STUDENT SERVICES ENQUIRY TEAM

Presented by
Lily Wilcox
Student Services Officer

Frank Pringle
Student Services Assistant
THE HISTORY OF SSET

OUR PURPOSE IS TO INCREASE STUDENTS’ AWARENESS AND ENGAGEMENT WITH STUDENT SUPPORT SERVICES AT THE UNIVERSITY.
THE TEAM

Stewart Powles
Student Services Enquiry Team Leader

Alison Walker
Student Services Officer

Caitin Baird*
Student Services Officer
(from 06 Sept 2022)

Celaen Chapman
Student Services Officer

David Schiftan
Student Services Officer

Lily Wilcox*
Student Services Officer
(until 06 Sept 2022)

Frank Pringle
Student Services Assistant

James Warburton
Student Services Assistant

Rebecca Gault*
Student Services Assistant
(until 16 Sept 2022)
SUPPORTING YOU THROUGH YOUR STUDENT JOURNEY

REGISTRATION
Our Registration and Enrolment Support Team are here to help!

STUDENT LIFE
We can provide you with information, guidance and support.

GRADUATION
We can provide you with documents proving your qualification.

From registration to graduation, we're here to support you!
Important accommodation update for 2022 entry

GET STARTED

Log in
Log in to access MyCampus, Moodle, your timetable and more.

New students
New to #TeamUofG? Check out our new student page for helpful checklists, how to register and enrol and get involved.

Student Services A-Z
A comprehensive list of support services, helpful resources and information.
Not sure how to use MyCampus or the UofG Helpdesk? Don’t worry! We’ve probably got a how-to guide for you!

Need to change your Primary Name, Photograph, Gender, or Date of Birth on your student record? We can do it for you!
CAMPUS CARDS
Got an issue with your Campus Card? We can investigate for you!

STUDENT FINANCES
Looking for advice on how to pay your fees, or need advice on accessing Financial Aid services?

APPOINTMENTS
Looking to book an appointment with a support service, such as International Student Support? We can show you how!
STUCK?

We are here to help you!

WHO CAN HELP ME?

Got an issue but don't know where to go? Ask us! We'll know who can help!

NEED INFORMATION?

We're well-versed in UofG knowledge! Don't be afraid to ask!
WE’RE A BUSY BUNCH!

We're very experienced in assisting with a vast range of enquiries!

70,000+
Enquiries since 2019

30,000+
Helpdesk Enquiries Resolved (SSET + REST)

26,000+
Helpdesk Requests Fulfilled
HOW TO FIND US

For the latest information and updates, check out our website and social media pages

w: www.gla.ac.uk/sset

Twitter

Instagram

UOFG HELPDESK

glasgow.ac.uk/help
bit.ly/contactssset-student

ENQUIRY DESK

Level 2, Fraser Building
Mon - Thu, 09:00 - 17:00 | Fri, 10:00 - 17:00

PHONE

+44 (0) 141 330 7000
Mon - Fri, 13:00 - 16:00
THANK YOU!

AND WELCOME TO UOGF!

WE HOPE YOUR EXPERIENCE WILL BE WORLD CHANGING!

Remember!
We're all here to support you throughout your time at University!