week. If you have any questions about module choice, please speak to staff in your School.

Your UniCard

Your UniCard lets you borrow books from the library, access buildings, vote in Guild elections, prove your identity in exams and much more. Your card works fully from the **day after** it's printed.

If your card isn't sent to you before you come to University, collect it from Peter Chalk 1 and 2 on the Saturday and Sunday of Arrivals Weekend, the Lower Exam Hall on the Monday and Tuesday of Welcome Week or Registry Services in Northcote House after this.

Student records

We'll usually contact you via your University email account, but also sometimes by post, so it's important that you tell us of any change of personal details.

If your home or term-time address or telephone number changes, please go to the 'Student Record' tab in MyExeter (my.exeter.ac.uk) and amend your details. If you change your name or want to update any other details you should visit Registry Services or email registry@exeter.ac.uk.

Disability Resource Centre

The Disability Resource Centre in the Old Library offers individual support for students with specific learning, physical or mental health difficulties. We can help with screening for dyslexia and dyspraxia, and diagnostic and support needs assessments. You need to register with the DRC to access our support.

We also offer support in applying for the Disabled Students' Allowance. If you feel you may have support needs, do make contact as soon as possible. You can make an appointment to talk to an advisor in confidence. Phone 01392 263880, email disability@exeter.ac.uk or visit www.exeter.ac.uk/disability

Exams

The main exam periods are January and May/June. You'll be emailed a link to your exam timetable in December (for January exams) and before Easter (for May/June). Referred and deferred exams are held in late August, and you should keep that period free. Full details are at www.admin.ex.ac.uk/academic/exams.

If you need special provision for exams, contact the Disability Resource Centre as soon as possible.

Interrupting or withdrawing from your studies

Occasionally a student needs to interrupt their studies or even withdraw completely. If you're considering either option, you should consult your tutor/supervisor and the Student Guild Advice Unit before making any decisions.

There may be financial consequences, so you should also take advice from Finance Services in Northcote House. International students must also contact the International Student Support Office in Northcote House for advice on immigration implications.



Library services

Library locations

Self-service catalogues

Library help

Services for international students

Services for people with special needs

Postal loans and photocopies

Electronic library

Special Collections
and Bill Douglas Centre

Library services

Library locations

We manage five libraries in Exeter and share resources with University College Falmouth at the Cornwall campus.

- **Main Library** – undergraduate and research collections for most subjects, multi media facilities, group study.
- **Research Commons (old library)** – Arabic and Islamic Collection, also Special Collections including the Bill Douglas Centre.
- **Law Library** (Amory Building) – Law collections.
- **Arab World Documentation Unit** (IAIS Building) – materials on the Gulf region and other Arab countries.
- **St Luke's Campus Library** – Education and Sport Science collections, contact point for PCMD students.
- **University of Exeter, Cornwall Campus** – shared collections with University College Falmouth.

For further information and opening times, see

www.exeter.ac.uk/library

Some services aren't always available – if you're travelling from a distance, phone first (01392 263873) to check.

Library messages (reserved items for collection, recalls, reminders and overdue notices) will be sent to your University email address. Please check frequently – items can be recalled early and there are fines for overdue items!

Self-service catalogues

From the library catalogue library.exeter.ac.uk you can:

- see the items you have on loan and when they're due.
- check your library account for fines or reservations.
- renew your loans (unless they're overdue).
- search for books, journals and online resources.
- reserve books on loan to others.

At some sites self-issue and return facilities are available

Library help

The Library Services Desk provides 'first line' help and advice. Staff may introduce you to other colleagues to help with in-depth enquiries.

Services for international students

International students can consult the Library International Officer – see www.exeter.ac.uk/library/international.

Services for people with special needs

There are additional services for people with disabilities, including:

- book fetching.
- additional book allowances.
- help with the catalogue, photocopying, etc.
- special facilities IT zone (Main Library).
- assistive technology readers.

Almost all the library collections are accessible for people with mobility difficulties. If you need help, please ask at the Information Desk or Issue Desk. For more details see

www.exeter.ac.uk/library/disability.

Postal loans and photocopies

If you can't come to the libraries, you can request that books or photocopied chapters or articles (within copyright restrictions) are sent to you. There is a small charge per item. See

www.exeter.ac.uk/library/distance for details.

Electronic library

The library subscribes to over 39,000 electronic journals and over 100 databases. The main link to our e-resources is at www.exeter.ac.uk/library/electronic. You'll need your University username and password for access.

