This guide is a reference tool to help you when you are not sure where to go.

ABERDEEN SPORTS VILLAGE
info@aberdeensportsvillage.com
www.aberdeensportsvillage.com

AUSA - STUDENTS ASSOCIATION
ausa@abdn.ac.uk
www.ausa.org.uk

ACCOMMODATION
studentaccommodation@abdn.ac.uk
www.abdn.ac.uk/accommodation

CAREERS SERVICE
careers@abdn.ac.uk
www.abdn.ac.uk/careers

CHAPLAINCY CENTRE
chaplaincy@abdn.ac.uk
www.abdn.ac.uk/chaplaincy

COUNSELLING SERVICE
counselling@abdn.ac.uk
www.abdn.ac.uk/infohub/support/ counselling-service

CREDIT CONTROL
creditcontrol@abdn.ac.uk
For setting up payment plans and discussing financial issues

ERASMUS UNIT
erasmus@abdn.ac.uk
www.abdn.ac.uk/erasmus

EXAMS & RESITS
exams@abdn.ac.uk
www.abdn.ac.uk/infohub/study/ assessment

INFOHUB
infohub@abdn.ac.uk
www.abdn.ac.uk/infohub

INTERNATIONAL CENTRE
01224 274377
internationalcentre@abdn.ac.uk
www.abdn.ac.uk/infohub/life/international- centre-717

INTERNATIONAL STUDENT ADVISERS
student.international@abdn.ac.uk
www.abdn.ac.uk/infohub/support/ advice-and-support-office-606

IT SERVICES HELP DESK
01224 276366
servicesdesk@abdn.ac.uk
www.abdn.ac.uk/infohub/support/ computing

LANGUAGE CENTRE
lc@abdn.ac.uk
www.abdn.ac.uk/languagecentre

SIR DUNCAN RICE LIBRARY
library@abdn.ac.uk
www.abdn.ac.uk/library

PERSONAL TUTORING
personal-tutor@abdn.ac.uk
www.abdn.ac.uk/infohub/support/ personal-tutors

REGISTRY
academicservices@abdn.ac.uk
www.abdn.ac.uk/infohub/support/ registry-staff

ROCKING HORSE NURSERY
s.walker.rhn@abdn.ac.uk
www.abdn.ac.uk/rockinghorse

STUDENT LEARNING SERVICE
sls@abdn.ac.uk
www.abdn.ac.uk/ls

STUDENT ADVICE AND SUPPORT
student.support@abdn.ac.uk
www.abdn.ac.uk/infohub/support/ advice-and-support-office-606

TUITION FEES
tuitionfees@abdn.ac.uk
www.abdn.ac.uk/infohub/finance/ tuition-fees

POSTGRADUATE REGISTRY
postgraduate@abdn.ac.uk

UNDERGRADUATE REGISTRY
undergraduate@abdn.ac.uk

UNIVERSITY SWITCHBOARD
01224 272000
Can transfer you to any department or person in the University
Issue | Examples | Location
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**ACADEMIC & NON ACADEMIC** | Policy, processes and guidelines | Infohub, Students' Union (Ground Floor)
| Appeals | Advice on appeals, complaints and general representation | AUSA, Students' Union
| ACCOMMODATION | Advice on campus accommodation and facilities | Infohub, Students' Union (Ground Floor)
| ACADeMIC SKILLS | Academic Support for students | sls@abdn.ac.uk or www.abdn.ac.uk/cls
| BUS PASSES | Stagecoach Unirider and First Bus | Infohub, Students' Union (Ground Floor)
| CAREER PLANNING | Finding graduate jobs, further study; funding; applying for jobs; practical help with applications (CVs etc); alternatives to degree (if withdrawing from a course) | Careers, Students' Union (2nd Floor)
| CHILDCARE | Nursery places and other childcare needs | Student Support & Advice, Students' Union (2nd Floor)
| DISABILITIES & MEDICAL CONDITIONS | Sensory impairments; mobility difficulties; medical conditions; mental health difficulties; lecture and exam arrangements; Disabled Student Allowance | Student Support & Advice, Students' Union (2nd Floor)
| DOCUMENTATION FOR SIGNING | Documents for home counties to confirm studies, rail card applications | Infohub, Students' Union (Ground Floor)
| EXAMS/RESITS | Applying for resit exams, late applications, exam timetable query | Infohub, Students' Union (Ground Floor)
| FINANCIAL | Tuition fees, student loans and council tax exemption | Infohub, Students' Union (Ground Floor)
| | Support for repeat funding; false start funding (for those changing degree intention within 1st Year of study) | Infohub, Students' Union (Ground Floor)
| | Sources of financial support (ie Hardship Fund) | Infohub, Students' Union (Ground Floor)
| | Advice on money management and also Part-time Employment | AUSA, Students' Union

