A Parent/Carer Guide:
Student Essentials.......

www.gla.ac.uk/students/
In keeping with University policy and the Data Protection Act, information on students must not be released to third parties unless there is a legitimate reason for disclosure. The University is unable to provide any information on any student without the student’s written consent (including students under the age of 18) nor can we confirm nor deny whether an individual in question is a student. We will can provide Parents with information but must emphasise that we cannot provide information on specific individuals.

Full details on Data Protection and Freedom of Information

The Student Services Enquiry Team are here to help. If you’re not sure who can help or where to gain the guidance and information you require do not hesitate to contact us. We are based in the Fraser Building and our normal opening times are Mon– Fri 9am–5pm (9.30am opening on Wednesday).

studentservices@glasgow.ac.uk 0141 330 7000 www.gla.ac.uk/students/sset/

There are a vast range of support services available to assist and provide support. It is important that all students feel confident that they can access the services and support they need to have best experience possible. If you wish more information on any service, contact the Student Services Enquiry Team (SSET) for further information.

Careers Service: Careers guidance and support
Chaplaincy: Open to students of all faiths
Counselling & Psychological Services: A counselling service for students/consultation service for parents, friends and University staff.
Disability Service: First contact for any student/potential student who has a disability.
International Student Support: A dedicated advisory service for international students on non-academic matters such as immigration, employment, finance and any other concerns.
Residential Services: Provides a range of accommodation to over 3,500 students.
Registry: Student financial aid, exam timetables, graduation, registration of new students.
Sport: Details on a wide range of sporting activities and events available at the University
Student Enterprise: Helps students to develop new entrepreneurial skills
Ask a Student: Get in touch with current students.
Student Learning Service: Advice on academic skills/enhancing learning experience
Student Representative Council (SRC): The elected student body to represent student interests at the University. It also provides a variety of student services including: SRC) Advice Centre Which offers free and confidential advice on a range of subjects Minibus: A free minibus service from Student Accommodation to Campus Nightline A confidential, non-judgemental information and listening service run by the SRC.
Student Services Enquiry Team: Help with queries on all student services and provide advice on finding specific information and resources.

Every student is assigned an Adviser of Study who is primarily responsible for overseeing and supporting their student progress by helping with decisions on curriculum choices. All students can check who their Adviser of Study is on their MyCampus, Student Centre. Any difficulties encountered, whether course related or personal, should, in the first instance, be referred to the Adviser of Study who can either deal with the problem personally or direct to the most suitable form of assistance. Students may not enrol, register or change courses without consultation with their Adviser of Study. Students must make their Adviser aware of any health difficulties, family or personal problems especially where this may affect their attendance in classes or examinations.
Applying for extra Financial Support? There are a number of options which may be available for students to apply for depending on their circumstances and financial situation. Students can contact the Registry Financial Aid Team [Full information](www.gla.ac.uk/students/).

It is important that students contact the University as soon as possible if they are experiencing difficulty making tuition fee or accommodation payments. There may be support and guidance available and we are keen to assist.

**Tuition Fee & Accommodation Payments**

Tuition Fees and Accommodation Fees can be paid in full or in 8 instalments (Oct to May) by [direct debit](www.gla.ac.uk/services/accommodation/parents/) (must be from a UK bank account). **Please Note:** New International Students must make a minimum payment of 60% of the full fee before registration can be complete. A direct debit can be set up for the remaining 40% (must be from a UK bank account).

Please see our [Payment Options](www.gla.ac.uk/services/accommodation/parents/), including [payment via Direct Debit](www.gla.ac.uk/services/accommodation/parents/) and our “How To Set Up A Direct Debit” Guide. *

* **Please Note:** If you are paying Tuition/Accommodation Fees for your son/daughter, they will need to follow the “How to Set Up a Direct Debit” Guidelines. When they indicate that this is not being paid from their own bank account, they will receive a prompt to print a Direct Debit Form which needs to be signed by you (the bank account holder) and returned to the address on the form.