There are also links to subject-based resources, such as those provided by Intute, www.intute.ac.uk.

Special Collections and Bill Douglas Centre

Based in the Old Library, this section manages the University's rare and special materials, including:

- medieval illuminated manuscripts from Syon Abbey.
- Victorian culture, such as the Chris Brooks collection, and Sir John Betjeman's working library.
- modern collections including papers from Daphne du Maurier and Ted Hughes.

The Bill Douglas Centre houses the largest public cinema history collection outside the National Media Museum.



IT services

ResNet

IT Help Desk

Email

Secure filespace (U: drive)

Rules and regulations

Open-access IT facilities

IT for people with special needs

Wireless network

Software

Viruses and security

IT services

We provide a wide range of IT services to help you. Our website www.exeter.ac.uk/its has up-to-date information, including any planned downtime or known problems.

ResNet

ResNet is an Internet connection that's faster and cheaper than most commercial broadband services. It's available in almost every University-owned student bedroom.

There's a charge for this service to cover its costs – information about ResNet charges and how to set up your connection is at www.exeter.ac.uk/its/resnet.

IT Help Desk

The IT Help Desk is a professional front line service which is the first point of contact for all IT and audio visual queries or issues. We operate a 24/7 front line service via telephone and e-mail. Please have your username and contact details ready, and give us as much information as you can about your fault or question.

IT Help Desk - 24/7 Help and Support

Phone: 01392 263934

Email: helpdesk@exeter.ac.uk

Web: www.exeter.ac.uk/its/helpdesk

In Person:

The IT Help Desk Counter on Streatham Campus is based in the Main Library. The counter is open 08.00-18.00 Monday to Friday, except for University closure days. At other times refer to the Library Services Desk.

IT Help Desk support at St Luke's Campus is available from the Haighton Cluster.

Email

You have a University email account, whose address is your username followed by @exeter.ac.uk. The University will use only this address to email you while you're a student, and you should use it for all University business. You can access your email from anywhere on the Internet through MyExeter or using Outlook Web Access. More details are at www.exeter.ac.uk/its/email.

Secure filespace (U: drive)

All students have an area of secure filespace, known as the 'U: drive', on a central server. You can save your work there (so you needn't carry it around with you) and access it via MyExeter, ResNet or any open-access PC. See www.exeter.ac.uk/its/udrive.

Rules and regulations

The University has IT Regulations to make sure the systems aren't misused, and IT use is also subject to national laws. By registering for your course, you agree that your use of IT will comply with all these regulations.

If you break the rules, even if you're not aware you're doing it, you may face University disciplinary action or even legal action. To be safe, check the summary of what you've agreed to at www.exeter.ac.uk/its/regs.shtml.

Open-access IT facilities

There are 'clusters' of open-access PCs in most University buildings, including some which have 24 hour access. You need your username and password to log in.

See www.exeter.ac.uk/its/clusters for details including current PC availability. Laser PrintStations are available in all our open-access clusters and in other places around the University. Some clusters also have colour printers. You pay for printing using your UniCard to access an account that you can top-up online. See www.exeter.ac.uk/its/printing

IT for people with disabilities

Our open-access PCs have software to help people with disabilities, including MindGenius, textHELP Read & Write and ZoomText Xtra. Further details are available via www.exeter.ac.uk/its/software. General information about IT for special needs is at www.exeter.ac.uk/its/access, and the Disability Resource Centre can help as well – go to www.exeter.ac.uk/disability.

Wireless network

There's a growing network of wireless access points around the University campuses. A location list and details of how to connect are at www.exeter.ac.uk/its/wifi.

Software

We support a wide range of software. For some programs, our licences allow home use at little or no cost, and you can also get discount prices on other software.

See www.exeter.ac.uk/its/software to find what's available.

Viruses and security

All equipment connected to ResNet or the University network must run up-to-date anti-virus software. Our free **itCD** contains an anti-virus program for your PC or Mac. If there's no CD in your room, or you're not in University accommodation, collect one from the IT Help Desk. If your computer runs Windows we expect you to use Microsoft Update regularly. See the important security advice at www.exeter.ac.uk/its/virus.



Learning and teaching support

WebCT

Student Skills

Personal development

Taught and Graduate Research

Faculty Offices

Effective Researcher Development

Programme

Learning and teaching support

WebCT

WebCT is the University's online Virtual Learning Environment (VLE), supplying flexible teaching and learning via the Internet. You can access course materials and interact with other students and your tutors.

