



Welcome to your mid-term Student Services newsletter for Autumn 2020 at the University of Reading. Please continue to check your University email account daily, as well as the [Essentials webpages](#) for the latest information and advice. If you have any questions or need any support please [do not hesitate to contact us](#).

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Student Services has a range of wellbeing support available to you during your time at university, so you don't ever need to feel alone. Whether you are studying on campus or from a distance it is important to know that there are services and tools to help you and look after your wellbeing. The [Guidance and Support](#) pages on Essentials are your go-to area to find out more about your support networks, including:

- [The Counselling and Wellbeing team](#)
- [The Student Welfare team](#)
- [Student life in Autumn 2020](#)
- [Support for students self-isolating](#)
- [Supporting you](#)

Here you will also find lots of online tools:

- [Wellbeing Toolkit](#) – If you are a returning student you might remember this from Summer term, a handy toolkit to help you during the pandemic – support, community, money, study and wellbeing tips.
  - [TogetherAll](#) - Togetherall is a free online support community which you can access 24 hours a day, 7 days a week. It's a safe and anonymous online space which you can go to if you're feeling down, struggling to cope, or just want to talk to people who understand what you're going through.
  - [Life Tools](#) - Our Life Tools programme is designed by experts to facilitate your transition into university and enhance your student experience. It allows you to be proactive and take control of your learning and development. The programme is designed specially to contribute to your ongoing professional development.
  - [Student Space](#) - Student Space is here to make it easier for you to find the support that you need during the coronavirus pandemic. However you're feeling, help and guidance is available. Explore a range of trusted information, services and tools to help you with the challenges of student life.
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This week (26 October – 1 November) is national Student Fire Safety Week, and [Royal Berkshire Fire and Rescue Service](#) is urging students to make fire safety their priority. We know that your university experience might be a little different this year and students are faced with unprecedented challenges, but fire is still a very real risk.

Now may be a good opportunity to brush up on your fire safety practices, especially as many people will now be spending more time in halls of residence or privately rented accommodation

Home Office fire statistics show that of the 162 fires attended by fire and rescue services at student halls of residence in 2019/20, 66 percent were started by cooking appliances. To help prevent a fire in your home:

- Avoid cooking when under the influence of alcohol.
- If a pan catches fire, don't take any risks. Turn off the heat if it's safe to do so. Never throw water over it and don't tackle the fire yourself.
- Keep electrics (leads and appliances) away from water.
- Check toasters are clean and placed away from curtains and kitchen rolls.

For more ways to stay safe in your home, visit our Safety at Home webpage at [rbfrs.co.uk/homesafety](https://rbfrs.co.uk/homesafety).

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Have you recently moved into one of our Halls of Residence? If so, you may want to complete the [2020-21 Reading Customer Satisfaction Survey](#).

The survey is designed to help gather feedback from residents about the application process for Halls, what it was like moving in to your room, how you are settling in, and how you are feeling about your room. The survey helps us to assess the standard of the facilities and the services that we currently offer.

If you do complete the survey, you get the chance to be entered into a potential prize draw where you have a chance to win one of the following prizes:

- 5 x £20 Co-op Vouchers
- 3 x £30 Catering The Marketplace Vouchers
- 3 x £40 RUSU Merch Store Vouchers

[The survey takes between 5-10 minutes to complete](#), so please give it a go.

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If you are interested in volunteering as a **STaR Mentor in 2021** please complete this short [expression of interest form](#) and you will receive an application to apply in February 2021. Students must be available to mentor new students from beginning September 2021 until end of term December 2021. For more info on STaR Mentors please check us out [here](#)

Please note if you are already a STaR mentor and want to continue as one in 2021 you do not have to re-apply just email [starmentors@reading.ac.uk](mailto:starmentors@reading.ac.uk)

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The University of Reading and RUSU Green Festival, timed to coincide with the [Reading Climate Festival](#), will consist of an assortment of online events from

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the 9 to 15 November. The Green Festival, as well as the Reding Climate Festival, are designed to help inspire the people of Reading to act on climate change. Events will include:

- RUSU are going to be holding an online Sustainability Quiz, with prizes on offer for the winners.
- A zero-carbon discussion on "*Zero Carbon at the University of Reading by 2030*", which will be run on Microsoft Teams
- Biodiversity tours will be posted on the University of Reading's Sustainability Website: <https://sites.reading.ac.uk/sustainability/>

Don't forget to sign-up for the [Sustainability Matters Newsletter](#), to find out more. More information and links to Green Festival events will be added to the [Sustainability webpages](#) soon, so please check back for more information.

