# CONTENTS

## ESSENTIAL INFORMATION
- WELCOME: 4
- GETTING STARTED: 5
- YOUR DIGITAL HOME: 6
- STUDENT CHARTER: 8

## YOUR STUDIES
- ACADEMIC TUTORS: 10
- ENGAGING WITH YOUR STUDIES: 11
- LIBRARY: 12
- STUDY SPACE ON CAMPUS: 14
- GLOBAL STUDY OPPORTUNITIES: 15

## HELP AND ADVICE
- SUPPORT CENTRES: 16
- LOOK AFTER YOURSELF: 17
- SUPPORT FOR INTERNATIONAL STUDENTS: 18
- SPECIALIST SUPPORT SERVICES: 20
- RUSU ADVICE SERVICE: 22
- STAYING SAFE: 24

## YOUR UNIVERSITY EXPERIENCE
- OPPORTUNITIES AT READING: 26
- VOLUNTEERING: 28
- WORKING WITH STUDENTS AND ALUMNI: 29
- CAREERS AND PART-TIME WORK: 30
- SPORTSPARK: 32
- STUDENTS’ UNION (RUSU): 33
- BUSES, BIKES AND CAR TRAVEL: 34
- EXPLORING THE LOCAL AREA: 36

## USEFUL INFORMATION AND MAPS
- FOOD AND DRINK ON CAMPUS: 38
- SUSTAINABILITY: 39
- HALLS OF RESIDENCE: 40
- ESSENTIALS: 42
- UNIVERSITY TERMINOLOGY: 43
- HALLS OF RESIDENCE MAP: 44
- LONDON ROAD CAMPUS MAP: 45
- CONTACTS: 46
I am extremely proud of our community at the University of Reading so instead of the traditional ‘welcome’, I would like to start by saying ‘welcome home’. Along with my colleagues and our returning students, we are all here to help you settle in quickly and enjoy the best possible experience right from the start.

Every journey is unique and we are committed to providing you with a range of opportunities to make the most of your time here, helping you to thrive academically and personally. This guide will introduce you to many of these and I encourage you to familiarise yourself with what is on offer.

There is a lot to keep track of in your first few weeks and it is natural that you may feel overwhelmed. Keep up-to-date by checking your University email account every day and regularly logging in to the Me@Reading student portal.

From me and the rest of the University of Reading community, I wish you a great start to what I am sure will be very happy and successful time here.

Robert Van de Noort
Vice-Chancellor

Molli Cleaver
RUSU President 2019/20

VC AND RUSU WELCOME MESSAGE

I’m Molli – President of Reading University Students’ Union (RUSU).

I’m one of your five Full-Time Student Officers! RUSU represents, supports, and provides opportunities for all students at the University. We represent you through over 1,500 student representative roles.

We look out for your welfare with a free, independent and professional Advice Service. We are the home of sports, societies, volunteering and student media. We host events, including regular club nights in our award-winning nightclub, 3sixty.

The RUSU building houses almost everything you need; restaurants, bars, a post office and more. Ultimately, RUSU is your union. We will listen to your feedback and use it to improve RUSU.

We know that starting a new life in a new place is exciting, but can also feel intimidating or overwhelming. We are here for you, so feel free to visit us by following the rainbow path in RUSU.

See you soon!

Molli Cleaver
RUSU President 2019/20

GETTING STARTED

YOUR UNIVERSITY USERNAME AND PASSWORD

1. After you’ve collected your Campus Card please log into the RISIS portal at: risisweb.reading.ac.uk
2. Follow the link ‘Click here to collect your University username’
3. Make a note of your username and set your password.

If you forget your password you can get a reminder at password.reading.ac.uk. You can also use this service to change your password to something more memorable (but still secure). Keep your details safe (and don’t share them) as they are your key to our facilities and services.

EMAIL

We will communicate with you via your University email address. You are expected to check your email every day to keep up to date with news and information about your course.

You can access your University email via Me@Reading (see page 6), or go to: reading.ac.uk/office365

ACADEMIC TIMETABLE

Your timetable covers all teaching and other academic events. It will tell you when and where your classes take place.

You can access your timetable via Me@Reading (see page 6), or go to: reading.ac.uk/timetable

CAMPUS CARD

When you complete enrolment, you’ll receive a Campus Card which allows you to do a range of things on campus, including:

• accessing your halls of residence (if you live in one)
• entering the Library and borrowing books
• accessing the PC labs
• entering the SportsPark
• paying for printing and photocopying
• purchasing food and drink on campus.

For more information visit: reading.ac.uk/campus-card
YOU DIGITAL HOME

ME@READING

You may have used the Me@Reading applicant portal before joining, but now you’re a fully enrolled student you have access to the Me@Reading student portal.

Me@Reading gives you easy access to everything you need during your time here, including:

- your email inbox
- your academic timetable
- quick links to useful resources like Blackboard and the RISIS portal
- personalised news, articles and events
- reminders.

Use your University username and password to log in at: reading.ac.uk/student

BLACKBOARD

Blackboard is a web-based Virtual Learning Environment (VLE) that gives you access to online learning, information and activities for your school, course and modules. You will also use it to submit your coursework electronically (where appropriate).

You can access Blackboard via Me@Reading or go to: bb.reading.ac.uk

RISIS PORTAL

The RISIS portal is home to your student records and is where you store and update your personal information. Use the RISIS portal to:

- keep your personal information up to date, including your mobile phone number and current address
- select modules for your course
- contact Student Services teams online via Ask a Question (see below)
- see your personal exam timetable
- view your marks and keep track of your progress
- register for internal schemes like the RED Award.

You can access the RISIS portal via Me@Reading or go to: risisweb.reading.ac.uk

ASK A QUESTION

Click the ‘Ask a Question’ tab on the RISIS portal to contact your Support Centre and Student Services teams to ask them a question. They can help answer questions about:

- assessments, exams and marks
- changes to your studies
- financial support
- immigration and visas
- module selection
- wellbeing support
- other general questions about your studies.

IT SERVICES FOR STUDENTS

The IT department provides a comprehensive list of services to students.

Printing – Print anywhere on campus with our FollowMe printing service. Simply print to the FollowMe queue and collect your work from any one of the many printers around campus. You can pay for printing with your Campus Card.