WebCT isn't a substitute for face-to-face learning, but provides additional support for your studies. As well as the many degree modules using WebCT, some general courses are available to all members of the University.

You can see your own personalised WebCT via MyExeter or at www.exeter.ac.uk/webct.

Student Skills

The Student Skills Team is located in Education Enhancement and offers a wide range of support for all students who wish to broaden their academic skills sets. There are opportunities to develop a range of skills including essay writing, presentations, exam technique, time and dissertation management, team working and in maths and statistics. Much of our provision is delivered through academic schools in consultation with academics and module tutors.

Our development programmes, accredited modules, workshops and online resources are our main modes of delivery but a limited centralised one-to-one service is also available and a centralised comprehensive programme for research students is also offered (see *below*). Most support is offered over and above that which features in core academic programmes. A number of interactive skills modules are now available for self-study and support.

To find out more about what is on offer, visit the Student Skills website: www.exeter.ac.uk/as/eu/studentskills/

Personal development

Personal Development Planning is a way to reflect continuously upon your learning and skills achievements at University. For more details of how it works see

www.services.ex.ac.uk/cas/employability/pdp/students

Taught and Graduate Research Faculty Offices

The Faculties develop and implement University policies on learning and teaching. The Faculty Offices deal with student complaints, academic appeals and plagiarism cases and give advice on all areas of academic policy.

Email tfaculty@exeter.ac.uk (Taught Faculty Office) or grfaculty@exeter.ac.uk (Graduate Research Faculty Office).

Effective Researcher Development Programme

The Education Enhancement division within Academic Services organise a development programme for all PhD students, covering project-managing the thesis, presenting a conference paper, rapid reading of research material, writing-up and more. This is in addition to discipline-specific research training coordinated by your School. You can attend at any stage in your research. There is plenty of choice and variety (over 50 different sessions, many repeated throughout the year) and it's also a great opportunity to meet researchers from other Schools. See

www.admin.ex.ac.uk/academic/gradschool/skills for more details.



Other student support

Student Health Centres

Student Counselling Service

Equality and diversity

Student status letters

Council Tax exemption

The Students' Guild

Students' Guild Advice Unit

Support for postgraduates

Support for families

Support for international students

University Chaplaincy

Other student support

Student Health Centres

You should register with one of the Health Centres during Welcome Week – you'll also be offered a brief health check.

- **Streatham Campus: Student Health Centre**, Reed Mews. Phone 01392 676606 or internal 4414. Run solely for students.
- **St Luke's Campus: The Heavitree Practice**, Heavitree Health Centre, South Lawn Terrace, Exeter EX1 2RX. Phone 01392 211511.

Both centres can deal with all medical problems and particularly those related to University life, including exam stress, change in lifestyle, etc. For opening hours and more information see www.exeter.ac.uk/shc.

If you need a doctor urgently, phone the Devon Doctors on Call Answering Service (Isca-Doc) on 01392 824600.

There are two NHS Walk-in Centres in Exeter: the Royal Devon & Exeter Hospital, Barrack Road (01392 411735) and 31 Sidwell Street (01392 276892). Confidential health advice and information is available from NHS Direct, a 24-hour nurse-led phone helpline, on 0845 4647.

Student Counselling Service

The Student Counselling Service, based in The Hailey Wing of Reed Hall on the Streatham Campus, aims to help students cope more effectively with personal, emotional or psychological difficulties. Many people find that talking things over with a qualified counsellor can offer a new perspective. The service is free and confidential.

To make an appointment, phone 01392 264381 or leave a message on our answering machine. For more details visit www.exeter.ac.uk/counselling.

Equality and diversity

The University has a policy of equal opportunity, and aims to promote racial equality and provide a working and learning environment free from unfair discrimination. Everyone should be treated with dignity and respect whether at work or study. Staff and students have an important role to play in creating an environment where harassment is unacceptable.

The University has a Network of Harassment Advisers for staff and students who wish to raise concerns. An up-to-date list of Advisers and how they can be contacted is at www.exeter.ac.uk/eo.

Help and advice is also provided by the Guild Equal Opportunities Office in Devonshire House (phone 01392 263562).

Student status letters

You may sometimes have to provide proof of your student status. If you need a student status letter or a letter for your bank, please contact Registry Services in Northcote House (email registry@exeter.ac.uk).

