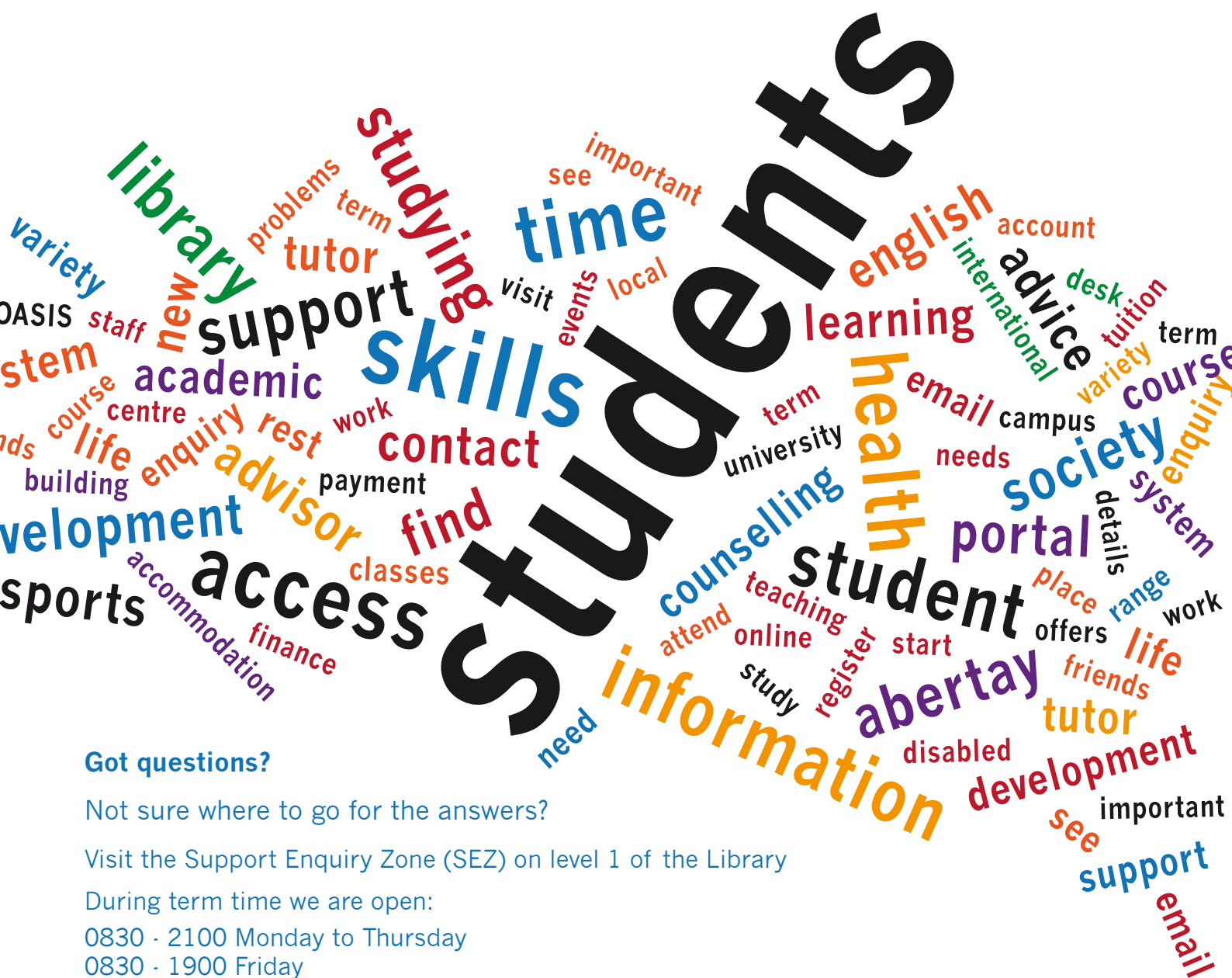


SEE THINGS DIFFERENTLY

**2016**

The A to Z of Starting University

# Help is at hand



## Got questions?

Not sure where to go for the answers?

Visit the Support Enquiry Zone (SEZ) on level 1 of the Library

During term time we are open:

0830 - 2100 Monday to Thursday

0830 - 1900 Friday

1000 - 1700 Saturday and Sunday

Alternatively, you can call us on **01382 308833** or email us at [sez@abertay.ac.uk](mailto:sez@abertay.ac.uk)

Find out more about the services we offer on page 22.



## Abertay Attributes

An Abertay educational experience will provide you with the opportunity to develop an extensive range of knowledge, skills, attitudes, abilities and attributes to help prepare you for your chosen next steps beyond graduation such as employment or further study. These Abertay attributes can be summarised within four broad dimensions: intellectual, personal, professional and active citizenship and we have developed a series of descriptors for each of these dimensions which provide more detail. We will support you during your studies to achieve, reflect upon and develop these attributes further.

### Intellectual

Abertay will foster individuals to:

- Master their subject, understand how it is evolving and how it interacts with other subjects;
- Know how knowledge is generated, processed and disseminated, and how problems are defined and solved;
- Be able to critically evaluate information, and tackle uncertainty and information gaps with confidence and self-awareness.

### Professional

Abertay will foster individuals to:

- Be decision-makers and problem-solvers, tackling complex issues using creativity and considered judgement;
- Be equipped and motivated to continue learning and professional development throughout their careers;
- Be able to work both independently and collectively, understanding the values and responsibilities of playing a leadership and a team-member role as required.

### Personal

Abertay will foster individuals to:

- Be determined, ambitious, articulate and adaptable;
- Be responsive and responsible in personal, cultural and social contexts;
- Understand and embody self-awareness, honesty and integrity in their professional and personal lives.

### Active citizen

Abertay will foster individuals to:

- Deploy their skills and learning to make a real contribution to society locally, nationally and internationally;
- Be inclusive, globally conscientious, socially respectful, and self-reflective;
- Maintain and continuously develop awareness of their civic, ethical and environmental responsibilities.

## Abertay College Transition Programme – 22 - 26

### August

Making the move from college can be a challenging experience, and many students are surprised by how different university can be. The ACT Programme is FREE and is designed to help you manage the demands of a degree course. It covers the key academic skills you'll need, including research, academic writing, and referencing. It helps you to familiarise yourself with both Abertay and new ways of studying - and of course, you'll meet other new students! The programme puts you in the best possible position to start this new phase of your studies.



For further information, please contact Student Academic Support by emailing: [studentacademicsupport@abertay.ac.uk](mailto:studentacademicsupport@abertay.ac.uk).

To apply for the programme, please visit our Eventbrite page: <https://abertaycollegetransition.eventbrite.co.uk>.

[See also: University Preparation Programme]

### Absence

If you miss classes through illness, you should complete the self-certification form on OASIS. This will alert the university to your absence.

If your absence affects any assessment deadlines or examinations, you can use the self-certification form to apply for an extension or a deferral. It is recommended that you also contact your **module lecturers** to make them aware of your absence and to request an update on important missed information.

If you find that you are falling behind in preparing for coursework or exams, you can apply for special consideration under the Mitigating Circumstances procedure.

[See also: Mitigating Circumstances; OASIS]

### Academic Calendar

Term-time and holiday dates can be found from the Academic Calendar at <http://www.abertay.ac.uk/studying/learning-experience/calendar/>.







### Academic Librarians

Contact the Academic Librarian for your School.

#### Dundee Business School

Lisa Gardiner – l.gardiner@abertay.ac.uk

#### School of Arts, Media & Computer Games

Sinead McGhee – s.mcgee@abertay.ac.uk

#### School of Science, Engineering and Technology

Carolyn Mustard – c.mustard@abertay.ac.uk

#### School of Social and Health Sciences

Noelle McDougall – n.mcdougall@abertay.ac.uk

You can also come along to the drop-in sessions every Tuesday 11-12, Wednesday 12-1pm and Thursday 3-4pm in the IT Training Suite, Level 2, Library.

### Accommodation Advice

For specific questions about University-owned accommodation, you should contact the University's Residences Office in the first instance (see below). If you have problems or questions about accommodation, whether University or privately owned, the national charity Shelter provides impartial advice. Their Dundee office is close to the University at 1 Courthouse Square. You can find out more about the services they offer from their website at: <http://scotland.shelter.org.uk/>.

### Accommodation in Abertay Residences

Abertay University has a number of different types of accommodation available. Details about all of the facilities in our halls of residence along with the rent cost is available on our website <http://www.abertay.ac.uk/student-life/accommodation/>.

If you would like to stay with us for the academic year please contact the Residences Team at [residences@abertay.ac.uk](mailto:residences@abertay.ac.uk) who will be able to help.

#### Please note:

- You will not be permitted to collect your keys to University accommodation unless you have accepted your agreement and made the relevant rent payment prior to arrival. There is also a requirement for you to complete an online induction in relation to accommodation, however you will be notified in advance as to how to do this.
- All agreements are legally binding for the full contract period.

Students who accept the terms of their lease and pay their rent in full within the contract acceptance period [14 days from offer] will be given a 2% discount.

[See also: Rent; Payments]

#### Residences Office

The University offers accommodation to students on sites throughout the city in self-catering flats. The self-catering flats



are shared by 2-9 students. Each student will have their own bedroom with study area along with access to a shower room, communal living-room and kitchen [except Lyon Street which does not have a communal living-room]. Kitchen equipment is provided (excluding crockery and cutlery), but students will need to provide their own bed linen [including duvet and pillow], towels and tea-towels.

The Residences Office offers advice and assistance throughout the year to students with any residences query or difficulty. Call into SEZ to book an appointment.

The Support Enquiry Zone can provide a list of some private property companies within the Dundee area if you are considering renting a private flat. Information relating to renting private accommodation for either a short term period or for the academic year can be found on our website. <http://www.abertay.ac.uk/studentlife/accommodation/>.

The Residences Office cannot enter into any tenancy agreement on behalf of a student. Students can also find reasonably priced bed and breakfast accommodation whilst they look for a private flat.

**Open:** Monday to Friday, 9am to 5pm

**Staff:** Hilary Smith: Commercial Services Manager

Lorraine McLean: Residences Officer

Gill Hunter: Residences Officer

**Tel:** 01382 308049

**Email:** [residences@abertay.ac.uk](mailto:residences@abertay.ac.uk)

[twitter.com/Abertayacomm](https://twitter.com/Abertayacomm)

[facebook.com/AbertayUniResidences](https://facebook.com/AbertayUniResidences)

### Academic/Programme Related Matters

Within each school there are a number of teaching staff who can assist you with subject specific queries. For subject related academic issues (e.g. clarifying lecture themes or theoretical standpoints, etc.) you should approach the Module lecturer as the subject specialist.



If you have a concern relating to your Programme, academic progression or mitigation you can approach the Programme Leader or School Academic Curriculum Manager for guidance. If your questions are of a more personal nature they will direct you to the relevant support services within the University who will be able to provide more specific advice, guidance and support.

### Advisory Service

The Advisory Team offer appointments and drop-ins with advisors who can offer information, guidance and clarification in response to your requests or queries, ranging from advice about loans to much more personal issues. Some areas of particular assistance are funding, budgeting, childcare, housing, financial issues, visas and immigration, tier 4 compliance, course difficulties, academic appeals, complaints, consumer issues, benefits and welfare rights.

