



University of
Reading

reading.ac.uk/welcome

WELCOME



Welcome from the University of Reading

Welcome to Reading! We would like to introduce you to some members of our community who you will hear from during your time here.

Our University is led by a group of academic and professional colleagues who work together to provide an outstanding learning experience for all students, in a positive, inclusive and supportive environment for all.



Vice-Chancellor

Professor Robert Van de Noort

As Vice-Chancellor, I am responsible for the day-to-day running of the University and to ensure my colleagues are supported to provide the best possible experience for you, our students. I report to our governing body – the Council – who make sure we continue to deliver an outstanding education.



Pro-Vice-Chancellors (Education & Student Experience)

Professors Elizabeth McCrum and Peter Miskell

Our role focuses on providing an excellent education and student experience for every one of our students. We work in partnership with our students through the Students' Union, Student Partners, Student Panel, Inclusion Consultants, surveys and your feedback to enable new initiatives so you get the best experience possible.



Director of Student Services

Dr Paddy Woodman

In my role, I oversee all the important support services students need to succeed, including the Careers Service, Student Wellbeing, Support Centres, Exams, Timetabling, Graduation, Counselling, Disability service, and more. If you need support or have a question, speak to your Support Centre (or Henley Helpdesk, ISLI Admin Office or Graduate School) or the Carrington Student Services Reception and they will point you in the right direction. We are here to help, so please do ask us.



Welcome from Reading University Student Union (RUSU)



Hi there! We're your Full-time Officer team for 2022/23. Welcome to Reading!

As your Full-time Officers, we work to ensure your time at Reading is the best it can be. Whether you're looking for ways to boost your CV, a space to find belonging and community, or are in need of free advice, we've got your back.

We're committed to representing students to ensure you have your say and your voices are listened to; whether that's through electing student representatives, regularly meeting with the University of Reading, running campaigns on your behalf, or campaigning on a more national scale.

You'll automatically become a member of RUSU when you start your degree, and gain access to all the benefits this provides! To read a little more about what we do, head on over to rusu.co.uk/representation.

At RUSU, we're incredibly proud to offer a huge range of opportunities for you to socialise, learn new skills, and explore your interests. With an array of sports teams, societies, volunteering opportunities, and media streams, there really is something for everyone. On top of our clubs and societies, our award-winning nightclub hosts club nights on Wednesdays and Saturdays throughout the week. You can also come along to quiz and comedy nights, live music, and more in our comfortable and welcoming Mojoes bar. Keep an eye on our website and follow us on social media to find out what's going on. You can find us [@ReadingUniSU](https://www.instagram.com/ReadingUniSU).

Beginning university is incredibly exciting – there is so much to look forward to. But we know it can also be quite daunting starting your degree in a new environment with so many new faces. That's why we're here to help – our free, confidential, and independent advice service is on hand whenever you need it. To book an appointment with one of our advisers, pop into reception in the RUSU building, or head to rusu.co.uk/advice for more information.

We can't wait to meet you soon – remember to stay safe, look out for one another, and have a great time at university!

Your Full-time Officer team 2022/23

GETTING STARTED

1

Online Enrolment

The first thing you need to do is to fully complete the online enrolment process via the RISIS portal at: risisweb.reading.ac.uk. Please ensure you have completed all aspects including paying your fees (or arranging for Student Finance or a Sponsor to do so) and, where necessary, producing a valid visa.

Visit: reading.ac.uk/essentials/Welcome/Before-you-arrive

2

Collect your Campus Card

Once you have completed online enrolment, you need to collect your Campus Card to complete your enrolment as a student. With your Campus Card you can access your halls of residence, access PC labs, pay for things like printing, food and drink, and more.

Visit: reading.ac.uk/campus-card

3

Get your username and password

Your University username and password gives you access to important things like your email, timetable, and other resources. Follow the steps below to get your details after you have collected your Campus Card.

1. 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.

Your University username might not be ready if you haven't completed the online enrolment process or you have another action to complete. A message on the RISIS portal will tell you what you need to do.





4

Access the University Wi-Fi network

Once you have completed enrolment, collected your username and set your password, you will be able to connect to the University's Wi-Fi network, Eduroam. This is different to the Wi-Fi network found in your University halls, please check with your halls arrival information for details or check with your halls reception.