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- **Built Environment Fair – 9-11 November**

If you're interested in a career with a construction firm don't miss the [Built Environment Fair](#) taking place virtually this year!

It's a great opportunity to meet employers, ask any questions you might have, and learn more about the career options available to you. This fair will consist of construction firms and architects looking to recruit from the School of the Built Environment but may also be of interest to Archaeology, Geography and Environmental Sciences.

All sessions available via Blackboard with timings listed in each employer's

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profile on [Careers Fair Plus](#).

- **Professional Placement Year Boot Camp – 4 November**

We are Zoom-ing closer to the first Professional Placement Year Boot Camp of 2020/2021! This Autumn PPY Boot Camp is for our **second year students** working towards securing a placement year starting in 2021, and is a great opportunity to ‘plug any gaps’ in your placement training to ensure you feel more confident about the recruitment process.

If you have recently decided that you would like to do a placement year, this is a great way to gain the necessary skills in one day. We encourage students to attend the full event however, students are able to ‘pick and mix’ depending on individual needs and availability.

- 11:00-12:15: 'Upgrading' your CV and Speculative Applications
- 12:15-13:00: Virtual networking lunch with our Placement Ambassadors
- 13:00-14:00: Preparing to be successful at interviews
- 14:00-15:00: Online Assessment Centres with Bakkavor

The Boot Camp will be run using Zoom as this is a platform used by many employers. [Please book your place on My Jobs Online for full joining details.](#)

Please note that we are using one link for all sessions so if you are not attending the whole event, please make a note of the start times for the session(s) you are joining.

Webinars will be recorded, captioned and made available post-event. If you have any other accessibility needs that have not been addressed, please contact [a.l.z.baker@reading.ac.uk](mailto:a.l.z.baker@reading.ac.uk) and we will endeavour to provide our event

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information in a format accessible to you.

- **Self-isolation advice for Professional Placement Year students**

### **Advice for placement students tested positive or self-isolating due to Coronavirus.**

**If students receive a positive test result for COVID-19 they must:**

- 1) Follow all [government advice](#) to self-isolate (stay at home)
- 2) Follow all instructions from the NHS and engage with the [Test & Trace system](#) (including advising Test & Trace that they are connected to the University)
- 3) Notify the University using [our online form](#)
- 4) If students live in University halls, use the Home at Halls app to notify the team
- 5) Let all members of their household know, as they will need to [self-isolate](#) in line with government advice
- 6) Report their placement absence immediately to their Placement Coordinator / Administrator and programme lead copying in [placements@reading.ac.uk](mailto:placements@reading.ac.uk) advising the dates they will be able to start or re-join their placement
- 7) Students must inform their Placement Provider/ Supervisor/ Educator that they will not be attending their placement themselves and will be self-isolating for the necessary period. Students should also follow further instructions advised by their placement providers in line with Government advice.

**If placement students have Coronavirus symptoms**, they should not attend their placement and follow the guidance on our Essentials webpage here; <https://www.reading.ac.uk/essentials/Student-life-in-Autumn-2020/COVID-19-symptoms-and-testing> they must also inform their placement team and placement provider as above.

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If students have downloaded the NHS COVID-19 app, in addition to the steps they must take above, they can also register their positive test result so Public Health England can notify anyone they have been in close contact with (they will not reveal identity).

