WELCOME
YOUR GUIDE TO THE UNIVERSITY OF READING
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WELCOME FROM THE PRO-VICE-CHANCELLOR

Starting university is exciting but it can also be challenging. Almost certainly, it will be very different to anything you have experienced before. I hope you settle in quickly and play a full and active role in student life. I encourage you to explore our campuses, where you will find a striking mixture of old and new architecture and plenty of green spaces. At Reading, we offer a well-rounded student experience, achieving consistently high rankings in league tables and student satisfaction surveys.

You will very soon discover that you have become part of a highly cosmopolitan community, comprising around 20,000 students from over 150 countries. Not only that, you now belong to one of the top 200 universities worldwide (QS World Ranking 2017/18), with a long history of international cooperation in teaching and research.

I want you to make the most of your time at Reading and to enjoy being a student here. In this Welcome Guide, you can read details of the academic and welfare support we provide so that you can maximise the opportunities available.

Our Student Services teams are available to provide information, advice and guidance for every stage of your studies. In addition, you will have an Academic Tutor or supervisor who will support you through your academic programme. There is also useful information in this guide about all other aspects of student life and top tips to help you make the most of your time with us.

On behalf of the University, I wish you a very happy and successful time at Reading.

Gavin Brooks
Pro-Vice-Chancellor
(Teaching & Learning)

WELCOME FROM THE RUSU PRESIDENT

Hi, I’m Jason – President of Reading University Students’ Union (RUSU).

I’m one of your five Full-Time Student Officers, elected by Reading students last academic year.

RUSU is an independent charity that exists to represent, support, and provide opportunities for all students at the University. As a student you are automatically a member of RUSU. We’re here to make your experience at Reading as enjoyable as possible.

We represent you. We run annual elections to fill over 1,500 student representative roles who represent your views to the University and the local community.

We look out for your welfare. RUSU runs a free, independent and confidential Advice Service for all students. Specialist advisers can assist students with academic, housing and money matters, as well as drug and alcohol issues.

We are the home of sports, societies, volunteering and student media. RUSU runs over 200 student-led societies, sports clubs and volunteering groups. These are a great way to make new friends, continue your passion or try something new.

We host club nights and events. RUSU hosts regular club nights every Wednesday and Saturday in our award-winning nightclub, 3sixty, as well as other events such as sports tours, quiz nights and our annual Summer Ball.

We make things easier for you. The RUSU building houses almost everything you need – restaurants, bars, a hairdresser, a post office and more.

Ultimately, RUSU is your union. We will listen to your feedback and do everything we can to introduce the changes you want to see.

We know that starting a new life in a new place is exciting, but can also feel intimidating or overwhelming at times. We’re here to support you at every stage, so feel free to visit us upstairs in the RUSU building to talk. Enjoy the start of your university journey and see you soon!

Jason Dabydoyal
RUSU President 2018/19
YOUR DIGITAL HOME

YOUR UNIVERSITY USERNAME AND PASSWORD
1. After you’ve collected your Campus Card please log into the RISIS portal: 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 any of these 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.

You will need to use your University username and password to log in to most of our websites and online resources during your time here.

CAMPUS CARD
This is a card you receive when you enrol that allows you to do a range of things on campus, including:
• borrowing books from the Library
• accessing the PC labs
• accessing your halls of residence (if you live in one)
• entering the SportsPark
• paying for printing and photocopying
• paying Library fines
• purchasing food and drink at a discounted rate from selected catering services on campus.

Visit reading.ac.uk/campus-card for more information.

IT SERVICES FOR STUDENTS
The IT department is dedicated to providing comprehensive services to help students, including:

Wi-Fi – Fast internet access all over campus, for free, to all students. We also provide internet access for guests and visitors.
Check out reading.ac.uk/wifi for help and guidance.

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

Free software – Provided to students, including Office 365, MATLAB and SPSS.
Visit softwarestore.reading.ac.uk for more information.

Email – We are committed to maintaining a fast and reliable email service. You should check your University of Reading email every day as this is how we will contact you.

Free online storage – Get up to 1TB of online storage with OneDrive to store and back up your work.
If you have any IT related problems or questions, visit: reading.ac.uk/it

EMAIL
You are expected to check your University email account on a daily basis to keep up to date with news and deadlines. It is important that you use this University account rather than a personal email account.