Top up your card at: reading.ac.uk/cardfinance

- WiFi: Benefit from free and fast wireless internet access across campus for all students. We also provide internet access for guests and visitors (see below).
- Free software: Download free software including Microsoft Office 365, MATLAB and SPSS.
- Printing: Print from anywhere on campus with the FollowMe printing service. You can pay for printing with your Campus Card.
- Online storage: Get up to 1TB of free online storage with OneDrive to store and back up your work.
- IT assistance: Need help with something? IT can help with any IT-related problems or questions.

For more information on the services offered by IT, visit: reading.ac.uk/its/student

CONNECTING TO WI-FI

Laptops/PCs

If you’re connecting for the first time from a laptop or PC, you will need to connect to the network called ‘UoR Setup’ using the case-sensitive password ‘ConnectMe’. UoR Setup is a secure network with limited access so you will only be able to access University websites and further Wi-Fi configuration information.

Once you’re connected to UoR Setup, visit wifi.reading.ac.uk to connect to Eduroam using the appropriate wizard. You will be prompted to enter your University username and password to verify that you are a student.

Mobile devices

To connect your mobile phone or tablet, simply select Eduroam from the list of wireless networks and enter your details.

Guest WiFi

‘WiFi Guest’ is a service available in various locations on campus for visitors, provided by Sky. This network is free but limited to three hours of use a day.

To connect to ‘WiFi Guest’, select WiFi Guest from the available networks list, open a browser and follow instructions to register. Once registered, you will automatically connect to The Cloud WiFi, without needing to re-enter your log in details.
PARTNERS IN LEARNING

Staff and students have worked together to develop this charter that clearly sets out what we all expect of each other.

It recognises the importance of an effective partnership commitment, in which the University and its staff have professional obligations, but where students are also responsible for themselves as learners and as individuals.

STUDENT CHARTER

STUDENTS EXPECT

THE UNIVERSITY TO:

- provide an excellent and varied learning experience
- deliver degrees with relevant content informed by the latest research
- provide access to learning resources and facilities that allow you to excel
- offer opportunities to gain knowledge and skills useful for life beyond university
- support students’ professional development and access to career information, advice and guidance
- provide a broad range of social, cultural, sporting and co-curricular activities
- facilitate opportunities to express views which are considered and responded to.

STAFF EXPECT STUDENTS TO:

- teach in an engaging and varied manner that inspires learning
- give timely and constructive feedback on work
- provide effective pastoral and learning support when needed
- respond, communicate and consult in a timely and effective manner
- recognise the student body to be a diverse collection of adults who are partners with an equally important voice in their learning.

THE UNIVERSITY EXPECTS

STUDENTS TO:

- work hard at their studies and to be active partners in shaping their experience of higher education
- seek out opportunities to enhance their understanding and to develop practical and intellectual skills
- take advantage of the wealth of activities (social and developmental) provided by the University and the Students’ Union
- be aware that their conduct affects other students and reflects on the University, and to act accordingly
- provide constructive feedback on their time at Reading through the Students’ Union and directly to the University.

STAFF EXPECT STUDENTS TO:

- be pro-active in managing their learning and in seeking help when needed
- be enquiring in their thinking
- manage their time to fulﬁl academic and other commitments
- engage fully with all academic commitments
- conduct themselves and to engage in their studies with honesty
- keep appointments and to communicate with staff in a timely and courteous manner
- take ownership of their own health and wellbeing.

WE ALL EXPECT EACH OTHER TO:

- treat one another with respect, tolerance and courtesy, regardless of identity, background or belief, both in person and online
- show responsible stewardship of the University environment, facilities and resources
- challenge one another intellectually and to contribute to the advancement of knowledge
- work fairly and effectively with one another both inside and outside the academic context
- be accountable for our actions and conduct
- recognise and value positive contributions from others.

The University and Reading University Students’ Union (RUSU) are committed to ensuring an inclusive, supportive and respectful environment for all, as set out in our Student Charter.

Our #NeverOk campaign takes a stand against negative behaviours, including all forms of bullying, discrimination and harassment, and we actively encourage students to report any instances of these behaviours to the University.

For more information, visit: reading.ac.uk/NeverOk
ACADEMIC TUTORS

Every student at Reading is allocated an Academic Tutor – a member of academic staff in your school or department who acts as a key point of contact throughout your degree.

Academic Tutors work in partnership with students and the University’s wider support services to support your academic, personal and professional development.

Your Academic Tutor can help you to:
• make decisions in relation to your course
• work on a plan to support your academic and personal development
• connect you with other academics in your field of study
• make the most of the wide range of development opportunities on offer
• refer you to other University support services as appropriate.

You should meet with your Academic Tutor at least once a term to discuss your academic progress and development.

For more information, visit: reading.ac.uk/academic-tutors

ENGAGING WITH YOUR TEACHING AND LEARNING

Academic Reps are a team of 400+ student volunteers, who actively represent the educational needs of all students. There are two types of Rep:
• Course Reps: Every course has at least one Course Rep who is there to listen to you and can represent your views about teaching and learning on your course.
• School Reps: School Reps oversee a group of Course Reps within a school and work closely with the Education Officer at the Students’ Union to effect positive change. They handle issues that are common to more than one course. They sit on school-level committees and can raise student feedback at a higher level.

HOW TO GET INVOLVED IN YOUR COURSE

We encourage all students to get involved with their education – and an important part of this is to feed back to your Course and School Reps on what you think is going well on your course, what could be improved, and any other ideas you may have for change.

You could also offer to become an Academic Rep yourself – joining a network of students working to enhance the student experience. To find out how to get involved go to: rusu.co.uk/elections

“As a Course Rep for two years I have learnt so much about how our University courses are structured. In our regular staff-student meetings, I have been able to provide a student’s opinion on ways our degree could be improved such as coursework changes, or postponing deadlines. The experience has really helped me to express my opinions with confidence.”

Raquel, Course Rep, BSc Environmental Science
The Library on Whiteknights campus provides you with a huge range of resources – both online and printed – so make sure you get to know it before you start on any assignments.

YOUR LIBRARY

We have invested over £40 million in a major refurbishment of the Library. A new café along with a variety of group and individual study spaces are already available for student use. The refurbishment will be completed in autumn 2019 and offer more study spaces, better access and security as well as improved service for borrowing and returning books.

