



University
of Glasgow

Thinking of changing or leaving
your programme of study?

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There may be times during your university career when you experience difficulties or have concerns that university is not for you.

The University of Glasgow is committed to providing a quality supportive learning environment.

Read on to see how we can help if you're thinking of changing or leaving your programme of study.

There are many reasons why you may experience problems or have worries and doubts over your studies.

Maybe:

- University life is not living up to your expectations?
- Personal or health problems are affecting your studies?
- You're struggling to cope financially?
- You're wondering whether you've chosen the right programme of study?

Whatever the reason or reasons, the University can help you and there are places you can go for support and advice:

- Your Adviser of Studies can assist with any academic or personal problem affecting your studies.
- Course coordinators or tutors can help with subject specific issues.
- Student Services can support you with a wide range of issues from improving study skills to counselling. We employ specialised staff who will provide confidential help and advice.

There are a number of options for you to consider - see the following pages.

Whatever the reason or reasons, the University can help you and there are places you can go for support and advice.

1. Have you spoken to your Adviser of Studies?

Your first point of contact – for help with academic worries or any matter that might affect your studies – should be your Adviser of Studies.

The role of the Adviser is to guide you through your undergraduate career, including giving support if you're experiencing difficulties of an academic or personal nature.

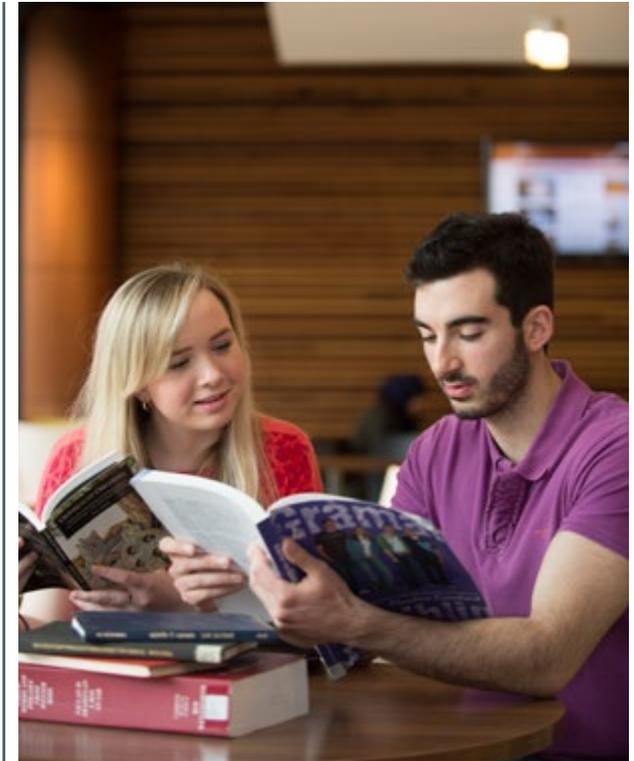
You can look up who your Adviser is on your MyCampus record.

If you would prefer, you can speak to the Chief Adviser (or equivalent) who has a lot of experience in helping students with their concerns.

It's important to make an appointment with your Adviser as early as possible.

Whether you're just starting thinking about it or have already stopped attending your programme of study it may not be too late to get back on track.

Your Adviser can guide you through your options - whatever your situation.



However you feel about the options outlined in this leaflet, we would strongly advise you to talk to a member of the University of Glasgow staff as soon as possible.

If this is not your Adviser of Studies, it could be a member of staff at one of the Student Services or anyone else you feel comfortable with.

If you decide to withdraw

If you do wish to progress with your withdrawal from University, after considering the options in this leaflet, please refer to: www.glasgow.ac.uk/registry/withdrawal for more information on the withdrawal process and links to the online form you need to complete.

2. Would extra support help you to succeed in your current programme of studies?

We offer a wide range of student support and advice services. Visit our website at: www.glasgow.ac.uk/students or contact the Student Services Enquiry Team on Level 2 of the Fraser Building. Contact details are on the back page of this leaflet.

Do you need help with your study strategies and techniques?

The Student Learning Service offers workshops on a variety of topics or you can make an appointment with an Effective Learning Adviser.

Or, if it's a problem specific to a course, you can talk to your course coordinator or lecturer.

Do you need help with finances?

There's a Financial Aid section in Registry dealing with student loans and hardship funds.

Find out more:
www.glasgow.ac.uk/registry/finance

For confidential advice and support on other financial matters you can contact the SRC Advice Centre.

Find out more:
www.glasgowstudent.net/advice

The SRC Jobshop online is a good place to look for paid part-time, casual or seasonal work.

Find out more:
www.glasgowstudent.net/services/jobshop

You can also visit the Careers Service vacancies pages:
www.glasgow.ac.uk/careers/searchvacancies

Do you have a health or welfare problem?

Make an appointment with your doctor. If you don't have one there is a doctor's surgery on Level 1 of the Fraser Building or you can find your closest surgery at: www.glasgow.ac.uk/students/wellbeing/supportservices

There's a team of professional advisers in the SRC Advice Centre who can help with a range of health and welfare issues.

You can also access the Interfaith Chaplaincy and Counselling & Psychological Services available to all students.

A confidential listening and information service is provided by the SRC Nightline (+44 (0) 141 334 9516) between 1900 & 0700 during term-time.

If you have disability related support needs, the Disability Service is your first point of contact.

If you are an international student you can also seek assistance from the International Student Support team.

