



University
of Exeter

Enhanced Induction Programme Welcome Guide 2024



We're really pleased you've chosen to study with us and we hope you have a memorable and enjoyable time here. Settling into university is exciting but can also feel overwhelming at times. We've written this booklet to accompany the Settle in Session event and includes further information about the support available to you during your time at Exeter that have been discussed during the event. Scan any of the QR codes using the camera of your smartphone and they will take you to webpages that give you more information.

Enhanced Induction Team

Settling in

We know you may feel overwhelmed with information at the beginning, but it is important to read the emails that come to your Exeter University email account.

Every Monday during term time, you'll be emailed University Updates, a newsletter packed with information and events. Your department or faculty may also send you regular newsletters by email.

Here are some tips from our students about settling into university:

- Take every opportunity to try new things
- Be open minded and interact with everyone
- Don't wait until things are super tough, reach out and get the support you need (No problem is too small)
- Try different study spaces
- Treat studying like a job; find a social/work balance
- Plan your meal out before going food shopping

For more student recommendations see our online guide for students



Do also check out the New Students Guide



Although most students have a great time at university, it is normal for students to experience some difficulties during this period of their lives. The best advice we can give to students is,

“don't be afraid to reach out for support during difficult times”.

The sooner students let us know they are struggling, whatever the issue, the sooner we can help. The support services team are always happy to assist students with any issues big or small.

Your Studies

Your Academic Personal Tutor/supervisor

Your tutor/supervisor will contact you to introduce themselves and they will offer to meet with you individually or in a group. You can contact your tutor at any time to talk about your academic, personal and professional development. They can also help you to understand feedback on your assignments and offer suggestions for how you can improve.



Career Zone

Your careers and employability experts. You can see the Career Zone team as often as you like – no question is too small and you don't need to have any clear ideas before speaking to them, that's what they're here for. They can help with CV advice, finding a part time job, guidance for interviews and how to apply for graduate jobs. Activate your handshake account at Exeter.joinhandshake.co.uk to browse and apply for placements and internships and graduate jobs. You can also use Handshake to find events with employers, skills sessions and careers fairs.



Digital Hub

If you need help to get started using the University's digital resources such as email, ELE or Microsoft Teams and Office 365, the Digital Hub team can help you. You can access support in person, and online. Whatever your digital challenge is they can support you.



Education Welfare Advisers

If your psychological or physical health or wellbeing is affecting your studies, or your studying is creating health problems for you, then our Education Welfare Team is available to talk to you in a confidential and non-judgemental way about any issues you may need support with. Please do contact them if you think you might need their help.



Exeter Learning Environment (ELE)

You will need to use ELE for your studies. It has online materials which support your course and resources to help you in your studies. Log in with your University user name and password. You can also use the ELE to access your University Email account and your timetable.



Student Finance

The student fees pages include information on how and when to make a payment, penalties for non-payment and information if you are sponsored. The student funding pages provide information on student loans, bursaries and scholarships and financial help.



Hubs/Info Points

Contact your Hub/Info point if you have any questions about education support, such as choosing modules, submitting assessments and what to do if you're unwell and need an extension to your deadlines. (This is known as mitigation.)



Library

The library provides study spaces, resources, and academic support to help you succeed on your programme. There are libraries on Streatham and St Luke's campuses. The Forum Library on Streatham Campus is open 24 hours a day, 7 days a week and the many digital books and resources are available to access online at any time with your University login



Mitigation

The mitigation process can support you through unexpected situations that affect your ability to complete an assessment such as illness, and when you need an extension or to defer taking an assessment to later in the academic year.



MyExeter:

You now have just one app for everything essential to navigating your life at University, with content filtered to your campus! View your timetable, find and book study spaces, discover the latest University updates and events, and find quick links to SRS, ELE 2, your University emails and much more, all in one place.



Study Zone

Study Zone provide high quality guidance and skills to support your learning. The online study resources include practical advice and tips to develop your academic skills such as time management, research, and subject specific writing, and you can book an appointment for one-to-one support.



Personal Support

Disability Support (AccessAbility)

The AccessAbility team provide information and advice for students with a disability or long-term health condition. This can include specific learning difficulties, long-term health conditions, sensory or mobility impairments, autism spectrum conditions and mental health difficulties



Emotional & Mental Health Support

Our Wellbeing team provides free, confidential advice, guidance and psychological support when you need it.



