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 world’s top 200 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.

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: dunder.ac.uk/academic-skills

Email: asc@dunder.ac.uk

Telephone: 01382 384017

Location: 1 Airlie Place
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: dundee.ac.uk/botanic

Email: botanicgardens@dundee.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:

**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, 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
Tue to Fri 09:00 - 17:00
Service name:
The 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: dunder.ac.uk/counselling
Email: counselling@dunder.ac.uk
Telephone: 01382 384164
Location: Old Technical Institute (OTI Building)

Our office hours are:
Mon to Fri 9:00 – 17:00
Closed for lunch 12:30 – 13:30
Emergency counselling:
Drop-in service available Mon to Fri at 10:15

Service name:
The 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: dunder.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: 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 08:45 - 17:00

Service name: Centre of Entrepreneurship

The Centre of 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:

**Energy and Environment**

**Travel:** Getting around Dundee try [traveline.info](http://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](http://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](http://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](http://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, kitchen ware, computer hardware and lots of other free items.

**Email:** [eb-energyandenvironment@dundee.ac.uk](mailto: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)

Service name:

**The 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](http://dundee.ac.uk/student-services)

**Email:** [enquiry@dundee.ac.uk](mailto: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:

**The Global Room**

The Global Room is a social space on City Campus for students to relax, meet new people and celebrate cultural events. The University of Dundee is a vibrant, international campus with students and staff from all over the world and we want to celebrate the amazing cultural diversity we have right on our doorstep.

If you want to expand your horizons beyond Dundee, come in and learn about our global exchange and study abroad opportunities. But you don’t need to leave Dundee to have a truly international experience. Come to The Global Room where all students and staff are welcome, have a chat with our friendly team and find out about our upcoming events. Located in a bustling part of campus, we are keen to honour the history of UoD while looking to the future and encouraging all students and staff to have a truly international experience right here in Dundee.

**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 to Fri 09:00 - 17:00
Wed 10:00 - 17:00

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/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 - 15:00 (vacation)
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 9:00 – 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: [dundee.ac.uk/international/support](http://dundee.ac.uk/international/support)

To request an appointment complete our online enquiry form: [dundee.ac.uk/international/support/meetingform](http://dundee.ac.uk/international/support/meetingform)

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

Email: internationalsupport@dundee.ac.uk

Telephone: 01382 381381

Location: Enquiry Centre

Our office hours are:
Mon to Fri 09:15 - 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](http://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](http://dundee.ac.uk/help4u)

Email: help4u@dundee.ac.uk
Service name: 

**The 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

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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: **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:** dunderuni.nightline.ac.uk  
**Email:** nightlife@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
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: Enquiry Centre
Our office hours are:
Mon to Fri 09:00 - 17:00
Wed 10:00 - 17:00

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: **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: Stay on Course

If you are facing challenges that are impacting on your studies or yourself personally, we can offer you the help and support you need to stay on course.

The Student Support Team 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 you are back on track and 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
Email: stayoncourse@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: 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 in Residences

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:
The 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
Emergency and support telephone numbers:

Campus security emergencies
01382 384141

Campus security office
01382 385850

Residences (Sanctuary)
emergency repairs and security
07776 298 696 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