

# 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](https://dundee.ac.uk/student-services)







Service name:

## Academic Skills Centre

The Academic Skills Centre (ASC) focuses on enhancing the learning experience, through working with all of our students to develop and enhance their academic skills and supporting academic colleagues in their learning, teaching and continuing professional development.

Our services for students are for everyone: undergraduates and postgraduates, full time or part time, and those on campus or studying at a distance.

Throughout the academic year our online resources and consultations are available to everyone. We also offer drop-ins during each semester and deliver stand-alone workshops or collaborate with Schools to deliver bespoke sessions.

Students also have the opportunity to work with a published author to develop their writing skills through the Royal Literary Fund (RLF) Writing Fellow scheme, available through ASC.

**Visit our web page:** [dundee.ac.uk/academic-skills](https://dundee.ac.uk/academic-skills)

**Look at our resources:** [libguides.dundee.ac.uk/learnsmart](https://libguides.dundee.ac.uk/learnsmart)

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

**Telephone:** 01382 384017

**Location:** Skills Hub, 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.

Visit our web page:

[libguides.dundee.ac.uk/Adviser-of-Studies-Handbook-students](http://libguides.dundee.ac.uk/Adviser-of-Studies-Handbook-students)

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

**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:** [dundee.ac.uk/botanic](http://dundee.ac.uk/botanic)

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

## Care-Experienced 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/](https://dundee.ac.uk/student-services/student-community/careexperiencedstudents/)

**Email:** [j.m.muszynski@dundee.ac.uk](mailto:j.m.muszynski@dundee.ac.uk)

**Telephone:** 01382 384932

**Location:** The Enquiry Centre

**Our office hours are:**

Mon to Fri 09:00 – 17:00 (Wed from 10:00)







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. See our website for details of how to arrange an appointment to discuss your future plans 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](https://dundee.ac.uk/careers)

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

**Telephone:** 01382 384017

**Location:** 1 Airlie Place

**Opening hours:** See our website for opening hours.



Service name:

## Centre for Entrepreneurship

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 around fifty 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.

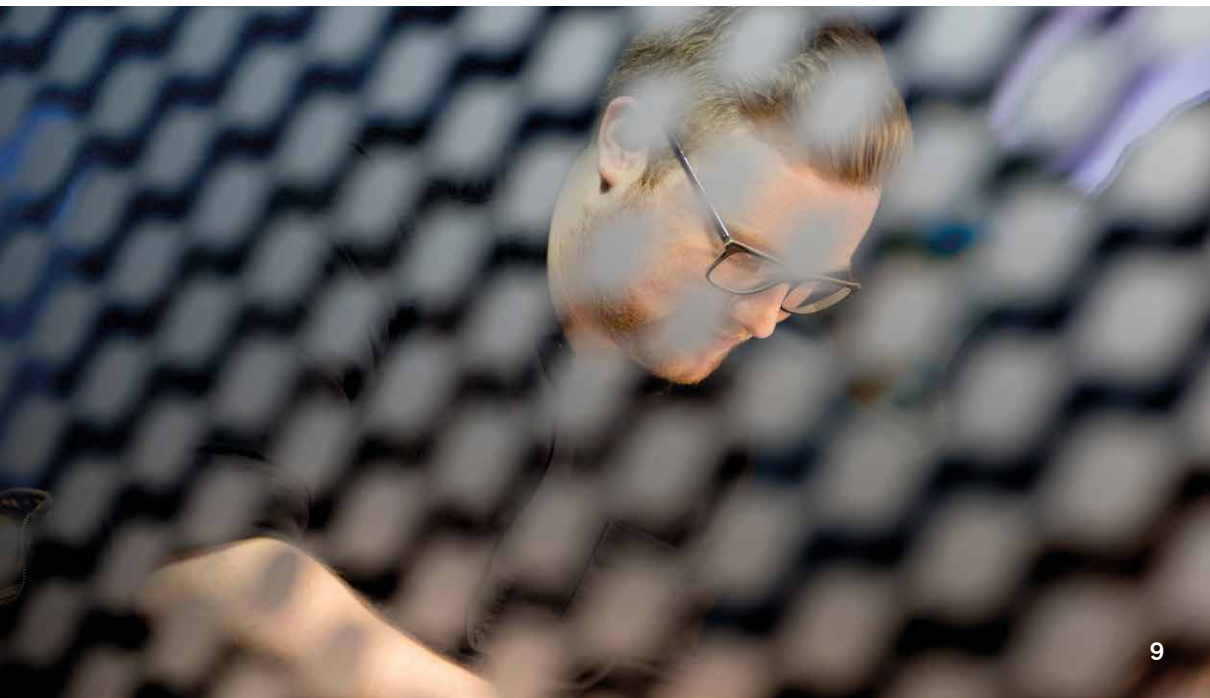
**Visit our web page:** [dundee.ac.uk/entrepreneurship](https://dundee.ac.uk/entrepreneurship)

