

# Student Help Guide

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

## CONTACTS

<b>ABERDEEN SPORTS VILLAGE</b> info@aberdeensportsvillage.com	www.aberdeensportsvillage.com	<b>IT SERVICES HELP DESK</b> 01224 273636 servicedesk@abdn.ac.uk	www.abdn.ac.uk/it/student/help/index
<b>AUSA STUDENTS' ASSOCIATION</b> ausa@abdn.ac.uk	www.ausa.org.uk	<b>LANGUAGE CENTRE</b> lc-@abdn.ac.uk	www.abdn.ac.uk/languagecentre
<b>ACCOMMODATION</b> studentaccomm@abdn.ac.uk	www.abdn.ac.uk/accommodation	<b>SIR DUNCAN RICE LIBRARY</b> library@abdn.ac.uk	www.abdn.ac.uk/library
<b>CAREERS SERVICE</b> careers@abdn.ac.uk	www.abdn.ac.uk/careers	<b>PERSONAL TUTORING</b> infohub@abdn.ac.uk	www.abdn.ac.uk/pastoral-support
<b>CHAPLAINCY CENTRE</b> chaplaincy@abdn.ac.uk	www.abdn.ac.uk/chaplaincy	<b>REGISTRY</b> academicervices@abdn.ac.uk	www.abdn.ac.uk/students/support/study-resources-support
<b>COUNSELLING SERVICE</b> counselling@abdn.ac.uk	www.abdn.ac.uk/counselling	<b>ROCKING HORSE NURSERY</b> s.walker.rhn@abdn.ac.uk	www.abdn.ac.uk/rockinghorse
<b>CREDIT CONTROL</b> creditctr@abdn.ac.uk	For setting up payment plans and discussing financial issues	<b>STUDENT LEARNING SERVICE</b> sls@abdn.ac.uk	www.abdn.ac.uk/sls
<b>ERASMUS UNIT</b> erasmus@abdn.ac.uk	www.abdn.ac.uk/erasmus	<b>STUDENT ADVICE AND SUPPORT</b> student.support@abdn.ac.uk	www.abdn.ac.uk/student-support
<b>EXAMS &amp; RESITS</b> exams@abdn.ac.uk	www.abdn.ac.uk/students/academic-life/assessment-exams-3377	<b>TUITION FEES</b> tuitionfees@abdn.ac.uk	www.abdn.ac.uk/students/finance/tuition-fees
<b>INFOHUB</b> infohub@abdn.ac.uk	www.abdn.ac.uk/infohub	<b>POSTGRADUATE REGISTRY</b> postgraduate@abdn.ac.uk	
<b>INTERNATIONAL CENTRE</b> 01224 274277 internationalcentre@abdn.ac.uk	www.abdn.ac.uk/international-centre	<b>UNDERGRADUATE REGISTRY</b> undergraduate@abdn.ac.uk	
<b>INTERNATIONAL STUDENT ADVISERS</b>	www.abdn.ac.uk/student-support	<b>UNIVERSITY SWITCHBOARD</b> 01224 272000	Can transfer you to any department or person in the University

## PROBLEM SOLVING

Issue	Examples	Location	Issue	Examples	Location
<b>ACADEMIC &amp; NON ACADEMIC</b>	Policy, processes and guidelines	Infohub, Students' Union (Ground Floor)	<b>SIR DUNCAN RICE LIBRARY</b>	Quiet study space, copying, printing, scanning, Inter Library Loan Service, self serve kiosks	Sir Duncan Rice Library
<b>APPEALS</b>	Advice on appeals, complaints and general representation	AUSA, Students' Union	<b>PAYING FEES</b>	Tuition fees, accommodation fees, also available online	Infohub, Students' Union (Ground Floor)
<b>ACCOMMODATION</b>	Advice on University accommodation and facilities	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)
<b>ACADEMIC SKILLS</b>	Academic Support for students	sls@abdn.ac.uk or www.abdn.ac.uk/sls			Counselling Service, 5 Dunbar Street
<b>BUS PASSES</b>	Stagecoach Unirider and First Bus	Infohub, Students' Union (Ground Floor)			The Chaplaincy, 25 High Street
<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>PERSONAL TUTORING</b>	Information about Personal Tutor System,	Infohub, Students' Union (Ground Floor)
<b>CHILDCARE</b>	Nursery places and other childcare needs	Student Support & Advice, Students' Union (2nd Floor)	<b>SAAS</b>	Problems with tuition fees Disabled Students Allowance	Infohub, Students' Union (Ground Floor) 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>SOCIETIES</b>	Payments, queries and membership	AUSA, Students' Union
<b>DOCUMENTATION FOR SIGNING</b>	Documents for home countries to confirm studies, rail card applications	Infohub, Students' Union (Ground Floor)	<b>SPECIFIC LEARNING DIFFICULTIES</b>	Pre-screening; Dyslexia assessment; lecture and exam arrangements; Disabled students Study skills advice for dyslexia and other specific learning differences	Student Support & Advice, Students' Union (2nd Floor) sls@abdn.ac.uk or www.abdn.ac.uk/sls
<b>EXAMS/RESITS</b>	Applying for resit exams, late applications, exam timetable query	Infohub, Students' Union (Ground Floor)	<b>STUDY ABROAD</b>	Study or work in another European country as part of a degree programme	ERASMUS, Infohub (Ground Floor)
<b>FINANCIAL</b>	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 Advice on money management and also part-time employment Sources of financial support (ie Hardship Fund)	Infohub, Students' Union (Ground Floor) Infohub, Students' Union (Ground Floor) Student Support & Advice, Students' Union (2nd Floor) AUSA, Students' Union	<b>STUDENT DOCUMENTATION</b>	Student certificates, student record cards	Infohub, Students' Union (Ground Floor)
<b>FITNESS &amp; SPORT</b>	Sports activities, team sports	Aberdeen Sports Village - AUSA Sport	<b>S4S</b>	Enquiries and information (ie queries about student life/campus etc)	Infohub, Students' Union (Ground Floor)
<b>ID CARDS</b>	Stolen, lost, not working or collections	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>ILLNESS</b>	Medical certificates; missed exam due to illness Support for long-term medical conditions	Infohub, Students' Union (Ground Floor) Student Support & Advice, Students' Union (2nd Floor)	<b>SUBMITTING DOCUMENTATION</b>	Withdrawal forms, readmission forms	Infohub, Students' Union (Ground Floor)
<b>INTERNATIONAL STUDENT ISSUES</b>	Immigration issues; general advice and support Contact with other international students English Language Support	Student Support & Advice, Students' Union (2nd Floor) International Centre, Students' Union (Ground Floor) Language Centre, Regent Building	<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)