



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, 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 Students' Union



Hi there! We're your full-time officer team for 2023/24. Welcome to Reading!

Reading Students' Union exists to improve the lives of all students, every day. We're here to listen, to represent the needs of all our students, and to equip them with the tools, knowledge and experience needed for the best start in life beyond their studies.

As your full-time officer team, we cannot wait to welcome you! It's our job to make sure the Students' Union supports student's needs and campaigns on the issues that matter at the University, in our immediate community and the wider world.

More than just a great night out (although we definitely provide that too!) the Students' Union offers opportunities to gain valuable leadership and volunteering experience, receive free and confidential advice or join a club or society. Pop into the building and you'll find space to relax, have fun and connect with likeminded people.

By joining the University of Reading, you'll automatically become a member of the Students' Union and gain access to all the benefits this provides. And, if you buy a drink in our café or a ticket to an event you'll be helping us provide even more as all the profits raised through union activities are passed back to benefit students. .

To find out more about what we offer, head over to readingsu.co.uk.

Make sure you also follow our social media channels, find us [@ReadingUniSU](https://twitter.com/ReadingUniSU).

Beginning university is incredibly exciting – there is so much to look forward to! However, we know it can also be quite daunting starting your degree in a new environment with so many new faces. That's why we've got your back. 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 2023/24

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 (reading.ac.uk/finance/information-for-students/payment-of-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, 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.

Access the University Wi-Fi network

Once you have your user name and password, you can connect to the University's campus Wi-Fi network, Eduroam, which is available to all students. This is different to the Wi-Fi network found in your University halls. Please check your halls arrival information for details or check with your halls reception.

To connect to Wi-Fi on any device:

1. In your Wi-Fi settings, select "Eduroam" from the list of available networks
2. Enter your username (format: ab123456@reading.ac.uk) and the password you set up in RISIS)
3. If you have any difficulties, you can visit reading.ac.uk/wifi or contact our IT Service Desk Team on on **0118 378 6262**.

DIGITAL SERVICES

Digital Services and staying up to date once you arrive

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
- web access to your email.

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

Me@Reading

Once enrolled, you have access to Me@Reading, delivering personalised news and links to:

Student Essentials:

reading.ac.uk/essentials

Timetable, Inbox and Events:

reading.ac.uk/essentials/Student-Events/Whats-on

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/nhs-services

Protecting yourself and others

Ensure your vaccinations are up to date before leaving for university or as soon as you can after starting the new term.

- **MMR** (measles, mumps and rubella) vaccine
- **COVID-19** vaccine booster
- **MenACWY** vaccine (protecting against 4 types of meningococcal disease)
- **HPV** vaccine for protection against cancers caused by the human papillomavirus (HPV)
- **Td/IPV** booster vaccine protecting against tetanus, diphtheria and polio

Your GP will offer MenACWY, MMR, HPV and any missed Td/IPV vaccines – Students from overseas are also eligible for these routine vaccines.

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 short-term, 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 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 in a range of different ways: by logging on to RISIS and clicking on 'Ask a Question'; by telephone; or visit them in person in the Support Centres.

Visit reading.ac.uk/support-centres to find your Support Centre contact details and opening times

Study Abroad Programme students:

Visit the Erasmus & Study Abroad Office¹ (room 203 in the Edith Morley building) Or email: studyabroad@reading.ac.uk



¹ please note the Office name will be changing in Autumn 2023

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

Digital Technology Services (DTS) provides help and support with IT. Our IT Service Desk, on the first floor of the Library, can help you with connecting to the internet, printing and general IT questions.

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

Call: **0118 378 6262**

Disability Advisory Service (DAS)

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

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

Call: **0118 378 8038**



The Chaplaincy

Academic English Programme

We offer a free Academic English Programme to all international students. Our courses, webinars and individual consultations help you improve your academic language and communication skills while you study.

Visit: reading.ac.uk/aep

Reading SU Advice

The Students' Union 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: readingsu.co.uk/advice

Student Services Reception

Based in the Carrington Building, Student Services Reception can signpost you to relevant University services. The team will also be able assist in producing transcripts, campus cards and official letters, certifying rail card applications and answering general queries for the teams that are based in Student Services.

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

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 Resources:

reading.ac.uk/library/maths-support



Carrington

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

Library

The Library offers a variety of study spaces and 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
readingsu.co.uk

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 a range of sports and active wellbeing facilities and services located conveniently on Whiteknights campus, at Bullmershe Playing Fields and at the University's prestigious rowing boat house in Caversham. Student membership and pay-as-you-go options are available.

Visit: sport.reading.ac.uk

Museums

The University looks after some incredible collections, in three inspiring museums on the London Road and Whiteknights campuses:

- The Museum of English Rural Life (The MERL)
- Ure Museum of Greek Archaeology
- Cole Zoology Museum

You can also visit:

- Harris Gardens
 - Special Collections (booking required).
- Go to: collections.reading.ac.uk

The town is home to Reading Museum and other attractions. Find out more at: visit-reading.com/things-to-do/attractions/museums-and-galleries

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 9pm and 3am 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, life threatening 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

Peer Assisted Learning

Peer Assisted Learning (PAL) is a globally recognised scheme where students from second, third or fourth year run a weekly facilitated study-session to help you meet others, ask questions and better understand what you are learning.