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

**Telephone:** 01382 386568

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

**Opening hours:** See website



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](http://dundee.ac.uk/chaplaincy)

**Facebook:** [facebook.com/universityofdundeechaplaincycentre](https://facebook.com/universityofdundeechaplaincycentre)

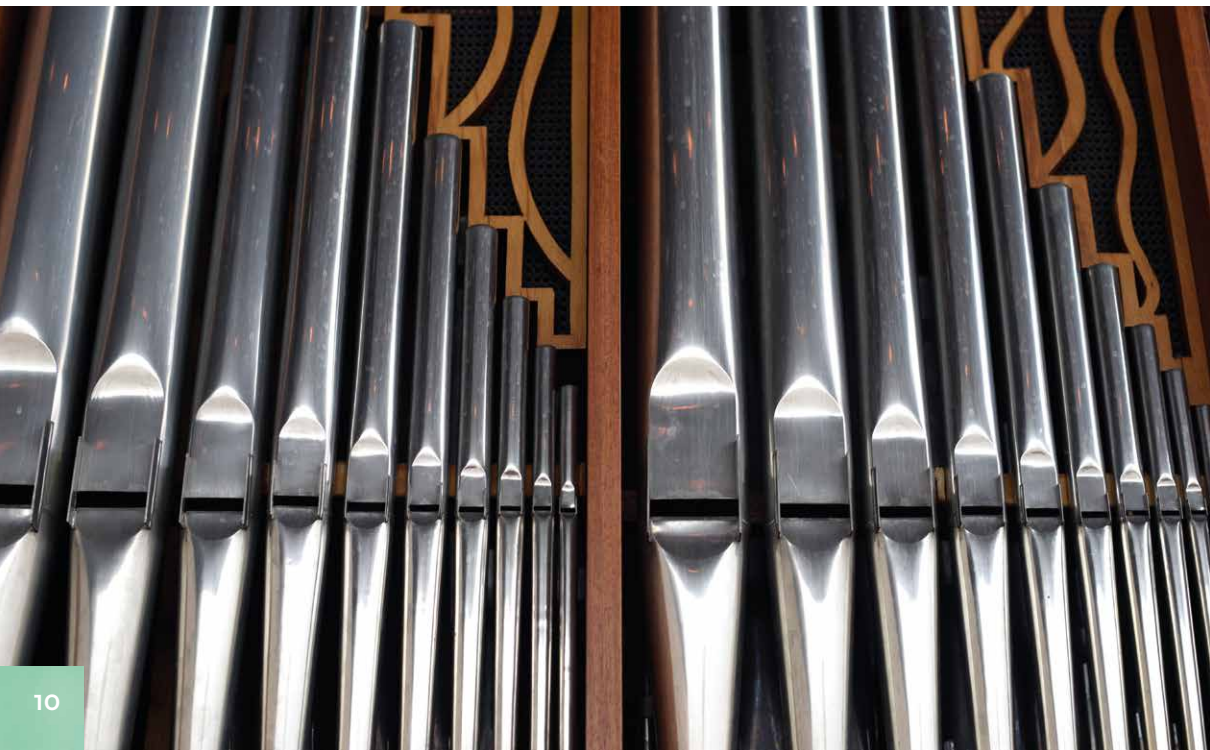
**Telephone:** 01382 384157

**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/hospitality-services/](https://dundee.ac.uk/hospitality-services/)

**Email:** [s.q.robertson@dundee.ac.uk](mailto:s.q.robertson@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 provides short term counselling for current University of Dundee students and staff. 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](http://dundee.ac.uk/counselling)

Email: [counselling@dundee.ac.uk](mailto:counselling@dundee.ac.uk)

Telephone: 01382 384164

Location: Support Hub, 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:

Please see our webpages for further information.





