

# Student Support at the University of Exeter

## Exeter campuses



### Welcome to University of Exeter

We're really pleased you've chosen to study with us. This guide explains all the support available to you.

You can find all of this information on our website at [www.exeter.ac.uk/students/](http://www.exeter.ac.uk/students/)

Whenever you contact us please include your **student number** and **study programme name**

欢迎来到埃克塞特大学

很高兴你选择在埃克塞特开启学业之旅。

以下将介绍一些与你学习生活息息相关的信息。

这些信息也可以在学校官网上找到：

[www.exeter.ac.uk/students/](http://www.exeter.ac.uk/students/)

请注意，联系我们时，请提供你的学号和专业名称。

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- [Career Zone](#) 职业规划
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### University Updates

Every Monday during term time, you'll be emailed University Updates, a newsletter packed with information and events. Make sure you read it to keep up to date.

Your department or faculty may also send you regular newsletters by email.

#### 学校每周要闻

学年中的每周一，你将会收到一封“学校每周要闻”的电子邮件，内容是一周内学校发生的事情和开展的活动。请务必阅读，以便了解学校最新动态。

你所在的院系也会定期通过电邮向你发送有关学院最新动态和活动事宜。

## YOUR STUDIES

### **Your academic personal tutor/supervisor**

Your tutor/supervisor will contact you at the beginning of your studies to introduce themselves and they will offer to meet with you individually or in a group.

You can contact your tutor at any time to talk about your academic, personal and professional development. They can also help you to understand feedback on your assignments and offer suggestions for how you can improve.

学习方面

个人学术导师/指导老师

你的导师会在开学初和你联系，他们会进行自我介绍，会与你召开单独会议或组会。

你可以随时联系导师，就学术、个人和专业发展等方面进行探讨。导师可以帮助你作业进行答疑解惑，就如何提高学习提供建议。

### **Career Zone**

Career support for international students including finding UK work experience, UK job applications and impressing employers in your home country. Includes 'Handshake' where you can find the latest job vacancies.

职业规划

我们将为国际学生提供职业发展帮助，包括如何获得留英就业经验，在英工作申请，同时也为你提供本国就业信息。请下载“Handshake”应用程序，在上面可以查看最新的工作招聘信息。

### **Digital Hub**

If you need help to get started using the University's digital resources such as email, ELE or Microsoft Teams and Office 365, you can find guidance on the Digital Hub.

See our guide to who to contact for information or IT support.

数字中心

如果你对如何收发邮件，ELE 平台及电脑办公软件（如 Microsoft Teams, Office365）的使用等数字资源方面有任何疑问，数字中心都将提供悉心指导。

请参阅我们的指南，了解该联系谁以获取相关信息或 IT 支持。

### **Disability Support (Accessibility)**

Supports students with a disability or long-term health condition including specific learning difficulties and autism spectrum conditions.

特殊支持

学校针对有残疾或存在长期健康问题的学生提供支持，包括特殊学习困难症、自闭症等。

### **Education welfare advisers**

If your psychological or physical health or wellbeing is having an effect on your studies, or your studying is creating health problems for you, then our Education Welfare Team is available to talk to you in a confidential and non-judgemental way about any issues you may need support with. Please do contact them if you think you might need their help.

身心健康

如果你的身心健康问题影响到学习，或是繁重的学习造成了身心健康问题，学校心理咨询团队会以保密的、无偏见、非评判的方式与你进行交谈，以帮助你获得任何支持。如果你觉得需要得到他们的帮助，请及时与他们取得联系。

### **English language skills development**

We provide free English language skills development courses and workshops covering everything from literacy skills, communication and intercultural competence. It also holds free language classes for spouses and partners.

英语技能发展

提供免费的英语技能发展课程和研习班，涵盖读写技能、沟通和跨文化能力等方面。它还可为你的配偶或伴侣提供免费的语言课程。

### **The Exeter Learning Environment (ELE)**

You will need to use the ELE for your studies.

It has online materials which support your course and resources to help you in your studies.

Log in with your University user name and password.

You can also use the ELE to access your University Email account and your timetable.

