**Student Communications toolkit**

**26 October 2022**

Hi

This is your Student Comms toolkit for 26 October 2022. We send these around every two weeks, providing you with information and messages you can use in your channels to students.

Further down the email you’ll find useful messages for student-facing staff, which will help them to signpost information to students.

We’d love to hear your feedback as to how to improve this to make it more helpful for you, and/or if you have any further questions or stories to share, please contact studentcomms@exeter.ac.uk

**MESSAGES FOR STUDENTS**

1. **Sleep expert in our latest podcast**

**Images**



Alt text: Exeplore logo green and pale blue



Alt text: Exeplore logo green and dark blue

**Newsletter article**

How to worry less about your sleep

If you’re worried about your sleep, listen to our latest Exeplore podcast, with sleep specialist Dr Dimitri Gavriloff. In ‘Letting sleep happen – how to avoid worrying about a good night’s sleep’ Dr Gavriloff discusses our bodies’ natural sleep responses, the impact of stresses of our modern day lives, and how not trying too hard could be the most healthy approach to a good night’s sleep.

Listen now on [Spotify](https://uoestudentnewsletternonepm.newsweaver.com/1s51ospgk1/e9cpmgccaqo/external?a=5&p=1833203&t=920128) and [Apple](https://uoestudentnewsletternonepm.newsweaver.com/1s51ospgk1/din9pln85q0/external?a=5&p=1833203&t=920128).

**Facebook post**

Worry less about your sleep - listen to our latest Exeplore podcast, with sleep specialist Dr Dimitri Gavriloff. In ‘Letting sleep happen – how to avoid worrying about a good night’s sleep’ Dr Gavriloff discusses our bodies’ natural sleep responses, the impact of stresses of our modern day lives, and how not trying too hard could be the most healthy approach to a good night’s sleep.
Listen on Spotify at <https://spoti.fi/3CJqfmF> and on Apple Podcasts at <https://apple.co/3VzppSh>

 **Instagram post**

Worry less about your sleep - listen to our latest Exeplore podcast, with sleep specialist Dr Dimitri Gavriloff. In ‘Letting sleep happen – how to avoid worrying about a good night’s sleep’ Dr Gavriloff discusses our bodies’ natural sleep responses, the impact of stresses of our modern day lives, and how not trying too hard could be the most healthy approach to a good night’s sleep.

See our bio for the links to listen on Spotify and Apple.

Link in bio

Spotify <https://spoti.fi/3CJqfmF>
Apple <https://apple.co/3VzppSh>

Instagram hashtags to be included as the first comment on the post

[#Exeter](https://www.instagram.com/explore/tags/exeter/) [#ExeterUni](https://www.instagram.com/explore/tags/exeteruni/) [#ExeterUniversity](https://www.instagram.com/explore/tags/exeteruniversity/) [#LoveExeter](https://www.instagram.com/explore/tags/loveexeter/) [#ExeterForever](https://www.instagram.com/explore/tags/exeterforever/) [#UofE](https://www.instagram.com/explore/tags/uofe/) [#UniversityOfExeter](https://www.instagram.com/explore/tags/universityofexeter/)

Plus for Cornwall #Cornwall #PenrynCampus as appropriate

**Twitter post**

Worried about sleep? Listen to our latest podcast, with sleep specialist Dr Dimitri Gavriloff, and find out how not trying too hard could be the most healthy approach to a good night’s sleep. Listen on Spotify: <https://spoti.fi/3CJqfmF> and Apple: <https://apple.co/3VzppSh>

1. **Speak Out reporting tool Note – different images/logos for Devon and Cornwall**

**Devon Image**



Alt text: logo speech bubble ‘Exeter Speaks Out’

**Cornwall Images**



Alt text: Speech bubble ‘Speak Out’.



Alt text: Hate doesn’t belong here. Speech bubble ‘Speak Out’.