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/shortlifelonglearningdundee.org.uk](https://dundee.ac.uk/shortlifelonglearningdundee.org.uk) – Day and evening classes for all

**Festival of the Future:** [dundee.ac.uk/festival-future](https://dundee.ac.uk/festival-future)

**Events on campus:** [dundee.ac.uk/events](https://dundee.ac.uk/events)

**Free exhibitions of art and science:** [dundee.ac.uk/museum/exhibitions](https://dundee.ac.uk/museum/exhibitions)  
[dundee.ac.uk/cooper-gallery/aboutus/cooper-gallery](https://dundee.ac.uk/cooper-gallery/aboutus/cooper-gallery)

**JOOT Theatre Company:** [facebook.com/joot.theatre](https://facebook.com/joot.theatre)

**Music:** [dundee.ac.uk/music](https://dundee.ac.uk/music)

**University of Dundee Archives:** [dundee.ac.uk/archives](https://dundee.ac.uk/archives)

**DUSA Societies:** [dusa.co.uk/get-involved/societies/a-z/](https://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](https://dundee.ac.uk/disabilityservices)

Email: [disability@dundee.ac.uk](mailto:disability@dundee.ac.uk)

Telephone: 01382 385402

Location: Support Hub, Old Technical Institute (OTI Building)

Opening hours: See our website for opening hours.







Service name:

## The Doctoral Academy

The Doctoral Academy oversees support for all postgraduate researchers and their academic supervisors at the University. We work in partnership with both local and national stakeholders to ensure an excellent experience, provide opportunities to engage in our vibrant research community and offer opportunities for researcher development.

The Doctoral Academy team comprises Professor Michael Gratzke, the Academic Director, Dr Sandra Oza, the Doctoral Academy Manager, Clare Eaves, the Doctoral Academy Coordinator, Annamaria De Felice, the Doctoral Academy's Marketing and Communications Officer, and Dr Susan Levy, the Director of the Professional Doctorate Programme.

**Visit our web page:** [dundee.ac.uk/doctoral-academy](https://dundee.ac.uk/doctoral-academy)

**Social media:** [twitter.com/DundeeDA](https://twitter.com/DundeeDA)

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

**Telephone:** 01382 384437

**Location:** Old Technical Institute (OTI Building)

**Our office hours (virtual) are:** Mon to Fri 09:00 – 17:00

**Our provisional hours for drop-in queries are:** Wed 11:00 – 16:00  
(please contact us by email to confirm before attending)

Service name:

## Energy and Environment

Dundee is a small city and is hilly when travelling north/south but is flat when travelling east/west. Being a city centre campus, walking and cycling are the most convenient and accessible ways for students to travel within Dundee, most parts are easily reached in 20-30 minutes by bicycle or foot from the city centre.

**Travel:** For travel around Dundee use **traveline.info**

Enter your destination/postcode and the site will plan your journey. Bus stops also have 'Live' tracker boards.

**DUSA** offers a free nightly bus service which will take you home within the city boundary, leaving from Balfour St entrance **dusa.co.uk/latest**

**Need a car for an hour or two?** Then join Dundee car club at **commonwheels.org.uk** Drivers aged 18 years old can register (must have had license for 12 months). Lift sharing can be used for regular and one-off journeys **liftshare.com/uk/community/dundeeuni** It is not just for car sharing; you can use it to find someone to walk or cycle with you **dundeeliftshare.com**

**Car parking:** Parking between 08:00 and 17:30 Mon-Fri is limited to staff only. Students can pay to park on City Campus out-with these times by paying the Pay As You Go charges using RingGo. More detailed information **dundee.ac.uk/guides/car-parking**

Bike racks are provided across all campuses. Regular 'Dr. Bike' sessions held on Campus Green. Dundee has an Electric bike hire scheme **rideondundee.com**

**Freeshop:** Everything is free! Go to 3 Cross Row, between 12:00 - 13:00 Monday and Wednesday to find pre-owned clothes, kitchenware, computer hardware and lots of other free items.  
Email: **t.z.cunningham@dundee.ac.uk**

**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 Thurs 12:00 - 13:00 (vacation)



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/subjects/english-international-students](https://dundee.ac.uk/subjects/english-international-students)

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

**Telephone:** 01382 381838

**Location:** 4 Airlie Place

**Our hours are:** Mon to Fri 09:00 – 17:00



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.

