A to Z helpful guide for students
Hello to you

Transitioning to University life can be a daunting prospect. Alongside the promise of new friends, new experiences, and an education from one of the UK’s top 30 universities come the pressures of deadlines, independent living, and self-management.

Fortunately, there are a range of services available at the University of Dundee which are designed to support you during your studies, all of them collected here; from exam stress to IT trouble, first year to last, this booklet has you covered. And, for any questions you’d like to ask face to face, the team at the Enquiry Centre on Campus Green are here to help.

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An accessible version of this document is available at dundee.ac.uk/student-services
Service name:

**Academic Skills Centre**

The Academic Skills Centre focuses on enhancing the learning experience, through working with students to develop their academic skills and supporting staff in their learning, teaching and continuing professional development.

Our services for students are for undergraduates, masters, postgraduate taught and postgraduate research students who study full time or part time, on campus or at a distance.

Throughout the academic year and between semesters our tutors deliver a range of workshops, collaborate with Schools to deliver stand alone or bespoke sessions, provide online resources, one to one academic skills and writing advice through our drop-in service and appointments.

Visit our web page:
dundee.ac.uk/academic-skills
libguides.dundee.ac.uk/learnsmart

Email: asc@dundee.ac.uk

Telephone: 01382 384017

Location: 1 Airlie Place
Service name:

Advisers of Studies

Every student is allocated an Adviser of Studies by their School. The Adviser has two roles: academic and pastoral. Advisers give advice and guidance at key stages to help students make course choices; to support personal development planning; and to give advice on professional and academic progress and skills development, offering useful improvement strategies and highlighting opportunities for engagement and professional development. Advisers also offer general pastoral advice and information to ensure that students who are experiencing difficulties are supported through referral to the appropriate professional service(s).

Advisers will contact their Advisees in Week 0 (Welcome Week for on-campus students). Full-time students should meet with their Adviser at least twice in the first semester and thereafter at least once per semester. Part-time students should meet with their Adviser at least twice in the first year.

A new Student Guide to Advisers of Studies will be available in academic year 2019-20.

Visit our web page: dunder.ac.uk/academic-skills/resources/

Location of your advisor: Check with your School Office to find out the room number, building location of your Advisor.

Our hours are:
Check with your School Office for your Advisers availability.

Service name:

Botanic Garden

The Botanic Garden, located 2 miles to the west of the city Campus, is set in 20 acres (10 hectares) of land between Riverside Drive and Perth Road. The plant collections are arranged geographically with plants from all round the world, centred on a large Scottish Native Plants area. There’s a large glasshouse range featuring rainforest and desert plants and we have a popular Coffee Shop. It’s an ideal place for leisure, or to learn more about the vital role of plants in human life. We are involved in the teaching of Art and Design, Life Sciences, Environmental Science, History, Forensic Anthropology and Education; we also have links with Social Work, Geography and the James Hutton Institute. At our Growing Hub, we have allotments available for students and others to grow their own plants.

Visit our web page: dunder.ac.uk/botanic

Email: botanicgardens@dunder.ac.uk

Telephone: 01382 381190

Location:
Between Perth Road and Riverside Drive.
Buses from city Campus: 5, 9, 10, 39 (get off at Invercarse Hotel) or 73 (get off at end of Blackness Road and walk down Glamis Road).

Our opening hours are:
10:00 - 16:30 every day March to October,
10:00 - 15:30 every day November to February.

Admission is FREE to students and staff of the University of Dundee.
Service name:

Care-Esperienced Students

The University is committed to supporting students from a care experienced background. This is in addition to the usual student support provided for all students, to ensure that you receive the help needed to have a successful university experience.

We provide a range of support for care-experienced students i.e. anyone who has been, or is cared for by a local authority for at least 3 months whilst under the age of 18. This could be in residential care, foster care, cared for by friends or relative, or in local authority care at home.

If you have ticked the care-experienced box on the UCAS form the University will be aware of your status as a care-experienced student and will make contact with you. If you have not ticked the UCAS form you will need to make contact yourself with the Care-Experienced Student Support Contact - Joan Muszynski, Student Support Advisor.