Do you need to meet other students like you?

You can contact the SRC to find out about the many University clubs and societies and volunteering opportunities.

Find out more:
www.glasgowstudent.net

For sports clubs and activities contact the University of Glasgow Sport.

You can get involved with Employability or Student Enterprise projects, the Mature Students' Association, Interfaith Chaplaincy or faith groups.

Ask a Student can also put you in contact with more experienced students who can answer your questions.

Find out more:
www.glasgow.ac.uk/askastudent

The International Student Support team provides a support service for international students and their families.



Do you need a bit of support and reassurance?

Talk to someone about your worries. Staff in any of the support services listed in this leaflet will help. You can talk to the Student Counselling & Advisory Service, SRC Advice Centre or Nightline confidentially.

Your Adviser, tutor, course coordinator, or even your fellow students can reassure you that you are not alone in experiencing problems and doubts due to the pressures of university.

Friends and family can also be very understanding and a great source of support.

3. Would it help you to change some of your subjects or classes?

It is not unusual for a student to change class subjects, and the facilities are there for you to do so, although professionally accredited degree programmes will have more restrictions.

The earlier you talk to course coordinators and your Adviser of Studies the better chance you have of moving to a course that would suit you. It may be possible to transfer to part-time study and your Adviser can discuss this with you.

Remember: All changes to the curriculum on your student record can only be approved by your Adviser of Studies.

4. Is there a programme of study you would prefer in another College?

On occasion it may be possible to transfer to a different degree programme – this may be an option which your Adviser can help you with.

Remember: Professional degree programmes may have specific requirements or restrictions.

5. Would you be better to restart next year?

In order to transfer it may be better to withdraw from your studies and restart next session. This will have financial implications because if you withdraw you may still be liable for 60-100% of your annual tuition fee.

You should seek help from your Adviser in making this decision as early as possible to minimise fee liability (and as in some cases 'plus 1' funding may be available).

You can get financial information from:

- The Student Services Enquiry Team,
- The website at: www.glasgow.ac.uk/students/money, or
- The SRC Advice Centre

Find out more about the University's refund policy at:
www.glasgow.ac.uk/refundpolicy

If you are an international student who requires a visa to study in the UK, we advise you to talk to the International Student Support team as withdrawal from study will have implications for your entitlement to stay in the UK.

6. Maybe you could change University?



Please also refer to the University's refund policy for information on any tuition fees that may be due if you choose to transfer to another institution.

Find out more:
www.glasgow.ac.uk/refundpolicy

We offer a wide range of student support and advice services.

Visit our website at:
www.glasgow.ac.uk/students
or contact the Student Services Enquiry Team in the Fraser Building.

We would be sorry if you decided to withdraw from the University of Glasgow permanently.

However if, after reflection, you conclude this is the best course of action for you it's important not to feel this is a failure; it may have taken a lot of courage to come to this decision.

- Consider whether there is a programme of study offered at another university that would be more appropriate for you.
- Or perhaps consider going somewhere offering a different type of study to suit your preferred style of learning, for example the Open University or a college offering higher education courses.
- Seek advice from your Adviser and from other sources – the Careers Service gives impartial advice and can help you make a positive decision about your next step.
- Fill in the online withdrawal form from Registry website.



Student Services: contact details

If you have a general enquiry or are looking for information, your first point of contact for all student services is:

Student Services Enquiry Team

www.glasgow.ac.uk/sset

Level 2, Fraser Building, 65 Hillhead Street

Tel: +44 (0) 141 330 7000

Email: studentservices@glasgow.ac.uk

Accommodation Services

www.glasgow.ac.uk/accommodation

Fraser Building

Tel: +44 (0) 141 330 4743

Email: accom@glasgow.ac.uk

Ask a Student

www.glasgow.ac.uk/askastudent

Careers Service

www.glasgow.ac.uk/careers

Fraser Building

Tel: +44 (0) 141 330 5647/8459

Email: careers@glasgow.ac.uk

Counselling & Psychological Services

www.glasgow.ac.uk/counselling

65 Oakfield Avenue

Tel: +44 (0) 141 330 4528

Email: studentcounselling@glasgow.ac.uk

Disability Service

www.glasgow.ac.uk/disability

John McIntyre Building

Tel: +44 (0) 141 330 5497

Email: disability@glasgow.ac.uk

Interfaith Chaplaincy

www.glasgow.ac.uk/chaplaincy

Chapel Corridor (South), West Quadrangle

Tel: +44 (0) 141 330 5419

Email: chaplaincy@glasgow.ac.uk

International Student Support

www.glasgow.ac.uk/international/support

Fraser Building

Tel: +44 (0) 141 330 7000

Email: internationalstudentsupport@glasgow.ac.uk

Registry

www.glasgow.ac.uk/registry

Fraser Building

Tel: +44 (0) 141 330 7000

Email: studentservices@glasgow.ac.uk

SRC Advice Centre

www.glasgowstudent.net/advice

John McIntyre Building

Tel: +44 (0) 141 330 5360

Email: advice@src.gla.ac.uk

Student Learning Service

www.glasgow.ac.uk/sls

McMillan Reading Room

Tel: +44 (0) 141 330 2621

Email: studentlearning@glasgow.ac.uk

University Sport

www.glasgow.ac.uk/sport

Stevenson Building, 77 Oakfield Avenue

Tel: +44 (0)141 330 4540

Email: sport@glasgow.ac.uk