MyCampus-fees@glasgow.ac.uk

[www.gla.ac.uk/services/accommodation/parents/](www.gla.ac.uk/services/accommodation/parents/)

**Leaving or Changing your Course**

It is important to discuss reasons for [leaving or changing a course](www.gla.ac.uk/services/accommodation/parents/) with Advisers of Studies in the first instance. There may be options available and it is essential that students get the best guidance and support possible. It is also important that students complete the correct withdrawal process to ensure that all elements of their student record are updated.

There are financial aspects of leaving or changing course. The University Policy on Reduction of Tuition Fee Liability and Refunds for students who withdraw, suspend or discontinue their studies is as follows:- [Refund Policy](www.gla.ac.uk/services/accommodation/parents/)

**Key dates**

Dates for Academic Sessions: [Session Dates](www.gla.ac.uk/students/)

For Up To Date Information, Full Timetable & Venues: [Registry Exams](www.gla.ac.uk/students/)

For Up To Date Information, Graduation Timetables & Guides: [Registry Graduation](www.gla.ac.uk/students/)
Helpful Study Support links

Library: Open from 7.15am to 2am every day, the library has one of the biggest collections in Europe and offers access to more than 2 million books and 20,000 journals.
Student Learning Service: Offers a range of services to help you adjust to the methods of teaching at University
How To Guides: A handy list for students to find out how to add/update/produce self-serve documents & much more.
Updating Student Records: Information on how to request information from our Student Services Enquiry Team.
IT Services: Central service bringing together the central computing support services in the University of Glasgow in support of teaching, research and administration.
English for Academic Study: Offers courses in learning and teaching languages within and outwith the University
Study Abroad & International Exchange (non Erasmus) & Erasmus: Provides information for students to study abroad on Erasmus and Exchange programmes.
Registry Exams: Gives up to date information on Exam Diets, Dates, Timetables & Venues, Results & Resits, Disability Additional Support in Examinations.
Registry Graduation: Provides full details on Graduation Timetables & Guides, Graduation Enrolment and Graduation Day Schedules.

Student Finance Useful links

Tuition Fees and Loans: Provides Information on Fees, Funding, Refund Policy
Accommodation Fees: Outlines the Costs for Student Accommodation
Student Withdrawals: Advice for Students who are withdrawing from their Course.
Refund Policy: Information on the University Tuition Fee Refund Policy
Student Awards Agency for Scotland (SAAS): The Scottish Government Funding Agency
Student Loans Company (SLO): Providing Student Loans/Funding/Bursaries
Student Finance England: Providing Financial Assistance for Students from England
Student Finance Wales: Providing Financial Assistance for Students from Wales
Student Finance N.I.: Providing Financial Assistance for Students from Northern Ireland
US federal loans: Information on Eligibility and How to Apply for US Federal Loans
Scholarships & Funding: Search for availability of Scholarships and Funding.
Money, Registration & Enrolment: How to register, enrol in classes & take care of finances
Student Financial Aid: Information on extra financial support which may be available
Professional & career development loans: Additional funding towards Tuition Fee Costs
SRC Advice – Money, Taxes, Benefits: Independent Advice on Financial Costs
Student Services Enquiry Team (SSET): Information/Advice/Documents/Records/How To?

Other helpful links

How To Guides: Handy Guides on how to add/update/produce documents & much more.
Session Dates: Dates for Academic Session 2015/16 and 2016/17.
Health & Wellbeing Support: Helping students with concerns/how to register with a doctor/dentist, information on NHS services & other support
Updating Student Records: How to request information from our Student Services Enquiry Team.
Council Tax Exemption: Information on Council Tax exemption/discount and how to apply
Lost & Found: Lost Property Office, University Gatehouse
Senate Office: The Senate Office oversees the University’s compliance with national and international quality assurance and enhancement requirements and has responsibility for academic governance and its coordination, developing and implementing a range of policies and processed and supporting Senate and University Committees.
Appeals, Conduct and Complaints: Information on the University’s, Appeals, Conduct and Complaints Procedure.

Emergency response: Critical contact numbers in the event of an emergency are:
Gilmorehill Campus - ext. 4444 or 0141 330 4444
Garscube Campus - ext. 2222 or 0141 330 2222

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