ONLINE RESOURCES

The Library supports your learning by providing access to digital resources including e-journals, e-books and databases, and search facilities to help you find books, journals and other materials on your reading list, including specific chapters and articles related to your subject.

BORROWING

Your Campus Card allows you to borrow books and other materials from the Library, and to scan, print and photocopy. Undergraduate students can borrow most items for three weeks. In the case of resources in high demand, some book loans are limited to seven days. Key course texts are shelved separately in the Short Loan Collection on the ground floor.

SUPPORTING YOUR STUDIES

Each subject has a dedicated Liaison Librarian. They can guide you to the best materials to support your studies and create helpful guides on where to find resources. Contact your Liaison Librarian to book a one to one session at: reading.ac.uk/library/liaison

Our Study Advice service is for everyone who wants to improve their academic work - whether you have a specific question, want advice on how to raise the standard of your work, or would like help on how to approach your first assignment. Find out more at: reading.ac.uk/library/study-advice

Need additional help with any maths on your course? Visit the Maths Support team at: reading.ac.uk/library/maths-support

SPECIAL COLLECTIONS

You can consult the University’s archive and rare books at Special Collections Services at our London Road campus. Find out more at: reading.ac.uk/special-collections

TERM-TIME OPENING HOURS

Monday – Friday: Open 24 hours a day
Saturday: Open until 21:00
Sunday: Open from 08:30

For more information visit: reading.ac.uk/library
STUDY SPACE ON CAMPUS

We have many study spaces across our campuses at Whiteknights and London Road, enabling you to work on your own or as part of a group.

THE LIBRARY

We have invested over £40 million in a major refurbishment of the Library, including additional study space, better access and security, and an improved service for borrowing and returning books. A large number of group and individual study spaces opened last year, with the final phase of refurbishment due for completion in autumn 2019.

TEACHING ROOMS

You are welcome to use rooms which are not timetabled for teaching. Discover which ones are currently available using the Free Room Finder: reading.ac.uk/free-room-finder

OTHER STUDY SPACES

Many of our buildings across Whiteknights and London Road have additional study space for individual and group work. The Students’ Union (RUSU), also provides spaces in The Study and The Study @ TOB2. Find these on our study space map: reading.ac.uk/study-space

PC AVAILABILITY

If you’re looking for a space where you can access a computer, try the PC availability page: reading.ac.uk/pc-finder

GLOBAL STUDY OPPORTUNITIES

ERASMUS AND STUDY ABROAD

Studying abroad is great way to challenge yourself and grow. We offer our students a range of international opportunities, dependant on your course, and have links with universities across Europe, the Americas, Asia and Australia.

The University also has a campus based in Malaysia, which you may have the opportunity to spend a term or year studying at as part of your course.

Wherever you want to go, start your journey at: reading.ac.uk/studyabroad

LEARN ANOTHER LANGUAGE

You may be able to take a language class as an optional module as part of your programme, or you can opt to learn one as an extra-curricular activity. You can improve a language you already know or start as a beginner. Choose from: Arabic, British Sign Language, Chinese (Mandarin), French, German, Italian, Japanese, Modern Greek, Russian or Spanish.

For more information visit: reading.ac.uk/iwlp

“Studying abroad in Denmark was safe to say the best four months of my life. I had an incredible time in the cozy, small, very hygge city of Aarhus, met some amazing people and made life-long friends from all over the world. While hygge doesn’t have a direct translation, it is a sense of cosiness and belonging, including some things such as candles, low lighting, close friends or a good book.”

Mona, Aarhus University, Denmark

MALAYSIA

The University also has a campus based in Malaysia. As part of your course, you may have a chance to spend a term or year studying there. Find out more about global study opportunities at: reading.ac.uk/malaysia
HELP AND ADVICE

Your Support Centre, Henley Helpdesk or ISLI Admin Office is your first port of call for help with any questions or issues.

Dedicated staff are there to help you with a range of both Teaching and Learning related and non-academic issues, including coursework, timetabling, placements and welfare support.

There are five Support Centres located across our Whiteknights and London Road campuses, so you’re never far from help and advice:

• Edith Morley building
• JJ Thomson building
• Earley Gate Agriculture building
• London Road building L016
• Foxhill House.

You’re free to use any of the Support Centres across the University depending on which is most convenient for you. You may be referred to another specialist support service to help you with your query if appropriate.

You can visit the Support Centres in person, or you can call or ask a question online (see page 6).

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

If you are a Henley Business School student, please visit the Helpdesks in the Henley Business School building.

If you are a Pre-sessional English or International Foundation Programme student, please visit the ISLI Admin Office (room 224 in the Edith Morley building) for all support.

LOOKING AFTER YOURSELF AT UNIVERSITY

University life is full of exciting new experiences, but if it’s your first time living away from home it can definitely take some getting used to. Between socialising with friends and staying on top of your studies, we know it can be easy to forget to make time to look after yourself.

A FEW TIPS WHICH MIGHT HELP

• Register with a local GP and dentist: You’ll be spending a lot of time in Reading over the next few years, so it’s important to sign up with a doctor’s surgery (GP) and dentist in the local area. Also, students are considered a higher risk group for contracting meningitis, so if you haven’t already had the MenACWY vaccine to protect against meningitis, make sure to request this from your new GP shortly after arriving.

• Eat a balanced diet: As tempting as it might be, don’t get into the habit of ordering takeaways every night – neither your body nor your bank balance will thank you. Learn how to cook a few easy, balanced meals and have fun experimenting in the kitchen with flatmates and friends. Check out the Student Stories blog for recipe inspiration from current students.

• Get enough sleep: We’re all familiar with the feelings you get after a late night without enough sleep – hungry, irritable, and ready to nod off by lunchtime. Try your best to keep to a routine and get 7–8 hours of sleep a night. Getting enough good quality sleep will help you to feel your best and perform well in your studies.

• Find your tribe: Going to university is a big step, but it’s also the start of an exciting new chapter in your life. Don’t worry if you haven’t made friends in your first few weeks. Friendships can take a while to form and you’ll meet many more like-minded people as the weeks go by. Sitting in your room alone isn’t going to help, so be brave and introduce yourself to new course mates and neighbours, attend University and RUSU events, and join clubs and societies.