To connect to Wi-Fi on any device:

1. Go to your networks and select Eduroam
2. Enter your username (format: ab123456@student.reading.ac.uk and the password you set)
3. You may be asked to confirm some further details before you can connect. If you have any difficulties, you can visit reading.ac.uk/dts or contact our friendly Service Desk Team on **0118 378 6262**.

DIGITAL SERVICES

Digital Services and staying up to date once you arrive

Me@Reading student portal

Once enrolled, you have access to the Me@Reading Student news portal, delivering personalised news throughout your study years. Log in to find out what is happening and read the latest news and events at:

portal.reading.ac.uk/student

Me@Reading Student is updated every day, so bookmark it and check it to keep up to date with university life.

UoR Student app

The official University of Reading Student app is free to download and available to all students. The app makes accessing all the essential information you need for student life at Reading as easy as possible. It offers:

- your academic timetable
- a personalised Me@Reading news feed
- instant notifications on the most important updates
- easy access to support information and campus maps.

Find out more and download the app to your device: reading.ac.uk/student-app or search your app store.

UoR Welcome app

The Welcome app is your guide to the University of Reading Welcome. Filled with information from your Schools, events for the week and helpful maps, the app is a must-have for making the most out of your first week here. Look for UoR Welcome in your phone's app store or scan the QR code to download.



Email

Email is the main way we will keep in touch with you, so you should check this every day for news, information about your course, important updates and opportunities. You can access your University email via Me@Reading or go to: office.com. The first time you access your email, you need to set up Multi-Factor Authentication. We recommend downloading the Microsoft Authenticator App for this.

You can find instructions on how to set up Microsoft Authenticator at: reading.ac.uk/MFA

RISIS

The RISIS portal is home to your student records and is where you store and update your personal information. You can select modules, access your timetable and marks, contact Student Services and more.

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

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

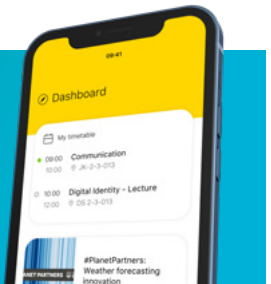
Your STaR Mentor

Student Transitions at Reading (STaR) Mentors are student volunteers who help new students at the University of Reading. Your STaR Mentor can answer questions about studying and student life and they will share their top tips to help you settle in.

Visit: reading.ac.uk/star-mentors

**Staying organised
has never
been easier**

Download the UoR Student app



Registering with a doctor and dentist

We strongly recommend registering with a local doctor to ensure you can easily access medical care if you need it. If you have pre-existing medical, health, or mental health conditions, we recommend you transfer your support to the local mental health teams or medical providers as soon as possible so that your arrival here is smooth and more relaxed.

The University Medical Practice and University Dental Surgery are both located close to our Whiteknights campus. For information about registering online visit: reading.ac.uk/doctors

For information on other local doctor or dentist surgeries visit: nhs.uk

COVID-19 vaccinations

All students, including international students, can get COVID-19 vaccinations through the NHS at: nhs.uk/coronavirus

Meningitis vaccinations

Students at university are at a higher risk of contracting meningitis, which can be a very serious illness. The best way to protect yourself is to make sure you have had the MenACWY vaccine. If you haven't received this vaccine, you should request it from your doctor as soon as possible.

Welfare and Wellbeing support

Our Student Welfare Team is here to help you with any personal difficulties you may experience during your time here, including homesickness, family or relationship difficulties, and advice on drug and alcohol issues.

Visit: reading.ac.uk/welfare-team

We also have a team of counsellors and mental health professionals to support your emotional and mental health needs, enabling you to engage successfully in your studies, through one-to-one confidential advice and group sessions.

Visit: reading.ac.uk/counselling

Call: **0118 378 4216**

Life Tools

Our Life Tools programme has been designed by experts to facilitate your transition into university and enhance your student experience. It helps you take control of your personal development and strengthen your skills to achieve your academic potential and prepare for life beyond university.

Visit: reading.ac.uk/life-tools



Support Centres

The Support Centres (Henley School Office or equivalent) are the first place you should go for all questions, help or advice throughout your time at the University. They will provide you with the support you need to be successful in your studies and beyond.

They are staffed by Student Support Coordinators who will advise or point you in the right direction on a range of academic and non-academic issues. You can contact your Student Support Coordinator by logging on to RISIS and clicking on 'Ask a Question'. Alternatively you can telephone your Support Centre or visit them in person between 10am and 5pm, Monday to Friday.

