

# Student Life

[ask.rgu.ac.uk](http://ask.rgu.ac.uk)

## Follow RGU Student Life

[www.facebook.com/rgustudentlife](http://www.facebook.com/rgustudentlife)

Instagram: @rgustudentlife

Twitter: @rguhelppoint

[www.pinterest.com/rguhelppoint](http://www.pinterest.com/rguhelppoint)

## STUDENT HELP GUIDE

This is a quick reference tool, with details of the various support services that are there to assist you.

|  |                              |  |
|--|------------------------------|--|
| <b>Director of Student Life Office</b>                   |                              | <a href="mailto:studentlife@rgu.ac.uk">studentlife@rgu.ac.uk</a>   |
| <b>Accommodation (General)</b>                           |                              | <a href="mailto:accommodation@rgu.ac.uk">accommodation@rgu.ac.uk</a>   |
| <b>Accommodation (ResLife)</b>                           | 01224 262019                 | <a href="mailto:reslife@rgu.ac.uk">reslife@rgu.ac.uk</a>   |
| <b>Accommodation Finance (RGU fees/instalments)</b>      |                              | Contact online at <a href="http://ask.rgu.ac.uk">ask.rgu.ac.uk</a>   |
| <b>Careers Team</b>                                      | 01224 262110                 | Contact online at <a href="http://ask.rgu.ac.uk">ask.rgu.ac.uk</a> ;<br>Online careers information, advice and tools available at <a href="http://www.rgu.ac.uk/ehub">www.rgu.ac.uk/ehub</a> |
| <b>Chaplaincy - on campus most Wednesday and Fridays</b> | 01224 645189                 | <a href="mailto:chaplaincy@rgu.ac.uk">chaplaincy@rgu.ac.uk</a>   |
| <b>Counselling and Wellbeing</b>                         | 01224 262120                 | Contact online at <a href="http://ask.rgu.ac.uk">ask.rgu.ac.uk</a>   |
| <b>Finance (tuition fees, SAAS)</b>                      | 01224 262664                 | Contact online at <a href="http://ask.rgu.ac.uk">ask.rgu.ac.uk</a>   |
| <b>Financial Assistance</b>                              | 01224 262127<br>01224 262126 | Contact online at <a href="http://ask.rgu.ac.uk">ask.rgu.ac.uk</a>   |
| <b>Inclusion Centre</b>                                  | 01224 262103                 | Contact online at <a href="http://ask.rgu.ac.uk">ask.rgu.ac.uk</a>   |
| <b>IT Help Desk</b>                                      | 01224 262777                 | <a href="mailto:itservicedesk@rgu.ac.uk">itservicedesk@rgu.ac.uk</a>   |
| <b>IT Support Portal</b>                                 |                              | <a href="https://itservicedesk.rgu.ac.uk">https://itservicedesk.rgu.ac.uk</a>  |
| <b>Library</b>   | 01224 263450                 | <a href="mailto:library@rgu.ac.uk">library@rgu.ac.uk</a>   |
| <b>Placements Team</b>                                   |                              | Contact online at <a href="http://ask.rgu.ac.uk">ask.rgu.ac.uk</a>   |

|   |                              |  |
|---|------------------------------|--|
| <b>RGU Sport</b>  | 01224 263666                 | <a href="http://www.rgu.ac.uk/rgusport">www.rgu.ac.uk/rgusport</a>   |
| <b>RGU Sport Clubs</b>  | 01224 263665                 | <a href="http://www.rguunion.co.uk/getinvolved/sport/">www.rguunion.co.uk/getinvolved/sport/</a>   |
| <b>RGU:Union</b>  | 01224 262266                 | <a href="http://www.rguunion.co.uk/contact/">www.rguunion.co.uk/contact/</a>   |
| <b>Student Admissions Service</b>                                 | 01224 262728                 | Contact online at <a href="mailto:admissions@rgu.ac.uk">admissions@rgu.ac.uk</a>   |
| <b>Student Help Point</b>   | 01224 263660                 | Visit us in Ishbel Gordon Building, Mon-Fri 11-3<br>Email <a href="mailto:studenthelppoint@rgu.ac.uk">studenthelppoint@rgu.ac.uk</a><br>Online video/text chats at <a href="http://whereby.com/RGUHelpPoint">whereby.com/RGUHelpPoint</a> Mon-Fri 3-4:30pm |
| <b>Student Records</b>  | 01224 262205                 | Contact online at <a href="http://ask.rgu.ac.uk">ask.rgu.ac.uk</a>   |
| <b>Study Abroad</b>   | 01224 262160<br>01224 263172 | Contact online at <a href="mailto:studyabroad@rgu.ac.uk">studyabroad@rgu.ac.uk</a>   |
| <b>Study Skills</b>   |                              | Contact online at <a href="http://ask.rgu.ac.uk">ask.rgu.ac.uk</a>   |
| <b>Timetabling</b>  |                              | Contact School Office - <a href="http://www.rgu.ac.uk/timetabling-contacts">www.rgu.ac.uk/timetabling-contacts</a>   |
| <b>Transport (inc. Car Parking, Cycling and Public Transport)</b> |                              | <a href="mailto:transport@rgu.ac.uk">transport@rgu.ac.uk</a>   |
| <b>Visa and Immigration Advice</b>                                |                              | Contact online at <a href="http://ask.rgu.ac.uk">ask.rgu.ac.uk</a>   |
| <b>Switchboard</b>  | 01224 262000                 | Can transfer you to any department or staff member   |