Council Tax exemption

Council Tax exemption is only granted to registered full-time students studying on a course that lasts for at least one full-academic year. You may be asked by your local council to provide a Council Tax Exemption Certificate – you obtain this from Registry Services in Northcote House (email registry@exeter.ac.uk).

If you're a registered full-time student in private accommodation in Exeter, your name will automatically be included in a list that we send to the Exeter City Council Tax office, and you shouldn't need an Exemption Certificate.

The Students' Guild

The Students' Guild helps you make the most of your time at University. Run by students for students, the Guild runs a wealth of support services, volunteering and social activities. It also represents your interests to the university, and at a local and national level. All students are automatically members of the Guild and can direct the way it is run by voting at meetings and elections. To find out more about the Guild and its services, go to www.exeterguild.org

Students' Guild Advice Unit

Call in and see the advisors for practical advice on housing, childcare, money, academic matters – in fact anything you want to talk about, in complete confidence.

The centre is open 10.00–15.00 Monday to Friday during term-time, with appointments also available. Vacation opening hours are 12.00–14.00 Monday to Friday, except University closure periods.

Phone 01392 263520, email studentadvice@exeter.ac.uk or visit www.exeterguild.org and follow the links for support and advice.

Other student support (cont.)

Advice is also available at St Luke's Campus. A drop-in surgery is held on Mondays during term time, from 12.00–16.00. Further information can also be obtained from the Guild Information Point in Crosskeys. Open 10am–4pm Monday to Friday except Wednesdays 10am–2pm term time only

Support for postgraduates

The recently refurbished Postgraduate Centre on Clydesdale Road, Streatham Campus has a relaxed atmosphere for meeting, working or socialising with other postgrads. The Centre has a bar, lounge, common room and seminar rooms.

All postgrads are automatically members of the **Postgraduate Association (PGA)**, part of the Students' Guild. The PGA represents postgrads in relations with the University authorities and outside organisations. The PGA website is pga.exeter.ac.uk/content, or contact pga-president@guild.exeter.ac.uk

Postgraduate Administration Office

Advice is available on all matters related to your studies, progression and submission. Guidance can be given on the Codes of Practice and Statement of Procedures in the **TQA Manual** and any other matters if you are unsure of who to ask.

Please visit Registry Services or email pgadmin@exeter.ac.uk

Support for families

The Family Centre provides care and education for children from 6 weeks to 5 years of age. Apply early as places are in demand – phone 01392 264416.

General information for student parents is available from the Guild's Advice Unit.

Support for international students

The International Student Support Office is dedicated to helping you adjust to life in the UK and offers a range of advice and assistance on a wide number of issues. We can help with any issues that may arise for you as an international student including immigration and visa advice; working during and after your studies; bringing your family to the UK and living in the Exeter.

Appointments available:

Room 162 Northcote House, Streatham Campus:

Monday to Friday 10.00-12.00, 14.00-16.00.

To book an appointment email isa@exeter.ac.uk

Term time drop in clinics:

Guild Advice Unit: Tuesday 10.00-12.00 and Thursday 13.00-15.00

St Luke's Students' Advice Room: Fridays 10.00-12.00.

No appointment necessary!

Contact us at isa@exeter.ac.uk, Phone 01392 263041 or visit www.exeter.ac.uk/international

University Chaplaincy

The Multi Faith Chaplaincy Team serves all members of the University, staff and students, regardless of their faith background. They aim to provide opportunities for worship and for faith to be nurtured and deepened and to engage with those who have questions about the meaning of life.

The Chaplains are always ready to discuss issues of faith or daily living or any personal matter in confidence at all times.

See www.exeter.ac.uk/chaplaincy for more details

Harassment and bullying

Here at Exeter we take our responsibility to create a safe and welcoming environment for all our students very seriously.

We have a robust 'zero tolerance' anti Harassment and Bullying policy and a network of harassment advisors to support anyone who is being harassed or bullied (www.exeter.ac.uk/eo).