Visit our web page:
dundee.ac.uk/student-services/student-community/
careexperiencedstudents/

Email: j.m.muszynski@dundee.ac.uk
Telephone: 01382 384932
Location: Enquiry Centre

Our office hours are:
Mon to Fri 09:00 – 17:00 (Wednesdays from 10am)
Wed 10:00 – 17:00

Service name:

Careers Service

The Careers Service provides a range of services to help you in enhancing your employability and pursuing your career goals. We are a friendly and supportive team with a wealth of knowledge and resources to support you throughout your time at University and beyond, and advise all students whether you know what you want to do or need some help in making sense of your choices. Feel free to drop in to one of our Quick Query sessions which are held every weekday during term-time from 11:00 - 15:00 to ask a question or get feedback on a CV or application. You can also use our website to view events, part-time work, volunteering opportunities, placements, internships and graduate jobs, submit career related queries online and book appointments with the Careers Adviser for your subject area.

Visit our web page: dundee.ac.uk/careers

Email: careers@dundee.ac.uk
Telephone: 01382 384017
Location: 1 Airlie Place

Our office hours are:
Mon 10:00 – 17:00
Tues to Fri 09:00 – 17:00
The Centre for Entrepreneurship is a dedicated resource for University students, staff and recent graduates, equipping them with highly transferable entrepreneurial skills and assisting with start-up and spin-out advice.

The Centre helps students become more employable and to explore the setting up of their own business by developing transferable enterprising and entrepreneurial skills. The Centre runs over seventy free events a year ranging from competitions and lectures to workshops and networking and is based in a cutting-edge facility on campus which boasts a business accelerator programme that links to a wider entrepreneurial eco-system.

Visit our web page: dundee.ac.uk/entrepreneurship

Email: entrepreneurship@dundee.ac.uk

Telephone: 01382 386568

Location: Unit A (shared with Elevator UK) 75 Old Hawkhill

Our office hours are: Mon to Fri 09:30 – 17:00
Service name: **Chaplaincy**

The Chaplaincy is situated right in the heart of the city Campus and is available to students of all faiths and none. You don't have to be religious to visit the chaplaincy; it’s a relaxing and friendly place and hosts many social activities and cultural celebrations during semester time. Facilities include a chapel, a coffee bar, quiet room and 2 meeting rooms. During Welcome and throughout the semester the Chaplaincy holds various events, so come in and see what’s on offer. They provide a multicultural and supportive environment so whoever you are and wherever you are from you will always be welcome in the Chaplaincy.

Visit our web page: dundee.ac.uk/chaplaincy  
**Telephone:** 01382 384157  
**Location:** Chaplaincy Building  
**Our office hours are:**  
09:00 – 17:00 (semester)  
Coffee bar 10:00 – 15:00 (semester)

Service name: **Conference and Hospitality Services**

The Dalhousie teaching spaces are equipped with a range of audio visual presentation equipment and can be rented by students organising an event for their society or school. In addition and if required, we can deliver a wide selection of food, catering for all tastes and diets using fully compostable or recyclable tableware and cups. Please contact our conference services team for details.

Visit our website: dundee.ac.uk/main/confacil/hospitality/cateringoptions/  
**Email:** conferenceservices@dundee.ac.uk  
**Telephone:** 01382 386751
Service name:
Counselling Service

Counselling is about enabling you to explore your feelings and relationships more effectively. It gives you a chance to look at issues in some depth, and gain a more confident perspective. The service is available to current students and staff at the university for up to six free sessions. If you are feeling unhappy or confused and it seems as if you are going round in circles and getting nowhere, counselling might help to clarify the issues. If something has been worrying you and you can’t resolve it, then it’s probably a good time to try counselling. We see people about all sorts of things, including: anxiety, bullying, depression, loneliness, loss, panic attacks, perfectionism, self-esteem, stress and study-related matters.

Visit our web page:
dundee.ac.uk/counselling

Email: counselling@dundee.ac.uk

Telephone: 01382 384164

Location: Old Technical Institute (OTI Building)

Our office hours are:
Mon to Fri 09:00 – 17:00
Closed for lunch 12:30 – 13:30

Emergency counselling:
Drop-in service available Mon to Fri at 10:15

Service name:
Culture on Campus

Culture on campus incorporates various areas of the University of Dundee. Continue your education with a diverse programme of evening and weekend courses or attend the Annual Festival of the Future. The University of Dundee run events on campus that are open to everyone including free exhibitions of contemporary and traditional art or delve into the University Archives. Dundee University Students Association (DUSA) have over 185 student societies to cover all tastes or get involved with the JOOT Theatre Company who run the Mediaeval Drama Group.