• Talk to someone if you’re struggling: Feeling homesick is completely normal and even though it might not seem like it, most people will be missing their family and friends back home. If you’re struggling to cope with settling in, or experiencing personal issues for whatever reason, there is plenty of support available from our Student Welfare Team (see page 21). Remember, a problem shared is a problem halved.

To see more tips on university life from current students, take a look at our Student Stories blog: blogs.reading.ac.uk/student-stories
To make your time in the UK happy and productive, we want to make sure you have access to support, advice and useful contacts.

The International Student Advisory Team offers information and advice for all international and EU students, providing professional and confidential support on:

- helping you (and your family if applicable) settle in the UK when you arrive
- understanding the UK culture and developing integration skills
- providing information about the local area and places of interest
- general advice and guidance on how to make the most of your time at Reading and in the UK.

Throughout the year we run a variety of events, open to all international students. Check the website and follow us on social media to keep up to date with news and upcoming events.

Find out more at: reading.ac.uk/international-students

We have a dedicated International Student Guide for international students. Remember to pick one up!

Make sure you read and understand the University of Reading’s Institutional Compliance Policy.

By working together, we try to avoid or resolve visa-related problems which can have very serious consequences and may affect whether you can remain in the UK.

This document provides information on study expectations, visa extensions, employment, police registration, attendance monitoring and periods of absence.

Download the policy documents at: reading.ac.uk/tier4policy

INTERNATIONAL STUDENT SUPPORT

ACADEMIC ENGLISH PROGRAMME

The University offers a free Academic English Programme to help non-native English speakers improve both their language and academic skills. Courses and tutorials on the programme are available for any fee-paying international or EU student (except Study Abroad programme students).

The programme covers areas such as:
- academic writing skills
- writing critically
- dissertation and thesis writing
- academic grammar
- listening and speaking.

For more information, visit: reading.ac.uk/aep

VISA AND IMMIGRATION ADVICE

The University offers a telephone and email advice service for international students in addition to appointments during term time. We can help you with:

- visa advice and applications
- meeting Tier 4 visa application requirements
- updates on immigration rule changes
- information on working during and after your studies
- understanding your visa conditions
- EU settlement scheme.

To find out more and book an appointment, visit: reading.ac.uk/student-immigration
YOUR HEALTH

It’s important that you register with a local doctor during your time here, and that you have a MenACWY vaccination if you haven’t already had one to protect yourself against meningitis.

To find out about local doctors in the area, visit: reading.ac.uk/local-GP

COUNSELLING AND WELLBEING

The Counselling and Wellbeing Team, based on the first floor of the Carrington Building, offers a free service to support your emotional and mental health. Our experienced team of professionals offer one-to-one confidential advice and support for students, as well as group sessions. We also have a variety of self-help guides covering a range of student topics, from eating well to coping with anxiety which are available online and as printed copies.

For more information visit: reading.ac.uk/counselling

DISABILITY ADVISORY SERVICE

The Disability Advisory Service provides support for students with any disability, long term health condition, mental health condition, or specific learning difficulty (SpLD). You can find us on the ground floor of the Carrington Building.

For more information, visit: reading.ac.uk/disability

BIG WHITE WALL

Big White Wall is a free, online support network which is accessible 24/7. If you’re feeling down or anxious, Big White Wall is a place to share what’s worrying you in an anonymous environment and access a range of self-help articles and videos. You can also talk to other members who might be experiencing similar feelings or situations.

Find out more at: reading.ac.uk/big-white-wall

STUDENT WELFARE

The Student Welfare team is made up of professional welfare staff who are here to help you with any personal difficulties you may experience during your time at the University.

They can advise you on a wide range of personal and welfare issues that may impact your studies and day-to-day life, including:

• settling in and adjusting to university life
• difficulties with flat/housemates
• family or relationship issues
• drug or alcohol issues
• concerns about a friend/ if you don’t know where to go for help.

You can make an appointment to speak to a member of the team, or attend their daily drop-in.

Find out more at: reading.ac.uk/welfare-team

FINANCIAL SUPPORT TEAM

The Student Financial Support team are here to offer help, advice and support on a wide range of financial issues, including:

• advice on student finance
• bursaries
• short-term loans
• student support fund.

Find out more at: reading.ac.uk/money

HALLS WELFARE TEAM

The Halls Welfare Team is responsible for student welfare, pastoral care, and the management of student conduct and behaviour in University halls of residence.

Hall Wardens are senior members of University staff who live in or near halls and who are there to offer help and guidance on both academic and personal matters.

Each Warden is supported by a group of Hall Mentors – postgraduate students who live in halls and assist with any hall related issues or other aspects of student life. They will introduce themselves when you first move in, and there’s lots of opportunities to meet them and other students living in your hall at social events throughout the year.

Find out more at: reading.ac.uk/halls

CHAPLAINCY

We recognise that religion and belief is an important component of many students’ lives and we offer a welcoming community for people of all faiths.

The Chaplaincy is located on the Whiteknights campus and is a friendly group of people drawn from local churches who offer support to students and staff, whatever their religious beliefs.

Find out more about the Chaplaincy at: reading.ac.uk/chaplaincy

There is a Muslim Prayer Centre on campus as well as Buddhist, Christian, Hindu, Jewish, Muslim and Sikh faith groups. For more information visit: reading.ac.uk/community-worship

Our specialist support services are available to all students free of charge.
RUSU ADVICE SERVICE

The RUSU Advice Service is independent to the University and provides confidential, impartial and professional one-to-one advice and support to all students, free of charge. We meet with students in a confidential and private space to help explain different support options and talk through your rights and responsibilities.

DROP-IN

Come along to our RUSU Advice Service drop-in sessions (no appointment needed).

11:00–13:30 on Monday, Tuesday, Thursday and Friday
14:00–16:30 on Wednesday

The Advice Service drop-in runs a reduced service during University vacation periods.

For more information visit: rusu.co.uk/advice

We provide specialist advice in the following areas:

ACADEMIC
- appeals
- extenuating circumstances
- fitness to study/practice
- academic misconduct
- disciplinary matters
- complaints.

MONEY
- student finance
- undergraduate and postgraduate funding
- money management and budgeting
- dealing with debt
- welfare benefits.