Fees and funding

Tuition fees

Accommodation charges

Overseas students

Payment deadlines and late fees

How to pay

SLC tuition fee and maintenance loans
(undergraduates)

Applying for financial support –
Student Finance England

UK access to Exeter bursary
for undergraduates

Access to Learning Fund

Financial support for postgraduates

Help with childcare costs

Scholarships and bursaries

International students
(from outside the EU)

Fees and funding

The University charges a tuition fee to all students and an accommodation charge if you take a place in University residence. These charges are normally made on an annual basis. Any tuition fee adjustments or refunds applicable will be calculated in accordance with the University regulations stated in the Calendar. For further details please refer to the University regulations at www.exeter.ac.uk/calendar/finance

Tuition fees

Current tuition fees are listed at

<http://admin.exeter.ac.uk/students/studentfinance>

All payments are due within the first 2 weeks of each term. If your programme has a modular structure, fees are payable per module and are due in full in advance. Should your tuition fee be in excess of £500, you may pay in 3 equal instalments with no extra charge.

If sponsored, you must also make sure your sponsor pays on time, or you'll be charged a late fee. If your sponsor fails to pay, you will be responsible for payment.

Accommodation charges

You must pay for University accommodation in advance, either annually or in three installments. All payments are due within the first 2 weeks of each term.

Overseas students

We only accept payment in sterling, so before you start your course please make sure you have sufficient funds in a UK bank account to pay for your tuition and accommodation and to cover other living expenses.

Payment deadlines and late fees

Please refer to the University regulations at

www.exeter.ac.uk/calendar/finance for information on payment deadlines and late fees.

How to pay

All payments made to the University must be made in £ Sterling, so we recommend that you have sufficient funds in a UK bank account before you start your course. Any currency conversion costs or other charges incurred in making a payment shall be borne by the Student or the third party making or receiving the payment, and shall not be deductible from the amounts due to the University.

You may pay us by:

- Online at www.exeter.ac.uk/epay (Credit or UK Debit card)
- Telephone on **01392 263890** (Credit or UK Debit card)
- Cheque or bank draft in £ sterling, payable to the *University of Exeter*
Direct transfer to the University of Exeter bank account
- Cash, cheque, Credit or UK Debit card, in person at the Cashiers Office, Northcote House, The Queen's Drive, Streatham Campus

However you choose to pay, please make sure that your student ID number is and how much you are paying for tuition fees deposits, tuition fees, accommodation deposits and accommodation charges from your account statement, are clearly stated.

SLC tuition fee and maintenance loans (undergraduates)

If you're expecting a maintenance loan from the Student Loans Company, they should pay it into your bank account within four working days of the start of your programme or the date you register online, whichever is later. Eligible students will be able to apply for the Tuition Fee loan, which is paid direct to the university – for more information visit the Student Funding web pages at <http://admin.exeter.ac.uk/students/studentfinance> In order for your maintenance loan to be released, you must be registered and have given the SLC your National Insurance number.

Applying for financial support – Student Finance England

Student Finance Direct has been replaced by a new service: Student Finance England. Full-time higher education students from England can use its secure system to apply for finance online - and parents and partners can support an application online. If you've already registered online with Student Finance Direct, you can log in to your student finance account using the same details as before. For more information on "how to apply" please visit <http://admin.exeter.ac.uk/students/studentfinance> The main student finance application lets you apply for Student Loans and grants from the government. You can also indicate whether you want to apply for some forms of extra help - for example, because you're disabled, or you have children or an adult dependant.

Fees and funding (cont.)

UK Access to Exeter Bursary for undergraduates

This bursary is available to students anywhere in the UK. Students must be home fee status on a full-time undergraduate programme of study. For more information please visit

<http://admin.exeter.ac.uk/students/studentfinance>

Access to Learning Fund

This fund is available through the Student Funding Team. It provides help for students who may need financial support to stay in Higher Education, and is available to UK undergraduates and postgraduates studying at least 50% of full-time (25% of full-time for disabled students). For more information please visit

<http://admin.exeter.ac.uk/students/studentfinance>

Financial support for Postgraduates

Postgraduates can apply for help if they are in exceptional financial hardship that threatens continuation of their programme of study. Assistance is in the form of a grant or loan from the Access to Learning Fund, depending on individual circumstances.

Help with childcare costs

The Access to Learning Fund also supports the Childcare Subsidy Fund. Subject to your household income, this can help with up to 70% of eligible childcare costs (costs not supported by other financial help such as the Early Years Grant, Childcare Grant and Working Tax Credit). For more information please visit

<http://admin.exeter.ac.uk/students/studentfinance>

Scholarships and bursaries

If you have a University scholarship or School bursary, please make sure that your School has informed the Student Funding Team, so that your account can be adjusted.