Visit: reading.ac.uk/support-centres to find your Support Centre details.

Study Abroad Programme students:

Visit the Erasmus & Study Abroad Office (room 203 in the Edith Morley building) Or email: studyabroad@reading.ac.uk



Careers

The Careers Service supports you in gaining skills, experience and direction for your future career. We can help with part-time jobs, placements, graduate roles and lots more via workshops, events and 1:1 appointments.

Visit: reading.ac.uk/careers

Call: **0118 378 8359**

Henley Business School students:
henley.ac.uk/careers

Campus Jobs

Campus Jobs is your one-stop shop for all paid part-time work at the University, providing one-off work opportunities and regular shift work that is exclusive to Reading students.

Visit: reading.ac.uk/campusjobs

Call: **0118 378 4499**

IT Advice

Our IT Service Desk is on the First Floor of the Library, to help you with connecting to the internet, using software, printing and Office365.

You can book an appointment via reading.ac.uk/booksd

Visit: sites.reading.ac.uk/dts-hub

Disability Advisory Service (DAS)

Students with a disability, specific learning difference (SpLD) or medical / mental health condition can contact DAS for confidential information and advice on provisions like extra time or rest breaks, particular adjustments to your course, or particular support to access your studies.

Register online through the RISIS portal:
risisweb.reading.ac.uk

Further information:

Disability Advisory Service webpage:
[reading.ac.uk/essentials/
Support-And-Wellbeing/Disability](http://reading.ac.uk/essentials/Support-And-Wellbeing/Disability)

Email: disability@reading.ac.uk

Call: **0118 378 4202**

Chaplaincy

The Chaplaincy is a friendly group of people drawn from local faith communities who offer support to students and staff, whatever their religious beliefs.

There is a Muslim Prayer Centre on campus as well as Buddhist, Christian, Hindu, Jewish, Muslim and Sikh faith groups.

Visit: reading.ac.uk/chaplaincy

Call: **0118 378 8797**

Halls Welfare Team

The Halls Welfare Team consist of Wardens and Hall Mentors, they are here for your welfare and the management of student conduct and behaviour in University Halls of Residence. They link in with other support services for students such as Student Welfare to provide a holistic support network.

Visit: reading.ac.uk/wardens

Halls Hotline: **0800 029 1984**

International Student Advice

The International Student Advisory Team offers information and advice for international and EU students, including professional, confidential support on things like Visa and Immigration advice, settling into the UK and enjoying your time at Reading.

Visit: [reading.ac.uk/
international-students](http://reading.ac.uk/international-students)

Call: **0118 378 8038**



Academic English Programme

We offer a free Academic English Programme to all international/ EU students to help improve your academic language and communication skills.

Visit: reading.ac.uk/aep

RUSU Advice

The RUSU Advice Service is independent to the University and provides confidential, impartial and professional one-to-one advice and support to all students on topics such as academic, financial or housing concerns. The service can explain your different support options and talk you through your rights and responsibilities.

Visit: rusu.co.uk/advice

Student Financial Support Team

The Student Financial Support Team is here to offer you help, advice and support on a wide range of financial issues. You can access Blackbullion, a platform with courses and tools on things like how to budget, credit scores, hardship and much more.

Visit: reading.ac.uk/money

Study Advice and Maths Support

Our Study Advice service is for everyone who wants to improve their academic work – whether that’s advice on improving your grades, approaching your first assignment or managing your time more effectively.

Visit: reading.ac.uk/library/study-advice

Need extra help with any maths on your course? Find out more about Maths Support:

reading.ac.uk/library/maths-support



We have a wide range of study and social facilities across our Whiteknights and London Road campuses.

Library

The Library offers a huge range of digital and print resources. Each subject has an Academic Liaison Librarian to guide you to the best materials to support your studies. Staff at the Welcome Desk will answer any questions you have.

Visit: reading.ac.uk/library

Food and drink

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

Visit: reading.ac.uk/catering
and rusu.co.uk/your-union

Clever Cuisine

The University recommends all students take an Eating Plan with Clever Cuisine in their first year. Students living in catered accommodation already have a Clever Cuisine Eating Plan and all other students can buy plans individually by term or year, with a variety of eating plans covering one meal to three meals per day.