#### Useful contacts:

- **Institute of Education**  
Placements Team [IoEplacements@reading.ac.uk](mailto:IoEplacements@reading.ac.uk)
- **Pharmacy Placements Team** [mpharm.placements@reading.ac.uk](mailto:mpharm.placements@reading.ac.uk)
- **Speech and Language Therapy Placements**  
Team [sltplacements@reading.ac.uk](mailto:sltplacements@reading.ac.uk)
- **For all other placement contacts, please visit;**  
<https://www.reading.ac.uk/essentials/Careers/Placements/About>

Students can also visit our Placement FAQs which are updated regularly:  
<https://www.reading.ac.uk/essentials/Student-life-in-Autumn-2020/Placements>

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Looking for somewhere to finish your reading in between classes? Or need a place to take your online class?

There are spaces open on campus for you - including Study@URS, which you don't need to book.

Take a look at where's open and how you can access them on [our dedicated Study Space page on Essentials](#).

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## SUPPORTING OUR STUDENTS



We've partnered with RUSU to bring you the [Supporting our Students \(SoS\) scheme](#). This matches you to a fellow student or staff member (the choice is yours!) to help you feel a little more connected to our community, at a time when things are not quite normal. This could be for a chat over email, a cup of tea over video chat, or help finding the answers to some of your queries or worries if you are not sure where to look.

We have a huge pool of volunteers from a range of subjects and departments across the university, who are all looking forward to chatting. This could be a one-off chat or longer term support as we all navigate the coming few months- its up to you & your supporter to decide what would work best.

If you feel you would like support, maybe you just need a chat, then [get involved in SOS by filling out the online form](#).



Don't forget all library services are available for you to use, even if they are not all face-to-face.

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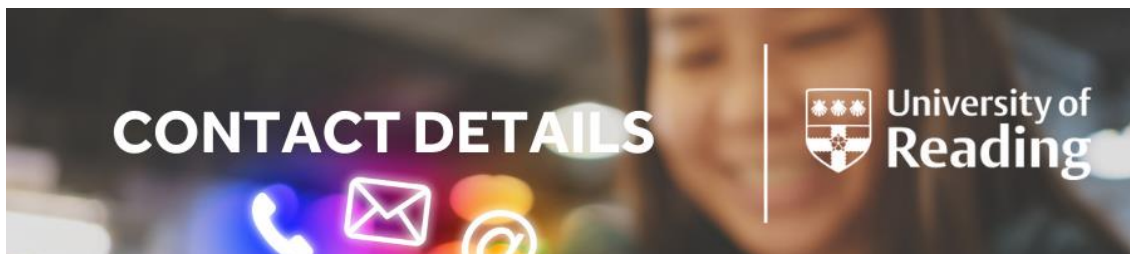
- Consult our [online subject guides](#) for details of resources available for your subject
- Contact your [Academic Liaison Librarian](#) for help via Teams, email, or [book a one-to-one appointment](#)
- Get one-to-one advice and support from our [Study Advisors](#) via Teams, phone, or email and check out their online [video tutorials and study guides](#)
- Get help with any maths and stats-related problems from the [Maths Support team](#) who can provide [one-to-one advice online](#) or look at their [video tutorials and worksheets](#).
- Ask any questions about our collections and services via [library@reading.ac.uk](mailto:library@reading.ac.uk)

### **Top tips for Covid-safe studying in the Library**

Thank you for helping us maintain a hygienic environment for everyone who wants or needs to study in the Library. After a few weeks of bookings we're really pleased to see the system is working and everyone is settling into the new procedures. We've noticed a few things that could be better or are worth remembering so here's some top tips for making the most of the Library study space:

- Visit the café first! It'll save you queueing multiple times.
  - Lifts are for individual use only.
  - Wear your face covering until you're sat at your desk, put it back on when you move away from your seat.
  - Make use of the hand sanitiser and wipes on every floor to keep you and your study space hygienic.
  - Remember there are toilets on every floor (at the back). There's no need to come to the ground floor and get caught up in the one way exit route.
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- Borrow your books upstairs before you leave, there's Self-Service points on floors 2, 3, and 4 in the print hubs.
  - All study spaces have power, there's no need to book a PC space if you just want to plug in your own device.
  - Be mindful of the seating arrangements. Everything is spaced to keep you safe and allow everyone the opportunity for some quiet study. Furniture should not be moved. Group study space is available in [URS and The Study](#) if you need it.
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Many teams throughout the University of Reading have had to adapt the way they work, and so there have been several changes to team opening times, and appointment instructions. [We have put together a handy infographic](#) and the below information so you can easily find contact details and opening times.