Visit our web pages:

Evening and Weekend Courses: dundee.ac.uk/study/short/

Festival of the Future: dundee.ac.uk/festival-future/

Events on Campus: dundee.ac.uk/events

Free exhibitions of contemporary and traditional art: dundee.ac.uk/museum/exhibitions

University of Dundee Archives: dundee.ac.uk/archives

DUSA Societies: dusa.co.uk/get-involved/societies/a-z/
Service name:
Disability Services

Disability Services provides a range of confidential support services for disabled students, including students with physical and sensory impairments, mental health difficulties and specific learning difficulties such as dyslexia. We are a team of professional, friendly staff with expertise in supporting disabled students with all aspects of their university studies. Our services include: dyslexia screening and diagnosis; help with recruiting and managing support workers; mentoring support for students with mental health difficulties; and training with assistive technology. We also have a loan equipment service and provide needs assessments through our validated Access Centre to support applications for the Disabled Students’ Allowance (DSA).

Visit our web page: dundee.ac.uk/disabilityservices
Email: disability@dundee.ac.uk
Telephone: 01382 385402
Location: Old Technical Institute (OTI Building)
Our office hours are: Mon to Fri 09:00 – 17:00
**Service name:**

**Energy and Environment**

**Travel:** Getting around Dundee try traveline.info Enter your destination/postcode and the site will plan your journey.

DUSA offers a free nightly bus service which will take you home within the city boundary, running from 21:00 until everyone is home, leaving from Balfour St entrance.

**Need a car for an hour or two?** Then join Dundee car club at commonwheels.org.uk Drivers as young as 18 can register (must have had license for 12 months).

Liftsharing can be used for regular and one-off journeys, for example, heading home at the end of semester. It is not just for car sharing, you can use it to find someone to walk or cycle with you dundeeliftshare.com

**Car parking:** Only students with an established medical need can park on campus. Application forms and further details available at: dundee.ac.uk/parking

**Walking and cycling** are the most convenient and accessible ways for students to travel within Dundee. Bike racks are provided across all campuses.

**Freeshop:** Yes, everything is free! Pop into 3 Cross Row, between 12:00 – 13:00 to find pre-owned clothes, kitchenware, computer hardware and lots of other free items.

**Email:** eb-energyandenvironment@dundee.ac.uk

**Location:** 3 Cross Row (ground floor right)

**Our office hours are:**
Mon to Fri 12:00 – 13:00 (semester)
Tue and Thu 12:00 – 13:00 (vacation)

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**Service name:**

**English for International Students**

EIS is here to support the language development and learning of all students from undergraduate to postgraduate level. We run a variety of classes, modules, workshops and clinics throughout the academic year to help students develop the skills to produce appropriate written and spoken academic English, including academic style and structure, use of sources, critical analysis, presentation skills, and pronunciation.

We are a British Council-accredited language centre with experienced and qualified staff who have spent many years working in higher education across all disciplines, and in many different countries, so we have the expertise to advise students from different educational and subject backgrounds.

**Visit our web page:**
dundee.ac.uk/study/english-international-students/

**Email:** eis@dundee.ac.uk

**Telephone:** 01382-381838

**Location:** 4 Airlie Place

**Our hours are:** Mon to Fri 09:00 – 17:00
Service name: 
**Enquiry Centre**

The Enquiry Centre is a central point of contact for any and all questions. There is a range of support available to all our students and also workshops, events and activities to support you in developing the necessary skills to help you secure the career you want when you graduate.

The Centre also hosts a Citizens Advice Bureau where trained volunteers, independent of the University, offer advice and information on a wide range of areas.

Visit our web page: dundee.ac.uk/student-services

Email: enquiry@dundee.ac.uk

Telephone: 01382 381900

Location: The Enquiry Centre

Our office hours are:
Mon to Fri 09:00 – 17:00
Wed 10:00 – 17:00

Service name: 
**Global Room**

The Global Room is a social space for students and staff to relax, meet new people and celebrate cultural events. We offer free Fairtrade tea and coffee, a student Skype corner, comfy sofas, a private meeting pod and various information zones.