**Newsletter article Note – different images/logos for Devon and Cornwall**

**Speak Out. Hate doesn’t belong here.**

Everyone has the right to be treated with dignity and respect. If you have experienced or witnessed any form of harassment, bullying, intimidation or discrimination, including for example racism, sexism or homophobia report it to us.

We can help you find the support you need.  Please report any incidents – no matter how small you think they are - so that we can support those who are affected, get a clear picture of what is happening in our community and take action where possible.

You can report informally, anonymously or formally on the [Speak Out web page](https://www.exeter.ac.uk/about/speakout/).

**Facebook post Note – different images/logos for Devon and Cornwall**

Hate doesn’t belong here. Speak Out.

You have a right to be treated with dignity and respect. If you have experienced any form of harassment including bullying, intimidation or discrimination you can report it, anonymously if you prefer, at [www.exeter.ac.uk/speakout/](https://www.exeter.ac.uk/speakout/)

Please report any incidents – no matter how small you think they are - so that we can support those who are affected, get a clear picture of what is happening in our community and make positive changes.

**Instagram post Note – different images/logos for Devon and Cornwall**

Hate doesn’t belong here. Speak Out.

You have a right to be treated with dignity and respect. If you have experienced any form of harassment including bullying, intimidation or discrimination you can report it, anonymously if you prefer at exeter.ac.uk/speakout. See our bio for the link.

Please report any incidents – no matter how small you think they are - so that we can support those who are affected, get a clear picture of what is happening in our community and make positive changes.

Link in bio:

https://www.exeter.acuk.uk/speakout

Instagram hashtags to be included as the first comment on the post

[#Exeter](https://www.instagram.com/explore/tags/exeter/) [#ExeterUni](https://www.instagram.com/explore/tags/exeteruni/) [#ExeterUniversity](https://www.instagram.com/explore/tags/exeteruniversity/) [#LoveExeter](https://www.instagram.com/explore/tags/loveexeter/) [#ExeterForever](https://www.instagram.com/explore/tags/exeterforever/) [#UofE](https://www.instagram.com/explore/tags/uofe/) [#UniversityOfExeter](https://www.instagram.com/explore/tags/universityofexeter/)

Plus for Cornwall #Cornwall #PenrynCampus as appropriate

Twitter post **Note different images for Devon and Cornwall**

Hate doesn’t belong here. Speak Out

You have a right to be treated with dignity and respect. If you have experienced any form of harassment including bullying, intimidation or discrimination you can report it, anonymously if you prefer, at <https://fxplus.ac.uk/speakout/>

1. **Exams**

Please note: mid-term exams are running from 25 October for around 2 weeks.

Images



Alt text: laptop, notepad and mug on a desk



Alt text: Laptop and notepad on a desk

**Newsletter article**

**Exams – what you need to know**

January 2023 exams will take place online and on-campus. They will run from Monday 9 January until Saturday 14 January. Your final exam timetable will be released in late November.

Please read the updated [Student Handbook for Exams](https://uoestudentnewsletternonepm.newsweaver.com/1s51ospgk1/6lyr0h80l5e/external?a=5&p=1833203&t=889047) to learn more about how the different exam formats operate, submitting an online exam paper, and the support available to you during the assessment period.

If you’re taking Mid term exams now - good luck and remember, if you encounter any problems, such as IT issues during an online mid-term exam, you should contact the Assessment Helpdesk at examshelp@exeter.ac.uk or by phone on **+44 (0) 1392 72 6800.** The Helpdesk is open between 9am – 6pm on the days that mid-term exams are running.