**Open:** Monday to Friday  
9.00am to 5.00pm  
**Staff:** Hazel Petrie: Senior Student Advisor  
Sarah Fleming: Student Advisor  
**Tel:** 01382 308051  
**Email:** [advisory@abertay.ac.uk](mailto:advisory@abertay.ac.uk)  
**Intranet:** <https://intranet.abertay.ac.uk/services/student-services/advisoryservice/>  
[www.facebook.com/abertayadvisory](https://www.facebook.com/abertayadvisory)  
[www.twitter.com/abertayadvisory](https://www.twitter.com/abertayadvisory)  
[www.pinterest.com/abertayadvisory](https://www.pinterest.com/abertayadvisory)

[See also: Childcare; Discretionary Fund; Funding; International Student Advice and Tuition Fees]

### Alcohol

[See under Health]

### Applicants Intranet

The Applicants Intranet is an online tool which allows you to check your application status, apply for accommodation and other useful links including information about orientation and registration. It is available [https://oasis.abertay.ac.uk/oasis/sits.urd/run/siw\\_lgn](https://oasis.abertay.ac.uk/oasis/sits.urd/run/siw_lgn).

### Attendance

Your attendance at classes is your responsibility. Some courses will check your attendance at every class (for example, Nursing, because the professional body requires it) but most will not. Be aware, though, that lectures and tutorials are your first – and your easiest – introduction to the main subjects you are studying. Lecturers will give you outlines of key concepts, with explanations and opportunities for questions and discussion to help you to understand before you go off to find out more in the Library or online.

If you choose to miss classes, you will miss out on the help lecturers have to offer. If you cannot attend classes – perhaps because you are ill – please let your lecturers know as soon as you can.

[See also: Absence; Mitigating Circumstances]

### ATM

There is an ATM machine in the Student Centre, and in the Main reception of the Kydd Building.

### Audio Visual Equipment

Short term loans for both stills and video cameras, tripods, audio and voice recorders, microphones etc can be borrowed through online bookings via the Information Services pages on the Intranet.

Pre-booked AV loans can be collected from SEZ on level one of the Library.



### Banks

Most of the major UK banks and building societies have branches in Dundee. Many offer special student accounts. To open an account, you will need:

- Passport
- Visa (if applicable)
- Letter from the University confirming your student status and address
- If you are privately renting, you may be required to present your original lease or contract
- Money (generally only £1 to open an account)

Letters from the University confirming your address and student status are available from the SEZ on level one of the Library.

### Blackboard

Blackboard is the virtual learning environment (VLE) at Abertay. Your tutors will use Blackboard to post notes, coursework and announcements specific to your modules. Depending on your module you may find different tools in Blackboard to assist your learning. Some of these tools may be discussion forums, podcasts, quizzes and coursework submission. For help on how to use the various tools in Blackboard and provide answers to some frequently asked questions go to [blackboard.abertay.ac.uk](https://blackboard.abertay.ac.uk) then select help for students.

The Abertay Learning Zone in Blackboard contains lots of information about study skills including reading, academic writing, referencing and plagiarism.

Blackboard is used via the web. You can access Blackboard in two ways either through the link on the intranet or via the direct URL [blackboard.abertay.ac.uk](https://blackboard.abertay.ac.uk). Your username and password for Blackboard are the same as your university IT account. Contact [ISServiceDesk@abertay.ac.uk](mailto:ISServiceDesk@abertay.ac.uk) for more information.

### Books

You will be given reading lists by each of your module tutors, including chapters and articles to read to prepare for each week's tutorials, and also textbooks that would be helpful to have throughout the term. Copies of these books will be available in the Library's print or electronic collections. If you like to have your own copies, but new copies seem too expensive, check out noticeboards for students selling their old ones. Check that they are still up-to-date, though, before you buy.

[See also: Library]





### Breathing Space Scotland

Anyone can feel down or depressed from time to time. It helps to get some Breathing Space. You are not alone and talking about how you feel is a positive first step in getting help. So don't let problems get out of hand, phone Breathing Space where experienced advisors will listen and provide information and advice.

**0800 83 85 87**

Phone line opening hours

**Weekday:** Mon-Thur 6.00pm - 2.00am

**Weekend:** Fri 6.00pm - Mon 6.00am

<http://breathingspace.scot/>

### Bullying and Harassment

The University seeks to ensure that all individuals are treated with dignity and respect. It regards harassment as unacceptable and has a Personal Harassment Policy designed to protect its students and staff, which can be found via the Intranet > Resources > Abertay Knowledge > Student Administration and Support > Welfare.

### Buses

Two companies run most of the bus services in and around Dundee – National Express and Stagecoach. Both offer discount options for students purchasing weekly or monthly tickets. For route maps, timetables and fare information, visit their websites at:

National Express

<http://nxbus.co.uk/dundee>

Stagecoach

<https://stagecoachbus.com>

The main operators from Dundee for longer distance bus and coach journeys are Citylink (<http://citylink.co.uk>), Megabus (<http://megabus.com/>) and National Express (<http://nationalexpress.com>)

If you want information on journeys to other destinations in Scotland, visit Traveline Scotland's website at <http://travelinescotland.com/>



### Cafés

The University is based in the city centre, with cafes, takeaways and pubs all around. On campus, the Student Centre has a coffee bar on the ground floor and food, drink and snacks available in Bar One. A map of what's available within a short walk of the University is available at <http://dundeecity.gov.uk/dundeemaps/>.

### Campus

Floor plans for the main University buildings, can be found at <http://abertay.ac.uk/studying/support/SupportforCollegeleavers/FindingyourWayAround>

The University is situated on a city-centre campus with all its buildings within a quarter of a mile of each other. The first thing that you will notice when you arrive is how conveniently located everything is. Shops, recreational facilities and the main bus and train stations are only a short walk away.

The main teaching site, which comprises the Kydd Building and Old College, houses most of the learning facilities, academic staff offices and computing laboratories.

Next to these buildings is the Library, where, as well as library services, you will also find the Support Enquiry Zone (SEZ), Student Services and many of the IT facilities, and the Student Centre which hosts a cinema, exhibition space, a cafe, bars and shop. The Students' Association can be found in main Kydd building. The Students' Association is located in our Student Centre, opposite the Kydd Building, and includes a cinema, exhibition space, a café, bars and shop.

If you are unsure where to find a room or service please ask at the main reception desk or at the Support Enquiry Zone (SEZ) on level 1 of the Library.

### Carbon Monoxide

If you are in private rented accommodation, check that any gas appliances have been checked by a Scottish Gas or Gas Safe Registered-listed service engineer. Badly maintained gas appliances can leak carbon monoxide. The gas is hard to detect, but be concerned if you regularly feel nauseous, drowsy or develop headaches indoors. If you think there is a problem, immediately contact National Grid on 0800 111 999.

### Care Experienced

The University recognises the additional challenges that can be faced by people who have been in local authority care, and is keen to help. You may already have support in place from your local authority, or you may be unsure what you're entitled to. We can help you to access support through a range of measures, from providing financial advice to finding year-round accommodation. All information is held in strict confidence and will not be shared without your consent. If you would like help before term starts please contact:

**Staff:** Hazel Petrie

**Tel:** 01382 308679/308051

**Email:** [h.petrie@abertay.ac.uk](mailto:h.petrie@abertay.ac.uk)





## Career Development Centre

The Career Development Centre aims to help students make informed career choices throughout their time at university.

To succeed in today's world of work you need a good degree coupled with strong employability skills. The CDC is here to advise you on the best way to develop these skills and how to demonstrate you have them to employers. The CDC can help you in your search for a graduate job but we offer much more than that. We can give you practical advice on how to go about job hunting, making applications and interview techniques. We can also help you to identify ways in which to gain the essential experiences and skills to compete in the labour market.

There are careers related resources available from the CDC including the latest student guides for you to pick up. Much of this information is also available on Blackboard.

Do look out for a variety of careers events taking place throughout the academic term, ranging from talks about work experience to presentations from employers. The Volunteer Showcase which takes place in the autumn term will give you the chance to get involved in volunteering, something very popular with employers.

Looking for a part-time job, voluntary work or a work experience opportunity? Keep-up-to-date with the latest vacancies online on our Facebook page /AbertayCareerDevelopmentCentre. It's never too early to start planning ahead – if you are interested in looking at the types of job opportunities advertised to current graduates please check out our graduate vacancy pages at [abertay.prospects.ac.uk](http://abertay.prospects.ac.uk).

Students can arrange to make an appointment to speak with a Careers Adviser by emailing [careers@abertay.ac.uk](mailto:careers@abertay.ac.uk) or by visiting the Student Services reception desk.

Weekly drop-in sessions are also available – no appointment necessary. Drop-in times are shown below.

Keep up-to-date with the latest careers news and events at <http://abertay.ac.uk/careers> or visit us online at:

<http://facebook.com/AbertayCareerDevelopmentCentre>  
<http://twitter.com/abertaycareers>

The Career Development Centre is on level 2 of the Library with the rest of Student Services.

**Open:** Monday to Friday, 9am to 4.30pm

Careers drop-in sessions:  
 Mondays: 10am to 12pm;  
 Wednesday & Thursday: 2pm to 4pm

**Staff:** Mairi Hole: Senior Careers Adviser  
 Sandra Nicholson: Senior Careers Adviser  
 Caroline Smith: Careers Development Adviser  
 Martin Hughes: Careers Development Adviser  
 Laura Bertie: Careers Information Officer  
 Anna Young: Employer Liaison Officer

**Email:** [careers@abertay.ac.uk](mailto:careers@abertay.ac.uk)

**Website:** <http://abertay.ac.uk/careers>



## Changing Modules

Where your course includes module options, you can normally change your choice of options in the first three weeks of the semester. Details of how to go about this are available via OASIS. You can collect and return your form to SEZ.

## Changing your Course

If you are interested in changing course, you should discuss this with the Programme Leader of the course you would like to join and also the Programme Leader of the course you are currently studying on. Details of the process of changing your course are available via OASIS under 'MyUAD'.

[See also: Oasis; Programme Tutor]

## Chaplaincy

As part of our commitment to student support and as a resource for all students and staff we maintain a Chaplaincy at Abertay. The aim of the Chaplaincy is to provide a service or ministry to the University in the areas of personal and spiritual growth, caring and friendship.

There are a number of honorary Chaplains who can be contacted at any time by contacting the Advisory Service on 01382 308051 or emailing [advisory@abertay.ac.uk](mailto:advisory@abertay.ac.uk).

## Childcare

The Advisory Team administer a Childcare Fund for UK students (and those eligible for support from a UK funding body). Full student loan entitlement must have been taken to be eligible to apply. Awards are means tested and are non-repayable.

Please contact the Advisory Team for more information on how and when to apply.

**Tel:** 01382 308051

**Email:** [advisory@abertay.ac.uk](mailto:advisory@abertay.ac.uk)

[See also Advisory Service; Discretionary Fund and Funding]

## Clubs

University is a great place to make new friends, take up new hobbies or develop existing ones. The Sports Union offers the opportunity to join our sports clubs. Each club has an extensive programme of events during the year, including training sessions, nights out and competitions. If your favourite sport is not catered for, we will support you in the formation of your club. Details of our sports clubs can be found at [sport.abertay.ac.uk](http://sport.abertay.ac.uk).

[See also: Sport, Students' Association]

## Cinema

Abertay is one of the few universities to have its own cinema, based in the Hannah Maclure Centre on the top floor of the Student Centre. The cinema hosts a wide-ranging programme, including the Student Movie Club's fortnightly 'Movie Club' screenings, hosting student Film Society movie nights, as well as one-off screenings which support the Hannah Maclure Centre exhibitions programme. Visit [hannahmaclurecentre.abertay.ac.uk](http://hannahmaclurecentre.abertay.ac.uk) to see what is on soon or email [exhibitions@abertay.ac.uk](mailto:exhibitions@abertay.ac.uk) to request to join their mailing list.

[See also: Hannah Maclure Centre; Student Centre]



## Coming from College

We recognise that coming from college to university can be a very different and even rather daunting experience. Our Student Academic Support team are here to support you throughout your time at Abertay. Before you begin your degree programme, you can join the Abertay College Transition (ACT) Programme, which runs from August 22nd to 26th; this will help you to be as well-prepared as possible! Once term starts, drop by with quick questions or book an appointment for a longer discussion - this might be for help with the practicalities of managing your studies, advice on starting your first assignment or help to get your work ready to hand in.