ESSENTIALS
The Essentials webpages provide you with all the information you need during your time here – from opportunities to get involved with sports, societies and volunteering, to information on services like Careers, Counselling and Wellbeing, Student Financial Support and more.

BLACKBOARD
Blackboard is our web-based Virtual Learning Environment (VLE) that gives you flexible 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).

TEACHING TIMETABLE
This covers all of your academic timetabled events. Find your timetable on Me@Reading, or visit: reading.ac.uk/timetable

RISIS
The RISIS portal is home to your student records and is where you record and update your personal information, including your address, contact information and bank details.

GOT A QUESTION?
Use our online enquiry desk to raise any queries or issues you may have about your course, financial support, or visas and immigration. You can track your query, view previous messages, and get answers directly to your University email inbox.
You can access the online enquiry desk and other resources through Me@Reading by clicking the ‘Questions?’ button at the top of the page.
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.

STUDENTS EXPECT STAFF 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.
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 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. Your Course Rep will listen to you and can represent your views about teaching and learning on your course.
• School Reps cover a group of courses within a school. They handle issues that are common to more than one course, as well as serious course-specific issues. They sit on school-level committees and can raise student feedback at a higher level.

HOW TO GET INVOLVED IN YOUR COURSE

All students are encouraged 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, and about anything that you think isn’t working properly.

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

“Being a School Rep means you’re a catalyst for positive change within your course and school, but I also enjoy the social aspect. Although we are from really diverse disciplines, the thing we have in common with all of our successes is a sense of community and that things can be achieved together.”

Ryan Morris, Postgraduate School Rep, Biological Sciences
The Library on Whiteknights campus has a huge range of resources – both online and printed – so make sure you get to know it before you start on any assignments.

LIBRARY REFURBISHMENT

We’re investing over £40 million in a major refurbishment of the Library. The project started in summer 2016 and should be completed in autumn 2019. To provide a quiet and convenient space to study during the refurbishment, most Library study space has moved into the nearby URS building. The Library is open for access to books and some study spaces. See reading.ac.uk/lib-hours for the opening hours of both buildings.

ONLINE RESOURCES

The Library website supports your learning, providing 24-hour access to electronic resources including databases, articles and e-books, and search facilities to help you to find books, journals and other materials, including specific book chapters.

BORROWING

Your Campus Card allows you to borrow books and other materials from the Library, and to print and photocopy. Undergraduate and postgraduate taught students can borrow most items for three weeks. Postgraduate research students can borrow items for six 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 Library@URS Course Collection and are available for short loan periods.

SUPPORTING YOUR STUDIES

Your subject Liaison Librarian can give you one-to-one or group help in finding the best, quality, relevant information to support your studies.

See: 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 or want advice on how to raise the standard of your work, or how to approach your first assignment.

Find out how 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 in a separate building adjacent to the London Road campus.

See: reading.ac.uk/special-collections

TERM-TIME OPENING HOURS

During our refurbishment, our opening times are as follows:

• the Library is open every day from 09:00–22:00
• Library@URS is open 24 hours (except from 21.00 on Saturdays to 08.30 on Sundays) for services and study space.

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

The University provides over 1,500 study spaces across campus, enabling you to work on your own or as a group.

STUDY SPACE MAP

The largest collection of study spaces have been highlighted on our study space map: reading.ac.uk/study-space

THE LIBRARY

The Library@URS provides a significant number of study spaces, including 145 PCs. These include group study rooms where you can discuss your work, and some have screens enabling you to work collaboratively on assignments. Want to work quietly? There are quiet and silent study spaces too.

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

There are a wide range of other locations across campus, many of which are suitable for studying and group work. The Students’ Union also provides spaces in The Study and The Study @ TOB2. Find these on our study space map.

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 another way in which you can challenge yourself and grow. At Reading, we offer our students a range of international opportunities. Wherever you want to go, start your journey at: reading.ac.uk/outgoing

“Studying abroad in Aarhus was safe to say, the best four months of my life. I had an incredible time in the cosy, small, very hygge city of Aarhus, met some amazing people and made lifelong 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, MSci Psychological Theory and Practice

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

LEARN ANOTHER LANGUAGE

At Reading you may be able to take a language class as an optional module as part of an undergraduate or postgraduate programme, or for your personal development. 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
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 things on campus to help you do this.