## PROBLEM SOLVING

| QUERY  | EXAMPLES   | LOCATION  |
|--|--|---|
| <b>All non academic problems</b>                                       | Health, travel, personal issues.   | Student Help Point or ask.rgu.ac.uk                             |
| <b>Academic Skills</b>   | Academic support for students; research skills, referencing and locating sources of information.   | DELTA's Study Skills Service Library                            |
| <b>Accommodation</b>   | Advice on halls and private rented accommodation.  | Student Help Point  |
| <b>Admissions</b>  | Applying for a new course; transferring course to another School.  | Contact online at admissions@rgu.ac.uk                          |
| <b>Appeals</b>   | Advice on appeals, complaints and general representation.  | RGU:Union   |
| <b>Car Parking</b>   | applying for a campus permit; information on street parking.   | Transport team  |
| <b>Career Support</b>  | Finding work: graduate jobs, part-time work, internships etc. Applying for jobs: CV and applications advice, interview prep and assessment centre support. Further study options and changing/leaving your course. | Careers Team: Centre for Employability and Community Engagement |
| <b>Childcare</b>   | Nursery places, Assistance with paying childcare costs   | The Tree House Nursery www.rgu.ac.uk/childcare-fund             |
| <b>Disabilities, Mental Health Difficulties and Medical Conditions</b> | Specific learning differences, sensory impairments; mobility difficulties; medical conditions; mental health difficulties; teaching, learning and exam provision; Disabled Students' Allowance Inclusion Centre    | Inclusion Centre  |
| <b>Exams / Resits</b>  | applying for resit exams; deferrals.   | Contact your School Office                                      |

| QUERY                                | EXAMPLES  | LOCATION   |
|--------------------------------------|---|--|
| <b>Financial</b>                     | Additional financial support eg discretionary funds; Short term loans; Repeat year funding, bursaries/grants, scholarships, etc   | Details and forms available at •www.rgu.ac.uk/discretionary-fund •www.rgu.ac.uk/emergency-loan-fund •www.rgu.ac.uk/study/finance-funding   |
| <b>Illness</b>                       | Medical certificates; missed exams due to illness.<br><br>Support for long term medical conditions; support for mental health and wellbeing, ie anxiety, low mood, thoughts of suicide, disordered eating problems, stress, depression etc. | Contact your School Office; Inclusion Centre (for temporary disability or ongoing illness)<br><br>Inclusion Centre; Counselling and Wellbeing Service: you can book appointments with the Wellbeing Advisor at ask.rgu.ac.uk, at Student Help Point or call 01224 262120 |
| <b>Library</b>                       | Advice on using Library services and facilities including research skills, referencing and finding sources of information.  | Library; www.rgu.ac.uk/library   |
| <b>Payments</b>                      | Accommodation/tuition. Emergency loan repayments  | https://robertgordon.flywire.com/ or at Student Help Point   |
| <b>Personal</b>                      | Homesickness; personal problems (eg illness of a family member, relationship problems).   | Counselling and Wellbeing Service: you can book appointments with the Wellbeing Advisor at ask.rgu.ac.uk or call 01224 262120  |
| <b>SAAS</b>                          | Problems with tuition fees.<br><br>Disabled Students' Allowance.  | Contact Student Finance or SAAS directly on 0300 555 0505 Inclusion Centre   |
| <b>Societies</b>                     |   | RGU:Union  |
| <b>Specific Learning Differences</b> | Pre-screening; dyslexia assessment; lecture and exam arrangements.<br><br>Study skills advice for dyslexia and other related learning differences.  | Inclusion Centre<br><br>DELTA's Study Skills Service: you can book an appointment by telephoning 01224 263089.   |

| QUERY                                 | EXAMPLES   | LOCATION  |
|---------------------------------------|--|---|
| <b>Sport and Physical Activity</b>    | Fitness, Exercise, Physical Activity, Health & Wellbeing, Sports Clubs, Athlete Support, Sport Scholarships.   | RGU Sport, RGU:Union  |
| <b>Student Records</b>                | Online Enrolment (when to enrol; issues with logging in; incorrect data in the portal); Graduation (graduation registration; gown hire; guest tickets; ceremony dates; award certificate); HEAR/Diploma Supplements; Student Letters; Council Tax (council tax letters; eligibility for exemption; resitting part-time; exemption during suspensions); Name Changes. | ask.rgu.ac.uk   |
| <b>Study Abroad</b>                   | Study or work in another country as part of a degree programme.  | Study Abroad: Employability Hub   |
| <b>Study Support</b>                  | Study Skills; assignment planning; time management; maths, stats and numeracy; basic IT.   | Study Skills Service: you can get in touch or book an appointment online at ask.rgu.ac.uk.              |
| <b>Timetables</b>                     | Timetabling enquiry.   | Contact your School Office  |
| <b>Transcripts</b>                    | Applying for a transcript.   | You can access your most up to date transcript on my rgyou or (on headed paper) from your School Office |
| <b>University Regulations</b>         | Part-time study; student progress; repeating a year; changes to degree intention (eg MA to BSc); withdrawal; readmission; other options for study.   | Contact your School Office and Admissions   |
| <b>Visa and Immigration Advice</b>    | Visa and Immigration enquiries; Extending Your Student Visa; Working During Studies; Re-Registration; Passport/BRP/Visa Scanning.  | Student Immigration Team; book appointments at ask.rgu.ac.uk  |
| <b>Volunteering</b>                   |  | RGU:Union   |
| <b>Work Experience and Placements</b> | Summer placements; internships; employment.  | Contact your School Office; Placements Team   |