



Students in Cornwall

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

| | Personal | | Academic/Professional |
|--|--|--|---|
| In an emergency or immediate risk of harm | <p>If you or someone around you is at immediate risk call 999</p> <p>Campus Safety and Support Team: +44(0)1326255875 24 hour emergency line: +44(0)1326254444 Glasney Lodge: 01326 253503</p> <p><u>Urgent Support related to Wellbeing</u></p> | Interrupting or withdrawing from your studies | <p>Education Welfare Team page</p> <ul style="list-style-type: none"> • Email welfare.penryn@exeter.ac.uk • Call 01326 371847 or 01326 371875 • Book an online meeting with Education Welfare advisor |
| Mental Health and Wellbeing <i>Non-Urgent</i> | <p>Education Welfare Team page Student Support page</p> <p>Call 01326 370460 or email studentservices@fxplus.ac.uk</p> <p>Fill out this short form to be linked in with FX Plus Student Support</p> | Timetabling | <p>Email: timetabling@fxplus.com</p> <p>Or ask at Compass Helpdesk who can Teams message us</p> |
| Accommodation Team | <ul style="list-style-type: none"> • Pop-in to Glasney Lodge • Telephone: +44(0)1326253639 • Email: accommodation@fxplus.ac.uk | IT/ Account Issues | <p>IT Service Desk:</p> <ul style="list-style-type: none"> • Log an IT support request • Call 01392 725 050 |
| International Students Immigration or Visa issues | <ul style="list-style-type: none"> • Specialist advice: visaadvice@exeter.ac.uk • Online drop-ins: Register here • Digital appointments (for students currently inside the UK) | Module Changes | <p>Infopoint/Hub (Drop-in @ Peter Lanyon Building)</p> <ul style="list-style-type: none"> • Email info.penryn@ex.ac.uk • Call 01326 371800 |
| Accessibility Specific Learning Differences and long-term (mental & physical) health conditions | <p>Accessibility team:</p> <ul style="list-style-type: none"> • Email accessibility@fxplus.ac.uk (or call via Compass helpdesk 01326 370 460) • Book an online meeting with an Accessibility advisor | Appeals & Complaints | <p>SU Advice Service: email advice@thesu.org.uk or book appointment with an advisor</p> |
| Homesickness, conflict with friends/flatmates, social support | <p>Education Welfare Team page</p> <p>Reslife:</p> <ul style="list-style-type: none"> • Email: reslife@fxplus.ac.uk • Keep up to date with on ResLife Facebook & ResLife Instagram | Careers, Work Experience, Placements, Training <i>(inc. part-time/ student jobs)</i> | <p>Career Zone Resources & Support page</p> <ul style="list-style-type: none"> • Career Zone Live Chat • Call +44(0)1392 724493 • Email: careers@exeter.ac.uk • Check out Handshake; career development platform full of opportunities |
| Bullying/harassment, victim of crime, abuse, sexual violence, drugs/alcohol | <p>Education Welfare Team page</p> <p>Exeter Speaks Out:</p> <ul style="list-style-type: none"> • 3 ways to confidentially report an incident (informal, formal or anonymous) • Support & Resources webpage | Reasonable adjustments to teaching and/or assessments E.g; ILPs (Individual Learning Plans) | <p>Accessibility team:</p> <ul style="list-style-type: none"> • Email accessibility@fxplus.ac.uk • Call via Compass helpdesk 01326 370 460 • Book an online meeting with an Accessibility advisor <p>Education Welfare Team page</p> |
| Financial Support | <p>Contact SID Helpdesk through SID Online or iExeter (or call 0300 555 0444 (UK) / +441392 724724 (Int'l))</p> <p>SU Advice: Service: Email advice@thesu.org.uk or book appointment with an SU advisor</p> <p>Finance and fees webpage Financial Hardship/ Success for All fund</p> | Screening for Specific Learning Differences | <p>Inclusive Learning Team page</p> <ul style="list-style-type: none"> • Telephone: 01326 259 340 • Email: dyslexia@fxplus.ac.uk (SpLD queries) • inclusive@fxplus.ac.uk (inclusion queries) |
| Community, spirituality, faith & religion | <p>Chaplaincy:</p> <ul style="list-style-type: none"> • Email chaplaincy@fxplus.ac.uk or call 01326 370744 • Keep up to date with Chaplaincy Instagram | Deadlines, mitigation, assignments, exams, coursework | <ul style="list-style-type: none"> • Mitigation info • Assessment info • Exam dates • E-mail: info.penryn@exeter.ac.uk (or call +44 (0)1326 371815) |
| | | English language skills (for non-native speakers) | <p>The Languages Team</p> <ul style="list-style-type: none"> • Details of Languages Team workshops • Book a 1-1 with Languages Team • Email: languages@fxplus.ac.uk |
| | | Academic Study Skills E.g; writing, critical thinking, referencing etc... | <p>StudyZone and ASK Academic Skills Team:</p> <ul style="list-style-type: none"> • StudyZone Support & resources • Book 1:1 with an Academic Skills advisor • Email: ask@fxplus.ac.uk |
| | | Library Research, readings, information skills | <p>Academic Liaison Librarian Team:</p> <ul style="list-style-type: none"> • Support & resources page • Book 1:1 with a librarian • Email: library@fxplus.ac.uk |
| | | Student Cases and Conduct | <p>Student Cases and Conduct Compliance and Risk University of Exeter</p> |

[Click here for the A to Z of support and services for students](#)