Expand your horizons with Go Abroad opportunities which allow you to study, work or volunteer overseas. We also celebrate international events including Holi, Diwali, Chinese New Year, St. Andrews Day and Eid. Throughout the year we have discussions, social mixers, food tasters, quiz nights and much more.

Our drop in sessions include DUSA legal, International Advice Service, Immigration Compliance, Residences, EDI (Equality, Diversity and Inclusion), SWITCH and other student services.

We are keen to honour the history of the UoD while looking to the future. The Global Room strives to provide a global welcome to all, and encourages both students and staff to visit and have an international experience!

Visit our web page: dundee.ac.uk/student-services/globalroom

Email: globalroom@dundee.ac.uk

Telephone: 01382 388584

Location: The Global Room

Our office hours are:
Mon and Fri 09:00 – 17:00
Wed 10:00 – 17:00
Tues and Thurs 09:00 – 19:00 (during semester)
Service name: Health Service

To reach your full potential, you need to stay well. You may be surprised to learn just how important the very basic things such as regular food, proper sleep, exercise and relaxation are to staying well. It doesn’t have to be boring – far from it. You are more likely to have the energy and concentration to play well and study well if you do these things. If you do become ill, health services are in place for you on the campus and in the community. Our Health Service can help you with many health care issues such as minor ailments/injuries, general health issues, specific health advice, sports medicals, GP information, sexual health advice/testing, mental ill health issues, alcohol or drug problems, depression and eating problems.

Visit our web page: dundee.ac.uk/student-services/health

Email: healthservice@dundee.ac.uk

Telephone: 01382 384168

Location: Old Technical Institute (OTI Building)

Our office hours are:
Mon to Fri 09:00 – 16:30 (semester)
Mon to Fri 10:00 – 14:00 (vacation)

Service name: Hive

The Hive is our student support and advisory hub, run by your DUSA Executive. Our advice is independent of the University of Dundee, which means we can support you with anything from academic appeals to private housing, and from mental health to complaints about the University. The advice we offer is free, independent and confidential. We do not make decisions on your behalf or tell you what to do. We will help you explore the issue and help you to understand your options.

You can also come to The Hive to learn more about your University and the city of Dundee or get involved in extra-curricular activities to help you meet new students who share your passions.

Visit our web page: dusa.co.uk/advice

Email: advice@dusa.co.uk

Telephone: 01382 386086

Location: The Hive, level 4, DUSA

Our office hours are:
Mon to Fri 11:00 – 15:00
Service name:

**Immigration Compliance Team**

The Immigration Compliance Team works with staff and students to ensure that the University of Dundee meets its legal requirements as a Tier 4 visa sponsor. We are available on a daily basis in the Global Room for drop in questions relating to how to meet visa conditions and run a drop in session at Ninewells every two weeks.

We are involved in record keeping, monitoring absences and attendance and liaising with the Police to help students needing to register. We also help students to obtain letters clarifying working conditions and no-objection letters for Schengen visas.

Visit our web page:
dundee.ac.uk/student-services/compliance

Email: tier4compliance@dundee.ac.uk

Telephone: 01382 386750

Location: Global Room

Our office hours are:
Mon to Fri 09:00 – 17:00
Wed 10:00 – 17:00
Service name:

Institute of Sport and Exercise

The Institute of Sport and Exercise (ISE) is the home of sport and exercise here at the University. Situated on the north edge of the city campus we offer the most expansive and modern range of indoor and outdoor multi sports facilities in the region. These include a state of the art gym and training suite; two sports halls, three exercise studios, squash and tennis courts and swimming pool. We offer an extensive range of some forty five exercise and activity classes each week including yoga, pilates, bike, zumba and step. In addition personal training and gym inductions are available to all members. A range of flexible and cost effective membership options, cheaper than any other gym in the city, are available to all students. ISE is also home to forty four student sports clubs for those students wishing to participate in competitive and recreational sport, or indeed learn a new sport while studying here at Dundee.

Visit our website for further details on programmes, facilities and membership options.