We're based with the rest of Student Services on level 2 of the Library.

[See also: ACT Programme, Student Academic Support and UP Programme]

## Coming out

Starting university can be an opportunity to start a new stage in your life which can include exploring different aspects of your life, including your sexuality. Abertay aims to be an inclusive and supportive environment for all students and staff. For advice and guidance, there is an active Abertay LGBT society (find out more from their Facebook page - search for Abertay LGBT society). If you find exploring your sexuality difficult or troublesome, you might want to discuss these issues with the Counsellors in Student Services.

[See also: Counselling and LGBT]

## Complaints

We hope that you will never need to complain about the way you have been treated by the University or about the level of service that you have received. However, if you encounter a problem and have reason to complain, the University has a Complaints Procedure, which can be found on the University's webpages > Discover > The University > Governance and Management > Freedom of Information > Information and Procedures on Complaints, or you can pick up the guide from SEZ.

## Computing Facilities

Students have access to around 1000 PCs in the University. Approximately 290 of these are in the University Library, the remainder are in various teaching labs around Campus, which students can make use of when the area is free from teaching.

The University buildings have free wi-fi access and there are many study spaces in the library where you can use your laptop.



A range of inclusive technology is available, including magnification, text to speech and mind-mapping software. Full details are available on the Intranet so you can find out where specific software is available.

Software licensing generally means that you can only use the software on University machines. However, some software is available for you to borrow from the library enquiry desk for use on your own computer. Ask at the Support Enquiry Zone (SEZ).

Off campus, you will be able to access online learning materials for your course, electronic books, journals and your personal documents. This is securely accessed using your University username and password.

Further information regarding IT facilities is available via the Information Services pages on the Intranet.

[See also: Inclusive Technology; IS Service Desk; Library; Passwords; SEZ]

## Copyshop

The Copyshop, located in Old College, provides a one-stop document management service for photocopying, printing and special finishing, including student thesis binding. For information about the services the Copyshop provides and a price list, see the Information Services pages on the Intranet or email [copyshop@abertay.ac.uk](mailto:copyshop@abertay.ac.uk).

## Council Tax

Council Tax is set by local authorities to help pay for local services, such as schools and policing. Exemptions from paying the tax are available to students, generally if they are living in a hall of residence or if they are in a private flat occupied only by students. Full details of exemptions can be found at: [www.ukcisa.org.uk/International-Students/Fees--finance/Council-Tax/](http://www.ukcisa.org.uk/International-Students/Fees--finance/Council-Tax/).

The University supplies the local councils (Dundee, Perth and Kinross, Angus and Fife) with a report containing the term-time addresses of registered students. This allows the Councils to allocate quickly and easily any Council Tax Exemption students may be eligible for. You are responsible for updating your personal details including addresses through OASIS and for notifying the local council of your circumstances. Please ensure that your term time address is updated so that it gets reported correctly to the appropriate Council.

## Counselling

The Counselling Service is part of Student Services and is free for all UAD students. Counselling is an opportunity to explore issues that concern you and not be judged. Our counsellors' approach is to support you to find your own directions in life. Counselling is not advice – a counsellor will not tell you what you should do.

### Why might I see a counsellor?

Some students seek counselling to help with specific problems in living such as loss, bereavement, trauma, stress, self-harm, anxiety, academic issues, depression, sexual/physical/emotional abuse, bullying, drinking, drugs, sexuality, loneliness, relationship difficulties and harassment. Some people simply attend out of a sense of something being wrong in their life.

### How to make an appointment

The Counselling Service is part of Student Services on Level 2 of the Library. You can make an appointment by speaking to reception staff in Student Services. Alternatively you can phone (01382) 308051 or email [counselling@abertay.ac.uk](mailto:counselling@abertay.ac.uk). Appointments are scheduled between 9am and 5pm Monday to Friday. Your first appointment with a counsellor will be for information gathering. This will help you decide whether to opt for ongoing sessions. We aim to offer a first appointment within 10 working days of you contacting us. This may be delayed if





your availability is limited. At busy times the Counselling and Mental Health Team does have a waiting list. The standard length of an appointment is 50 minutes.

Urgent on-the-day appointments are available each weekday by contacting the Counselling service: Tel: +44 (0)1382 308051 | E-mail: [counselling@abertay.ac.uk](mailto:counselling@abertay.ac.uk).

### How many appointments?

In the first instance we offer up to 6 sessions. Many people find they need less than this. We can extend the number of session to a maximum of 12. Our provision is short term counselling; we can refer you to other sources of support should the need arise.

### Professional Standards

Your counsellor is a member of the British Association for Counselling and Psychotherapy (BACP) and subscribes to its Ethical Framework. You can find out more about the BACP's practice guidelines, Ethical Framework and complaint procedures by accessing the web-site [www.bacp.co.uk](http://www.bacp.co.uk).

### Confidentiality

The Service is confidential. No one will be told that you are using our service. We will not respond to any enquiry about you without your permission. Confidentiality will be broken only in exceptional circumstances – if the counsellor believes there is a real risk of harm to you or someone else. Every effort would be made to discuss the situation with you if possible before a break of confidentiality.

In accordance with the Data Protection Act (1998) we keep written notes as records of your counselling sessions. These are confidentially destroyed four years after your last appointment with the Counselling & Mental Health Team. You can access your notes by submitting a formal request to [counselling@abertay.ac.uk](mailto:counselling@abertay.ac.uk), or by speaking to your counsellor.

### Other Sources of Help

#### Your GP

If you are experiencing emotional distress talking to your GP is often a good step to take. Your GP should have some understanding and will be aware of the various options available to you.

### Useful Websites

<http://www.menshealthforum.org.uk>

<http://www.student.counselling.co.uk>

<http://www.studentdepression.org>

<http://www.studentsinmind.org.uk>

<http://www.ssmh.ac.uk>

### Helplines

If you urgently want to talk to someone about your emotional difficulties and are feeling despairing or suicidal you may want to contact:

#### Breathing Space

<http://www.breathingspacescotland.co.uk>

Tel: 0800 83 85 87

#### The Samaritans

<http://www.samaritans.org>

Tel: 116 123



### Saneline

Tel: 0300 304 7000

On the Intranet, you will find our site which contains lots more information about the Counselling Service and guides on handling common problems and Ten Top Tips on a range of issues like Motivation, Working in Groups, Sleeping Well, and Handling Panic.

### Workshops

The counselling service runs workshops on Beating the Blues/ Anxiety/Stress Reduction/Mindfulness.



### Date rape

[See Socialising Safely]

### Debt due to the University

Students experiencing difficulties in paying fees and charges due to the University should contact us at the earliest opportunity. The University will seek to be sympathetic and understanding towards a student's financial circumstances and will engage with the student to resolve any outstanding debt. If a student fails to communicate with the University, or fails to adhere to an agreed payment plan, then the student may be withdrawn from the University if the debt is in respect of tuition fees or evicted from the property if the debt is in respect of accommodation fees. In both cases, further action will also be taken which may include court proceedings being raised against the student. In this scenario, the student may also be found liable to pay the judicial expenses in addition to the outstanding debt and may be prevented from obtaining credit in the future. For further information, please email [finance@abertay.ac.uk](mailto:finance@abertay.ac.uk).

If you are experiencing problems in paying fees and charges, you should either contact:- the Credit Control department at [finance@abertay.ac.uk](mailto:finance@abertay.ac.uk); the Residences Office (if accommodation debt) at [residences@abertay.ac.uk](mailto:residences@abertay.ac.uk); or Student Services (for information, clarification or guidance) at [advisory@abertay.ac.uk](mailto:advisory@abertay.ac.uk).

### Direct Entry

Coming to a degree course, but not starting at the first year. This might be because your qualifications or experience mean you have skills or knowledge equivalent to those of students who have completed the first year. Generally you will be entering at 2nd or 3rd year level.

[See also: Abertay College Transition Programme, Coming from College]





### Disabled Students and Students with Specific Learning Difficulties

Students who have a disability, specific learning difficulty (SpLD) or medical condition are encouraged to contact one of the Disability/SpLD Advisors in Student Services for information and advice on a range of issues, including exam arrangements and additional support, accommodation options, Disabled Students' Allowance (UK students only), lift passes and inclusive technology. Information that you disclose is held in confidence and will only be passed on to relevant members of staff with your consent.

#### Disabled Students' Allowance (DSA)

Disabled Students' Allowance (DSA) is non means-tested funding available to students who incur additional costs because of their disability while undertaking a full-time higher education course. Individuals who are undertaking a part-time course that is at least 50% of a full-time equivalent higher education course are also eligible. The Disability/SpLD Advisors in Student Services can give information and advice on eligibility requirements for DSA as well as guidance on the application process. Contact the Disability/SpLD Advisors for further details.

The Disability/SpLD Service is on level 2 of the Library along with the rest of Student Services.

#### Contact the Disabled/SpLD Advisors for further details.

**Open:** Monday to Friday, 9.00am to 5.00pm  
**Staff:** Richard Costella: SpLD Advisor and Needs Assessor  
 Claire Allan: Disabled Student Advisor  
**Tel:** 01382 308051  
**Email:** disabilityadvisors@abertay.ac.uk

Further information on the University's Disability Service is available via the on Student Support pages on the Intranet.

### Discipline

While thankfully uncommon, from time to time problems of student behaviour do arise. The University's Student Disciplinary Code sets out the processes by which allegations of misconduct against students are investigated and dealt with. Under the terms of the Code, misconduct constitutes: (a) improper interference with the proper functioning or activities of the University or with those who work or study in the University; or (b) action which otherwise might damage the University. Examples of the types of behaviour that constitute misconduct can be found in the Code, which is available in the Abertay Knowledge section of the Intranet.

### Discretionary Fund

Each Scottish University has a fund provided by SAAS which is to be used to assist students who would otherwise be unable to enter higher education for financial reasons or who are experiencing financial difficulties.

The majority of UK students are eligible to apply as well as those who reside in the UK and are eligible to apply for maintenance support from a UK funding body. To be eligible to apply you must have taken out the maximum student loan available to you.

Nursing, EU and Overseas student are not eligible to apply under the SAAS regulations however the University has a small Discretionary Fund with which we can assist these students in times of crisis.

Applications are available on the Intranet. Please contact the Advisory Team for more information on how and when to apply.

**Tel:** 01382 308051  
**Email:** advisory@abertay.ac.uk

[See also Advisory Service; Childcare Fund and Funding]

### Doctors

[See Health]

### Domestic violence

Violence is not acceptable and violence or harassment between students is in breach of the University's regulations and will be dealt with by the Disciplinary Committee.

If you are experiencing domestic violence, support is available. There is information online, including the NUS's Hidden Marks campaign website at [hiddenmarks.org.uk/](http://hiddenmarks.org.uk/) and Dundee Women's Aid at [dundeewomensaid.co.uk/](http://dundeewomensaid.co.uk/). We would also encourage you to report any incident to the police so you can access support from them, including preventing any future violence. We understand that this can be very difficult, and staff in Student Services can advise and support you through this process. NUS research suggests that 1 in 7 women report having experienced a serious physical or sexual assault while studying. However, violence can affect both men and women and further information and advice is available at [whiteribboncampaign.co.uk](http://whiteribboncampaign.co.uk).

### Drugs

[See Health]

### Dyslexia Support and other SpLDs

The University offers support to students with dyslexia and other Specific Learning Difficulties such as dyspraxia, dyscalculia and ADHD. If you know or suspect that you have dyslexia or another Specific Learning Difficulty, you are strongly advised to make contact with the Disability Service's Dyslexia Advisor on [disabilityadvisors@abertay.ac.uk](mailto:disabilityadvisors@abertay.ac.uk) to discuss your concerns and arrange a screening assessment.