HOUSING
- tenancy advice and contract checks
- dealing with landlord and agency problems
- deposit disputes
- disrepair

We also have a partnership with Reading Borough Council Housing Enforcement Team, who run drop-in sessions on Thursdays on a fortnightly basis, 14:00–16:00. They deal with a variety of issues including: disrepair and hazards in privately rented properties, pest issues, unfair terms in contracts, misleading statements/actions, and inappropriate practices.

You can speak to someone in person, over the phone, by email or via Skype. No information will be shared with the University or anyone else without your permission.
STAYING SAFE

The University is fully committed to maintaining a safe, welcoming and inclusive environment for all.
We have a dedicated Security team of 60+ trained security staff who keep the campus safe for students, staff and visitors. In addition, our Health and Safety team also works hard to provide an environment which is stimulating, safe, and which promotes high health and safety standards.

SECURITY

Security carries our 24-hour patrols across our campuses and halls of residence, and work closely with local police. They are available day and night to receive calls, monitor CCTV cameras and respond to any security-related incidents such as fire and intruder alarms.

Here are some of the ways that the University helps to keep students safe:

- **Chaperone service:** If you’ve been working or studying late at night and feel uneasy about returning to your accommodation, you can contact Security to make use of their free chaperone service, where they can accompany you in person or monitor your journey remotely on CCTV.
- **Street Support scheme:** A team of trained staff work in residential streets around the campus between 22:00 and 04:00 to help students feel safe and supported in the local area when socialising at night.
- **Safe Taxis scheme:** A service offered by RUSU in conjunction with a local taxi company which means that you can get home safely when you have no cash on you, or you’ve lost your wallet.
- **Campus Watch:** Like a neighbourhood watch scheme, Campus Watch helps to improve relations with the community and encourage sharing of safety information.
- **Prevent duty:** The University is legally obliged to work in support of the government’s Prevent legislation which aims to stop people from being drawn into any form of terrorism. Find out more at: reading.ac.uk/prevent.

For more information visit: reading.ac.uk/security

TOP SAFETY AND SECURITY TIPS

We expect students to conduct themselves in a safe, mature and considerate manner, both socially and in their studies. Here are some things which you can do to keep yourself and others around you safe:

- Avoid being out on your own after dark and stick to well-lit areas where there are clear paths and plenty of people.
- When you’re out, don’t leave your drink unattended, and keep track of what you’re drinking.
- Let your friends or flatmates know when you are going out, where you are going and roughly what time you expect to be back.
- Don’t let anybody into your accommodation or room if you don’t know them well enough.
- Avoid listening to loud music and looking at your phone when walking, as this means you’re less aware of cars, bikes and other people around you.
- Close your windows and lock your room when you go out, and don’t leave any valuables on display.
- Co-operate with the University by complying with all health and safety requirements (for example, by attending safety briefings) and not interfering with any equipment provided for reasons of health and safety.

Save these numbers in your phone in case you need to call Security:
+44 (0) 118 378 7799
+44 (0) 118 378 6300 (emergencies only)

DRUGS AND ALCOHOL

Drinking can be an enjoyable and harmless aspect of student life. If you are over 18 years old you are legally free to consume alcohol if you so choose. However, we have a duty of care to protect students from the harmful effects of excessive drinking.

Our advice is drink sensibly – know when to stop and let your friends know when they need to stop. You should never feel pressured to drink if you don’t want to. It’s your choice. You should also be respectful of fellow students who choose not to consume alcohol and mindful not to disturb flatmates or neighbours when drinking.

It is a criminal offence to take, possess, manufacture or sell illegal drugs. We operate drug searches in our bars and venues, and across campus. If you are found to be in possession of drugs you will be reprimanded and the police will be informed.

If you are concerned about alcohol or drug use, there is support available to you at the University. You can speak to a member of our Student Welfare Team (see page 21), who provide advice and support to students on personal difficulties.
OPPORTUNITIES AT READING

Your time at the University is a chance to immerse yourself in your favourite subjects and, of course, to have fun. It’s also an invaluable time to learn new life skills and develop yourself. There are lots of opportunities to help you do this.

JOIN A CLUB, SOCIETY OR VOLUNTEER GROUP

Reading University Students’ Union (RUSU) has over 120 societies, 55 sports clubs, 3 media channels and plenty of volunteering opportunities. With so much on offer it’s a great chance to try something new and meet new people!

Each group is student led, meaning that you can have your say in how it is run and if you cannot find a society that interests you, then you can always set one up for yourself.

To see the full list of groups to join, visit: rusu.co.uk/student-activities

EVENTS ON CAMPUS

There is always something taking place on campus – from guest speaker events, to quiz and karaoke nights. Not to mention you’ll have plenty of opportunities to learn new skills at free weekly careers and development events.

Keep up to date with events on campus by checking Me@Reading and the RUSU website regularly.

THE RED AWARD

Train, work, volunteer! The RED Award rewards you for completing a range of extra-curricular activities and helps you to develop your employability skills. To receive the award, you must complete 35 hours of core activity, 10 hours of volunteering and 5 hours of training and development. To find out more, visit: reading.ac.uk/redaward

LIFE TOOLS

Life Tools is a programme of free talks open to all students which aims to increase your knowledge and learn practical skills to help you achieve your potential. Life Tools helps you to:

• manage academic demands effectively
• improve your resilience when life becomes challenging
• enhance your personal wellbeing.

Find out more at: reading.ac.uk/life-tools

MUSIC

Our diverse range of ensembles and festival weekends mean that there is something for everyone. With choirs, jazz bands, and a festival orchestra, musicians of all abilities are warmly invited to get involved.

Find out more by visiting: reading.ac.uk/music
WORKING WITH STUDENTS AND ALUMNI

Volunteering is a great addition to your CV, as well as an opportunity to meet new people, get involved in the wider Reading community, and help others. The University and RUSU both offer excellent volunteering opportunities.

STUDENTS IN SCHOOLS
The Students in Schools scheme has been established for over 20 years and enables students to volunteer to help alongside teachers in local schools, with the aim of raising the aspirations of school pupils and encouraging them to continue into higher education. Find out more at reading.ac.uk/sis

VOLUNTEERING AVAILABLE THROUGH RUSU
RUSU offers a wide range of volunteering opportunities both on and off campus including:
- working with the elderly
- working with children and local schools
- working with local community groups and charities
- working with national charities and volunteer groups.
For more information and to see how you can get involved, visit rusu.co.uk/volunteering

LOCAL OPPORTUNITIES
Reading Voluntary Action (RVA) provides local volunteering opportunities for students in the local area. Visit rva.org.uk/volunteering to find out more.