JOIN A CLUB, SOCIETY OR VOLUNTEER GROUP

Reading University Students’ Union (RUSU) has over 130 societies, 52 sports clubs 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/activities

EVENTS ON CAMPUS

There is always something taking place on campus – from special guest lectures, to quiz and karaoke nights. You’ll also have plenty of opportunities to learn new skills with weekly careers and development events.

Keep up to date by checking the Me@Reading student portal and the RUSU website.

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 of key topics 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, a festival orchestra and a big band, 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 a chance 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 work 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 you to connect 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. A 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
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.

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

“Don’t worry if you don’t know what you want to do after university. Come speak to us and join our programme of events early – together we’ll figure out what’s right for you and how to get there.”

Dr Andrea Kreideweiss,
Director of Careers and Employability

MAKING A START

Your first visit to Careers might involve looking for part-time work or booking on to careers 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 employer events.

Simply log in using your University username and password. It’s a good idea to set your preferences when you first arrive at Reading, ideally in your first week. That way you won’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!

CAMPUS JOBS

There are a variety of paid roles available in our academic schools, coffee shops and bars, or in central teams such as Careers or Marketing, Communication & Engagement.

Campus Jobs makes it even easier for you to find work on campus.

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

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 their first year at the University. We offer:

• Support and advice on how to get spring and summer internships with leading employers across the UK and internationally
• Reading Internship Scheme (RIS): 6–12 week internships with small and medium-sized enterprises or charities during summer
• Undergraduate Research Opportunities Programme (UROP) – offers undergraduate students the chance to gain hands-on research experience.

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

- 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
- Astro-Turf
- tennis centre
- 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

LED BY STUDENTS, FOR STUDENTS

Reading University Students’ Union (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 2018/19, left to right:

- RUSU President – Jason Dabydoyal
- Education Officer – Lillie-Mae Firmin
- Activities Officer – Ali Perry
- Diversity Officer – Nozomi Tolworthy
- Welfare Officer – Dan Bentley.

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.

STUDENT NETWORKS

RUSU also has peer-support networks for specific student groups. Networks give you the opportunity to meet other students who share common experiences and who are in a similar position.

Find out more at: rusu.co.uk/studentnetworks

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
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 4 – 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 will 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 so pedestrians, drivers and other cyclists can see you. We also recommend you use a helmet when cycling for your own safety
- 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**
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

The University also takes part in a car-sharing scheme where you can arrange lift-shares for regular journeys or one-off journeys. The RUcarsharing portal will put you in touch with people who are going on a similar journey to you. Find out more at: rucarsharing.com

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

SHOPPING

In Reading town centre you will find all your favourite high street stores and The Oracle shopping centre. If you’re looking for something a bit more unusual, 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 shopping centre is a buzzing evening destination, with a diverse mix of restaurants and bars overlooking the water, along with 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.

DISCOUNT CARD AND APPS

As RUSU is part of the National Union of Students (NUS), you are entitled to a 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 to 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.
If you're an undergraduate or postgraduate taught (Master's) student, the Support Centres are your first port of call for any queries or issues you may have. Dedicated Student Support Co-ordinators based in the Support Centres are there to help you with a range of both academic 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 to you.

You can visit the Support Centres in person, or alternatively you can call or ask questions online via the Me@Reading student portal: reading.ac.uk/student

When you visit a Support Centre you could be referred to another specialist support service to help you with your query. Visit reading.ac.uk/support-centres for more information.

For specific questions about immigration and student finance, go to the Student Services Reception in the Carrington Building.

If you're a Henley Business School student, please visit your Admin Decks in the Henley Business School or ICMA buildings for all support.

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 any support or queries.

Support for postgraduate research students is provided by the Graduate School – see opposite.

Postgraduate taught students are supported by the Support Centres. Postgraduate research students are supported by the Graduate School.

GRADUATE SCHOOL

Postgraduate research (PGR) students automatically become members of the Graduate School when they enrol. The Graduate School has its own dedicated building, Old Whiteknights House, which is exclusively available to all current postgraduate research students.