SplD screening assessments usually last around an hour during which you will be asked to complete a number of tasks to obtain a profile of your areas of strength and difficulty. Should the screening assessment positively indicate dyslexia, or indeed any other learning difficulty, you will be advised to see a chartered educational psychologist for a comprehensive psychological evaluation. The University can arrange this assessment on your behalf.

[See also: Disability Service; Inclusive Technology]



## Eating Disorders

All sorts of people can experience difficulties remaining in control of their eating. There can be pressure to control your weight to be healthy and to look attractive. That pressure can become a problem if you start to have excessive concern about your weight or shape and you judge yourself almost exclusively in that way, or if your self-confidence is affected substantially by your size or by how well you control your eating.

If you are worried that this might apply to you, you might want to see help from the Counselling Service. In addition, the Eating Disorders Association can be contacted on its helpline:

**Hours:** 8.30am-8.30pm, Monday to Friday

**Tel:** 0845 634 1414

**Web:** b-eat.co.uk

[See also: Counselling]

## Elective Modules

Elective modules are offered to all Year 1 undergraduate students. From 2016-17 these will be extended to all Year 1 and 2 undergraduate students. The elective modules have been designed to broaden and enhance your understanding of the physical and social world, strengthen your critical ability and other academic skills and facilitate the development of the Abertay Attributes.

There are 11 electives to choose from, grouped into four themes: Sustainability and Well-being; Deep Thinking; Modern Society and Culture; and Popular Science. All electives are taught in semester 2 and you can only take one elective per year. In order to ensure there is no overlap, there will be some prohibited combinations dependent on your programme of study. The number of electives will increase to 20 in 2016-17.

## Email

You will be given a University email account when you register. Your email address will be your student number followed by abertay.ac.uk, for example 149999@abertay.ac.uk. You will be able to access your email account via the Intranet. This is the only account University staff will use to contact you, so you need to be sure to check it regularly.

## Employability

Throughout your time at university, you will be supported to develop your employability skills or attributes alongside increasing your knowledge and understanding of the subjects that you are studying. These skills and attributes, highly prized by employers, include confident critical thinking, being innovative and creative, and having the ability to work with other people. Developing these skills and being able to



demonstrate that you have these will not only help you to get that first job, but help you to move on afterwards.

## Enrolment

[See: Registration]

## Entertainment

Dundee offers a wide range of venues with all kinds of music, cinema, theatre and dance. For information on what's on, visit [www.dundeecity.gov.uk/events/](http://www.dundeecity.gov.uk/events/)

## E-portfolio

The School of Science, Engineering and Technology, Law Division and Division of Sport and Exercise Sciences provide the e-portfolio **Pebble+** to support Continuous Professional Development and Personal Development Planning within their students' programmes. **Pebble+** is a private and confidential personal learning space where learners can record their experiences, aggregate their assets into presentations which can be shared with selected audiences, eg peers, teaching staff or prospective employers.

[See also: PDP]

## Equality and Diversity

The University is committed to promoting equal opportunities and eliminating unlawful discrimination across all of its functions, and recognises the important contribution of staff and students in enabling the University to achieve its strategic objectives regardless of ethnic group or background, disability, gender, age, sexual orientation, faith or belief, social background, family circumstances or any other inappropriate distinction.

All students are responsible for familiarising themselves with the University's equality policies and for promoting equal opportunities, good race relations and avoiding and reporting acts of discrimination.

Details of these equality policies can be found at [abertay.ac.uk/about/theuni/diversity/](http://abertay.ac.uk/about/theuni/diversity/)

Any student who is suspected of, or has been found to have behaved in a manner that the University considers to be discriminatory, will be subject to disciplinary action.

## Exercise

The Sports Office runs the University gym, exercise classes, sports clubs, outdoor sports, taster sessions and the Abertay Sports Injury Clinic. For more information, please visit [sport.abertay.ac.uk](http://sport.abertay.ac.uk)

## Euro 26

Your Student Card is also a Euro 26 card, entitling you to special offers and opportunities if you are aged 26 or under. Visit [www.eyca.org/](http://www.eyca.org/) for more information.

[See also: Student Card]





### Facebook

You can get together online with current students, other new students and staff on Facebook at [www.facebook.com/abertayuni](https://www.facebook.com/abertayuni) or [facebook.com/abertayuni](https://www.facebook.com/abertayuni)

### Funding

[See also Advisory Service; Childcare; Discretionary Funds and Tuition Fees]

#### UK Full Time Undergraduate Students (except Nursing)

In addition to the tuition fee support available from SAAS and Student Finance England/Wales/Northern Ireland, UK Undergraduate students can apply for living cost support, depending on their personal circumstances and household income. Typical support consists of Student Loan, Young Student Bursary or Independent Student Bursary and Supplementary Grants Applications are made online (see websites below), awards are means tested and loans are repayable through agreement with the Student Loans Company.

#### UK Nursing Students

All eligible UK students undertaking a degree in pre-registration Nursing can apply to the Students Award Agency Scotland (SAAS) for a non means-tested Bursary in each year of study under the Nursing & Midwifery Bursary Scheme. Awards are primarily based on progression and qualification must be achieved within 5 years of the start date of the course. If you need to repeat a year of study or take a break from study please contact the Advisory Team ([advisory@abertay.ac.uk](mailto:advisory@abertay.ac.uk)) for advice on how this will affect your funding.

#### Scotland (& All UK Nursing)

**Tel:** 0300 55 0505

**Web:** [www.saas.gov.uk/index.htm](http://www.saas.gov.uk/index.htm)

#### England

**Tel:** 0300 100 0607

**Web:** [www.gov.uk/student-finance](http://www.gov.uk/student-finance)

#### Wales

**Tel:** 0300 200 4050

**Web:** [www.studentfinancewales.co.uk/](http://www.studentfinancewales.co.uk/)

#### Northern Ireland

**Tel:** 0300 100 0077

**Web:** [www.studentfinancenir.co.uk](http://www.studentfinancenir.co.uk)

For more information about repayment of Student Loans visit: [www.studentloanrepayment.co.uk](http://www.studentloanrepayment.co.uk).



#### RUK Undergraduate Student Bursary Fund

The Abertay Student Bursary Fund is open to students from the rest of the UK who are starting a course in 2015/16 with a household income under £34,000. See website for eligibility and application details): [www.abertay.ac.uk/courses/fees/rukfees/](http://www.abertay.ac.uk/courses/fees/rukfees/).

#### Postgraduate Students

SAAS have introduced a non-means tested postgraduate student living cost loan up to £4500 for students on a list of specified courses at Abertay. Eligible full-time courses are subject to change each year. Eligibility guidelines and applications are available at [www.saas.gov.uk](http://www.saas.gov.uk) from April.

#### Part Time Students

There are no statutory living cost provisions for part time students however as a part time student you may be able to claim state benefits while you study depending on your personal circumstances.

#### Alternative Funding – Educational Trusts and Charities



There are numerous educational trusts and charities that you may be eligible to apply for an award from to assist with funding your studies.

Funding opportunities are promoted through the Abertay University intranet News & Events, Abertay Advisory Facebook and Twitter accounts and/or emailed direct to eligible students where appropriate.

See also the Advisory Service's Scholarships, Bursaries & Trusts page:

<https://intranet.abertay.ac.uk/services/studentservices/advisoryservice/scholarshipsbursariesfundsandtrusts/>.

The following websites provide advice, information and searchable databases to help you locate other sources of funding you may be eligible for:

[www.unigrants.co.uk](http://www.unigrants.co.uk)

[www.turn2us.org.uk/grants\\_search.aspx](http://www.turn2us.org.uk/grants_search.aspx)

[www.scholarship-search.org.uk](http://www.scholarship-search.org.uk)

[www.saas.gov.uk/\\_forms/ree1.pdf](http://www.saas.gov.uk/_forms/ree1.pdf)

[www.postgraduatestudentships.co.uk/subject/all-subjects/pgt](http://www.postgraduatestudentships.co.uk/subject/all-subjects/pgt)

[www.scotland.org/study-in-scotland/scholarships](http://www.scotland.org/study-in-scotland/scholarships)

[www.educationuk.org/global/articles/scholarships-financial-support/](http://www.educationuk.org/global/articles/scholarships-financial-support/)

[www.postgraduate-funding.com/students/funding-help](http://www.postgraduate-funding.com/students/funding-help)

#### Want to know more about funding?

Contact the Advisory Service

**Tel:** 01382 308051

**Email:** [advisory@abertay.ac.uk](mailto:advisory@abertay.ac.uk)

#### Food and Drink

See under: Student Centre.]

# g

## Grades

Your grades for courseworks, exams and for each of your modules overall will be available at the end of each semester online through OASIS.

[see also: OASIS.]

## Gym

The University's gym is on the ground floor of the Graham Building towards the rear of the campus. For more information, see under Sport.

# h

## Hannah Maclure Centre

This is located on the top floor of the Student Centre providing an informal and cultural space for students and staff to present, engage and interact with exhibitions. As well as a gallery area it also houses a state-of-the-art cinema and performance space that seats 72. It runs student film nights and a multitude of one off screenings, performances and seminars. The Centre works with contemporary and interdisciplinary cultural producers and artists from the UK and abroad, as well as supporting teaching activity and developing opportunities with staff and students. It has a café bar and a large balcony for outside use that boasts views over Dundee. If you want to know what is on, visit [hannahmaclurecentre.abertay.ac.uk](http://hannahmaclurecentre.abertay.ac.uk).

[See also: Student Centre]

## Health

When you arrive at the University, it is important that you register with a doctor as quickly as possible. A directory of doctors in the Dundee area can be found at [taysidedoctors.co.uk](http://taysidedoctors.co.uk).

The University has a link with Hillbank Health Centre who will be on campus during Orientation Week. Hillbank will advise you how you can register with them and the services that they offer. Hillbank also provides one hour each day dedicated to seeing Abertay students. Therefore you are guaranteed to be seen very promptly if you are feeling unwell. The Health Centre is situated approximately 5-10 minutes' walk from the University. For more information, visit: <http://www.nhs24.com/findlocal/>.

Your health and well-being as a student at Abertay is extremely important to us. For this reason we aim to provide a supportive, proactive advisory service which includes advice and guidance on various aspects of health care, the emphasis being on preventative measures and early access to help when needed.

Health initiatives will run throughout the year to raise awareness of key health issues that can affect anyone, such as Sexual Health, Mental Well-Being, support in dealing with Drug or Alcohol Misuse, Stress Management Techniques and Relaxation.



You can find out much more information on health issues via the Health section of the Student Services pages on the Intranet and there is more on sexual health from: [sexualhealthtayside.org/](http://sexualhealthtayside.org/)

## HEAR

Abertay University is now offering the Higher Education Achievement Report (HEAR) to its graduates.

All students graduating from July 2015 onwards will be issued with an electronic HEAR. It will be a comprehensive record of not only your academic grades but also additional information on University-verifiable achievements such as academic prizes, sports awards, successful completion of the Abertay's Principal's Award and so on.

Your HEAR is an extended academic transcript and will contain detailed information about your learning and achievements. Along with your degree certificate, your HEAR will support applications for employment and further study.

<http://www.abertay.ac.uk/student-life/studentrecords/higher-education-achievement-report/>

## Holidays

[See under: Academic Calendar]

## Homesickness

Starting your university career is an exciting time. Whether you have a good idea of what to expect after seeing friends or relatives embark on their courses or you will be discovering it all for yourself, there will be an enormous amount of information to take in and the pace can become hectic at times, with loads on offer socially as well as academically.

Here are some tips to help you through the initial weeks of your first term.