Visit our web page: dundee.ac.uk/ise
Email: ise@dundee.ac.uk
Telephone: 01382 384122
Location: Institute of Sport and Exercise

Our office hours are:
Mon to Fri 07:00 – 21:30
Sat to Sun 08:30 – 17:30
Service name:

International Advice Service

The International Advice Service provides specialist advice, practical guidance and support to all international students and their families. The service should be the main point of contact for advice on visa renewals and immigration queries. They have produced a range of factsheets based on frequently asked questions, covering practical and official information. They also provide links to home hospitality schemes as well as organise welcome events especially for our international community.

Visit our web page: dunder.ac.uk/international/support

To request an appointment complete our online enquiry form: dunder.ac.uk/international/support/meetingform

For quick queries drop in to the Global Room:
Mon, Wed and Fri 11:00 – 13:00

Email: internationalsupport@dunder.ac.uk

Telephone: 01382 381381

Location: The Enquiry Centre

Our office hours are:
Mon to Fri 09:15 – 17:00
Wed 10:00 – 17:00
Service name: IT services

It’s safe to say UoD IT have you covered with the IT services you need to study:

- superfast wifi is available everywhere
- thousands of campus computers are right at your fingertips
- cheap and easy printing is there when you need it
- your email and way of work are powered by Microsoft Office 365
- free cloud storage means you can access your files anywhere
- you get discounts on tech and software
- best in Scotland IT support hours mean getting help is never a problem

IT ask one thing of you – stay cyber safe. Take care of your @dundee.ac.uk details, always pick a memorable passphrase known only to you, and set up your password reset in case you forget it.

Visit our website: dundee.ac.uk/it

In person:
- Main Library
- Duncan of Jordanstone Library
- Life Sciences
- Park Place
- Ninewells Service Point
- Kirkcaldy Campus

Telephone: 01382 388000
Online: dundee.ac.uk/help4u
Email: help4u@dundee.ac.uk

Service name: Library

It’s no coincidence that the Library’s main building stands right at the heart of the campus. With IT suites and a café, as well as all the research materials you are ever likely to need, you’ll probably find yourself spending much of your time there. Sign up for one of the Main Library tours to ensure that you get the most out of your library. Times and details are available in the event programme available on the welcome website.

Visit our web page: dundee.ac.uk/library

Email: llc@dundee.ac.uk
Telephone: 01382 384087
Location: Library and Learning Centre

Our hours are:
Mon to Fri 07:30 – 02:30 (semester)
Sat to Sun 09:00 – 02:30 (semester)
Mon to Fri 07:30 – 24:00 (vacation)
Sat to Sun 09:00 – 24:00 (vacation)
During exams open 24 hours
Service name:
LIVE Smart
LEARN Smart

Online student toolkits

When you start university it’s not always easy to find out all the things you need to know. These toolkits are designed to help you find information and resources, during your initial transition to university and throughout your academic journey.

LIVE Smart

Signposts you to information to help you with wellbeing, healthy living, personal development and student life.

LEARN Smart

Signposts you to key information and online resources to help you in preparing for university, during your studies and in thinking about your career.

Visit our web page:
libguides.dundee.ac.uk/livesmart
libguides.dundee.ac.uk/learnsmart
Service name:

Museum Services

The University has an amazing collection of over 30,000 artefacts, artworks and natural history specimens, spanning the whole history of the University since its foundation in 1881. These are cared for by Museum Services, which stages an exciting programme of free public exhibitions in the Tower Foyer & Lamb Galleries. We also have several permanent displays, most notably the D’Arcy Thompson Zoology Museum and the Tayside Medical History Museum, and we show works of art in almost every building on campus. Alongside this, we run a stimulating programme of free events including guided tours, discussions and creative workshops.

The collections are also a wonderful resource for research and inspiration, and we support over 25 different undergraduate and postgraduate programmes. We also provide volunteering opportunities which are a great way of boosting your CV. If you’d like to know more about any of our collections or activities, please get in touch!

Visit our web page: dunder.ac.uk/museum
Email: museum@dunder.ac.uk
Telephone: 01382 384310

Exhibitions in the Tower are open:
Mon-Fri 09.30-19.00
Sat 13.00-17.00

For other venues visit our website for details

Service name:

Music

There are lots of musical opportunities at the University. We have choirs/ bands/ orchestral/ musical theatre that you can participate in or if you enjoy just listening to music we run a free lunchtime concert series throughout the academic year.