If your Mid-term exam is being held on campus and you have any queries, please contact your [Hub Info Point.](https://commsservices.createsend1.com/t/r-l-trjjald-l-ti/)

[Get more info and tips on exams at our website](https://www.exeter.ac.uk/students/exams/)

Facebook post

Get set for your exams

* The January 2023 exams will take place online and on-campus from Monday 9 until Saturday 14 January. Your final exam timetable will be released in late November.
* Good luck if you’re taking Mid term exams now. If you have any problems, such as IT issues during an online exam - contact the Assessment Helpdesk at examshelp@exeter.ac.uk or by phone on **+44 (0) 1392 72 6800.** It’s open between 9am – 6pm on exam days. If your Mid-term exam is being held on campus and contact your Hub Info Point with any queries.
* The updated latest **Student Handbook for Exams**  to find out about how the different exam formats work, submitting an online exam paper, and the support available to you during the assessment period.

Read the Student Handbook for Exams and get more details and tips at https://www.exeter.ac.uk/students/exams/

Instagram post

Get set for your exams

* The January 2023 exams will take place online and on-campus from Monday 9 until Saturday 14 January. Your final exam timetable will be released in late November.
* Good luck if you’re taking Mid term exams now. If you have any problems, such as IT issues during an online exam - contact the Assessment Helpdesk at examshelp@exeter.ac.uk or by phone on **+44 (0) 1392 72 6800.** It’s open between 9am – 6pm on exam days. If your Mid-term exam is being held on campus and contact your Hub Info Point with any queries.
* The updated latest **Student Handbook for Exams**  to find out about how the different exam formats work, submitting an online exam paper, and the support available to you during the assessment period.

Read the Student Handbook for Exams and get more details and tips on our exams webpages, see the link in our bio.

Link in bio: <https://www.exeter.ac.uk/students/exams/>

Instagram hashtags to be included as the first comment on the post

[#Exeter](https://www.instagram.com/explore/tags/exeter/) [#ExeterUni](https://www.instagram.com/explore/tags/exeteruni/) [#ExeterUniversity](https://www.instagram.com/explore/tags/exeteruniversity/) [#LoveExeter](https://www.instagram.com/explore/tags/loveexeter/) [#ExeterForever](https://www.instagram.com/explore/tags/exeterforever/) [#UofE](https://www.instagram.com/explore/tags/uofe/) [#UniversityOfExeter](https://www.instagram.com/explore/tags/universityofexeter/)

Plus for Cornwall #Cornwall #PenrynCampus as appropriate

Twitter post

Whether you’re taking your Mid-terms now or looking ahead to January exams, get the information you need at <https://www.exeter.ac.uk/students/exams/> There you’ll find the Student Handbook for Exams, contacts for your queries and useful tips and advice.

**STAFF INFORMATION – (Not for publication to students)**

**SOCIAL MEDIA**

Don’t forget to like and share posts from our central social media accounts

If you have questions about these, please contact the social media team (corporate/Exeter students) on **socialmedia@exeter.ac.uk** or the Cornwall comms team (Cornwall accounts) on **cornwallcomms@exeter.ac.uk**

|  |  |  |
| --- | --- | --- |
| Exeter students[www.facebook.com/exeterunistudents](https://www.facebook.com/exeterunistudents)[twitter.com/exeter\_students](http://twitter.com/exeter_students)[instagram.com/uniofexeterstudents](http://instagram.com/uniofexeterstudents) | Corporate[www.facebook.com/exeteruni](https://www.facebook.com/exeteruni)[twitter.com/UniofExeter](http://twitter.com/UniofExeter)[Instagram.com/uniofexeter](http://Instagram.com/uniofexeter) | Cornwall students[www.facebook.com/uniexecornwall](http://www.facebook.com/uniexecornwall)[twitter.com/uniexecornwall](http://twitter.com/UniExeCornwall)[Instagram.com/uniexecornwall](http://Instagram.com/uniexecornwall) |

Messages to look out for coming up include …

* Cost of living support
* Safety messages
* University updates summary post on a Tuesday morning from student accounts
* Housing events and support on how to find housing (Exeter students)
* Sports Wednesday feature on Instagram every Wednesday (Exeter students)

**MESSAGES FOR STAFF**

1. **Cost of living support**

The Vice-Chancellor has written to students with an update the action that the University is taking, and the measures agreed at Council to support students during the continuing rising cost of living. [You can read it here](https://uoestudentnewsletternonepm.newsweaver.com/1s0k1jon8q/16sgo36zf88).