- Pace yourself, spending time to reflect on your new experiences.
- Expect it to be nerve-racking occasionally, but not because you're not doing it right. The one thing everyone has in common is that they are surrounded by strangers and do not want to be rejected. Anxiety at this stage is totally normal and if you don't find your lifetime friends in the first fortnight, you're not the only one.
- Don't beat yourself up if you are not always at ease socially, or if you say or do something you later regret.
- Don't be pressurised into doing things you don't want to do.
- Maximise the chances of finding people you get on with by going to things that you know you'll enjoy, even if your flatmates won't go with you. Don't feel you have to keep in with the crowd at all costs; being a brand new face to everybody has great advantages too. If you have longed to explore different interests or change your image, but not had the chance, now is the time.

## ID Card

[See under: Student Card]

## Inclusive Technology

Inclusive technology is software to be used by everyone and designed to be fully accessible by everyone. While some software can be hard to use for people with a visual impairment, for instance, inclusive technology is easily adaptable to meet users' specific needs.

The University offers inclusive technology across its PC network, including:

- TextHelp Read & Write provides tools to help users access and compose written material, including a text-to-speech system that reads documents out, especially helpful for checking your work.
- Freemind is a flexible idea mapping program that enables users to draw dynamic diagrams with added notes and hyperlink files that can be used to plan assignments and aid revision.

We also recommend a wide range of free study skills software and apps to support students with various academic tasks and activities, which are freely available to download from [eduapps.org](http://eduapps.org).

The iTunes and Google Play stores both feature Education categories to help you find useful apps for your tablet or smartphone. Popular, well-reviewed apps for study include: Evernote for note-taking, Mindmeister for creating mind-maps, ClaroSpeak for reading webpages and documents, and Reminders to help you organise your workload.

All of the PCs on level 1 of the library have additional assistive software installed, including reading support tools, a visual magnifier and a typing tutor programme.

Training workshops are open to all students. Disabled students, students with specific learning difficulties and students whose first language is not English might find the packages especially helpful.

[See also: Disability Service]



## International Student Advice

Advice for international and EU students is available from Student Services.

Advice includes information on immigration, visas, entry clearance and general pastoral care. The Advisory Service will hold an International Student Welcome on Sunday 28th of August 2016, offering information sessions along with social and cultural events to help ease the transition into Scottish and university life.

The International Advisory Service is on level 2 of the Library along with the rest of Student Services. To contact the advisors, please call or email us.

**Open:** Monday to Friday, 9.00am to 5.00pm  
**Staff:** Hazel Petrie: Senior Student Advisor  
 Sarah Fleming: Student Advisor  
**Tel:** 01382 308051  
**Email:** [advisory@abertay.ac.uk](mailto:advisory@abertay.ac.uk)  
**Website:** [abertay.ac.uk/applying/overseas/guide/](http://abertay.ac.uk/applying/overseas/guide/)

## Intranet

The Intranet is your online gateway to the University and gives you access to your email, learning resources for your course, your timetable, your results and much more. Not only do you have access to your personal information on the Intranet, but you can also find out more about the University and its services. It features a daily news bulletin and there are links to all the support services and University policies, procedures and guidelines that are relevant to you as a student. The main advantage of the Intranet is that it offers you all of these services in one easily accessible place. You can also access the Intranet if you are away from the University by logging on at: [intranet.abertay.ac.uk](http://intranet.abertay.ac.uk).

## IS Service Desk

Whether you are having trouble configuring your laptop for WiFi access, submitting coursework online or have accidentally deleted some files, you are never far from help.

Staff at the Support Enquiry Zone can help with many of the most common issues, and can also call on more specialist staff if necessary.

### SEZ Opening hours:

08.30 - 21.00 Monday to Thursday  
 08.30 - 19.00 Friday  
 10.00 - 17.00 Saturday and Sunday

**Note:** Specialist IS Service Desk staff available 09.00 - 17.00 weekdays.

You can access guides, FAQ's and log support calls via the SelfService Desk at <http://abertay.unidesk.ac.uk>.

You can also contact the IS Service Desk via:

**Email:** [isservicedesk@abertay.ac.uk](mailto:isservicedesk@abertay.ac.uk)  
**Twitter:** @isservicedesk  
**Tel:** 01382 308888

## Drop-in Sessions

If you need extra help with using IT to prepare coursework, such as formatting a long document, creating a table of contents, using statistic packages like SPSS, or designing a PowerPoint presentation, then why not come along to one of the drop-in sessions which run every Tuesday 11-12, Wednesday 12 - 1pm and Thursday 3-4pm in the IT Training Suite, Level 2, Library.

[see also: Computing Facilities, Information]



## j

### Jargon

What is the difference between the level of a course and the stage of a course? The University uses a lot of jargon. While you are getting used to it, a quick guide to what things mean is available at: <http://www.abertay.ac.uk/student-life/support-and-services/academic/atoz/>

## l

### Language Centre

The Abertay Language Centre team is here to support any students at the university whose first language is not English. We are here to help you to develop and refine your academic English, to familiarise yourself with British academic culture, and to find your own academic voice. And of course our classes are a great place to meet other international students!

Our Intensive English for Academic Purposes (IEAP) Programme runs from July 18th to August 26th and is recommended for all international students who are planning to begin a degree at Abertay, especially postgraduates. This full-time course allows you to develop your academic English skills through model lectures, seminars and assignments. Our social programme also allows you to get to know other students, both from the UK and overseas. For more information, please visit <http://www.abertay.ac.uk/studying/ug/english/presessional-english/>.

We also run a range of FREE classes and workshops during term-time which provide strategies for reading, understanding and planning different assignments, avoiding plagiarism and improving your accuracy when writing. We also have speaking classes to develop presentation and seminar skills and provide lots of practice. For students undertaking long assignments, particularly postgraduates, dissertation writing courses are held at different points during the academic year. We also offer individual appointments to discuss coursework. You can find us on Level 2 of the Library, where we're part of Student Services.

**Staff:** Liz MacDougall, Senior Language and Learning Development Advisor  
Sascha Roschy, Tutor  
**Tel:** +44 (0)1382 308 051  
**Email:** [english@abertay.ac.uk](mailto:english@abertay.ac.uk)

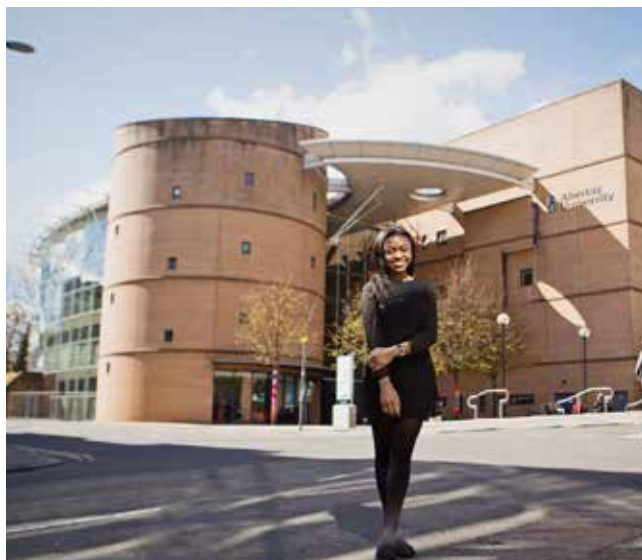
[See also: Student Academic Support]

### Learn a Language

The Language Centre provides FREE classes to students who would like to learn a new language – for example, in 2014-15 we offered Spanish and Chinese lessons. And, if you're thinking about doing Abertay's Study Abroad programme, we can help you to prepare by offering tailored classes in the language and culture of the country you're planning to visit.

### LGBT [Extending to LGBTQIA]

Abertay is an inclusive and supportive community for all students and staff and sexual orientation and alignment need be of no



relevance in your time with us. The University has strict anti-homophobia policies in place and the Student Association will actively support any student who experiences homophobic or discriminatory behaviour. For more information, please view The Equality and Diversity Policy.

[www.abertay.ac.uk/about/theuni/diversity/](http://www.abertay.ac.uk/about/theuni/diversity/)

There is an active LGBT society at Abertay, which organises social events each year and provides members with information on a wide variety of LGBT issues. You can find out more about the Abertay LGBT society from their Facebook & Twitter pages – search for Abertay LGBT society.

<http://www.abertay.ac.uk/student-life/support-and-services/lgbt>

You can also find out more about life at university as a LGBT student by visiting Stonewall's University Guide at [gaybydegree.org.uk](http://gaybydegree.org.uk).

[See also Equality & Diversity and Trans]

### Library

The Bernard King Library, which is also home to Student Services, is here to support your learning and study needs, providing access to scholarly resources and helping you to develop the skills to use them effectively. We have books, journals and DVDs, a variety of study spaces, around 290 PCs plus WIFI access for your laptop, printers, scanners and photocopiers; seminar rooms; group study presentation equipment and lots more.

Many of the Library's resources are now available electronically rather than on the shelves. You can find all the information for your coursework using the Library's search tool Primo. Explore the Library on the Intranet for e-books, e-journals and a wide range of other resources and services.

Opening hours vary throughout the year - check them on the Intranet or at the entrance to the Library.

More information available:

**In person:** at the Support Enquiry Zone (SEZ) on level one of the Library – 8.30am - 9.00pm Monday to Thursday, 8.30am - 7.00pm Friday, 10.00am - 5.00pm Saturday and Sunday.

**Tel:** 01382 308833  
**Email:** [library@abertay.ac.uk](mailto:library@abertay.ac.uk)  
**Web:** [library.abertay.ac.uk](http://library.abertay.ac.uk)  
**Instant message** - ask a librarian link on the Library Intranet page  
**Twitter:** @AbertayLibrary

[See also: Academic Librarian; Blackboard]



### Lifts

There are lifts at the front and back of the main Kydd building, at the back of Old College and in the Library. These are reserved for students and staff with mobility problems. If you would like a lift pass, please contact Claire Allan, Disabled Students Advisor on 01382 308932 or [disabilityadvisors@abertay.ac.uk](mailto:disabilityadvisors@abertay.ac.uk).

### Lockers

Lockers are available across the campus for hire to store books, bags and personal items while you are in class. You can request a locker at any time throughout the year by contacting the Support Enquiry Zone (SEZ) on level 1 of the Library.

### Loneliness

Everyone at some time experiences loneliness and for some it may be when there has been a big change in their life, such as coming to university. This feeling can come not just when you are alone but when you are in a crowd, in class, or at a party. This feeling can hit you out of the blue when you are excluded from something or it can hang around like a dark cloud when you have a need that is not being met.

Loneliness can be overcome. It is a feeling like any other feeling – it is not a state of being – and it is telling you something very important. Be honest with yourself and ask yourself “what do I need?” and when you have the answer go to it, honour yourself by meeting that need. It may require you to have courage, accept help from others, such as friends or the counsellors, take risks, expand your horizons a bit, but you’ll be glad you did.

[See also: Counselling]

### Lost Property

The Security desk based in the Kydd Building reception is the place to take any items of lost property that you find. If you have lost anything, the Security Desk keeps everything handed in for a period before passing it to the police.



### Medical Help

For routine help, you should visit your local chemist or your GP. The local Accident & Emergency department is located at Ninewells hospital. For more information, see Health.

### Mental Health Advisor

The University Mental Health Advisor is eager to ensure that students with mental health difficulties receive advice, information and support as needed to facilitate academic

work and participation in university life. All communication is confidential and informal.