The Graduate School is the hub for all PGR activity at the University and houses a range of support for PGR students including:

- The Doctoral Research Office – for PGR enrolment, registration and immigration compliance matters
- School PGR support team – administrative staff dedicated to supporting PGR students in each individual school or department
- The Reading Researcher Development Programme – a professional skills training programme

Details can be found at: reading.ac.uk/graduateschool

CAREER ADVICE

The University Careers team offers support and advice for all postgraduate students. To find out more and to explore your options, visit: reading.ac.uk/careers

OTHER SERVICES

Remember, all of the services listed in this Welcome Guide are available to all postgraduate also.
SUPPORT FOR INTERNATIONAL STUDENTS

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 academic culture and developing independent learning
- extra-curricular activities such as joining sports clubs, societies, volunteering and the RED Award.

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

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.

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

THE UK COUNCIL FOR INTERNATIONAL STUDENT AFFAIRS (UKCISA)

UKCISA is the UK’s national advisory body serving the interests of international students and those who work with them. We recommend that you sign up to the UKCISA student newsletter by visiting their website: ukcisa.org.uk

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

We have a dedicated International Student Guide for international students. Remember to pick it up!
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 counsellors and health 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.

Visit reading.ac.uk/counselling for more information.

DISABILITY ADVISORY SERVICE

We offer a dedicated Disability Advisory Service for students with any disability, mental health condition, or specific learning difficulty (SpLD). You can find us on the ground floor of the Carrington Building. Visit reading.ac.uk/disability for more information.

BOOKING AN APPOINTMENT

In order to book an appointment with a Counsellor or Disability Adviser, you will firstly need to register with the services in person in the Carrington Building.

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

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

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.

Visit us on the ground floor of the Carrington Building at the Student Services Reception or see: 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, led by Hall Wardens. Wardens are senior members of University staff who live in 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 the hall and assist with any hall related issues or other aspects of student life. They also arrange social events where you can meet other students living in your hall.

Hall Mentors will introduce themselves in person when you first move into your hall and by email. There’s lots of opportunities to meet with them face-to-face throughout the year.

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
HAVE YOU READ YOUR HALLS HANDBOOK?

Packed with important information regarding living in halls, it will answer any questions you may have!

The handbook is online only, check your email for a link or visit: reading.ac.uk/halls-handbook

YOUR HALLS LIFE

HELPING YOU TO MAKE THE MOST OF YOUR TIME IN HALLS

1. BUILDING A COMMUNITY
   We’re here to make sure you have the best experience in our halls and arrange plenty of events and activities for you.

2. TAKING YOU TO GREAT PLACES
   We offer you the chance to explore great places around the UK and celebrate seasonal holidays!

3. HELPING YOU ACHIEVE MORE
   From essential life skills to niche specialist classes, we offer great workshops for you to try.

4. SUPPORTING YOUR HEALTH & WELLBEING
   We care about our halls residents and offer many events to help reduce stress - including FREE weekly yoga!

5. LISTENING TO YOUR IDEAS
   We know that there is always room for improvement so we create opportunities for you to feedback and tell us your ideas.

VISIT OUR WEBSITE FOR MORE INFO:
WWW.YOURHALLSLIFE.COM

/YHLReading @YHLReading @yhl_reading

Your Halls Life
The RUSU Advice Service is independent to the University and provides confidential, free, impartial and professional one-to-one advice and support for all students.

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.

MONEY
- Money management and budgeting
- Dealing with debt
- Grants, bursaries and funds
- Benefits, income tax and National Insurance.

HOUSING
- Tenancy advice and contract checks
- Support with landlord or agency problems
- Deposit disputes
- Unlawful eviction.

ACADEMIC
- Advice and support when preparing for appeals
- Supporting you through academic misconduct and disciplinary hearings
- Guidance on fitness to practice/study and complaints
- Extenuating circumstances.

WELFARE
- Support with mental health
- Health matters including sexual health
- Guidance on harassment or bullying
- Help for victims of crime.

DRUG AND ALCOHOL SUPPORT SERVICE
The RUSU Advice Service works in partnership with a local drug and alcohol support service to provide free and confidential one-to-one support to students, helping you to make safe decisions about drugs and alcohol.