There are 3 choirs – the Chamber Choir, University Choir and Gospel Choir and of those, only the Chamber Choir is an auditioning group. Each of the groups performs a number of times each year at concerts/ the Uni carol service etc and occasionally exciting opportunities can come along – we’ve sung for the Queen, the Dalai Lama, a Videogames Music concert, at Notre Dame and in Spring 2019 some us went to perform in New York.

If you are an instrumentalist, there are many options – Concert Band, Trad Soc, Orchestra and Big Band and between them a wide variety of music is covered from classical to jazz, movies to pop.

OPSOC are our musical theatre group and put on a number of shows throughout the year culminating in their main show which happens in March each year.

Rehearsals only last a couple of hours and the benefits of music and of taking part in music are well known - apart from anything else you can forget about the stress of deadlines / essays etc for a couple of hours and make new friends with like-minded people and enjoy the natural high of performing in some lovely venues.

Visit our web page: dunder.ac.uk/music
Telephone: 01382 388148
Location: Chaplaincy building

Rehearsal only last a couple of hours and the benefits of music and of taking part in music are well known - apart from anything else you can forget about the stress of deadlines / essays etc for a couple of hours and make new friends with like-minded people and enjoy the natural high of performing in some lovely venues.

Visit our web page: dunder.ac.uk/music
Telephone: 01382 388148
Location: Chaplaincy building

Our office hours are:
Mon to Fri: 09:00 - 17:00
Service name: **Nightline**

Nightline is a confidential listening and information service run by students, for students. We will listen to you about anything you would like to talk about, without judgement and without telling you what to do. Nothing is too big or too small. Anything you choose to say to Nightline will remain completely confidential and anonymous - you don’t even have to tell us your name.

We are a support service and our aim is to help students cope with the difficulties they may encounter during their time at university. Our service is staffed entirely by student volunteers and we are fully accredited by the Nightline Association. We work closely with DUSA to promote the service and make sure it meets the needs of its users.

Visit our web page: dundeeuni.nightline.ac.uk
Email: nightline@dundee.ac.uk
Telephone: 01382 381183
20:00 – 08:00 (semester)
Instant Messaging: 20:00 – 00:00 (midnight)

Service name: **Nursery**

The Nursery offers childcare for children from birth to 5 years of age, with priority given to students and staff of the university. Care is provided in Airlie Place and DUSA. We have a dedicated staff team who care for the children and provide them with a wide range of learning experiences to help them reach their full potential. All learning is play based both indoors and outdoors, children regularly walk around campus or the local area.

The nursery is registered with the Care Inspectorate and is in partnership with Dundee City Council to provide pre-school funded education (limited numbers).

Visit our web page: dundee.ac.uk/childcare
Email: nursery@dundee.ac.uk
Telephone: 01382 385188
Location: DUSA - Dundee University Students Association and 8 – 10 Airlie Place
Our opening hours are: Mon to Fri 08:15 – 17:15
Service name:
Peer Connections

Peer Connections is our welcoming, buddying and mentoring scheme for all students. Peer Connectors are trained student volunteers who are happy to share their experience to help you to get started and settled quickly. They can give you ideas, information, support or be just someone to listen. Peer Connectors work closely with Student Support Assistants in University residences but are available to all students. They operate throughout the academic year so you can contact them anytime.

Visit our web page: dundee.ac.uk/student-services/peer-connections

Email: peerconnections@dundee.ac.uk

Telephone: 01382 381900

Location: The Enquiry Centre

Our office hours are:
Mon to Fri 09:00 – 17:00
Wed 10:00 – 17:00

Service name:
Registry

Registry is responsible for key processes relating to undergraduate and postgraduate students such as matriculation, tuition fee invoicing, examinations, graduations, room bookings, timetabling and all external and internal requests for statistical information on student numbers.

Come into the Enquiry Centre for confirmation letter requests, copies of academic transcripts, student and staff ID cards, fee enquiries or any other registry issue which includes student records and the examinations and graduation office.

Visit our web page: dundee.ac.uk/registry

Email: registry@dundee.ac.uk

Telephone: 01382 385390

Location: The Enquiry Centre

Our office hours are:
Mon to Fri 09:00 – 17:00
Wed 10:00 – 17:00
Service name:
Research Students’ Support

Student Service staff are here to support all research students experiencing difficult issues of a non-academic or personal nature. Staff in the Enquiry Centre can make a confidential appointment for you or provide you with contact details of an experienced advisor who can support you with any issues, advise you on appropriate action and make any referrals for more specialist support. Students should also get in touch if they have any issues they feel unable to discuss with a member of their School administrative or academic staff as it often helps to talk an issue through with someone who is not too close to the problem.