Mental Health Advisor main aims are to:

- Identify support needs
- Discuss strategies for managing student life and mental health difficulties
- Provide short-term or ongoing support
- Provide information and if needed, access to other services within the University and local mental health services

Come along if:

- You are struggling to deal with an existing mental health difficulty
- You, or other people, have become concerned about your mental health recently
- You would like to discuss strategies which may help you to cope with university life

To make an appointment, email David Cameron, Mental Health Advisor: [mentalhealth@abertay.ac.uk](mailto:mentalhealth@abertay.ac.uk)

### Mitigating Circumstances

Mitigating circumstances is the name of the procedure that can allow students to request special consideration, such as extensions to coursework deadlines or an opportunity to sit an exam at a later date. Decisions on whether students are eligible for mitigating circumstances usually require details of the student's situation and evidence, such as a doctor's note.

If you are unable to complete coursework or take exams for reasons out of your control (for instance illness, but not poor time management), you should complete a self-certificate or illness on OASIS or contact SEZ, ideally before the deadline, to apply for mitigating circumstances. More information on applying for mitigating circumstances can be found via the Intranet.

### Modules

Where your course includes module options, you can normally change your choice of options in the first three weeks of the semester. Details of how to go about this are available via OASIS.

### Music

The Abertay Piping and Traditional Music Club supports and provides opportunities for music making in the University - running a pipe band, ceilidh band and classes for the teaching of the highland bagpipe, fiddle, guitar and ceilidh dancing. The club also organises social events and popular ceilidhs (Scottish music and dancing) throughout the academic year. All are welcome from absolute beginners to experienced musicians.

**Email:** [info@abertayscottishmusicanddance.com](mailto:info@abertayscottishmusicanddance.com)

**Web:** [abertayscottishmusicanddance.com](http://abertayscottishmusicanddance.com)

### Muslim Students

There is an active Abertay Islamic Society, which maintains prayer rooms on level 3, Baxter Building, rooms 3057 and 3059. Information on Mosques and Muslim life in Dundee and elsewhere in Scotland can be found by visiting [dundeelislamsociety.com](http://dundeelislamsociety.com) or [muslimsinbritain.org](http://muslimsinbritain.org).



# n

## Noticeboards

Regularly check the noticeboards and outside your classrooms. There will always be useful information, including posters about events coming up, notices from other students advertising rooms to rent or second-hand textbooks to buy and job opportunities. Also check the boards outside your tutors' rooms for information they might put up about classes and assignments coming up.

## NUS/NUS Extra

The Student Association is affiliated to the National Union of Students who provide support and campaign at a Scottish and UK level for student rights and benefits. NUS Extra is the definitive student discount card with a range of exclusive discounts, offers and competitions designed to make student life more exciting, more memorable and more rewarding. Use it to make your money go further on books, clothes, sports stuff, CDs, travel, computer gear, gigs, eating out.... [nus.org.uk/en/NUS-Extra/](http://nus.org.uk/en/NUS-Extra/).



# O

## OASIS - the Online Abertay Student Information System

OASIS is the area of the Intranet which is linked directly to the Student Records database and contains essential student functions and important information. OASIS is the only area where you can access your student record.

OASIS can be accessed on and off at: [oasis.abertay.ac.uk/oasis/sits.urd/run/siw\\_lgn](http://oasis.abertay.ac.uk/oasis/sits.urd/run/siw_lgn) using your University username and password to log in.

Access OASIS to:

- To Register Online for each academic session (when the online registration task is open)
- To check the latest registry announcements
- To apply for a room in a University residence
- To make payments or set up direct debits

- To check your personal details
- To check/update your address details
- To see copies of emails and letters sent to you (via the 'Generated Correspondence' link)
- To check your programme details
- To check your module registrations
- To view your assessment and examination results
- To find useful links to SAAS/SLC etc
- To print/download important forms (Module Change Form, Programme Transfer Form etc)
- To view/print/download your Programme Structure and Module Descriptors
- To view the University's Academic Regulations

Please note that it is your responsibility to check that your personal, programme and module details are correct in OASIS and to report any inaccuracies to [regstudentrec@abertay.ac.uk](mailto:regstudentrec@abertay.ac.uk) immediately.

# p

## Parking

There is no on-campus parking for students and limited parking in surrounding streets. Parking passes for the West Bell Street car park – the University's closest – are available from the University's online store at [onlinestore.abertay.ac.uk](http://onlinestore.abertay.ac.uk). Details of other nearby car parks are available at [www.dundee.gov.uk/visitorsparking/main.htm](http://www.dundee.gov.uk/visitorsparking/main.htm). Disabled students who have a blue badge and require a parking space should contact the Disability Service on 01382 308932 or email [disabilityadvisors@abertay.ac.uk](mailto:disabilityadvisors@abertay.ac.uk).

## Passwords

Students can expect to receive their IT username (your student ID number) and password before or during Orientation Week. You will need your username and password to log in to computers on campus, and to access the Intranet and online resources for your course off campus.

[See also: IS Service Desk; SEZ]

## Payments

Students liable to pay fees and/or for University accommodation are requested to pay using the online payment system.

You can pay online using the Intranet, the University online information system. All you need is your OASIS username and password and a valid credit or debit card. You can also:

- View your current statement.
- Pay any outstanding debts.
- Set up a direct debit mandate to pay fees/accommodation monthly.
- Authorise a third party (e.g. parent/employer) to pay by direct debit on your behalf.
- Pay next session's tuition and accommodation fees in advance.

For any questions, please email [finance@abertay.ac.uk](mailto:finance@abertay.ac.uk).

[See also: Intranet; Student Services; Tuition fees]





### Personal Development Planning – PDP

Personal Development Planning helps you to think about where you are now, where you want to go and how you are going to get there. The University has different ways of supporting you to engage in personal development planning. Some modules include elements of PDP as part of the assessed work, with some tutors using the e-portfolio Pebble+ to support PDP in their classes.

[See also: E-portfolio]

### Peer-to-peer Mentoring (P2P)

P2P is about students supporting each other. The peer supporters offer a friendly, welcoming face, a listening ear to support and encourage new students as they find their place in the University.

They have had training to help students deal with difficult situations and issues such as coping with stress and making friends. P2P will run a mailbox for all new students so that they can ask other students questions about settling in at Abertay. P2P will run groups in the first semester to help new students to meet each other to help with settling in and provide a buddying service. The best people to support new students as they settle into university life are often other students who have been through similar experiences themselves.

If you would like more information or want to join the scheme please contact: **P2P@abertay.ac.uk**.

### Paying for University

[See: Funding and Tuition Fees]

### Pregnancy and parenthood

Becoming a parent while you are studying can be exciting, scary and extremely busy. If your course includes practical lab work handling specialist materials, you must inform the tutor supervising the class that you are pregnant as part of the routine health and safety checks before you start work. If you are pregnant or a nursing mother and need additional support, for instance getting a lift pass in your final trimester to help you move about the campus or access to a space where you can breastfeed if you prefer privacy, please contact Student Services on **01382 308051** or email **s.services@abertay.ac.uk**.



Pregnant and nursing mothers should complete the risk assessment form which can be found on the Health & Safety page of the intranet: <https://intranet.abertay.ac.uk/services/healthsafety/>.

[See also Childcare, Discretionary Fund and Funding]

### Printing

Printers are available in the Library and in the Kydd Building. Black & white printing costs 5p per A4 sheet and you can buy print credits, at the self-service credit station in the Library foyer or, at the Support Enquiry Zone (SEZ). You need to log in to the printers with your student card or with your username and password.

### Principal's Award

The Principal's Award is a student development programme run by the Career Development Centre. It recognises and rewards your work related skills and achievements. If successfully completed it will appear in section 6.1 of your HEAR. The award runs over one academic year and can easily be combined with your studies. It is particularly relevant to 2nd and 3rd year students but we are happy to hear from any students who feel they would benefit from the experience. To find out more about the Principal's Award and how to apply email **principalsaward@abertay.ac.uk**.

### Private Accommodation

The Support Enquiry Zone can provide a list of some private property companies within the Dundee area if you are considering renting a private flat. Please note that Abertay University does not make any recommendations regarding any of the agents/landlords listed and is in no way responsible for the condition of the properties or the terms arranged between the agent/landlord and the tenant. The Residences Office cannot enter into any tenancy agreement on behalf of a student.

### Programme Leader

Your Programme Leader has overall responsibility for your programme and how all the modules that it includes are related. If you have general questions or comments about your programme, that will be the person to go to first. You will be told who your programme Leader is at the start of each year, but you can find out who they are by looking at the Programme Structures on the Intranet.

### Registration

In addition to registering with the University you will register for your modules. It is VERY important that we have an accurate record of your module registrations because this is how we put together your timetable.

Registration is scheduled to ensure as smooth a flow as possible. However, given the number of students enrolling and registering at the beginning of a session, some queuing is inevitable. To complete registration you will be required to register online via the Intranet and attend your personally scheduled Registration Event in the University Library. Registry will supply full instructions on Online Registration and the School who looks after your programme will advise you of the time and place to attend your Registration Event but you must attend at the time you have been allocated.

After you have registered we will activate your IT account and you will have the opportunity to log on and find some of the information you will need in your first few weeks at Abertay. You will also collect your ID card. Registration and IT induction will normally be completed in less than two hours.

[See also: OASIS]

## Registry

The University's Registry maintains a comprehensive record of your student history. Most of your information is obtained when you register and your file is updated to record your academic progress throughout your time of study. The University treats all student data as confidential and the strictest control is exercised over the release of any information relating to you. The records are maintained in accordance with the terms of our registration under the Data Protection Act (UK) 1998.

The University Registry will use only your Abertay email account to communicate with you electronically, whether you are a full or part-time student, based on or off campus. You must ensure that you access your Abertay email account on a regular basis to keep up to date with communication from the Registry: this is your personal responsibility. If you have problems with your Abertay email account you should contact the IS Service Desk (by email) or SEZ (in person).

## Religion and Belief

[See: Chaplaincy; Muslim Students]

## Rent

If you are paying your rent on a monthly basis, the payment must reach the University bank account no later than the date stated on your Student Residences Agreement. If, for any reason, there is likely to be a delay then this should be discussed with the Residences team at the earliest possible stage.

[See also: Accommodation Office; Payments]

## Residence Office

The Residences Office offers support, advice, and assistance throughout the year to students with an accommodation query or difficulty. You can book an appointment with a Residence Officer via SEZ, or contact the Residences team direct on 01382 308059 or [residences@abertay.ac.uk](mailto:residences@abertay.ac.uk). The office is located at 3018 Old College and opening hours are Monday to Friday 9-5. If assistance is needed outwith these hours, Abertay's Security team are on hand to help, they can be contacted on 01382 308008.

[See under: Accommodation; Accommodation Office]

## Residences

[See Accommodation]



## Samaritans

The Samaritans provides confidential non-judgmental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide.

**Tel:** 08457 90 90 90

**Web:** [samaritans.org](http://samaritans.org)

## Schools

You will be a student in one of the University's four academic Schools:

- Dundee Business School
- School of Science, Engineering and Technology
- School of Arts, Media & Computer Games
- School of Social & Health Sciences

All routine queries, including submitting mitigating circumstances forms should be made through SEZ on the ground floor of the Library.

Staff contact details can be found in the phonebook located on the Intranet. You will meet your academic staff during Orientation Week.

## Shopping

The University is a short walk from Dundee's main shopping area. Information on what is available can be found at <http://www.dundee.gov.uk/sites/default/files/dundee-parking-2013.pdf>. The main supermarket chains, including Asda, Lidl, Morrisons and Tesco, all have stores across the city. In addition, there are speciality shops catering for the different national, cultural and religious groups in Dundee, including:

- Alnoor Halal Food Store, 202 Blackness Road
- Bismallah Halal Food Store, 122a Hilltown
- Continental Food Stores, 146 Hilltown
- Matthews Chinese Supermarket, Gellatly Street
- M&T, Afro Caribbean & Continental Grocers, 4 St. Andrews Street, Dundee
- Slavyanski, 236 Blackness Road

## Socialising Safely

Whenever you are going out, leave details of where you are going, who you are meeting and when you expect to return. If your plans change, tell someone. When meeting new people, trust your instincts: if someone makes you nervous or uneasy, leave immediately.