DROP-IN
We are based in the RUSU Building and are open throughout the year.
Come along to our RUSU Advice Service drop-in (you don’t need an appointment).
11:00–13:30 on Mondays, Tuesdays, Thursdays and Fridays
or
14:00–16:30 on Wednesdays
The Advice Service drop-in runs a reduced service on Monday, Wednesday and Thursday during University vacation periods.
For more information visit: rusu.co.uk/advice
STAYING SAFE

SECURITY

The University has a dedicated team of around 60 security staff who provide a safe and secure environment for all students and staff at the University. The Security team carries out 24-hour patrols across all of our campuses and halls of residence and are identifiable by their distinctive red, black and white uniform and vehicles.

The control room and Whiteknights House is open day and night to receive calls, monitor CCTV cameras and respond to fire and intruder alarms.

If you’ve been working or studying at night and feel vulnerable about returning to your accommodation or car, you can also contact Security to arrange a chaperone service.

Telephone: +44 (0)118 378 7799
Or +44 (0)118 378 6300 (emergencies)
Email: securitycontrol@reading.ac.uk
For more information, visit: reading.ac.uk/security

STREET SUPPORT SCHEME

The University’s Street Support Scheme aims to help students feel safe and supported in the local area when socialising at night. The team also offers advice on being respectful to people living locally, including asking students to be mindful of noise.

The team works in the residential streets around the campus between 10pm and 4am several nights a week. They are primarily based:

- in the streets between Northcourt Avenue and Christchurch Green.
- in the streets between Upper Redlands Road and London Road
- in the streets between Bridges/Wessex Halls and Wokingham Road

They’re highly trained and wear branded University of Reading jackets so do say ‘hi’ if you see them out and about.

TOP TIPS FOR STAYING SAFE:

- conduct yourself in a mature, safe and considerate manner, both socially and in your studies
- take all reasonable steps to ensure your own health and safety, and the health and safety of others
- co-operate with the University by complying with all health and safety requirements (for example, by attending any safety briefings)
- do not interfere with any equipment provided for reasons of health and safety.

The University is fully committed to maintaining a safe, welcoming and inclusive environment for all members of our community, encouraging debate and discussion, and upholding freedom of speech.

Nevertheless, this has to be balanced with the legal obligations placed upon us, and we actively work in support of the ‘Prevent’ legislation, the law that obliges the University to stop anyone from being drawn into any form of terrorism.

The University has prepared a Prevent Policy statement containing a process for reporting concerns. For more information, visit: reading.ac.uk/prevent
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. 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 checkout on campus is easy – just tap and go. Your card can be used in all Eat locations as well as Deli:He Vita, the Henley Business School Cafe and Café 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).

CASHLESS CAMPUS

The University is working towards becoming a cashless campus, which means that in some outlets you will not be able to buy products with cash. RUSU outlets and the Co-op will still continue to take cash.

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
TIMETABLE
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
GRADUATE SCHOOL
reading.ac.uk/graduateschool
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.
• Edith Morley Building
• JJ Thompson Building
• Earley Gate Agriculture Building
• London Road (Building L016)
• Foxhill House.
Visit any Support Centre, open Mondays to Fridays from 08:30–17:00 (term-time), to get the answers to your questions.
You can also ask a question via the “Questions?” section of the Me@Reading student portal, which directs you to the best resource.

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

LOOK AFTER YOURSELF AT UNIVERSITY

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UNIVERSITY TERMINOLOGY

Academic Tutor – All students are assigned an Academic Tutor on arrival at the University. They are there to support your academic, personal, and professional development.

AEP – Academic English Programme.

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.

Course – The degree that you have chosen to study, for example BA Geography (Human and Physical).

Credits – Points that are awarded for completion of a chosen module.

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.

Essentials – Your essential guide to life at the University of Reading online. Go to: reading.ac.uk/essentials

Graduate School – The Whiteknights home of postgraduate research (PhD) students.

Halls of Residence – Student accommodation provided by the University.

IWLP – The Institution Wide Language Programme (IWLP) is a scheme which enables you to learn a language as part of your degree.

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.

Lecturer – An academic who teaches lessons.