Visit our web page: dundee.ac.uk/student-services
Email: enquiry@dundee.ac.uk
Telephone: 01382 819100
Location: The Enquiry Centre

Our office hours are:
Mon to Fri 09:00 – 17:00
Wed 10:00 – 17:00

Service name:
Residences

If you live in University Residences, the University is your landlord and looks after your rent and welfare. If you have any welfare questions or concerns please come and speak to us in the Enquiry Centre. If you’ve any questions about your rent payments, please speak to a member of the Cash Office Team.

Sanctuary Students handle the day-to-day management of these residences, including maintenance and security, their main office is located at Heathfield.

Visit our web page: dundee.ac.uk/accommodation
www.sanctuary-students.com/student-accommodation/dundee
Email: residences@dundee.ac.uk
cashoffice@dundee.ac.uk
enquiries-dundee@sanctuary-students.com
Telephone: Residences 01382 384040
Cash Office 01382 3840046
Enquiries Sanctuary 01382 383111 (0776 298 696 out of hours)
Location:
Residences Office: The Enquiry Centre
Sanctuary Students: Heathfield Office

Our hours are:
Residences Office:
Mon to Fri 09:00-17:00
Wed 10:00-17:00

Sanctuary Students:
Mon to Fri 09:00 – 17:00
Service name:
Residences Student Support

Student Support Assistants are students themselves. They have experience and understanding of student life away from home and will understand your difficulties. They have undergone specialised training. They live in the University residences and are an accessible first contact for everyone with a welfare problem. Get to know your Student Support Assistants when you move in to residences and keep in touch with them throughout your stay.

Visit our web page: dundee.ac.uk/accommodation
Email: enquiry@dundee.ac.uk
Telephone: 01382 381900
Location: The Enquiry Centre
Our office hours are:
Mon to Fri 09:00 – 17:00
Wed 10:00 – 17:00

Service name:
Security Centre

Campus Security is part of Precinct Services and is within the Estates and Buildings Directorate. Our aim is to help the University provide a safe and secure environment for everyone. We provide assistance and guidance in all security related issues. Your safety is of paramount importance; in addition to providing a 24hr response to incidents or issues there are six emergency contact points located across main campus allowing you to have direct contact with security control. This is in addition to a CCTV monitoring system, phone lines and IT. Please report all security related issues to us or if you require assistance out of normal hours, we are here to help you. For students at outlying areas, please make use of email or phone systems if required. If you have any concerns or suggestions concerning security we welcome feedback and security management will engage with you.

Visit our web page: dundee.ac.uk/estates/facilities/security
Email: security@dundee.ac.uk
Telephone: 01382 385850
Location: rear of main Library
EMERGENCY: 01382 384141
Service name:

**Student Carers**

The University is committed to supporting students who are carers e.g. someone who cares for another person, unpaid, for a friend or family member who due to illness, disability, a mental health problem or addiction cannot cope without their support. Many students combine their university studies with caring, this may bring additional challenges. You may have started university knowing that you would be caring for somebody, however, sometimes this may be a role you’ve taken on unexpectedly part way through your studies. Whatever your situation, it’s important to let the University know, so that we can ensure you have access to all the available support; personal, academic and financial by contacting the Student Support Team in the Enquiry Centre to ensure that you receive the help you need in order to have a successful university experience. Appointments are also available via Skype or telephone.

Visit our web page: dundee.ac.uk/student-services/student-community/studentswithcaringresponsibilities/

Email: stayoncourse@dundee.ac.uk

Telephone: 01382 384932

Location: Enquiry Centre

Our office hours are:
Mon to Fri 09:00 – 17:00
Wed 10:00 – 17:00

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Service name:

**Student Funding Unit**

The Student Funding Unit provides support, information and guidance to all students of the University of Dundee on student financial matters. Regular queries include; applying for student funding in the UK, the student loan system from application stage to repayment, the disbursement of Higher Education and Childcare Funds, Nursing Discretionary Fund, RUK scholarships and bursaries, European and International Discretionary Fund, student bank accounts, debt to the University, general debt issues, financial capability workshops and partnership working with external agencies. Essentially, if you have any query about your student funding or general financial issues, please do drop in. The service is free, impartial, and confidential.