Know your limit. Alcohol dulls your instincts and can lead to you making unsafe decisions and the most common date rape drug is alcohol, so keep an eye on your drinks so that neither drugs nor extra alcohol are added. If someone you do not know well or trust offers to buy you a drink, you should either decline or accompany them to the bar and watch that nothing is added to your drink. If you feel ill or light-headed, tell a member of staff straightaway and ask for a taxi to take you home.

If you are socialising with a group of people, then watch out for each other and make sure everyone stays safe. After a date, do not go home with someone until you know and trust them. Avoid sharing a taxi home but if this is unavoidable do ensure that you are dropped off last so that your date does not learn where you live. For more information on staying safe, visit the Suzy Lamplugh Trust's website at: [suzylamplugh.org](http://suzylamplugh.org).



### Societies

Student societies provide an excellent way to meet new people and try new experiences, and being a member of an Abertay society looks great on your CV as well, as more and more employers are looking for evidence of skills gained outside your course. Whether you planned it or not, the experience you've gained from getting involved will probably be advantageous in the future, as societies often give you a great opportunity to develop new skills and personal strengths. Make sure you make the most of what you've learnt. Every year the number of societies grows, and includes dance, film and gaming societies. All will be at our Freshers Fayre. Lots of students join societies for the first time every year and you won't be the only person doing so! Having said that, it is entirely up to you how much time you want to spend on societies. It is you who decides and always make sure it doesn't take time away from your studies.

If you can't find a society you'd like to join, why not create your own? It's easy. Download the Society Start-up Booklet, and the Specimen Signature Forms out and bring them into the Abertay Union offices to your Vice President who will answer any queries you have. Get involved!

### Sport

The best way to find out more about sport here at Abertay is to visit our website ([sport.abertay.ac.uk](http://sport.abertay.ac.uk)) for information about the gym, the health and fitness programme, our sports clubs and recreational activities. Remember that joining a club and enjoying the training and social side that it involves is an important part of university life. The friends you meet and the experiences you gain will boost your self-confidence at university and throughout your future career. If you want to take part in competitive sport, we have a number of successful clubs at Abertay and hope that you can be part of another successful sporting year at the University. If you are not into competitive sport, there are still a number of recreational activities and events to get involved in.

The University Sports Service provides

- A gym and a range of exercise classes
- A Sports Injuries Clinic



- Support and development of high performance athletes through the Elite Athletes Development Programme
- Support, training and development of sports clubs through the Sports Union
- Opportunities for everyone in the University to take part in a comprehensive programme of sport and physical recreational activities
- More than 20 sports clubs to choose from, ranging from traditional sports such as football and rugby through to snow sports and martial arts

A couple of Scotland's sporting stars have also agreed to support the development of sport at the University. Liz McColgan is the patron of the Elite Athletes Development Programme, while Andy Nicol has kindly accepted the role of patron of the Legend's Club (Alumni Sports Scheme).

Dundee also has many sport centres, gyms, golf courses and swimming pools, to which students can receive discounted access. Please visit the Sports Office on the ground floor of the Graham Building for more information.

**Staff:** Michael Devlin: Sport Development Officer  
**Tel:** 01382 308954  
**Email:** [sport@abertay.ac.uk](mailto:sport@abertay.ac.uk)



### Student Academic Support

How you study is as important as what you study. Student Academic Support is here to help you develop and improve your study skills, so that you can achieve better grades and get the most out of your degree. We don't do proof-reading; instead, we're a writing development service, and our role is to help you become the best student you can be!

Here are some of the topics we can help you with:

- Taking control of your own studies
- Organising yourself and making the most of your time
- Thinking for yourself
- Effective reading and research skills
- Writing better courseworks
- Proof-reading
- Research methods and statistics
- Group work
- Revision and exam techniques

You can get help from us in different ways:

- Join our University Preparation (UP) Programme - if you're starting year 1 - or the Abertay College Transition (ACT) Programme - if you're joining year 2, 3 or 4. The UP Programme begins on August 17th and the ACT Programme on August 24th. Email us or check our website for more information.
- For quick questions, come along to one of our drop-in sessions. You can find us on level 2 of the Library, in Student Services.
- If you'd like to talk about coursework, referencing, or would like someone to look at a draft of your assignment, make an appointment with one of the advisors by emailing us at the address below.



You can also keep in touch through the Student Academic Support section of the Abertay Learning Zone on Blackboard.

**Staff:** Wendy Fish: Learner Development Advisor  
Jim Kelly: Student Academic Support Advisor  
**Tel:** 01382 308051  
**Email:** studentacademicsupport@abertay.ac.uk  
**Website:** abertay.ac.uk/studying/support/academic/

## Students' Association

*"You might be wondering what does Abertay Students' Association do?"*

That's a fair question, and you will find the answers in this section.

Abertay SA is run by students, for students, and one of our main functions is to represent your views to the university. We do this through elected representatives, setting policy through our student representative council and encouraging direct democracy.

Your journey through university will be challenging, and occasionally you may need support. Our advice service is here to make sure that you can get help with any personal or academic situations that might crop up.

You might also interact with the SA by joining one of our 30+ societies, and if there's not one for you then we're happy to help you create one!

We look forward each year to working hard to represent, support and empower the student body, and it's our hope that you get involved in the process. If you want to find out more visit our website: [www.abertaysa.com](http://www.abertaysa.com)

### Abertay SA at a Glance

#### What is Abertay SA?

Abertay Students' association is an independent body, which represents all students.

#### How do you know if you are a member?

If you have matriculated at Abertay University and not chosen to opt out, you are a member of Abertay SA.

#### How do you opt out?

You have 4 weeks after matriculation to opt out and all you have to do is come to the SA office, located opposite the main lecture

theatre on the second floor and ask for the forms



#### Who makes up Abertay SA?

Abertay SA has 8 elected officers, 2 are full-time and 6 are part-time. The full time sabbatical officers (sabbs) are the President and Vice President. They hold office for one year, elections are held in



the spring and all students are eligible to vote. The 6 part-time officers (executives), along with the sabbs, make up the Executive Committee, and are current students of Abertay University. They also hold the post for one year.

We currently have a staff team of 6 within the SA. These include our Student Development Coordinator, Democracy and Representation Coordinator, Advice and Welfare Coordinator, Administrator, Web-designer and Chief Executive.

#### What does the Executive Committee do?

The Sabbatical Officers are there to represent the interest of our students to the university as well as at national and international levels. They help provide advice and support to students who are having difficulty inside and outside of university and enact a range of exciting policies, developed through a range of avenues, to benefit all students and help improve their experience.

#### What's the difference between Abertay SA and the Student Centre?

Whilst Abertay SA and the student centre work together they are two separate bodies. Abertay SA are an independent Scottish Charity which works to represent students interests and improve their university experience. The Student Centre is part of the Estates and Campus Department of Abertay University which runs and provides facilities such as the Campus Shop, Aroma, Bar One, Common Room and a number of events throughout the year.

#### What can I get out of volunteering for the SA?

The SA offers a number of volunteering opportunities. Our six Part-time officers, Society Committee members and Student Trustee. If you decide that you would like to be involved with the SA and hold any of these roles we offer this recognition on your Higher Education Achievement Report (HEAR), you can find out more on our website <http://www.abertaysa.com/>

## Student Card

Abertay issues all new students with an ID card that allows them to access the University premises. These cards are:

- Smartcards (cards with embedded integrated circuit for processing information).
- National Entitlement Cards (NEC) which are ordered and produced externally. Cards take 2-4 weeks to be produced so it is very important that you submit your photo as soon as possible to ensure that your card is ready for collection when you arrive.
- Young Scot ([youngscot.org](http://youngscot.org)), Euro 26 ([euro26.org](http://euro26.org)) and PASS logo ([pass-scheme.org.uk](http://pass-scheme.org.uk)) branded if you are less than 26 years of age.

Information on Data Protection and Data sharing in regard to your student card is enclosed in your Orientation pack.

In order for your student ID card to be available when you come to enrol and register for the first time as a student, please upload a photo of yourself for your student ID card via the Applicants Intranet or email a photo formatted in a jpeg file



directly to [registrar@abertay.ac.uk](mailto:registrar@abertay.ac.uk). If you experience any problems in doing so please contact Registry at the above email address or telephone 01382 308042 (Monday - Friday 9am - 5pm).

A passport quality photo is a vital part of your application to become a student. If the photo you supply is not suitable, you will need to submit another and your Student ID Card will be delayed.

You can use your Student Card to access services in the University, such as borrowing library books and adding credit to your print accounts. Your Student Card also allows you to use Dundee City Council local libraries and sports centres and to get access to other academic libraries. Ask at Support Enquiry Zone (SEZ) for more information.

### Student Centre

Abertay's Student Centre is in the heart of our friendly city campus, just yards from our award-winning library and main teaching buildings. The Student Centre is more than just a building - it's the cultural and social hub of our city campus and is a safe, stimulating environment in which to eat, relax and socialise with friends. In keeping with our library, it really stands out as a place of beauty and interest. Combine this with free Eduroam and Cloud wi-fi, along with a fantastic selection of food, drink and entertainment, what could be better?



#### The Common Room

A flexible e-gaming bar which is also used for a wide variety of events such as table-top gaming, or just relaxing whilst watching your favourite TV programme.

#### Aroma Café Bar and Campus Shop

You can have a quiet break between classes, a chance to sit down, have a coffee and review notes with classmates. A variety of coffees and snacks are available during term from 9am until 6pm. The shop now provides a large array of products to refuel you between classes plus stationery and clothing.

#### Bar One

Our bar and diner sells affordable, nutritional, quality meals to suit all tastes and is bright with natural light from the windows. The room is split into two areas so whether you want to study quietly, eat, drink or meet with friends for a game of pool, you can. Food is available throughout the day from 9am until 9pm,



Monday to Friday, and our wide selection of quality beers, wines and spirits are on sale until 1am.

### Student Services

Student Services provide high quality professional, non-judgemental, confidential and impartial counselling, advice, assistance and information on a broad range of welfare and wellbeing issues, including:

- Welfare advice
- Counselling
- Careers
- Mental health
- Chaplaincy
- Advice for disabled students and students with specific learning difficulties
- International Students Advice
- Student Academic Support
- Funding Advice and Support
- Abertay Language Centre

The Student Services Reception is also where you go for:

- General information and queries
- Making appointments with Student Services Advisors and Counsellors



- Submitting applications for the following:  
Discretionary Fund  
Childcare Fund  
Nursing Placement Expenses  
SAAS Part-time Fee Grant  
Career Development Loan  
Trusts and Charities

## Study Space

There are study spaces and computers in the Library as well as rooms with presentation equipment, which can be used for studying in groups. Whether you want to work with friends, on your own in silence, read quietly, use a campus PC or use your own laptop, the Library will have something to offer you. You can book the group study rooms in advance – just ask at the Support Enquiry Zone (SEZ) in the Library. You can also use the IT labs in the Kydd Building when they are not being used for teaching.



## Support Enquiry Zone (SEZ)

If you have any questions or are not sure where to go for the answers, the SEZ is your first point of call! We provide a 'One Stop Shop' for all University Services, and you'll find friendly and supportive staff who can assist you with many aspects of University life. There are references to how SEZ staff can help you throughout this guide, with some examples including assistance with:

- Queries relating to your course (such as registration, modules, timetables, exams and graduation)
- Using the computing facilities (including passwords and getting personal devices connected to Wi-Fi)
- Using the Library (e.g. borrowing books listed on your reading lists)
- Finding information online to help you prepare coursework (and referencing the material you have used)
- Making payments to the University (either online or via the cash desk)
- Obtaining letters and forms (e.g. Council Tax certificates, confirmation of student status letters for banks and landlords etc)
- Residences (e.g. reporting repairs)
- Your student I.D card (e.g. if you have lost it)
- Information on local services (such as doctors, legal advice)

If your question is more specialist we will put you in direct contact with an advisor or team within the University who can help you with your query. If we don't know the answer, we'll know someone who does!