Exeter Cares

Exeter Cares is designed for students who are care experiences, mature students, students with caring responsibilities, students who are estranged from their parents/carers and student refugees/asylum seekers. The Exeter Cares team is made up of staff from the Access, participation and Outreach Team, Wellbeing teams and the Students' Guild. They offer practical help such as accessing financial advice or funding and wellbeing support. Exeter Cares network sends a termly newsletter signposting to events.



Multifaith Chaplaincy

The Multifaith Chaplaincy serves the whole University community and is there to listen to students of all faiths and none. Chaplains provide a safe space to talk and offer discreet and confidential listening



Nurture-U – Student Mental Health Research

Nurture-U is a research project taking place at six different universities aiming to improve student mental health. You can get involved in lots of ways, which could be beneficial for your wellbeing, but also in gaining work experience and earning money! We have opportunities to help us test different types of apps and therapies or help us find out how students are feeling by taking part in our twice-yearly survey. We also have a Student Advisory Group where you can get paid to help us actually do the research, so supporting us to collect, analyse and publish our research data. Please find out more by visiting www.nurtureuniversity.co.uk, following us on Instagram [@nurture_uni](https://www.instagram.com/nurture_uni), or emailing us nurture-u@exeter.ac.uk.

WANT TO FEEL MORE CONFIDENT AT UNIVERSITY?

Nurture-U can help!

Test a **free wellbeing toolkit**, an **innovative app**, a **workbook for resilience**, or help us find out what type of **online therapy** is best for students.

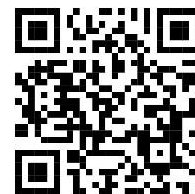
SCAN ME

nurture-u

Logos for Plymouth University, Exeter University, and other partners.

Peer support

No one understands the student experience better than students. Peer Support matches 1st year students with current 2nd-final year undergraduates on both subject-specific and cross-Faculty peer schemes to help you settle into university life.



Physical Health (NHS and Student Health Centres)

You should register with a doctor when you arrive at University. There are NHS health centres on or near both Exeter campuses. Before attending the health centre you must call to make an appointment. During your appointment the doctor or nurse will provide you with a prescription for medication. In an emergency telephone 999 and ask for the ambulance service. If you are unsure, call 111 and they will advise you.

Residence Life

If you live in University accommodation the Residence Life Team provides support, guidance and advice. They organise social activities to help you feel part of the community, and you can meet with the team to discuss any issues you're having.



Students' Guild Advice Service

For any issue, big or small, relating to your course, finances, and housing, the Students' Guild Advice Team can help and offer independent advice.



Student Information Desk (SID)

SID advisors are your first point of contact for non-academic information including accommodation, exams, fees and funding, graduation, letter, transcripts and certificates. You can contact SID online, on the phone or in person.



Your Safety

The SafeZone app

On campus, Estate Patrol - your campus security team - is always available, 24/7, 365 days of the year (see back page contacts). They patrol the campus, respond to emergencies, are trained in first aid and can give you help and advice about safety and security. If you need emergency services on campus – fire, ambulance or police – first call 999 or 112 or use the SafeZone app emergency button. Then contact Estate Patrol's emergency line.



Harassment and Discrimination:

Speak out

The University of Exeter is an inclusive community, where everyone has the right to be treated with respect. We won't tolerate harassment, bullying, intimidation or discrimination (for example racism, homophobia, sexual discrimination). If you experience or witness any of these we encourage you to report it and to get the support you might need. You can report incidents confidentially.



Social Life and fun

The Students' Guild

The Students' Guild has over 300 different special interest clubs, known as 'societies' as well as running their own events called 'Give it a Go'. Joining societies is a great way to meet other students, find people with similar interests or try something new. The Guild are led by and represent all our students.



Student Sport

Student Sport provide facilities to join the gym, take a fitness class, have a swim, play a sport or compete in a club and everyone can take part. They have free sport sessions called 'Pitch Up and Play'. The Athletics Union represent students who want to get involved in sport and oversees more than 50 sports club for you to choose from.



Useful Contacts

University General Contact exeter.ac.uk +44 (0)1392 661000

Emergency Services Police, Ambulance, Fire Service 999

Police: Non Emergency 101

NHS advice: Non Emergency 111.nhs.uk 111

Estate Patrol (Campus Security) e.patrol@exeter.ac.uk +44 (0)1392 722222

Estate Patrol (Campus Security): non emergency +44 (0) 1392 723999

Student Information Desk (SID): accommodation, exams, student fees and funding, graduation, letters, transcripts and certificates. exeter.ac.uk/sid +44 (0)1392 724724

University accommodation exeter.ac.uk/accommodation +44 (0)1392 723999