Undergraduate Student Help Guide

This is a quick reference tool, providing details of the various agencies and support services available in the University to assist students.

### Contact Information

<table>
<thead>
<tr>
<th>Contact</th>
<th>Telephone</th>
<th>Email Address</th>
<th>WEB address</th>
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</thead>
<tbody>
<tr>
<td>Aberdeen Sports Village</td>
<td>01224 438 900</td>
<td><a href="mailto:info@aberdeensportsvillage.com">info@aberdeensportsvillage.com</a></td>
<td><a href="http://www.aberdeensportsvillage.com">www.aberdeensportsvillage.com</a></td>
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<tr>
<td>AUSA – Students’ Association</td>
<td>01224 274200</td>
<td><a href="mailto:aussadvice@abdn.ac.uk">aussadvice@abdn.ac.uk</a></td>
<td><a href="http://www.abusa.org.uk">www.abusa.org.uk</a></td>
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<tr>
<td>Careers Service</td>
<td>01224 273601</td>
<td><a href="mailto:careers@abdn.ac.uk">careers@abdn.ac.uk</a></td>
<td><a href="http://www.abdn.ac.uk/careers">www.abdn.ac.uk/careers</a></td>
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<tr>
<td>Chaplaincy</td>
<td>01224 272137</td>
<td><a href="mailto:chaplaincy@abdn.ac.uk">chaplaincy@abdn.ac.uk</a></td>
<td><a href="http://www.abdn.ac.uk/students/chaplaincies">www.abdn.ac.uk/students/chaplaincies</a></td>
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<tr>
<td>ERASMUS unit</td>
<td>01224 273664</td>
<td><a href="mailto:Erasmus@abdn.ac.uk">Erasmus@abdn.ac.uk</a></td>
<td><a href="http://www.abdn.ac.uk/erasmus">www.abdn.ac.uk/erasmus</a></td>
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<td>Exams/Resits</td>
<td>01224 273588</td>
<td><a href="mailto:exams@abdn.ac.uk">exams@abdn.ac.uk</a></td>
<td><a href="http://www.abdn.ac.uk/infohub/study/assessment">www.abdn.ac.uk/infohub/study/assessment</a></td>
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<tr>
<td>Infohub</td>
<td>01224 273040</td>
<td><a href="mailto:infohub@abdn.ac.uk">infohub@abdn.ac.uk</a></td>
<td><a href="http://www.abdn.ac.uk/infohub">www.abdn.ac.uk/infohub</a></td>
</tr>
<tr>
<td>IT Services Help Desk</td>
<td>01224 273636</td>
<td><a href="mailto:servicedesk@abdn.ac.uk">servicedesk@abdn.ac.uk</a></td>
<td><a href="http://www.abdn.ac.uk/students/computing-services">www.abdn.ac.uk/students/computing-services</a></td>
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<tr>
<td>Language Centre</td>
<td>01224 272538</td>
<td><a href="mailto:languagecentre@abdn.ac.uk">languagecentre@abdn.ac.uk</a></td>
<td><a href="http://www.abdn.ac.uk/languagecentre">www.abdn.ac.uk/languagecentre</a></td>
</tr>
<tr>
<td>MyAberdeen Support</td>
<td>01224 273636</td>
<td><a href="mailto:servicesdesk@abdn.ac.uk">servicesdesk@abdn.ac.uk</a></td>
<td><a href="http://www.abdn.ac.uk/dit/student/get-started/vle">www.abdn.ac.uk/dit/student/get-started/vle</a></td>
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<td>Personal Tutoring</td>
<td>01224 273924</td>
<td><a href="mailto:personaltutor@abdn.ac.uk">personaltutor@abdn.ac.uk</a></td>
<td><a href="http://www.abdn.ac.uk/infohub/personaltutor">www.abdn.ac.uk/infohub/personaltutor</a></td>
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<td>Registry Appeals/Complaints</td>
<td>01224 273936</td>
<td><a href="mailto:academicserices@abdn.ac.uk">academicserices@abdn.ac.uk</a></td>
<td><a href="http://www.abdn.ac.uk/infohub/registration/appeals-and-complaints-procedures">www.abdn.ac.uk/infohub/registration/appeals-and-complaints-procedures</a></td>
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<tr>
<td>Rocking Horse Nursery</td>
<td>01224 273400</td>
<td><a href="mailto:rockinghorsenursery@abdn.ac.uk">rockinghorsenursery@abdn.ac.uk</a></td>
<td><a href="http://www.abdn.ac.uk/rockinghorse">www.abdn.ac.uk/rockinghorse</a></td>
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<tr>
<td>Student Learning Service</td>
<td>01224 273030</td>
<td><a href="mailto:sls@abdn.ac.uk">sls@abdn.ac.uk</a></td>
<td><a href="http://www.abdn.ac.uk/sls">www.abdn.ac.uk/sls</a></td>
</tr>
<tr>
<td>Student Advice &amp; Support</td>
<td>01224 273935</td>
<td><a href="mailto:student.support@abdn.ac.uk">student.support@abdn.ac.uk</a></td>
<td><a href="http://www.abdn.ac.uk/student-support/index">www.abdn.ac.uk/student-support/index</a></td>
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<tr>
<td>Tuition Fees</td>
<td>01224 272048</td>
<td><a href="mailto:tuitionfees@abdn.ac.uk">tuitionfees@abdn.ac.uk</a></td>
<td><a href="http://www.abdn.ac.uk/infohub/finance/tuition-fees">www.abdn.ac.uk/infohub/finance/tuition-fees</a></td>
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### Issue List

- **Academic and Non Academic**
  - Policy; processes and guidelines
  - Advice on appeals; complaints and general representation

- **Accommodation**
  - Advice on campus accommodation and facilities

- **Academic Skills**
  - Academic support for students

- **Career Planning**
  - Finding graduate jobs; further study; funding; applying for jobs; practical help with applications (CVs etc.); alternatives to degree (if withdrawing from course)

- **Childcare**
  - Nursery places and other childcare needs.

- **Disabilities and Medical Conditions**
  - Sensory impairments; mobility difficulties; medical conditions; mental health difficulties; lecture and exam arrangements; Disabled Student Allowance

- **Specific Learning Differences**
  - Pre-screening; Dyslexia assessment; lecture and exam arrangements; Disabled Students; Allowance
  - Study skills advice for dyslexia and other specific learning differences

- **Exams/Resits**
  - Applying for resit exams, late applications, exam timetable query

- **Financial**
  - Tuition fees; student loans and council tax exemption
  - Support for repeat funding; false start funding (for those changing degree intention within 1st year of study). This relates to tuition fees only.
  - Sources of financial support (i.e. Hardship Fund)
  - Advice on money management

- **Fitness and Sport**
  - Sports activities, team sports

- **Illness**
  - Medical Certificates; missed exam due to illness
  - Support for long-term medical conditions

- **International Student Issues**
  - Immigration issues; general advice and support
  - Contact with other international students

- **International Student Issues**
  - English Language Support

- **Personal**
  - Homesickness, personal problems (e.g. illness of family member, relationship problems, faith issues)

- **Personal Tutoring**
  - Information about Personal Tutor System, where to get help, referrals

- **Study Abroad**
  - Study or work in another European country as part of a degree programme.

- **Transcripts**
  - Applying for a transcript

- **University Regulations**
  - Part-time study; student progress; repeating a year; changes to degree intention (e.g. MA to BSc), withdrawal; readmission; other options for study

- **Work Experience/Placements**
  - Summer placements; internships; employment; practical help with applications (CV etc.)