## Opening hours

During term time we are open:  
0830-2100 Monday to Thursday  
0830-1900 Friday  
1000-1700 Saturday and Sunday

## Contact

**Tel:** 01382 308833  
**Email:** SEZ@abertay.ac.uk



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## Timetables

You will be keen to get your timetable as early as possible, however it will only be available once you have completed your Registration Event during Orientation Week. You will then be able to find it on the Intranet.

Not every class listed in your timetable will take place every week, so be sure to check the week numbers against Academic Calendar, available from OASIS. Also, where your classes are divided into groups, for instance for practicals, check your university email account regularly to find out which group you have been allocated.

## Trains

Trains within Scotland are run by First-Scotrail. Information on routes, timetables and fares can be found at their website:

**scotrail.co.uk**. East Coast (<https://www.virgintrainseastcoast.com>) operates high speed trains through Dundee to Edinburgh, Newcastle, York and London. CrossCountry (**crosscountrytrains.co.uk**) operates from Dundee to stations across England and Wales.

Discount tickets are available if you book in advance and with a 16 - 25 Railcard (available to all full-time students regardless of age). Generally, however, buses are much cheaper than trains.

If you want information on journeys to other destinations in Scotland, visit Traveline Scotland's website at **travelinescotland.com/**.

## Trans

If you identify as Trans, Transgender or Transsexual and have any doubts or apprehensions about coming to Abertay University as a student you can contact the Advisory Service, Student Counselling or the LGBT society to discuss your concerns and receive support, advice and guidance.

**Email:** advisory@abertay.ac.uk  
**Tel:** 01382 308051

[See also LGBT and Equality & Diversity]







### Tuition Fees

Tuition fee rates for all students and courses can be found on the Abertay University website:

[www.abertay.ac.uk/studying/money-fees-funding/fees/](http://www.abertay.ac.uk/studying/money-fees-funding/fees/)

### Tuition Fee Funding/Loans

#### Undergraduate Scottish & EU Students Tuition Fee Funding

Undergraduate Scottish and EU students studying at a Scottish university benefit from the Scottish Government's decision that the Students Awards Agency for Scotland will pay the undergraduate tuition fees for all eligible Scottish and EU domiciled students studying at the University provided that they do not hold a first degree qualification. Applications are available at [www.saas.gov.uk](http://www.saas.gov.uk) from April.

#### Undergraduate UK and EU Nursing Students

For eligible UK and EU students studying pre-registration Nursing at Abertay tuition fees are funded by the Scottish Government. Eligible students are those who meet the UK and EU tuition fee residency criteria and who have not previously studied pre-registration Nursing or Midwifery.

#### Undergraduate – Other UK students Tuition Fee Loan

Undergraduate Students from England, Wales and Northern Ireland can make an application online to the relevant Student Finance Online Services to take out a tuition fee loan to meet the cost of the tuition fees. The fee loan is not means tested.

#### Student Finance England

[www.gov.uk/browse/education/student-finance](http://www.gov.uk/browse/education/student-finance)

#### Student Finance Wales

[www.studentfinancewales.co.uk/](http://www.studentfinancewales.co.uk/)

#### Student Finance Northern Ireland

[www.studentfinancenir.co.uk](http://www.studentfinancenir.co.uk)

#### Part Time Undergraduate Scottish & EU Students

The SAAS Part Time Fee Grant is available to part-time undergraduate students studying 30-119 credits at SCQF levels 7-10. Full eligibility guidelines and applications are available at [www.saas.gov.uk](http://www.saas.gov.uk) from June.

#### Postgraduate Scottish and EU Students Tuition Fee Loan

Postgraduate Scottish and EU students studying on a list of specified courses at Abertay can apply to SAAS for a tuition fee loan up to a maximum of £3400 (£1700 per year part time). Eligible courses are subject to change each year. Eligibility guidelines and applications are available at [www.saas.gov.uk](http://www.saas.gov.uk) from April.

#### Professional Career Development Loan (PCDL)

Professional and Career Development Loans are bank loans which students may apply for to help pay for courses and training that help with their career or to get them into work. The Advisory Service has responsibility for PCDL certification on behalf of the

University. We are registered with the Learning and Skills Council for these purposes. Students can borrow between £300 and £10,000. To find out more and order an application pack call the National Careers Service on 0800 100 900 or visit the website [www.gov.uk/career-development-loans/overview](http://www.gov.uk/career-development-loans/overview).

For Alternative Tuition Fee and Living Cost Funding Options see **Funding**.

#### Paying your tuition fees

When you register with the University, you will be asked how you intend to pay your tuition fees.

- If you have received an award letter from SAAS/Student Finance you do not need to bring this to registration as the University will be notified directly but please keep your award details in a safe place as you may be asked to produce them at a later date.
- If you are liable to pay fees you can make an online payment with a debit/credit card via the Intranet prior to your arrival. Please note that during registration you will be required to make payment or arrange a payment plan if you haven't already done so.

Under the conditions for operating a Direct Debit scheme, the University has to inform you of the payment schedule before collection can take place, and you can cancel the arrangement at any time. However, should you cancel an arrangement, the full fee becomes payable immediately.

Withdrawing from your course has tuition fee implications and may affect your future tuition fee funding entitlement. Depending on the date of your withdrawal from your studies, even if you are funded by SAAS or Student Finance England/Wales/Northern Ireland, you may still be personally liable for some payment of tuition fees. You are strongly advised to read the withdrawal guidance notes on the Intranet and to seek advice from the Student Advisors in Student Services if considering withdrawing from your course.

Please see the withdrawal information on the intranet for full details:

<https://intranet.abertay.ac.uk/services/registry/student-records/informationforcurrentstudents/studydetails/withdrawalsuspensionreactivationofstudies/>

Please make sure you check with the University Finance Office, SAAS / Student Finance to ensure that you are fully aware of any fee for which you may be personally liable.

[See also Funding]



## Twitter

Follow Abertay on Twitter:

@AbertayAdvisory for money matters and student welfare information.

@AbertayCareers for job opportunities and careers information.

@AbertayLibrary for updates on library resources and services.

@AbertayUni for University news.

@AbertayUnion for Student Centre information.

@ISServicedesk for updates on IT services and resources.

@UADIntAdvisory for information from the International Students Advisor in Student Services

@Abertay\_sez for news and updates from the Support Enquiry Zone.



## University Preparation (UP) Programme

This FREE programme is designed for students coming into Year 1 of their degree, and will help you to get the most from your time at Abertay. It will help you to understand and deal with the demands of a degree course, and covers a whole range of subjects, from how to write coursework and use the library, to how to manage your money or who to ask for help. It's particularly recommended for students coming straight from S5, or anyone who is a bit nervous about starting at university.

The programme runs from August 15th to 26th; accommodation is provided at a cost of £100 for two weeks.

For further information, please contact Student Academic Support by emailing [studentacsup@abertay.ac.uk](mailto:studentacsup@abertay.ac.uk); or to book a place, please visit our Eventbrite page: [studentacademicsupport.abertay.ac.uk](https://www.eventbrite.co.uk/abertay-academicsupport).

[See also: Abertay College Transition Programme; Student Academic Support]



## Welcome Lounge

This 'Pop Up' Lounge is situated in the events area behind the main reception desk in the Kydd building from Saturday 27 August to Friday 2 September 2016. A friendly and welcoming place for you during your first week of term, we can help you with:

- Finding a particular room on your timetable.
- Advice, guidance and support from a range of sources including some external agencies such as banks, doctors, insurance, Tayside Police, Shelter and many more.
- Any questions you may have.
- Meeting new friends.

## White Space

White Space is on the ground floor of the Kydd Building, accessible from the north-east corner of the car park. The open plan design is generating closer links between businesses, teaching staff and students. The classrooms are on full display, allowing all to enjoy the lesson. A comfortable couch area provides a more relaxed venue for discussion and is also used as a gallery space for exhibitions by invited artists.

White Space is also home to a hi-spec audio recording studio, the video conference suite and HIVE where 3-D simulation environments are developed.

## WiFi

Much of the University has WiFi access, and the Library has desks on each floor where you can plug in your laptop. More information on the IS Service Desk pages on the Intranet.

## Withdrawing from your course

Withdrawing from your course has tuition fee implications and may affect your future tuition fee funding entitlement.

Please see the withdrawal information on the intranet for full details: <https://intranet.abertay.ac.uk/services/registry/studentrecords/informationforcurrentstudents/studydetailswithdrawalsuspensionreactivationofstudies/>

[See: Tuition Fees]







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### Young Scot

Your student card is also a Young Scot card, entitling you to special offers and opportunities if you are aged 26 or under. Visit [youngscot.org/](http://youngscot.org/) for more information.

[see also: Student Card]



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### Zzzzzz

The importance of sleep, exercise and diet in staying healthy and allowing you to function at your best cannot be overstated.





## Compact and caring

Abertay is a small, successful university. Enrol with us and you'll learn with leading academics who know you by name. At Abertay, every student matters.

## Professionally relevant

We pride ourselves on our long list of accreditations from professional bodies such as Creative Skillset, the Chartered Institute of Management Accountants, the British Psychological Society and many others.

## Employment prospects

Our alumni work for Apple, Google, BBC, Microsoft, Pixar, Rockstar Games, IBM, Coca Cola, Adidas, Nestle, Pay Pal, Nissan, PwC, Sky, NCR, NHS, GSK, BP, Shell, Chevron, TOTAL, SONY and many other companies. They did it, so can you!

## Helping you to excel

We want you to be successful, because that makes us successful. Whatever challenges you face, whether academic or personal, our support teams are ready to help with your studies, your finances – almost anything in fact!

## Industry links

Abertay's courses are designed specifically with your career in mind. We work with industry and the professions to design the courses, and to build-in work placement opportunities, business game challenges and other interactions.

## International experience

Over 80 countries are represented among our students and staff. By choosing Abertay you choose international exposure that will help you fit into the employment market of the global economy.



## Abertay firsts

World's first degree in computer games technology, and ethical hacking.

Scotland's first degree in computer arts.

## ICT facilities

£3 million invested in our IT infrastructure and services enhancing the learning environment for our students.

The biggest Playstation Lab in Europe.

## 100+ years of education

Since 1888 we have been involved in educating people with the focus on the world of work and having an impact on both the local and global economy.

## City centre campus

Our compact size means everything you need is close at hand.

All the buzz of city centre living, but with Scotland's great countryside just a short trip away.

## Student focused

Abertay was the first in Scotland to offer fast-track options across all its main subject areas, allowing a full four year honours degree to be completed in three years, giving students the opportunity to enter the jobs market faster and with less student debt.

## Taught by the best

At Abertay you are more likely to be taught by a world-leading researcher than at any other modern university in Scotland. With 36% of staff submitted in REF2014, a research-led culture underpins our teaching and knowledge exchange.



# Abertay University®

## SEE THINGS DIFFERENTLY

This guide is available electronically and in other accessible formats on request.

### **Student Services**

Abertay University | Bell Street | Dundee | Scotland | DD1 1HG

**T:** +44 (0)1382 308051 | **Email:** [s.services@abertay.ac.uk](mailto:s.services@abertay.ac.uk)

**Switchboard:** +44 (0)1382 308000

**abertay.ac.uk**

*Abertay University is an operating name of the University of Abertay Dundee,  
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