We know students may be feeling anxious about the rising cost of living, and managing their money at University. A special task force has been set up, working with The Students’ Guild and Students’ Union to explore all the ways in which we can help, and we are looking at measures to reduce the burden on those students who need it the most.

There is lots of support available for those who are struggling, and information and advice to help them updated regularly on the website. Please direct students to: <https://www.exeter.ac.uk/students/costofliving/>

1. **Awareness sessions for frontline staff - Step Change debt advice service**

As front-line staff, you may be approached by students about issues they’re having with money or where to get help.  We’re working with the UK’s leading debt advice charity, [Step Change](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.stepchange.org%2F&data=05%7C01%7CL.Smith12%40exeter.ac.uk%7Cd7e1c23990824804af7508daadd89c79%7C912a5d77fb984eeeaf321334d8f04a53%7C0%7C0%7C638013443086892147%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=%2Btr4%2F11RpvwfgnZDWhZY%2FlcdWpp%2BkF1l97j3taZzbnE%3D&reserved=0), to provide our students with free, impartial and personalised support with their money and debt worries.

There are free awareness sessions on 1 and 4 November to tell you more about the charity, and support you with any queries you may get from students. **To register for this training, please complete the online** [**Booking Form**](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fforms.office.com%2FPages%2FResponsePage.aspx%3Fid%3Dd10qkZj77k6vMhM02PBKU3ulXfjwwBhDpohV3nwfe0lUM1M2TEFPMkxSUzlTMkxXWkhIVTNLRE8zWi4u&data=05%7C01%7CL.Smith12%40exeter.ac.uk%7Cd7e1c23990824804af7508daadd89c79%7C912a5d77fb984eeeaf321334d8f04a53%7C0%7C0%7C638013443086902095%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=0rMsjduP3eU7Z1t8qGaOANp9RUjZZyObcbMJR%2FqqfFA%3D&reserved=0)**.**

1. **Information for exams**
* The January 2023 exams will take place online and on-campus from Monday 9 until Saturday 14 January. The final exam timetable will be released to students late November.
* Mid term exams are happening now for a couple of weeks. If students have queries about on-campus exams they should be directed to their Hub Info Point.
* The Assessment Helpdesk will be available for students’ queries about live online exams, between 9am and 6pm on exam days. Contact details and more information is at <https://www.exeter.ac.uk/students/exams/>
1. **Industrial action FAQs**

The University creates student facing webpages with information should there be any period of planned industrial action. This page is live now with an update on the current UCU mandate for strike action and action short of a strike:

[https://www.exeter.ac.uk/students/industrial-action/](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.exeter.ac.uk%2Fstudents%2Findustrial-action%2F&data=05%7C01%7CL.Smith12%40exeter.ac.uk%7Cf5e30dbed867488a6e7508dab5df4cb6%7C912a5d77fb984eeeaf321334d8f04a53%7C0%7C0%7C638022267903570357%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=Zq9udcuRXkzN31pAguh%2FFMvxRMv8%2FM9iNvJ3DPRJ41Q%3D&reserved=0)

If students have specific questions please ask them to email industrialaction@exeter.ac.uk

1. **Signposting to students**

Looking to signpost services or information to your students? Take a look at [our A-Z guide for students](http://www.exeter.ac.uk/students/az-services/), which is packed with relevant links and should help you find the info you are looking for. If you think there’s something missing, please contact studentcomms@exeter.ac.uk

**Share stories with us**

The Student Comms and Social Media teams are always on the lookout for good student stories, particularly any which relate to our education offer. These might be used on social media, as website articles or as podcasts (subject to permissions). Share your ideas at studentcomms@exeter.ac.uk and/or socialmedia@exeter.ac.uk