埃克塞特学习平台 ( ELE)

ELE : Exeter Learning Environment

请充分利用 ELE，它上面的在线资源将非常有助于你的学习。

请使用学生用户名和密码进行登录。

另外，使用 ELE 也可以访问你的学校电子邮箱和课程表。

### **Hubs/Info points**

Contact your hub/info point if you have any questions about education support, such as choosing modules, submitting assessments and what to do if you're unwell and need an extension to your deadlines. (This is known as mitigation.)

生咨询中心

如果你有关于学习方面的任何问题，比如选课、平时作业或考试提交，或是因身体原因需要延期提交（也就是下面提到的申请延期）等，都可以去学生咨询中心。

### **Library**

The library provides study spaces, resources, and academic support to help you succeed on your programme. There are libraries on Streatham and St Luke's campuses. The Forum Library on Streatham Campus is open 24 hours a day, 7 days a week and the many digital books and resources are available to access online at any time with your University login.

图书馆

图书馆提供丰富的学习空间、资源和学术支持，助你求学成功。斯特里特姆校区和圣卢克校区均建有图书馆。斯特里特姆校区的 Forum 图书馆一年 365 天全天 24 小时开放，你可以随时通过学生账号登录在线访问数字图书资源。

### **Mitigation**

The mitigation process can support you through unexpected situations that affect your ability to complete an assessment such as illness, and when you need an extension or to defer taking an assessment to later in the academic year.

延期和缓考

如果有一些突发情况会影响到你考试，如生病，你可以申请延期或是缓考。

## **Study Zone**

High quality guidance and skills to support your learning.

The online study resources include practical advice and tips to develop your academic skills such as time management, research, and subject specific writing, and you can book an appointment for one-to-one support.

学习中心

你可在学习中心获得相关各种学习技能的指导帮助。

学习中心为你提供了许多在线学习资源，包括一些帮助提高学术能力的建议和技巧，例如如何管理时间、如何做学术研究、如何写学术论文。此外，你可以在这里预约一对一的帮助。

## **Your timetable**

You can see your schedule of classes and lectures in 'My Timetable'

课程表

你可以在“我的课程表”中查看班级和课程时间及地点安排。

# **PERSONAL SUPPORT**

## **Student Information Desk (SID)**

SID advisors are your first point of contact for non-academic information including international student support, accommodation, exams, fees and funding, graduation, letter, transcripts and certificates.

Contact SID online

SID

关于学生信息方面的问题，你的首选联系方式是 SID 的工作人员，包括国际学生支持、住宿、考试、图书馆和学生服务、费用和资金、毕业、信件、成绩单和毕业证书等方面。

你可以在线联系 SID 工作人员。

## **International Student Support**

Our team of International Student Advisors are here to support you, specialising in advice for non-UK students studying with us. They can help with advice and information on immigration, visas and helping you get settled into life in the UK. We understand that studying in the UK can be challenging at times and they can offer you advice and support.

国际学生帮助

学校的国际学生顾问团队会为非英籍学生提供有关移民、签证和在英定居生活等各方面建议 and 咨询。我们非常理解你在英求学可能会遇到各种挑战，他们可以为你提供相关的建议和支持。

## **Physical health**

The healthcare system in the UK is called the National Health Service (NHS) which includes hospitals, doctors' surgeries and the ambulance service. The NHS provides free emergency, routine and occasional medical treatment.

You should register with a doctor when you arrive at university. We have health centres on or near both Exeter campuses.

Before attending the health centre you must call to make an appointment. During your appointment the doctor or nurse will provide you with a prescription for medication if you need this. Do not go direct to hospital to get medication or diagnosis for an illness unless it is an emergency. In an emergency telephone 999 and ask for the ambulance service. If you are unsure, call 111 and they will advise you.

身体健康

英国医疗保健系统统称为国民保健服务(NHS)，包括医院、医生手术和救护车服务。NHS 提供免费的紧急、常规和偶发性医疗服务。

你到校后应及时与医生取得联系并进行登记。我们在埃克塞特大学的两个校区内或其附近均设有诊所。

前往诊所就诊之前，你必须提前打电话预约。若发生紧急情况，请拨打急救电话 999，并要求提供救护车服务，如果你所处的情况不确定，可拨打电话 111，他们会给你提供建议。

### **Psychological support**

Our Psychological Support is called Wellbeing at Exeter. The wellbeing team provides free, confidential advice, guidance and psychological support when you need it.