While studying at the University, some of the best advice and support you can get is from those who have already experienced it. The University has a number of programmes that help to connect you with fellow and former students.

STAR MENTORS
Student Transitions at Reading (STaR) Mentors are current student volunteers that help new students with their start at university. Your STAR Mentor can answer your questions about studying and student life at Reading and they will share their top tips to help you settle in. For more information visit reading.ac.uk/star-mentors

THRIVE MENTORS
Thrive is the career mentoring scheme for students. You’ll have the chance to work with an established professional who already holds a degree and is available to answer your questions about the working world. With opportunities for work experience and shadowing throughout the year, Thrive is a great way to test out your ideas and aspirations. For more information visit reading.ac.uk/thrive

PEER ASSISTED LEARNING
Peer Assisted Learning (PAL) is a globally recognised scheme where students in the same subject work with each other. PAL supports students on challenging modules and can improve your results if you go to weekly sessions. The programme is run by well-trained students, who have already completed your module. They lead weekly academic study sessions with you to deepen understanding and address complexities in your particular module. For more information visit reading.ac.uk/pal
CAREERS AND PART-TIME WORK

It’s never too early to start thinking about your career! The University offers numerous opportunities for you to make the most of your time here, whilst preparing you for the future. The Careers Team is here to support you in gaining skills and experience for your career ahead – from working with you to identify your career direction, to helping you to prepare for interviews.

“The Careers Service at the University has been a huge help to me throughout my degree. From checking my CV and cover letters while supporting me through job applications to putting me in touch with employers through the multiple Careers events throughout the year.”
Charlotta
BA Art and Psychology

MAKING A START

Your first visit to Careers might involve looking for part-time work or booking on to one of our many events. We offer an online jobs board, My Jobs Online, to assist with your search for jobs, internships, placements and graduate roles.

My Jobs Online makes it easy for you to book appointments with the Careers Team, view and book on to workshops and events, and search the latest job opportunities.

Log in to My Jobs Online to:
• view jobs and placements posted by employers actively seeking Reading students
• personalise your profile and receive email alerts on the opportunities that interest you
• view and book careers advice appointments, workshops, and events.

Log in using your University username and password to get started. It’s a good idea to set your preferences when you first arrive, ideally in your first week, so you don’t miss out.

To find out more, visit: reading.ac.uk/careers/myjobsonline

CAREERS 1:1 SUPPORT

Professional Careers Consultants offer specialist and personalised advice as well as CV checking and mock interviews. They can also help with career planning – even if you don’t know what you want to do yet.

PLACEMENTS

Professional work experience really helps to boost your employment prospects, so we actively encourage you to undertake a credit-bearing placement as part of your degree programme. You can choose to do a professional placement for a part or full year in the UK or internationally.

The University offers a placement bursary to eligible students to help with the extra costs associated with placements.

To find out more, visit: reading.ac.uk/placements

INTERNSHIPS

We encourage all students to gain experience through extra-curricular internships, starting in your first year at the University. The Careers Team offers support and advice on how to get spring and summer internships with leading employers across the UK and internationally, as well as two in-house internship schemes:

• Reading Internship Scheme (RIS): 4-8 week internships with small and medium-sized enterprises or charities during spring term or summer break.

• Undergraduate Research Opportunities Programme (UROP): Offers mid-year undergraduate students the chance to gain hands-on research experience.

Find out more about internships at: reading.ac.uk/internships

CAMPUS JOBS

Each year thousands of students work for the University in a variety of paid roles in our academic schools, coffee shops and bars, or in central teams such as Careers or Marketing, Communication & Engagement.

Campus Jobs makes it easy for you to find flexible work on campus that fits around your studies.

Find out more at: reading.ac.uk/campusjobs

Visit Careers on the first floor of the Carrington Building and online at: reading.ac.uk/careers

Henley Business School students can access careers services in the Henley Business School Building. Find out more at: henley.ac.uk/careers

Visit Reading on the first floor of the Carrington Building and online at: reading.ac.uk/careers

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RECORDING UNIVERSITY \SPOOL ((RUSU) is a democratic, student-led organisation which represents the views of over 17,000 students.

Every student at Reading is automatically a member of RUSU, entitling you to have a say in directing the organisation. Students elect five Full-Time Officers in February each year to represent them for the following academic year.

Find out more about RUSU and the opportunities and services it provides for students at: rusu.co.uk

FULL-TIME OFFICERS

Your Full-Time Officers listen to the views of the thousands of students and represent the student voice on campus, locally and nationally.

Your team for 2019/20, left to right:
- RUSU President – Molli Cleaver
- Education Officer – Fifi Bangham
- Activities Officer – Daisy O’Connor
- Diversity Officer – Zeid Sharif
- Welfare Officer – Gemma King.

PART-TIME OFFICERS

Each year students also elect a team of ten Part-Time Officers who represent and liberate the rights of students who are under-represented.

Each officer has a specific role description and a manifesto which highlights things that they aim to achieve during their elected year to improve the student experience.

Visit: rusu.co.uk/officers for more information.

GET INVOLVED IN MAKING POSITIVE CHANGES

We want you to share your ideas on how to improve student life and the student experience at Reading. Change It is our online platform which allows you to get your voice heard and provides an online forum for discussion. It’s quick and easy to put your ideas for change forward, no matter how big or small. Students vote on ideas to take forward each term.

For more information, go to: rusu.co.uk/representation/change-it

If you’re looking to generally improve your personal health and fitness, why not join the SportsPark and take advantage of our state-of-the-art indoor and outdoor facilities:
- VO2 fitness studio
- VO2 group exercise and dance programme
- double-sized sports hall for badminton, table tennis, basketball, volleyball, trampolining, fencing and cricket nets
- 4 squash courts
- SoccerPark
- AstroTurf
- TennisPark
- campus sport leagues
- cafe.

MEMBERSHIP OPTIONS

If you’d like to know more, visit the SportsPark and a member of staff will happily show you around and discuss the best membership deal for you. There are some great deals to suit all budgets, from pay-as-you-play to annual passes.