For more information including how to join, visit reading.ac.uk/clevercuisine or visit the Clever Cuisine Concierge Desk at Park Eat next to Windsor Hall.

If you do not have a Campus Card and need help please visit the Concierge Desk at Park Eat who will be able to assist you with getting your Meals.

SportsPark

SportsPark has extensive facilities located conveniently on Whiteknights campus. Student membership and pay-as-you-go options are available.

Visit: sport.reading.ac.uk

Museums

Reading has several innovative museums in inspiring venues with wonderful collections, both in the town and on campus. Why not visit:

- The Museum of English Rural Life (The MERL)
- Reading Museum
- Ure Museum of Greek Archaeology
- Cole Zoology Museum
- Berkshire Medical Museum
- Harris Garden and Herbarium

Visit: collections.reading.ac.uk/visit-us

Our Security Team

We have a dedicated Security Team who keep the campus safe for students, staff and visitors.

Save these numbers in your phone in case you need to call Security:

0118 378 7799

0118 378 6300 (emergencies only)

Chaperone service

If you've been working or studying late at night and feel uneasy about returning to your accommodation on campus, you can contact Security to make use of their free chaperone service, where they can monitor your journey remotely on CCTV and may be able to accompany you in person.

Street Support scheme

A team of trained staff work in residential streets around the campus between 10pm and 4am on Monday, Wednesday and Saturday to help students and members of the community feel safe and supported in the local area when socialising at night.

Campus Watch

This scheme is a two-way partnership between our Security Services and our campus community that encourages the sharing of safety information.

Callmy Emergency alert App:

In the case that a serious incident occurs on campus, such as a fire, the Callmy app will alert you with a simple message telling you where to go and where to avoid. Download the app and use the group code UoRalert when asked in the verification process.

Prevent duty

The University is legally obliged to work in support of the government's Prevent legislation that aims to stop people from being drawn into any form of terrorism.

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



Shape your University Experience

Learn another language

Language classes may be available as part of your programme, or you can choose 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.

Visit: reading.ac.uk/iwlp

Music

With many different ensembles and programmes to choose from, there is something for all students to get involved with at UoR Music, whether it be Big Band, Orchestra, Choir or Percussion Ensemble. We also run a live music program in which we collaborate with other student societies to hold regular jam nights both on campus and in town and other live music events for all to enjoy.

Visit: blogs.reading.ac.uk/music



Peer Assisted Learning

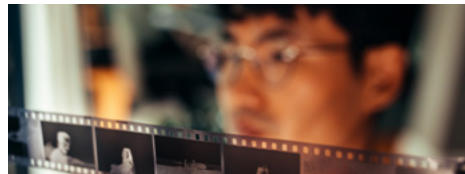
Peer Assisted Learning (PAL) is a globally recognised scheme where students in the same subject work with each other. PAL is student-led and supports you on challenging modules or topics through weekly academic study sessions to deepen understanding and address complexities in your module.

Visit: reading.ac.uk/pal

RED Award

Train, work, volunteer! The RED Awards reward you for completing extra-curricular activities, gaining experience through working and/or volunteering, and attending workshops to aid personal development, enhancing your employability skills.

Visit: reading.ac.uk/redaward



RUSU Clubs and Societies

Reading University Students' Union (RUSU) has over 80 student-led societies, 50 sports clubs, two media outlets and plenty of volunteering opportunities. With so much on offer it's a great chance to try something new and meet new people!

For the full list of groups visit: rusu.co.uk/activities

RUSU Representation

Student Reps are a team of 400+ student volunteers who actively represent the interests of all students. 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. Get involved by feeding back to your Course Reps or become a Rep yourself – joining a network of students working to enhance the student experience.

Visit: rusu.co.uk/representation

RUSU's Student Networks: Your chance to connect

RUSU's Student Networks are social events tailored to specific groups of students, enabling them to connect with one another. They are an opportunity to meet and chat with others with shared experiences to your own and build a sense of belonging. They also give the opportunity to plan and run events to support your community. We have networks for BAME students, disabled students and LGBT+ students, alongside many more. Please feel free to pop along for a slice of cake or a cuppa.

For the full list head to: rusu.co.uk/representation

Students in Schools

This scheme gives you an opportunity to volunteer alongside teachers in local schools and aims to raise the aspirations of school pupils and encourage them to continue into higher education.