International Students (from outside the EU)

For information on the FISH fund and SELS fund, please visit

<http://admin.exeter.ac.uk/students/studentfinance>

Useful contacts

Careers and Employment Service

Cashiers' Office

Chaplaincy

DIUS EU Customer Services Team

Disability Resource Centre

Guild Student Advice Unit

International Office

IT Help Desk

Learning Skills Service

Library enquiries

Nightline

Registry Services

Sports Park

Student Counselling Service

Student Fees Team

Student Funding Team

Student Health Centre (Streatham Campus)

Student Health Centre (St Luke's Campus)

Useful contacts

Careers and Employment Service

Reed Mews, Streatham Drive, Exeter EX4 4QP
Phone 01392 264493 Email careers@exeter.ac.uk
www.exeter.ac.uk/employability

Cashiers' Office

Northcote House, The Queen's Drive, Exeter EX4 4QJ
Phone 01392 263890
Email cashiers@exeter.ac.uk
www.exeter.ac.uk/epay
For ePay enquiries, phone 01392 263635

Chaplaincy

Phone 01392 263649
www.exeter.ac.uk/chaplaincy

DIUS EU Customer Services Team

Mowden Hall, Staindrop Road, Darlington DL3 9BG
Phone 01412 433570 (+44 1412 433570)
Email EU_Team@slc.co.uk
www.dfes.gov.uk/studentssupport

Disability Resource Centre

Old Library, Prince of Wales Road, Exeter EX4 4SB
Phone 01392 263880 Email disability@exeter.ac.uk
www.exeter.ac.uk/disability

Guild Student Advice Unit

Devonshire House, Stocker Road, Exeter EX4 4PZ
Phone 01392 263520
Email studentadvice@exeter.ac.uk
www.guild.exeter.ac.uk/helpandadvice/adviceunit

International Student Support Office

Northcote House, The Queen's Drive, Exeter EX4 4QJ
Phone 01392 263041 Email isa@exeter.ac.uk
www.exeter.ac.uk/international

IT Help Desk

Main Library, Stocker Road, Exeter EX4 4PT
Phone 01392 263934 Email helpdesk@exeter.ac.uk
www.exeter.ac.uk/its/helpdesk

Learning Skills Service

Queen's Building, The Queen's Drive, Exeter EX4 4QH
or St Luke's Campus, Heavitree Road, Exeter EX1 2LU.
Phone 01392 264506 or 01392 264819 respectively
www.services.ex.ac.uk/edu/student-learning-skills

Library enquiries

Main Library, Stocker Road, Exeter EX4 4PT
Phone 01392 263867 Email library@exeter.ac.uk
www.exeter.ac.uk/library

Nightline

Phone 01392 275284

nightline.ex.ac.uk

Registry Services

Northcote House, The Queen's Drive, Exeter EX4 4QJ

Phone 01392 263025 Email registry@exeter.ac.uk

www.admin.ex.ac.uk/academic/registry

Sports Park

Stocker Road, Exeter EX4 4QN

Phone 01392 264452 Email exetersport@exeter.ac.uk

www.exeter.ac.uk/sport

Student Counselling Service

Reed Hall, Streatham Drive, Exeter EX4 4PD

Phone 01392 264381 Email counselling@exeter.ac.uk

www.exeter.ac.uk/counselling

Student Fees Team

Northcote House, The Queen's Drive, Exeter EX4 4QJ

Phone 01392 263890

Email fees@exeter.ac.uk

www.admin.ex.ac.uk/students/studentfinance

Student Finance England

Student Finance Services UK Team:

PO Box 210 Darlington DL1 9HJ

Phone 0845 300 50 90

Student Finance Services European Team:

PO Box 89 Darlington DL1 9AZ

Phone (+44) (0) 141 243 3570

Email EU_Team@slc.co.uk

www.direct.gov.uk/en/EducationAndLearning/UniversityAndHigherEducation/StudentFinance

Student Funding Team

Northcote House, The Queen's Drive, Exeter EX4 4QJ

Phone 01392 263890 Email money@exeter.ac.uk

www.exeter.ac.uk/studentfinance

Student Health Centre (Streatham Campus)

Reed Mews, Streatham Drive, Exeter EX4 4QP

Phone 01392 676606 Email studenthealth@exeter.ac.uk

www.exeter.ac.uk/shc

Student Health Centre (St Luke's Campus)

Heavitree Health Centre, South Lawn Terrace, Exeter EX1 2RX

Phone 01392 211511

Student Help

For more information about the University and the Exeter Community go to www.exeter.ac.uk/studenthelp

