IMPORTANT DATES
Any dates of importance, including term and exam dates, can be found by visiting www.abdn.ac.uk/infohub/study/term-dates

WHAT TO DO IF YOU HAVE CONCERNS
If you have concerns about your loved one, you should, in the first instance, encourage them to contact the Student Advice & Support Office.

email: student.support@abdn.ac.uk
Tel: +44 (0) 1224 273935.

If you have been unable to contact your loved one for an extended period and are worried about their well-being, you can make contact with the Student Advice & Support Office. Staff will attempt to contact the student on your behalf and ask that they get in touch with you. The onus will be on the student to get in touch with you. Staff in Student Support will not normally get back in touch with parents or guardians directly. You can also call 101 if their loved one does not get in touch.

If it is an emergency call 999 not us.

CONFIDENTIALITY
We take our duty of care very seriously but we are also legally obliged to treat our students as independent adults. This means that, without a student’s consent, we are unable to discuss any aspect of their studies or personal life with you. We can provide you with general information about support services and processes at the University to reassure you that your loved one has access to support, if required.

Information on support services is available at www.abdn.ac.uk/infohub/support/
Congratulations! Your loved one is about to embark on an exciting journey at the University of Aberdeen. They are making the transition from child (or school pupil) to independent adult. While this can be among the most exciting times of their life, it can be a big adjustment for all involved. In this document we have highlighted the main support services which are available to students for your reference.

**STUDENT SUPPORT**
Students may need support and guidance for a variety of different reasons during their time at University. We have a range of support services at the University which work collaboratively to assist students with any concern or difficulty they may encounter, academic and non-academic. Some of these services are listed here for your information and reassurance.

### The Student Advice & Support Office
The Student Advice & Support team offers impartial, confidential advice and support to students on any matter of concern throughout their studies at the University, including those of a personal, emotional, and financial nature. The team also provides specialised support and guidance for students with disabilities, specific learning differences, mental health issues, and those who need advice on visa and immigration issues. Students studying on the Foresterhill campus also have access to student support staff based in the Suttie Centre and the Institute of Medical Sciences. The Student Advice & Support Office is the main port of call for those living outside our halls.

#### Welfare Support in Halls
A Community Liaison Officer and team of Student Resident Assistants (SRAs) are based in University-owned Halls-of-Residence to look after the welfare of residents and arrange community building and social events. Students can go to them with any concerns, e.g. homesickness, exam worries, relationship or family problems, tensions with flatmates, or simply if they need someone to talk to in confidence. This team works very closely with the Student Advice & Support Office and often will often help students by signposting them to other appropriate sources of support.

### Counselling Service
The University Counselling Service offers students the opportunity to meet with a professional Counsellor to explore issues which are causing concern or distress and to help students find coping strategies or resolutions.

#### Multi-Faith Chaplaincy
The Multi-Faith Chaplaincy is, at its very heart, a place of pastoral care. The team of Chaplains and staff welcomes students and staff from many diverse nations, cultures, faiths and beliefs, including those who do not have a faith. Chaplains provide support and advice to members of the community in times of stress, crisis, bereavement or illness. The Chaplains have an open door policy; no appointment required!

#### Porters and Security Staff
Porters and Security Staff help maintain a secure and safe environment at the University for students and staff. They have a presence on all of the campuses and in student halls.

### Personal Tutors
Each student is assigned a Personal Tutor when they embark on their studies to help them settle into University life, answer any queries, and to guide and signpost students to University services which can assist them. Students are invited to meet with their Personal Tutor at the beginning of the term and at regular intervals throughout the academic year. Students can contact their Personal Tutor at any time.

Medical students are assigned a Regent, which is the equivalent of a Personal Tutor.

### Students 4 Students Mentoring
Students 4 Students is a mentoring programme open to all first year students. Students are assigned a fully-trained mentor to help them settle into university life and to get the most out of their first year at university. Mentors give practical advice, encouragement and support based on their own experiences to help students integrate into University life. The Students 4 Students scheme complements the role of the Personal Tutor.

### Alumni/Career Mentoring
A mentoring programme is currently being developed where students will be able to link with alumni for support and guidance in their particular area of study. This scheme builds on the Career Mentoring Scheme, where students are matched with professionals who are willing to share their experience and expertise to assist students on their chosen career path. Many of these professionals are alumni of the University.

### Aberdeen University Student Association (AUSA) Student Advice Centre
The AUSA Student Advice Centre is run by students for students. It is independent of the University and often signposts students to University Support Services. The Advice Centre provides guidance on mental health and wellbeing services, private accommodation, academic appeals and complaints, part-time employment opportunities, employability, and financial matters. The AUSA Welfare Officer has specific responsibility for student welfare issues.

### Nightline
Nightline is an out-of-hours support service run by AUSA, operating from 8pm in the evening to 8am in the morning. It is a completely confidential student-led listening service where students can discuss a range of concerns, including stress, coping with exam pressure, and personal issues.