For more information, visit: sport.reading.ac.uk

SPORTSPARK

If you’re looking to generally improve your personal health and fitness, why not join the SportsPark and take advantage of our state-of-the-art indoor and outdoor facilities:
Our green campuses mean that most of our facilities are only a short walk or bus ride away. When walking on campus, please keep to the designated footpaths and be aware that you’ll be sharing these with cyclists.

BUSES

Reading Buses provides a frequent and reliable bus service which makes travelling by bus around Reading really easy.

The Claret number 21/21a travels from Reading train station and town centre past the London Road campus and onto Whiteknights campus every 7 minutes during the day in term time.

Other routes which run near Whiteknights campus are:
- 17 and 21 – bus stop at Earley Gate
- numbers 9, 3 and 10 – bus stop at Shinfield Road
- numbers 19 and 22 – bus stop at Foxhill House, Bridges and Wessex Halls, and Earley Gate.

The numbers 17 and 21 also run all through the night, so you’ll never miss the last bus.

A trip on the bus to town usually takes 15–20 minutes, and you can pay by contactless card, Reading Buses top up card, via the Reading Buses app, or by cash (exact money only as they don’t give change).

For more information on buses, visit: reading-buses.co.uk/university

BIKES

Cycling is an excellent way to get around Reading and our campuses. It’s cheap, quick, environmentally friendly, and keeps you fit. You can also take advantage of our free cycle skills sessions to improve your knowledge and skills.

When cycling it’s important to think about keeping yourself, others, and your bike safe.

- **Cycle considerately of others**: Keep speed down on shared paths and ensure you are visible at all times.
- **Use lights when it’s dark**: Lights are important so that pedestrians, drivers and other cyclists can see you. We also recommend you use a helmet when cycling for your own safety.
- **Keep your bike secure**: Cycle theft is an issue everywhere. Lock your bike securely with a solid D-lock and consider using one of our gated cycle compounds.

For more tips on cycling, including getting a bike, campus facilities, and dates for our free bike maintenance visits from Dr Bike, see: reading.ac.uk/cycling

CARS AND PARKING

We do not encourage students to bring a car to University and campus parking permits are only available to students meeting strict criteria – please see the parking webpage for more details: reading.ac.uk/parking

Students who have held a clean driving licence for at least 12 months can rent a car by the hour with our Co-Wheels car club scheme. Our car is based at Dunsden Crescent in Park Group Halls, and you can get credit for the scheme if you sign up online at: co-wheels.org.uk/students

For more tips and advice on how to get around campus and the local area see: reading.ac.uk/sustainability/travel
EXPLORING THE LOCAL AREA

Reading town centre is a short walk or bus ride away from the University campuses, and has a wide range of shops, restaurants, sports venues and bars. For information on what’s on in Reading and the surrounding areas, including listings for plays and comedy nights, local markets, festivals and more, visit: getreading.co.uk

SHOPPING

In the town centre you will find all your favourite stores on the high street and in The Oracle shopping centre. If you’re looking for something a bit different, there are plenty of smaller independent shops waiting to be discovered in the many side streets and arcades.

GREAT FOOD, GREAT NIGHTLIFE

Reading is packed with places to eat and has plenty to satisfy every appetite and budget. The riverside area of The Oracle is a buzzing evening destination, with a diverse mix of restaurants and bars overlooking the water, as well as a 10-screen cinema.

DISCOVER LONDON AND THE UK

Reading is very well connected by train and bus making it easy to travel in the UK and internationally. International airports Heathrow and Gatwick are also within easy reach. London is just half an hour away by train, with services running late into the night.

DIRECT LINKS BY TRAIN:
- London Paddington: 30 minutes
- Oxford: 30 minutes
- London Gatwick Airport: 75 minutes
- Bristol: 75 minutes
- Birmingham: 100 minutes
- Cardiff: 100 minutes.

DIRECT LINKS BY BUS:
- Heathrow Airport: 40 minutes (RailAir bus).

STUDENT DISCOUNTS

Being a student brings you many benefits, so make sure you make the most of the discounts available. Many restaurants in Reading offer student discount, with some offering discounts of up to 40% on weekdays, so it’s always worth asking if you can get student discount. You could even follow your meal with a trip to the Vue cinema which offers reduced rate student tickets every day, as well as £3.99 tickets on a Monday.

DISCOUNT CARD AND APPS

As RUSU is part of the National Union of Students (NUS), you are entitled to a TOTUM card which gives you discount in hundreds of high-street stores and restaurants, as well as savings on RUSU events. For more information see nus.org.uk or visit the RUSU reception. You can also download student apps like UNIDAYS and Student Beans for money off shopping and eating out.

STUDENT RAILCARD

If you are aged 16-25 or in full-time education you can apply for a Student Railcard, which gives you a 1/3 off rail fares when you go by train. Visit 16-25railcard.co.uk to find out more.
FOOD AND DRINK
ON CAMPUS

You’ll find plenty of shops, restaurants, cafes and bars on our campuses, with something to suit every taste and budget.

To see what’s on offer, visit: reading.ac.uk/eat

CATERED PACKAGES AND MEAL PLANS

If you live in a self-catered hall or you don’t fancy cooking all of the time, you might want to consider purchasing one of our Meal Plan add-ons, available to use in over 18 different catering and bar outlets with up to 35% off at the till. You can choose from two plans. Our Chilli package is the most extensive and can cover up to 21 meals per week (if you budget wisely) and the Lime package covers around seven hot meals a week. Students living in catered halls will be automatically enrolled onto the Chilli package.

To find out more, visit: reading.ac.uk/mealplans

GREAT DISCOUNTS WITH YOUR CAMPUS CARD

You can get discounts on most items when you use your Campus Card to pay in restaurants, cafes and shops across our campuses. If you load cash onto your Campus Card account, you’ll get 15% discount on all hot drinks and a 5% discount on everything else.

Once your account is loaded with money, paying for goods at the checkouts on campus is easy—just tap and go. Your card can be used in all Eat locations as well as Dolce Vita, the Henley Business School Cafe and Cafe Libro. Please note that you can’t currently use the Campus Card to pay at the Co-op on campus, the Students’ Union bar, or the shops in the Union (Korean Market, The Bagel Man and the hairdresser).