Visit: reading.ac.uk/sis

Study abroad

Studying abroad is a great way to challenge yourself and grow, with a range of international opportunities, depending on your course.

Visit: studyabroad.reading.ac.uk

THRIVE Mentoring

THRIVE is the career mentoring scheme for second year undergraduates. You'll have the chance to work with an established professional who can answer your questions about the working world. This relationship may lead to opportunities for work experience and shadowing.

Visit: reading.ac.uk/thrive

Volunteering

Volunteering is a fantastic addition to your CV, 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 such as Students in Schools, with The Museum of English Rural Life (MERL), with the elderly or national and local charities like Reading Voluntary Action (RVA).

Visit: rusu.co.uk/volunteering

Buses in Reading

Reading Buses provide a frequent and reliable bus service that makes travelling by bus around Reading really easy. A trip on the bus to town usually takes 15–20 minutes, and the easiest way to pay is by contactless card or Reading Buses top up card, via the Reading Buses app.

Visit: reading-buses.co.uk/university



Cycling on and around campus

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.

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

Car parking

Campus parking permits are available for students who meet selected strict criteria.

Visit: reading.ac.uk/parking

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



Shopping for essentials

Supermarkets

- **The Co-op (Whiteknights campus)**
Sells a range of ready-to-eat prepared food, groceries and store cupboard essentials, with a 10% discount for TOTUM Card holders.
- **Asda supermarket (Earley)** A short bus journey from the Whiteknights campus, this large superstore sells a wide range of food, clothing, cookware and home furnishings.
- **Tesco (London Road)** A smaller supermarket, selling most daily essentials including fresh produce, store cupboard items and toiletries.
- **Morrison's (Basingstoke Road)**
Located a short bus journey from the Whiteknights campus, this large superstore sells a wide range of food and ingredients.



Shops on campus

The Marketplace at Park Eat and Eat at the Square both sell a range of everyday essentials.

RUSU also has a bagel shop, Korean mini-market, hairdresser, University Merch Shop and worldwide parcel delivery and Western Union services (Mail Boxes Etc).

Local area

Reading is a town with lots to offer. We've put together some suggestions for places and activities you might enjoy beyond campus.

Visit: reading.ac.uk/local-area



KEY CONTACTS

Your studies

Academic English Programme (AEP)
reading.ac.uk/aep

IT Support
reading.ac.uk/dts
0118 378 6262

Library (including Study Advice and Maths Support, and Academic Liaison)
reading.ac.uk/library
library@reading.ac.uk

Modules
reading.ac.uk/programme-modules

Timetabling
reading.ac.uk/timetable

Graduate School
reading.ac.uk/graduateschool

Help and advice

Accommodation (halls of residence)
reading.ac.uk/accommodation
0800 029 1984

Halls Hotline:
0800 029 1984
(24/7 support for any issues in Halls)

Accommodation Office:
0118 200 5011
(Room transfers and Contract Queries)

Campus Card
reading.ac.uk/campus-card

Careers
reading.ac.uk/careers
0118 378 8359

Counselling and Wellbeing
reading.ac.uk/counselling
0118 378 4216

Disability Advisory Service
reading.ac.uk/disability
0118 378 4202

Financial Support
reading.ac.uk/money
0118 378 5555

International Student Support
reading.ac.uk/international-students
0118 378 8038

National Health Service Health Advice (non-emergency)
111 (free)

Police Service (non-emergency)
101 (free)

Student Welfare Team
reading.ac.uk/welfare-team
0118 378 4777

Support Centres
reading.ac.uk/support-centres

Emergency support

Security (emergency only)
0118 378 6300

24-hour Police, Ambulance and Fire Services (emergency only)
999

Samaritans (24/7)
116 123 (free)

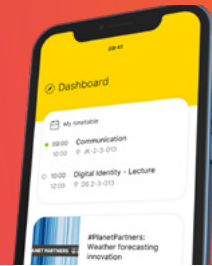
Got a question? Not sure where to go?

The Support Centres are the first place to go for student support on campus:
reading.ac.uk/support-centres

me@
reading
Student News

UoR Student App

Stay informed, up-to-date and organised
with the official app for students



UoR Welcome App

Download the UoR Welcome App
for all activities happening before
you start your studies

Essentials

All the essential information
for Reading students
reading.ac.uk/essentials



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