**FITNESS & SPORT** | Sports activities, team sports | Aberdeen Sports Village - AUSA Sport

**ID CARDS** | Stolen, lost, not working or collections | Infohub, Students' Union (Ground Floor)

**ILLNESS** | Medical Certificates; missed exam due to illness | Infohub, Students' Union (Ground Floor)
| Support for long-term medical conditions | Student Support & Advice, Students' Union (2nd Floor)

**INTERNATIONAL STUDENT ISSUES** | Immigration issues; general advice and support | Student Support & Advice, Students' Union (2nd Floor)
| Contact with other international students | International Centre, Students' Union (Ground Floor)
| English Language Support | Language Centre, Regent Building

**LIBRARY** | Quiet study space, copying, printing, scanning | Inter Library Loan Service, self serve kiosks Sir Duncan Rice Library

**PAYING FEES** | Tuition fees, accommodation fees, also available online | Infohub, Students' Union (Ground Floor)

**PERSONAL** | Homelessness, personal problems (eg illness of family member); relationship problems, faith issues | Student Support & Advice, Students' Union (2nd Floor)
| Counselling Service, 5 Dunbar Street | The Chaplaincy, 25 High Street

**PERSONAL TUTORING** | Information about Personal Tutor System, where to get help, referrals | Infohub, Students' Union (Ground Floor)
| Disabled Students Allowance | Infohub, Students' Union (Ground Floor)
| Student Support & Advice, Students' Union (2nd Floor)

**SAAS** | Problems with tuition fees | Infohub, Students' Union (Ground Floor)

**SOCIETIES** | Payments; queries and membership | AUSA, Students' Union

**SPECIFIC LEARNING DIFFICULTIES** | Pre-screening; Dyslexia assessment; lecture and exam arrangements; Disabled students | Student Support & Advice, Students' Union (2nd Floor)

**STUDY ABROAD** | Study or work in another European country as part of a degree programme | ERASMUS, Infohub (Ground Floor)

**STUDENT DOCUMENTATION** | Student certificates, student record cards | Infohub, Students' Union (Ground Floor)

**S4S** | Enquiries and information (ie queries about student life/campus etc) | Infohub, Students' Union (Ground Floor)

**STUDY SUPPORT** | Study skills; assignment planning; time management | sls@abdn.ac.uk or www.abdn.ac.uk/cls

**SUBMITTING DOCUMENTATION** | Withdrawal forms, readmission forms | Infohub, Students' Union (Ground Floor)

**TIMETABLES** | Teaching and/or exam timetable enquiries | School Office or www.abdn.ac.uk/mytimetable

**THESIS SUBMISSION** | Declarations; soft bounds and hard bounds | Infohub, Students' Union (Ground Floor)

**TRANSCRIPTS** | Applying for a transcript | The Online Store

**UNIVERSITY REGULATIONS** | Part-time study; student progress; repeating a year changes to degree intention (eg MA to BSc); withdrawal; readmission; other options for study | Infohub, Students' Union (Ground Floor)

**VOLUNTEERING** | Enquiries and information (ie become an ambassador etc) | AUSA, Students' Union

**WORK EXPERIENCE / PLACEMENTS** | Summer placements; internships; employment; practical help with applications (CV etc) | Careers, Students' Union (2nd Floor)