Visit: reading.ac.uk/pal

Music

There is a vibrant music scene for you to get involved in on campus. No matter your style or what instrument you play, there is something for everyone including indie/funk/metal bands, orchestra, jazz, choir, electronic and much more. There are also dedicated music practice rooms and instrument storage facilities located on the London Road Campus. If you'd prefer to be in the audience, come along to one of our regular live gigs.

Visit: blogs.reading.ac.uk/music



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

RED Award

Stand out from the crowd with the RED Awards! Enhance your experience by completing extra-curricular activity such as part-time jobs, volunteering and internships, all while developing key skills.

Visit: reading.ac.uk/redaward



Reading SU Clubs and Societies

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

For the full list of opportunities, head to: readingsu.co.uk

Reading SU Representation

Student Reps are a team of 400+ student volunteers who actively represent the interests of all students. Every course has at least one Student rep (known as a Course Rep) who is there to listen and 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: readingsu.co.uk

Reading SU Get Togethers: A place where you belong

Students' Union Student Get Togethers are social events tailored to specific groups of students, enabling them to connect with one another. They are an opportunity to meet other students and share experiences to 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.

Find out more: readingsu.co.uk

Students in Schools

This scheme enables you to volunteer alongside teachers in local schools and aims to raise the aspirations of school pupils and encourage them to continue into high education. It's an opportunity to develop stand-out transferable skills for your CV, whatever career path you pursue.

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 and final year undergraduates. You'll have the chance to work with an established professional who can answer your questions about the working world, and 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 the Students' Union 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: readingsu.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 ways to buy a ticket are on the Reading Buses app, by contactless or with a Reading Buses smartcard.

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

- **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)** Just a short bus ride from the Whiteknights campus, this large superstore sells a wide range of food and ingredients.

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



Shops on campus

Eat at the Square sells a range of everyday essentials.

- **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 with a valid Co-op card.
- **The Students' Union** also has a bagel shop, Korean mini-market, hairdresser and University Merch Shop.



Your studies

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

IT Support (DTS)
reading.ac.uk/dts
0118 378 6262

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

Modules
reading.ac.uk/modules

Timetabling
reading.ac.uk/timetable

Graduate School
reading.ac.uk/graduateschool

Help and advice

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

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

Clever Cuisine/Meal Plan
– assistance either in
person at Park Eat 8am to
10pm Monday to Sunday
(term time)
or via clevercuisine@reading.ac.uk or
clever-cuisine.com

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

Disability Advisory
Service
reading.ac.uk/disability-support
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)

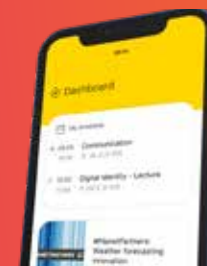
Got a question? Not sure where to go?

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



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



We've fixed your food.



CLEVER CUISINE
Eat smarter

It's great to have you here in Reading, ready to get started on the next step in your education – welcome! We know this is a particularly busy time, with loads going on and absolute information overload, so why not take one thing off your to-do list and sign up for one of our fixed-price meal plans?

From as little as £16.80 per week, our Clever Cuisine plans let you enjoy all-you-can-eat options at St. Patrick's and The Square, pub meals at the Dairy or pizza at Park Eat, as well as free hot drinks. Offering huge discounts compared to paying as you go and with no hidden costs, Clever Cuisine is used by thousands of students to save time and money.

We have four plans on offer for the autumn term:

Bronze £201.60 – three meals per week

Silver £420.84 – seven meals per week

Gold £786.24 – 14 meals per week

Platinum £1032.36 – 21 meals per week

The University recommends all students take a Clever Cuisine plan in their first year. Students living in catered accommodation already have this benefit and all other students can buy plans individually by term or year.

You, or your parent/guardian/supporter, can enrol you online using your student number and a credit/debit card at clever-cuisine.com. Alternatively, meal plans can be purchased from the Park Eat Concierge Desk.

YOU'VE MADE IT TO UNIVERSITY

But you're coming across some **words and phrases you're not familiar with**. What's going on? Surely this doesn't happen to other people?! Well, not necessarily. It's only natural in a new environment. Besides, there's no need to panic because we've created **A GLOSSARY OF USEFUL TERMS** to help you on your way. By the end of your time here with us, you'll know these words and phrases inside out.



Scan the QR code to access the glossary, we also recommend pinning this webpage to your browser of choice so you can easily refer to it.

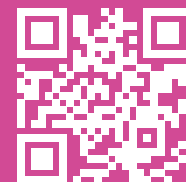


The UoR Welcome App

- Collate your own personalised Welcome schedule
- Find compulsory induction sessions that will get you started on your course
- Discover events and talks to learn more about life on campus
- Meet new people at a range of socials
- Find checklists and more information on University Life & Services



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app store to get started:



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