



University
of Exeter

Students in Cornwall

Where to get help/support/information about...

Personal		Academic/Professional	
In an emergency or immediate risk of harm	If you or someone around you is at immediate risk call 999 Campus Safety and Support Team: +44(0)1326255875 24 hour emergency line: +44(0)1326254444 Glasney Lodge: 01326 253503 Urgent Support related to Wellbeing	Interrupting or withdrawing from your studies	Education Welfare Team page - Email welfare.penryn@exeter.ac.uk - Call 01326 371847 or 01326 371875 Book an online meeting with Education Welfare advisor
Mental Health and Wellbeing Non- Urgent	Education Welfare Team page Student Support page Call 01326 370460 or email studentservices@fxplus.ac.uk Fill out this short form to be linked in with FX Plus Student Support	Timetabling	Email: timetabling@fxplus.com
Accommodation Team	- Pop-in to Glasney Lodge - Telephone: +44(0)1326253639 - Email: accommodation@fxplus.ac.uk	IT/ Account Issues	IT Service Desk: Log an IT support request - Call 01392 725 050
International Students Immigration or Visa issues	- Specialist advice: visaadvice@exeter.ac.uk - Online drop-ins: Register here Digital appointments (for students currently inside the UK)	Module Changes	Infopoint/Hub (Drop-in @ Peter Lanyon Building) - Email info.penryn@ex.ac.uk - Call 01326 371800
Accessibility Specific Learning Differences and long-term (mental & physical) health conditions	Accessibility team: - Email accessibility@fxplus.ac.uk (or call via Compass helpdesk 01326 370 460) Book an online meeting with an Accessibility advisor	Appeals & Complaints	SU Advice Service: email advice@thesu.org.uk or book appointment with an advisor
Homesickness, conflict with friends/flatmates, social support	Education Welfare Team page Reslife: - Email: reslife@fxplus.ac.uk - Keep up to date with on ResLife Facebook & ResLife Instagram	Careers, Work Experience, Placements, Training (inc. part-time/ student jobs)	Career Zone Resources & Support page Career Zone Live Chat - Call +44(0)1392 724493 - Email: careers@exeter.ac.uk Check out Handshake; career development platform full of opportunities
Bullying/harassment, victim of crime, abuse, sexual violence, drugs/alcohol	Education Welfare Team page Exeter Speaks Out: 3 ways to confidentially report an incident (informal, formal or anonymous) Support & Resources webpage	Reasonable adjustments to teaching and/or assessments E.g; ILPs (Individual Learning Plans)	Accessibility team: - Email accessibility@fxplus.ac.uk - Call via Compass helpdesk 01326 370 460 Book an online meeting with an Accessibility advisor Education Welfare Team page
Financial Support	Contact SID Helpdesk through SID Online or iExeter (or call 0300 555 0444 (UK) / +441392 724724 (Int'l)) SU Advice: Service: Email advice@thesu.org.uk or book appointment with an SU advisor Finance and fees webpage Financial Hardship/ Success for All fund	Screening for Specific Learning Differences	Inclusive Learning Team page - Telephone: 01326 259 340 - Email: dyslexia@fxplus.ac.uk (SpLD queries) inclusive@fxplus.ac.uk (inclusion queries)
Community, spirituality, faith & religion	Chaplaincy: - Email chaplaincy@fxplus.ac.uk or call 01326 370744 - Keep up to date with Chaplaincy Instagram	Deadlines, mitigation, assignments, exams, coursework	Mitigation info Assessment info Exam dates - E-mail: info.penryn@exeter.ac.uk (or call +44 (0)1326 371815)
		Academic language skills (for non-native speakers)	The Languages Team Details of Languages Team workshops Book a 1-1 with Languages Team - Email: languages@fxplus.ac.uk
		Academic Study Skills E.g; writing, critical thinking, referencing etc...	StudyZone and ASK Academic Skills Team: StudyZone Support & resources Book 1:1 with an Academic Skills advisor - Email: ask@fxplus.ac.uk
		Library Research h, readings, information skills	Academic Liaison Librarian Team: Support & resources page Book 1:1 with a Librarian - Email: library@fxplus.ac.uk

[Click here for the A to Z of support and services for students](#)



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Personal		Academic/Professional	
In an emergency or immediate risk of harm	If you or someone around you is at immediate risk call 999 Call Estate Patrol: +44(0)1392 722222 Urgent support related to student wellbeing	Interrupting or withdrawing from your studies	For more information get in touch with the Education Welfare Team Information and guidance online Info Point team Education Welfare Team
Mental Health and Wellbeing	Telephone: +44(0)1392 724381 Email: wellbeing@exeter.ac.uk Wellbeing resources Education Welfare Team	Timetabling	Timetable team (Exeter Campuses)
		IT/ Account Issues	IT Service Desk: • Log an IT Support Request • Call 01392 725 050
Accessibility Specific Learning Differences, Long Term (mental & physical) Health Conditions	AccessAbility (disability support Exeter) Telephone: 01392 723880 Email: Accessability@exeter.ac.uk	University Policies and Procedures (incl. module changes, appeals, complaints etc)	Info Point and Hubs Education Support teams contact details: Exeter Guild Advice Appointments Email: advice@exeterguild.com
Immigration or Visa issues	Register for an International Student Support Online drop in Digital Immigration/VISA appointments (for students currently inside the UK) For specialised advice email visaadvice@exeter.ac.uk	Careers and work experience (incl. placements and training)	Career Zone Career Zone Live chat Telephone: +44(0)1392 724493 Email: careers@exeter.ac.uk Handshake careers app
Accommodation	Contracts and Residence Experience For day-to-day queries about your room or maintenance issues please speak to your Residence Reception Contractual queries via SIDOnline Contact the Accommodation Teams Information for current residents	Assignments, Mitigation, Exams, Coursework	Hub Teams for advice on assessments, mitigation and more Exams Team Education Welfare Team
Financial Support	Fees and Finance Financial Help (Success for All Fund) Contact Student Funding & Accounts Receivable via SID Financial advice also available from the Exeter Guild	Academic Language Skills (for non-native speakers)	INTO English language skills development Telephone: +44(0)1392 724282 Email: into@exeter.ac.uk
Effects of bullying/harassment, victim of crime, abuse, sexual violence, drugs/alcohol	Exeter Speaks Out: • 3 ways to confidentially report an incident (informal, formal or anonymous) Welfare Team Wellbeing resources	Screening for specific learning differences	AccessAbility (disability support Exeter) page Telephone: +44(0)1392 723880 Email: Accessability@exeter.ac.uk
Homesickness, conflict with friends/flatmates, social support	Residence Life Appointment Booking System Email: Residencelife@exeter.ac.uk	Academic Study Skills (Study Zone)	Online Study Resources In-Person Support Exams Guidance Library Resources
Community, spirituality, faith & religion	Chaplaincy - Exeter Email: chaplaincy@exeter.ac.uk	Library Services	Email: library@exeter.ac.uk

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