



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
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/sls
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 countries 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). 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
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	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
PERSONAL TUTORING	Information about Personal Tutor System, where to get help, referrals	Infohub, Students' Union (Ground Floor)
SAAS	Problems with tuition fees	Infohub, Students' Union (Ground Floor)
	Disabled Students Allowance	Student Support & Advice, Students' Union (2nd Floor)

Issue	Examples	Location
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 skills advice for dyslexia and other specific learning differences	sls@abdn.ac.uk or www.abdn.ac.uk/sls
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; advice; assignment planning; time management	sls@abdn.ac.uk or www.abdn.ac.uk/sls
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)