



## Student Help Guide

*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**  
studentaccomm@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**  
creditctr@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 274277  
internationalcentre@abdn.ac.uk

www.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 273636  
servicedesk@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**  
personaltutor@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/sls

**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

# PROBLEM SOLVING

Issue	Examples	Location
<b>ACADEMIC &amp; NON ACADEMIC</b>	Policy, processes and guidelines	Infohub, Students' Union (Ground Floor)
<b>APPEALS</b>	Advice on appeals, complaints and general representation	AUSA, Students' Union
<b>ACCOMMODATION</b>	Advice on campus accommodation and facilities	Infohub, Students' Union (Ground Floor)
<b>ACADEMIC SKILLS</b>	Academic Support for students	sls@abdn.ac.uk or www.abdn.ac.uk/sls
<b>BUS PASSES</b>	Stagecoach Unirider and First Bus	Infohub, Students' Union (Ground Floor)
<b>CAREER PLANNING</b>	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)
<b>CHILDCARE</b>	Nursery places and other childcare needs	Student Support & Advice, Students' Union (2nd Floor)
<b>DISABILITIES &amp; MEDICAL CONDITIONS</b>	Sensory impairments; mobility difficulties; medical conditions; mental health difficulties; lecture and exam arrangements; Disabled Student Allowance	Student Support & Advice, Students' Union (2nd Floor)
<b>DOCUMENTATION FOR SIGNING</b>	Documents for home countries to confirm studies, rail card applications	Infohub, Students' Union (Ground Floor)
<b>EXAMS/RESITS</b>	Applying for resit exams, late applications, exam timetable query	Infohub, Students' Union (Ground Floor)
<b>FINANCIAL</b>	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). This relates to tuition fees only	Infohub, Students' Union (Ground Floor)
	Sources of financial support (ie Hardship Fund)	Student Support & Advice, Students' Union (2nd Floor)
	Advice on money management and also Part-time Employment	AUSA, Students' Union

Issue	Examples	Location
<b>FITNESS &amp; SPORT</b>	Sports activities, team sports	Aberdeen Sports Village - AUSA Sport
<b>ID CARDS</b>	Stolen, lost, not working or collections	Infohub, Students' Union (Ground Floor)
<b>ILLNESS</b>	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)
<b>INTERNATIONAL STUDENT ISSUES</b>	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
<b>LIBRARY</b>	Quiet study space, copying, printing, scanning, Inter Library Loan Service, self serve kiosks	Sir Duncan Rice Library
<b>PAYING FEES</b>	Tuition fees, accommodation fees, also available online	Infohub, Students' Union (Ground Floor)
<b>PERSONAL</b>	Homesickness, 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
<b>PERSONAL TUTORING</b>	Information about Personal Tutor System, where to get help, referrals	Infohub, Students' Union (Ground Floor)
<b>SAAS</b>	Problems with tuition fees	Infohub, Students' Union (Ground Floor)
	Disabled Students Allowance	Student Support & Advice, Students' Union (2nd Floor)

Issue	Examples	Location
<b>SOCIETIES</b>	Payments, queries and membership	AUSA, Students' Union
<b>SPECIFIC LEARNING DIFFICULTIES</b>	Pre-screening; Dyslexia assessment; lecture and exam arrangements; Disabled students	Student Support & Advice, Students' Union (2nd Floor)
	Study skills advice for dyslexia and other specific learning differences	sls@abdn.ac.uk or www.abdn.ac.uk/sls
<b>STUDY ABROAD</b>	Study or work in another European country as part of a degree programme	ERASMUS, Infohub (Ground Floor)
<b>STUDENT DOCUMENTATION</b>	Student certificates, student record cards	Infohub, Students' Union (Ground Floor)
<b>S4S</b>	Enquiries and information (ie queries about student life/campus etc)	Infohub, Students' Union (Ground Floor)
<b>STUDY SUPPORT</b>	Study skills; advice; assignment planning; time management	sls@abdn.ac.uk or www.abdn.ac.uk/sls
<b>SUBMITTING DOCUMENTATION</b>	Withdrawal forms, readmission forms	Infohub, Students' Union (Ground Floor)
<b>TIMETABLES</b>	Teaching and/or exam timetable enquiries	School Office or www.abdn.ac.uk/mytimetable
<b>THESIS SUBMISSION</b>	Declarations, soft bounds and hard bounds	Infohub, Students' Union (Ground Floor)
<b>TRANSCRIPTS</b>	Applying for a transcript	The Online Store
<b>UNIVERSITY REGULATIONS</b>	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)
<b>VOLUNTEERING</b>	Enquiries and information (ie become an ambassador etc)	AUSA, Students' Union
<b>WORK EXPERIENCE/ PLACEMENTS</b>	Summer placements; internships; employment; practical help with applications (CV etc)	Careers, Students' Union (2nd Floor)