

## Ask your STaR Mentor

There are many things your STaR Mentor can help you with, but if you're not sure what to ask them, here's some commonly asked questions in a range of areas.

### Academic queries

- Are lectures and seminars recorded?
- Can I get involved in representing my course and/or department?
- How do I know what books to buy? Is there anywhere to buy second-hand books?
- If I don't understand something, what do I do?
- What are assignments and exams like?
- What is an academic tutor and how do I find out who mine is?
- What can I expect from lectures/seminars/practicals?
- Where are the best places to study on campus and in Reading?
- Where is the library and how do I borrow things from there?

If you know who your academic tutor is, you can also drop them a message!

### Accommodation

- Are there activities that I can get involved with in Halls?
- Can I bring my car?
- Can we stay over the holidays?
- Do halls get cleaned or is that something we need to do ourselves?
- Did you go to halls? If so, how did you find it?
- How do I access my accommodation?
- How do I pay for my accommodation?
- How would I report any issues in my accommodation?
- Is there welfare support in accommodation?
- What do I do for accommodation after my first year?
- What do I need to bring with me to university?

Halls Hotline (to deal with any other questions or queries): 0118 378 7777

### Campus and Reading

- Are there sports and exercise facilities on campus? If so, what, and how do I access them?
- How do I get to campus if I don't live in halls?
- How do I get to Reading Town Centre?
- Where is the (...) building?
- What is a Campus Card and what do I do if I lose it?
- What's nightlife like in Reading?
- What bus route is the University of on?

- Where is the train station?
- Where can I do my shopping for food?
- What is there to do in Reading?
- What are your favourite places to visit in Reading?
- Where do students go to socialise on campus?
- Would you recommend anywhere to eat out in Reading?

### Finance

- Do I need to get insurance?
- How easy is it to budget on a student income?
- How can the Financial Support team help me?
- How do I know if I am entitled to financial support?
- How do I access financial support?
- What can I do for part-time work?
- What is a bursary?
- What is Blackbullion?
- When do I get my student loan?

### Support and Wellbeing

- How do I speak to someone if I need help?
- How secure is campus?
- Do I need to register with a GP in Reading?
- If I have a disability, is there someone I can talk to for support?
- If I have a problem, how do I report it?
- Is there any counselling and wellbeing support for students?
- Is there support and a community for those from different religious backgrounds?
- What support services are there at Reading University?
- What do I do if I'm struggling?

### University & Social Live

- Are there societies and clubs I can join? What types? How do I join one?
- Can I get involved in representing my community/society? Did you have any experience with this?
- Can I join a sports team?
- How/where can I meet new people?
- How do I make new friends?
- How can I get involved with campus activities?
- I'm worried I won't fit in...

- What does RUSU (Reading University Students Union) do?
- What's life *really* like for a student?

### Welcome and Enrollment

- Are there any activities that don't involve drinking?
- Are there any events happening off campus?
- How/where can I meet new people?
- How do I buy tickets for social events during Welcome Week?
- How do I complete online enrollment?
- How is Welcome Week going to work with the lockdown?
- What's going on during Welcome Week?
- What activities can I get involved with on campus?

### Part-time work and careers

- Are there lots of opportunities for part-time work?
- How can I earn money alongside my course?
- How can I get work-experience?
- I have a placement year as part of my course, what is it and how do I get one?
- Is it hard to balance a part-time job alongside my course?
- Is there any form of careers support?
- What is "Campus Jobs"?
- Where can I find part-time work on campus?
- Where can I find part-time work in Reading?
- Who do I talk to about my placement year?
- What is the RED Award?
- What is "Careers Fest"?

### International student support

- Do you like living in the UK?
- Do you miss home?
- How can I ask for help?
- How can I meet other international students?
- How does travel work in the UK?
- How does laundry work in the UK?
- If I have a problem, what do I do?
- Is there advice for me as an international student?
- Is there anywhere I can buy oriental food?
- I am worried that my knowledge of English will affect my academic performance

- I am not used to living on my own, what do I need to do and is there a way I can learn these skills?
- What can I do in Reading and where can I visit?
- What do you do if you feel homesick?
- What is different about studying in the UK?
- What was your experience of moving to the UK?
- Where do I buy groceries and do my shopping?
- Where is the nearest airport?
- Who do I talk to about my fees?
- Who do I talk to about my visas?

Please also visit the [Essentials webpages](#). This is a brilliant place to find quick answers to some of your queries.

Email [starmentors@reading.ac.uk](mailto:starmentors@reading.ac.uk) for any queries.