#### **心理健康**

我们的心理健康咨询团队称为“埃克塞特大学的心理健康团队”。该健康团队在你需要的时候可提供建议、指导、以及心理支持，这些服务都是免费的、保密的。

### **Multifaith Chaplaincy**

The Multifaith Chaplaincy is here for students of all faiths but also of no faith. You can talk to them like a trusted friend or family member about anything.

#### **多信仰牧师团队**

不论你是否有宗教信仰，我们的多信仰牧师团队都竭诚为你服务。你可以把他们看作可信任的朋友或家人一样，同他们谈论任何方面的事情。

### **Residence Life**

If you live in student accommodation the Residence Life Team provides support, guidance and advice. They organise social activities to help you feel part of the community, and you can meet with the team to discuss any issues you're having.

#### **宿管团队**

如果你住在学生宿舍，宿管团队将提供支持、指导和建议。他们会组织各类社交活动，让你融入整个学生宿舍区的生活，你可以与团队成员共同讨论遇到的各类问题

### **Community Engagement Officers**

Our Community Engagement Officers can provide information and guidance to students living and socialising off-campus including information regarding noise, holding parties, recycling and rubbish.

#### **社区联络员**

我们的社区联络员可以为学生在校外生活和社交提供信息和指导，包括如何处理噪音问题、举办聚会、垃圾回收处理等方面的问题。

### **Your Safety**

Devon is generally a safe place to live, but it is always best to be aware of how to stay safe and who to contact for help. We have advice on our website to help you take care of your personal safety and keep your belongings safe.

#### **安全问题**

大家通常认为德文郡是一个安全的居住之地，但你最好知晓如何保障自身安全以及关键之时向谁寻求帮助。就你的人身和财产安全，我们的官网上提供了相关建议。

### **Download the SafeZone app**

On campus, Estate patrol, your campus security team is always available, 24/7, 365 days of the year. They patrol the campus, respond to emergencies, are trained in first aid and can give you help and advice about safety and security.

Contact Estate patrol:

Emergency - Telephone +44 (0) 1392 722222

Non-emergency - Telephone +44 (0) 1392 723999

If you need emergency services on campus – fire, ambulance or police – first call 999 or 112 or use the SafeZone app emergency button. Then contact Estate Patrol's emergency line.

Away from campus, in an emergency call **999** and ask for Fire, Police, Ambulance or Coastguard.

下载 **SafeZone** 应用程序

在校园内，你随时都可以联系到安保团队，他们将全天二十四小时为你提供帮助。

他们在校园里巡逻，对紧急情况作出快速反应，同时能给你提供有关安全保障方面的帮助和建议。

联系校园保卫处：

紧急情况 - 拨打电话 **+44 (0) 1326 254444**

非紧急情况 - 拨打电话 **+44 (0) 1326 255875**

如果在校园内发生紧急情况，如发生火灾、需要救护车或警察等情形，请先拨打电话 **999** 或 **112**，然后联系校园安保的紧急专线。或者使用 **SafeZone** 应用程序的紧急按钮。

若在校外发生紧急情况，请拨打电话 **999**，寻求消防、警察、救护车或海岸警卫队的帮助。

### **Fraud and scams**

Unfortunately, some criminals try to get money from students through scams. Common scams involve 'lost' parcels, problems with your visa or SIM card. Don't give your bank account details to anyone unless you know and trust them. Current Police advice is to change your SIM card and telephone number when you get to the UK.

If you're contacted by someone and it seems unusual or unexpected, end the call or communication and contact International Student Support for advice on what to do next. If the person who contacted you is genuine they won't mind you checking this and then getting back to them.

If you think you have been affected by fraud or a scam contact the Police by calling 101 and also report it to **Action Fraud**.