Life Tools – A programme of free talks for students to help you learn practical skills and achieve your potential.

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

Me@Reading – The Me@Reading student portal gives you online access to important resources like your University email inbox, your teaching timetable and Blackboard. Log in at: reading.ac.uk/student

MJO – MyJobsOnline is a one-stop shop for jobs and placement opportunities posted by employers looking for students and graduates: reading.ac.uk/careers/myjobsonline

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

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.

Placement – A period of time, usually a year, taken out of study to work within a profession or field usually related to the subject of your course.

Professor – A senior academic member of staff within a department or school.

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 – School is a term for various academic departments of the University which are grouped together—usually because the subjects are similar. For example, the Department of Geography and Environmental Science is part of the School of Archaeology, Geography, Geography & Environmental Science.

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

Student discount card – It can be used to get discounts in many high-street stores and restaurants. For details visit: nus.org.uk

Study abroad – Students can decide to spend a part of their studies abroad. The University offers an expanding range of study abroad opportunities across the world.

Support Centre – Your first port of call for any questions.

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

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

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

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

For details visit: reading.ac.uk/essentials
Contact the accommodation office by email: accommodationonline@reading.ac.uk or telephone: +44 (0)118 378 4203

If you are interested in applying for a place in halls you can find more information at: reading.ac.uk/accommodation

MAPS

HALLS OF RESIDENCE MAP

LONDON ROAD CAMPUS MAP

- Art
- Theatre, Arts, Education and Deaf Studies (TAEDS)
- Science
- The Dairy
- Student Common Room
- Institute of Education main reception and staff offices
- Staff offices
- Lecture Theatre & Teaching Space
- The Learning Hub
- National Centre of Biotechnology Education (NCBE)
- Music
- ICT and Modern Foreign Languages
- Still Away (study area)
- Porters Lodge
- Senior Common Room
- Great Hall
- Architecture
- Security
- Clock tower memorial

- Bus stop (to town)
- Bicycle rack
- ReadyBike station
- Accessible Toilet
- Gender-neutral Toilet
- Support Centre
KEY DATES

ACADEMIC YEAR 2018/19

AUTUMN TERM
21–23 September: Arrival weekend
24 September – 30 September: Welcome Week
1 October: Start of academic term
14 December: End of autumn term

SPRING TERM
14 January: Start of spring term
29 March: End of spring term

SUMMER TERM
23 April: Start of summer term
14 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

INSIDE RUSU

Reading University Students’ Union (RUSU) houses a number of facilities and services in their building (number 29) as follows:

- 3Sixty nightclub
- Blackwell Bookshop
- Cafe Mondial
- Cerealworks (bagel shop)
- Mail Boxes Etc
- Mojo’s Bar & Kitchen
- Monterey Lounge
- Pearls Bubble Tea
- RUSU Advice Service
- Seoul Plaza
- Uni-Cuts (hairdresser)
WiFi Guest is available in various locations on campus (indicated on the map). This open guest network is free but limited to three hours of use a day. Students should connect to the Eduroam network with your student login credentials for unrestricted access.

To connect to WiFi Guest:
1. Check your WiFi is on
2. Select WiFi Guest from the available networks list
3. Open browser and follow instructions to register
4. Once registered, you will automatically connect to The Cloud WiFi without needing to re-enter your login details

The WiFi Guest service is provided by Sky.

Please visit cloud/faqs-support or call 0844 824 5000 for support.
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**Cafés**

- Cafés
  - Agriculture snack bar D4: Agriculture
  - Before and After C3: Edith Morley
  - Henley Business School Café C3: Henley Business School
  - Café Libriro C4: URS
  - Dolce Vita C4: Palmer
  - Eat at Enterprise C6: Reading@Enterprise Centre
  - Eat at SportsPark b2: SportsPark
  - Fusion Café C3: Science and Technology Centre
  - ICMA Centre Café Bar B1: ICMA

**Food and bar outlets**

- Food and bar outlets
  - Eat at the Square C6: Eat at the Square
  - Eat and Drink at Park House C4: Park House
  - Park Eat B3: Park Eat

**Restaurants**

- Restaurants
  - Blandford's C4: Park House
“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 Abrey, BSc Geography, Graduated 2018