To top up your Campus Card at: reading.ac.uk/cardfinance

CASHLESS CAMPUS

The University is a cashless campus, which means that you’ll need to pay via credit or debit card, Apple/Android Pay or top-up your Campus Card using credit, debit, or PayPal. RUSU outlets and the Co-op will continue to take cash.

SUSTAINABILITY

We are leading the way for sustainability by delivering environmentally sustainable solutions across our campuses. Help us to reach our sustainability targets by reducing your plastic use, recycling and re-using, and saving energy where you can.

REDUCING PLASTIC CONSUMPTION

Our amazing recycling facility on site means that almost no waste enters landfill. We’ve reduced plastic waste and saved over 150,000 single-use plastic bottles by introducing our reusable Sustain It bottle and mug. You can buy these on campus or bring in your own re-usable cup to reduce plastic waste and save money on drinks across campus.

RECYCLING

We have recycling bins all over campus which allow you to recycle paper and cardboard, cans, tins, and bottles, and paper cups. There are also points where you can recycle glass, IT equipment, and other miscellaneous items.

SAVING ENERGY

We can all play a part in contributing to saving energy—even just turning lights off will help. We are installing more solar panels on campus buildings, as well as installing our first energy store system on campus which will support the growing renewable energy solutions in the UK.

For more information visit: reading.ac.uk/sustainability

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Through the app you can:
• view and register for events
• register overnight visitors
• collect your parcels and packages
• report faults and maintenance issues
• provide feedback
• let your halls teams know you’re out of residence

Search for ‘Home at Halls’ in your app store now! Once you’ve downloaded the app, you will be asked to register with your first name, last name, student ID and email address.
The Essentials webpages are your online guide to student life at Reading. You’ll find lots of information about the services and opportunities available to you as a student, including:

- accommodation
- careers
- campus and the local area
- extra-curricular opportunities
- money advice
- support and wellbeing
- studying and exams.

To find out more, visit: reading.ac.uk/essentials

**UNIVERSITY TERMINOLOGY**

**Blackboard** – The University’s virtual learning environment which gives you access to school, course, and module resources online.

**Campus Card** – A card that allows you to borrow Library books, access the PC lab, enter your halls of residence and the SportsPark, pay for printing/photocopying in the Library, pay Library fines, pay in Blackwell’s bookshop, and purchase food/drink at a discounted rate from selected outlets.

**Department** – The department in which your course is found, for example the BA Geography (Human and Physical) course is within the Department of Geography and Environmental Science.

**Eduroam** – University Wi-Fi.

**Halls of Residence** – Student accommodation provided by the University.

**Joint Honours** – A degree which involves taking modules from two different departments/schools. For example, English Literature and History.

**Lecture** – A presentation to a large group of students; usually given by an academic in a lecture theatre.

**London Road** – University of Reading campus based on London Road.

**Modules** – Students take a certain number of modules each year. Some are compulsory core modules and some are optional modules.

**NUS** – National Union of Students.

**Part** – The stage of your degree, also referred to as year. For example, the first year of university is part one.

**Pro-Vice-Chancellors (PVCs)** – They support the Vice-Chancellor in providing academic leadership to the University.

**RISIS** – An online portal that holds your student information and records, your exam timetable, and other important information regarding your status as a student.

**RUSU** – Reading University Students’ Union.

**School** – A term for academic departments which are grouped together – usually because the subjects are similar. For example, the Department of Classics is part of the School of Humanities.

**Seminar** – Similar to a classroom lesson at school or college, given by an academic, to a smaller group of students than a lecture.

**Tutorial** – A discussion between an academic and a smaller group of students, up to around 6, about their studies.

**UPP** – The University Partnerships Programme is the University’s partner for the operation and management of student accommodation.

**VC** – The Vice-Chancellor is the principal academic and administrative officer of the University.

**Whiteknights** – University of Reading main campus, based near Shinfield Road.
YOUR STUDIES

ACADEMIC ENGLISH PROGRAMME (AEP)
reading.ac.uk/aep

IT SUPPORT
reading.ac.uk/it

LIBRARY (INCLUDING MATHS SUPPORT AND STUDY ADVICE)
reading.ac.uk/library

MODULES
reading.ac.uk/programme-modules

TIMETABLING
reading.ac.uk/timetable

HELP AND ADVICE

ACCOMMODATION (HALLS OF RESIDENCE)
reading.ac.uk/halls

CAMPUS CARD
reading.ac.uk/campus-card

COUNSELLING AND WELLBEING
reading.ac.uk/counselling

DISABILITY ADVISORY SERVICE
reading.ac.uk/disability

FINANCIAL SUPPORT
reading.ac.uk/money

INTERNATIONAL STUDENT SUPPORT
reading.ac.uk/international-students

NATIONAL HEALTH SERVICE HEALTH ADVICE (NON-EMERGENCY)
111 (free)

POLICE SERVICE (NON-EMERGENCY)
101

RUSU
rusu.co.uk

EMERGENCY SUPPORT

SECURITY
+44 (0)118 378 6300 (emergency only)

24-HOUR POLICE, AMBULANCE AND FIRE SERVICES (EMERGENCY ONLY)
999

SAMARITANS (24/7)
116 123 (free)

GOT A QUESTION? NOT SURE WHERE TO GO?

The Support Centres are your first port of call for student support on campus.
Visit any Support Centre, open Mondays to Fridays from 08:30–17:00 (term-time), to get the answers to your questions.

For tips on looking after yourself, visit: reading.ac.uk/looking-after-yourself

LOOK AFTER YOURSELF AT UNIVERSITY
WELCOME

YOUR GUIDE TO
THE UNIVERSITY OF READING
2019

KEY DATES
ACADEMIC YEAR 2019/20

AUTUMN TERM
20–22 September: Arrival weekend
23 September – 27 September: Welcome Week
30 September: Start of autumn term
13 December: End of autumn term

SPRING TERM
13 January: Start of spring term
27 March: End of spring term

SUMMER TERM
20 April: Start of summer term
12 June: End of summer term and academic year

For more key dates including Bank Holidays and University closure days see: reading.ac.uk/key-dates

Your Whiteknights map is enclosed
For a map of our London Road campus and Halls of Residence locations, please see pages 44-45.
“Studying at Reading has been the best chapter in my life so far and the experiences, friends, knowledge and skills I've developed will stay with me forever.”

Jack, BSc Geography, Graduated 2018