Visit our web page: dundee.ac.uk/studentfunding

Email: studentfunding@dundee.ac.uk

Telephone: 01382 384801

Location: Old Technial Institute (OTI Building)

Our office hours are:
Mon to Fri 10:00 – 13:00 then 14:00 – 16:00
Service name:

**Student Support & Stay on Course**

We are here to help with issues or challenges that are impacting on your studies or yourself personally. We can offer you the help and support you need to stay on course.

A member of the Student Support Team is always available in The Enquiry Centre, and you do not need an appointment to come and talk, in confidence, about the issues you are facing.

If you would prefer to make an appointment you can do so. Appointments are also available via Skype or telephone. We will discuss with you what help and support is available, and will work with you on a Stay on Course plan for you to follow that will help you get back on track. Once things improve for you; we will still keep in contact occasionally, to offer friendly encouragement and to ensure that you continue to progress in your studies.

Visit our web page: [dundee.ac.uk/student-services/student-support-team/](dundee.ac.uk/student-services/student-support-team/)

Email: stayoncourse@dundee.ac.uk

Telephone: 01382 381900

Location: The Enquiry Centre

Our office hours are:
Mon – Fri 09:00 -17:00
Wed 10:00 - 17:00

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Service Name:

**SWITCH**

(Student Wellbeing Initiative Targeting Community Health)

Here at the University of Dundee you are part of our unique Connected Community. Getting involved in extra-curricular activity whilst studying means that you can take a well-deserved break from the library, look after yourself and develop your transferable skills along the way. SWITCH is a referral process for you to discover what interests you most and to get yourself involved in doing that activity if you aren’t too sure what you want to do.

Whether it be student society involvement, being part of a sports club or helping out a local voluntary organisation – make sure you are engaged in something outside of your classes and are joining in with so many of your peers making the University of Dundee a fantastic place to study.

Recording your activity (whatever it is) on MyDundee can also qualify you for an employability and volunteering award as proof of your achievements.

Visit our web page: [dundee.ac.uk/ConnectedCommunity](dundee.ac.uk/ConnectedCommunity)

Email: switch@dundee.ac.uk

Telephone: 01382 385902

We are located: Enquiry Centre

Our hours are:
Mon – Fri 09.00 - 17:00
Wed 10.00 - 17:00
Service name:

**Top of the Tower Cafe**

With arguably the best panoramic views of Dundee, the Top of the Tower Café is situated on the 10th floor of the Tower building on the Perth Road. Open weekdays from 8.30am to 3.30pm the Top of the Tower offers students a reasonably priced place to come along and have breakfast, lunch or to relax and have a coffee.

The Top of the Tower offers a variety of organic Fairtrade teas along with coffee from Coffee Conscience which is hand roasted in Dundee using traditional skills to ensure a fuller and fresher roast. For every coffee sale made, a percentage goes directly back into local community projects focusing on environmental outcomes.

There is a wide variety of freshly produced food on offer including breakfast rolls, cereals, sandwiches, wraps, toasties, baked potatoes, panini, home-made soups and fresh fruit. For anyone with a sweet tooth there are selection croissants, scones and a selection of tray-bakes on offer too. There are also vegetarian, vegan and gluten free options each day.

The Top of the Tower is a great place to relax or to grab a snack to take away.

Visit our web page: dundee.ac.uk/hospitality-services/topofthetowercafe/

Email: hospitalityservices@dundee.ac.uk

Telephone: 01382 388766

Location: Tower Building – Perth Road

Open: 8:30-15:30 (term time)
Emergency and support telephone numbers:

Campus security emergencies
**01382 384141**

Campus security office
**01382 385850**

Residences (Sanctuary)
emergency repairs and security
**07776 298696** 24 hour mobile number

Nightline
**01382 381183** 20:00 – 08:00 (semester)

Emergency Services
**999** (Police, Fire, Ambulance)

Police Scotland (non emergency)
**101**

National Health Service
**111** (NHS 24)

Samaritans
**116 123**

Breathing Space
**0800 83 85 87**