

## Induction for Schools and Colleges

Hassan Ismahel: Hello there, my name is Hassan and I'm here to introduce you to the Student Services Enquiry Team, aka SSET.

So, who are we exactly, we are a university service separate from the schools and colleges, consisting of a dedicated team of staff advisors and students, like me. We aim to be your first point of contact for all questions about student life at the University of Glasgow.

We're here to help you through your whole academic career, from the very beginning with registration and enrolment all the way through to exams, graduations and beyond. And we're a well-connected department, if you come to us with a question and we can't help you directly chances are we know someone who can.

So, with that in mind, what do we do? Our aim is to help you with almost anything, some examples of the popular services we provide include producing documents. Some of the popular documents we may produce are certifying letters, this is a letter that proves you are a student at the University of Glasgow.

It contains key information, such as the course you're studying and the duration of your studies. We can also make transcripts, this is a record of all of the grades you've achieved during your time at the University of Glasgow and often employers can be quite interested in this.

We also print bank letters, this is a fancy certifying letter that the banks like to have often when attempting to open a student bank account.

We can also fill in any forms that you send to us, some common ones that we get include student rail card applications, football season ticket applications, council tax exemption forms and sponsor forms.

We also provide up to date MyCampus guides on our website at [www.gla.ac.uk/set](http://www.gla.ac.uk/set). This is a really useful and expanding medium. Some of the guides on our website already include how to make your own certifying letters, transcripts and bank letters, or how to update some of your own personal information like your preferred name, your address, or how to submit good cause claims.

They also include how to set up finances like SAAS, SLC, direct debit and manual payment plans, and how to purchase items from my campus like replacement campus cards.

This was only a summary of some of the guides we have, and chances are if you're struggling to do something on MyCampus, we most likely already have a guide about it on our website. As a student myself, I know how difficult it can sometimes be getting around.

If you find that we don't have a guide about something, and you think it would be a good idea to add one, please do suggest on our website with the suggest something button.

Another popular service we provide is campus card replacement and as a student myself and I how easy it is for these things to get lost or damaged or stolen, we've seen them all. So, rest assured if that ever does happen to you, you can come and visit us and we'll be happy to make a new one.

We also provide registration and enrolment support (that's where I work) at the start of every year. Sometimes you might run into a snag that prevents you from moving on or you might have a question about the whole process, in which case you can bring that to us and we'll see what we can do to help.

This is only a summary of some of the services that we provide, bear in mind if you've ever got any question and you just don't know who to go with it, bring it to us and we'll see if we can help you directly or bring it to someone who can.

So with that in mind, how do you find us? There are two main ways to get in touch with us, you can submit an online help desk request from our website at [www.gla.ac.uk/help](http://www.gla.ac.uk/help). This is the fastest, easiest and most preferred way, and you can do this from anywhere in the world from the comfort of your own home on a mobile or computer.

You can just write all of the problems that you're having or, if you have any questions you can send that to us from our website and that will then get sent to us and see what we can do to help.

You can also come and visit us in person level 2 of the Fraser Building, Monday to Friday, 9am to 5pm where there'll be someone on the front desk ready to give you a helping hand.

Alternatively, you can phone us on 0141 330 7000, however bear in mind the telephone lines can be quite busy.

So that's a summary of what we do at student services, the most important thing is that you enjoy your time at the University of Glasgow, and that should you ever need our help you now know where to find us, thank you very much.