Streatham Campus

Key to map

Amory Building 29

Law Library
Open-access PC clusters

Devonshire House 2

Students' Guild
Students' Guild Advice Unit

IAIS Building 16

Arab World Documentation Unit

Laver Building 22

Open-access PC cluster

Main Library 4

IT Help Desk
Library enquiries
Open-access PC clusters

Northcote House 12

Cashiers' Office
Faculty Offices
International Office
Registry Services
Student Fees Team
Student Funding Team

Old Library 7

Arab and Islamic library collection and library store
Disability Resource Centre
Special Collections and Bill Douglas Centre

Postgraduate Centre 63

Queen's Building 11

Learning Skills Service
Open-access PC clusters

Reed Mews 15

Careers and Employment Service
Student Health Centre

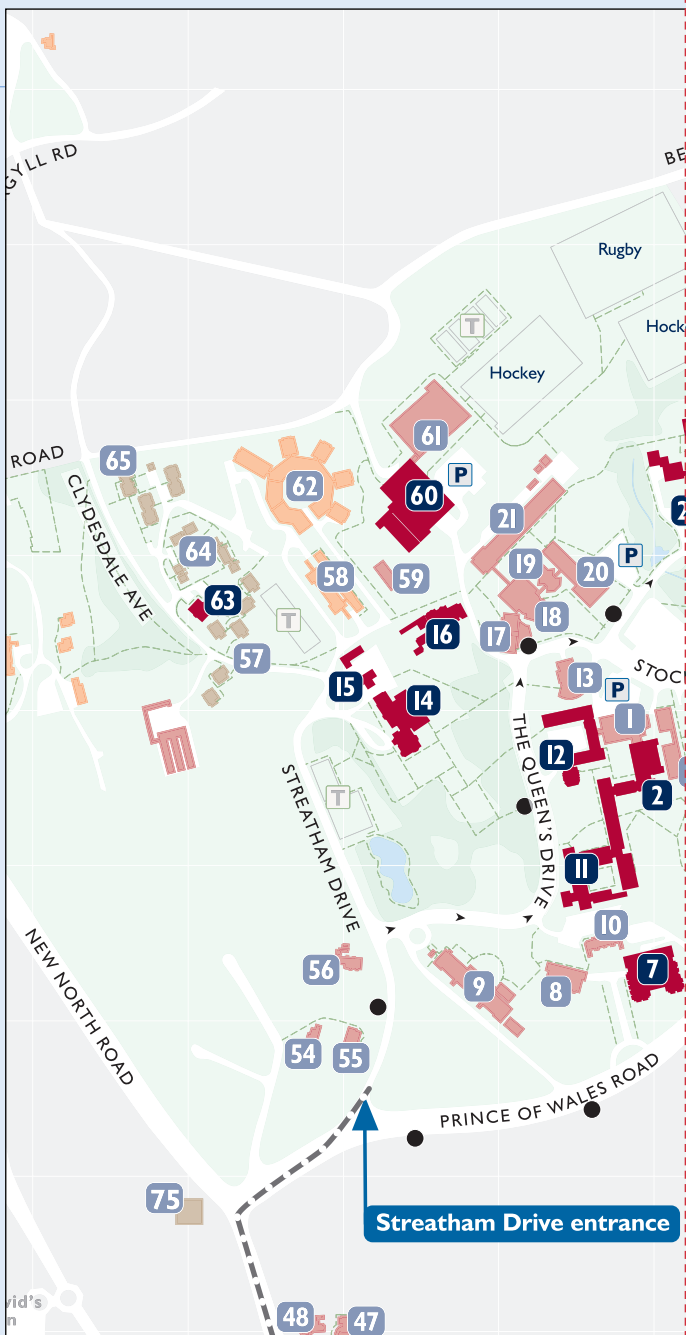
Reed Hall 14

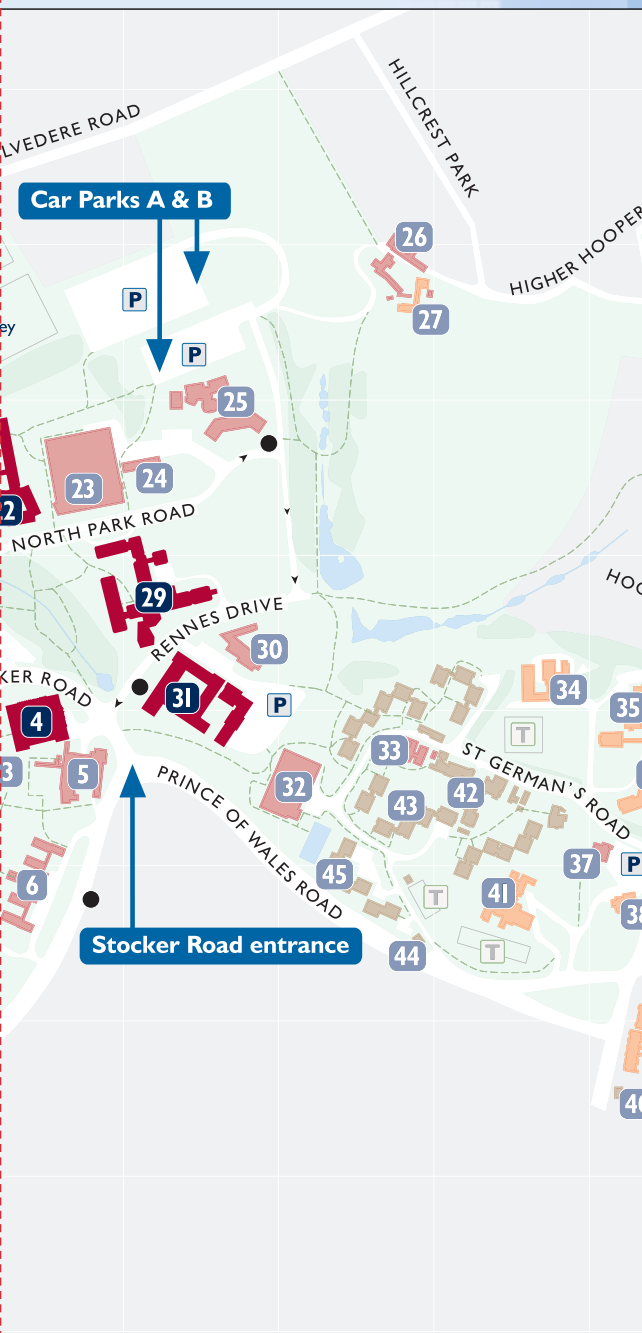
Student Counselling Service

Sports Park 60

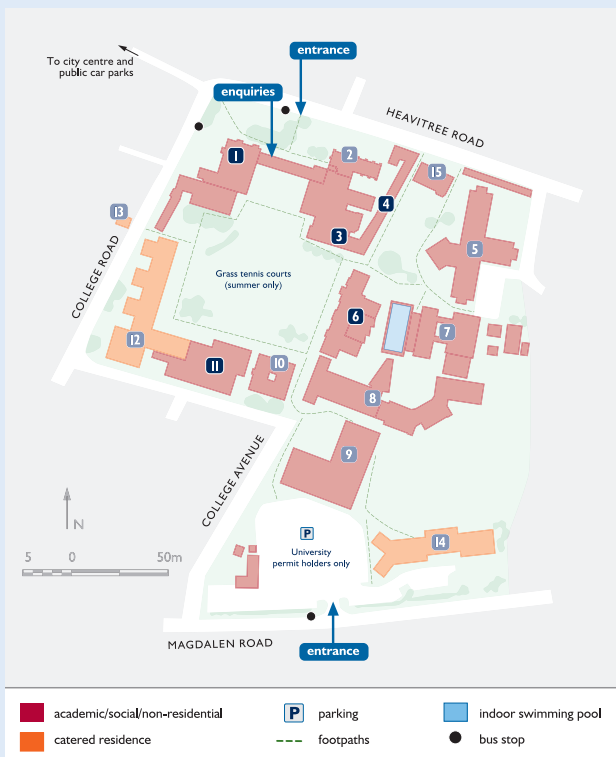
Streatham Court 31

Open-access PC cluster





St Luke's Campus



Key to map

Cross Keys **3**

Students' Guild

Haighton Building **6**

Open-access PC cluster
St Luke's Campus library

Holnicote Building **4**

Student Advice Room

North Cloisters **1**

Learning Skills Service

South Cloisters **12**

IT enquiries



Queries about living and studying in Exeter?

Visit Studenthelp

www.exeter.ac.uk/studenthelp



Academic Services
University of Exeter
Main Library
Stocker Road
Exeter UK EX4 4PT

www.exeter.ac.uk/as