欺诈和诈骗

不幸的是，一些犯罪分子会试图通过诈骗手段来获取学生的钱财。常见的诈骗包括包裹“丢失”、涉及签证或 SIM 卡等方面的问题。不要把你的银行账户信息告诉任何人，除非你认识并信任他们。目前警方的建议是，你抵达英国境内时，请更换您的 **SIM 卡** 和电话号码。

如果有陌生人联系你，请立即结束电话或通信，迅速联系国际学生部，获得下一步行动方面的建议。如果与你联系的人员是**真诚善意的**，他们不会介意你对其身份进行核查，然后再给予答复。

如果你认为你身受欺骗或诈骗之扰，请拨打 **101** 联系警察，并向英国欺诈和网络犯罪报告中心 **Action Fraud** 报告。

### **Harassment and discrimination: Speak out**

Ours is an inclusive community, where everyone has the right to be treated with respect. We won't tolerate harassment, bullying, intimidation or discrimination (for example racism, homophobia, sexual discrimination). If you experience or witness any of these we encourage you to report it and to get the support you might need. You can report incidents confidentially.

大声说出骚扰和歧视

我们是一个十分包容的社区，在这里每个人都有权受到尊重。我们绝不容忍骚扰、欺凌、恐吓或歧视等现象的发生（例如种族主义、恐同、性别歧视）。如果你经历或目睹了以上任何一种情形，我们鼓励你进行举报，获得你可能需要的支持。你的举报会严格保密。

## SOCIAL LIFE AND FUN

### 社交生活

#### **The Students' Guild**

The Students' Guild has over 300 different special interest clubs, known as 'societies' as well as running their own events. Joining societies is a great way to meet other students, find people with similar interests or try something new.

The Guild are led by and represent all our students.

They also offer an independent Advice Unit to support you with finance, accommodation, academic and other concerns.

#### **学生会**

学生会拥有 300 多个不同社团组织，他们也会组织相关的活动。加入社团是认识其他学伴、找到志趣相投之士、或者尝试新事物的上佳之选。

学生会均由我们学生自己领导，并代表所有学生。

它们还可以提供独立的咨询服务，为你提供财务、住宿、学术及其他方面的支持。

#### **Student Sport**

Student Sport provide facilities to join the gym, take a fitness class, have a swim, play a sport or compete in a club and everyone can take part. The Athletics Union represent students who want to get involved in sport, and oversees more than 50 sports club for you to choose from.

#### **学生运动**

学校拥有完善的体育健身设施，你可以去健身房健身，也可以参加健身课程，还可以去游泳，亦或参加体育运动，或者到俱乐部一争高下。运动员联盟代表的是热爱体育运动的学生，并对 50 多个体育俱乐部进行监督管理。

#### **Current students webpages**

There is more information to help you, including an A to Z listing of support and services, on our website.

#### **在校生网页**

你在官网上可以找到我们提供的各种支持和服务，它们按照字母 A 到 Z 的顺序罗列出来。

#### **International student focussed groups on campus**

#### **国际生群体校园生活**

**International Student Support** hold regular events to help you settle into your life at Exeter, build your confidence and make new friends. Global Chums is a 6 week mentoring programme, Intercultural Café runs each Friday during term time they also help organise cultural celebrations such as Diwali, Christmas Day lunch and Lunar New Year.

国际学生帮助中心会定期举办活动，帮助你融入埃克塞特的生活，树立信心，结交新朋友。国际益友项目是一个为期 6 周的以老带新的项目；跨文化咖啡馆在学期中每周五都会开放。学校还会精心组织排灯节、圣诞节午餐和农历新年等文化庆祝活动。

The **Multifaith Chaplaincy** and **Residence Life** both hold regular social events to enrich your experience at Exeter.

多信仰牧师团队和宿管团队也会定期组织社交活动，丰富你在埃克塞特的生活。

Use your camera phone to scan this QR code to take you to the online version of this leaflet with all the hyperlinks in place or go to

<https://www.exeter.ac.uk/students/international/newstudents/whenyouarrive/>

请用手机相机扫描下方二维码，随时网上阅读本手册，

其中包含所有部门网页的超链接。你也可以直接访问网站

<https://www.exeter.ac.uk/students/international/newstudents/whenyouarrive/>。