Remember to keep up with Essentials – our student webpages, for the latest contact details and information from our support teams.

- [Student Services Reception](#) – The best way to contact the Student Services Reception is via telephone 0118 378 5555 (Mondays to Thursdays 09:00 – 17:00 and on Friday 09:00 - 16:30) or by emailing [studenthelp@reading.ac.uk](mailto:studenthelp@reading.ac.uk). The reception desk is open on for face-to-face enquiries from 11:00 - 13:30, and 14:00 - 16:00 Monday to Friday.
  - [Support Centres](#) - [Ask a Question](#) is the main method for contacting support centres.
  - You can [telephone](#) between 10:00 - 16:00 Monday to Friday. More information on the individual support centres can be found on [Essentials](#).
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- **[Student Welfare team](#)** - You can email the team at [studentwelfare@reading.ac.uk](mailto:studentwelfare@reading.ac.uk) and ask to arrange for a telephone or video call appointment with one of the Welfare Officers. You can also call 0118 378 4777 - Monday to Friday between 10:00 and 16:00 to speak a member of the team and arrange an appointment if needed.
- **[The Counselling and Wellbeing team](#)** – The best way to contact the team is via telephone or email: 0118 378 4216 (9:00 - 16:00) [counselling@reading.ac.uk](mailto:counselling@reading.ac.uk). To make an appointment with the Counselling and Wellbeing team, you will first need to register - Find out how to [register online](#).
- **[The Disability Advisory Service](#)** - The Disability Advisory Service is primarily offering remote appointments through Teams video call or phone call. Face to face appointments can be arranged if needed. If you would like to discuss having an appointment, please contact us by telephone: 0118 378 4202 (between 10:00 and 16:00) or email: [disability@reading.ac.uk](mailto:disability@reading.ac.uk)
- **[The Student Financial support team](#)** - Virtual appointments are available Monday, Wednesday and Friday between 09:30 - 12:00. [Book an appointment](#). The team are currently unable to see students face to face if you have an urgent query please call the team on 0118 378 5555.
- **[Campus Jobs](#)** – Currently Campus Jobs are operating on an appointment basis only. Appointments can be made on the [Campus Jobs portal](#), by email [campusjobs@reading.ac.uk](mailto:campusjobs@reading.ac.uk), or by phone 0118 378 449.

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Alongside newsletters we also have social media channels and blogs that you will want to follow to get the latest student articles, stories, events, and advice. It is a great way to keep up to date with what we are doing for you in student services and the wider university.

We always love to hear what you think of our blogs and social media, is there something you want to see us highlight? Let us know.

- [Me@Reading](#) – use your student username and ID to sign-in to this portal for news, updates and events, dedicated for University of Reading students.
- [Twitter](#) - All the latest University of Reading news, support and events! The home of student knowledge and power.
- [Student Services News blog](#) – Student news, articles, campaigns and events, handy info to support you.
- [Student Life blog](#) – the home of student stories written by our team of Student Voice Ambassadors on the students that you care about.
- [Careers blog](#) - news, opinions, advice, and perspectives from both students and graduates of the University of Reading, as well as career professionals, employers and recruiters working in a range of industries.
- [Careers on Twitter](#) - All the latest University of Reading careers news, info & support for students.

And lastly for this section, a big welcome to our fantastic team of Student Voice Ambassadors, who will be working with the Student Success and Engagement team on a number of important projects. This will include raising the profile, voice, and issues of ethnic and minority students. It is great to have such diverse team of students helping us, we have some exciting projects coming up so give us a follow to keep up to date.

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## LATEST NEWS



Keep an eye out for our **University Challenge** team selection event coming up in November. If you want to take part, keep an eye out for further details, which will be posted on [Me@Reading](#), the [Student Services News blog](#), and the [UoR Student twitter account](#), in the near future.

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