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

**Enquiry online form:**  
[dundee.ac.uk/student-services/enquiry-online-form](https://dundee.ac.uk/student-services/enquiry-online-form)

**Telephone:** 01382 381900

**Location:** The Enquiry Centre

**Our office hours are:**  
Mon to Fri 09:00 - 17:00 (Wed from 10:00)



Service name:

## Estranged Students

The University is committed to supporting estranged students. 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 estranged students i.e. young people studying without the support from their family due to a breakdown in their relationship and where contact has ceased. This includes biological or adoptive parents or wider family members who may have been involved in supporting a student in the past.

If you have ticked the estranged box on the UCAS form the University will be aware of your status as an estranged student and will make contact with you. If you have not ticked the UCAS form you will need to make contact yourself with the Estranged Student Support Contact, Joan Muszynski, Student Support Advisor.

**Email:** [j.m.muszynski@dundee.ac.uk](mailto:j.m.muszynski@dundee.ac.uk)

**Telephone:** 01382 384932

**Location:** The Enquiry Centre

**Our office hours are:**

Mon to Fri 09:00 – 17:00 (Wed from 10:00)



Service name:

## The Global Room

The Global Room is a unique space for students and staff to relax, meet new people and celebrate cultural events. We offer student PCs, comfy sofas, a private meeting pod and a drop in zone.

Our Go Abroad sessions promote the value of mobility, encouraging students to work, study or volunteer abroad, and for International and visiting students we offer support sessions helping them transition into Scottish higher education. Our drop-in sessions include DUSA, International Advice Service, Immigration Compliance, SWITCH, Academic Skills Centre, Student Funding Unit and other student services.

Throughout the year we celebrate international events including Holi, Chinese New Year and St. Andrews Day. We also host societies events, discussions, social mixers, quiz nights and much more.

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 all to have an international experience!

**Visit our web page:** [dundee.ac.uk/student-services/globalroom](https://dundee.ac.uk/student-services/globalroom)

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

**Telephone:** 01382 388584

**Location:** Behind the Tower Building, Campus Map reference 4

**Our office hours are:**

Mon, Tues, Thurs and Fri 09:00 – 17:00

Wed 10:00 – 17:00





Service name:

## Health Service (University)

To reach your full academic 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, relaxation and connecting with others are to staying well. They are also likely to enhance your concentration and energy levels, as well as enabling you to withstand challenging times more easily.

If you do become ill, health services are in place for you in the local community and at the University. It's very important that you register with a doctor (GP) on your arrival in Dundee, with several medical practices within walking distance of our residences. Find out more at [uod.ac.uk/gpreg](http://uod.ac.uk/gpreg)

If you do not register with a local doctor, it may cause you difficulties in accessing NHS health care when you need it.

The University Health Service can help you with many health care issues such as accessing healthcare, minor ailments/injuries, general health advice, specific health advice, sexual health advice and mental health issues including mood and anxiety disorders.

Visit our web page: [dundee.ac.uk/health-service](http://dundee.ac.uk/health-service)

Email: [healthservice@dundee.ac.uk](mailto:healthservice@dundee.ac.uk)

Telephone: 01382 384168

Location: Support Hub, Old Technical Institute (OTI Building)

Opening hours: See our website for opening hours.



Service name:

## The Hive & The Snug (DUSA)

The Hive is our student contact hub, run by your DUSA Executive. You can 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.

Next door to The Hive you will find The Snug, a comfy, safe space to drop in and speak to the DUSA Advice Team.

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 wellbeing 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.

**Visit our web page:** [dusa.co.uk/advice](https://dusa.co.uk/advice)

**Email:** [advice@dusa.co.uk](mailto:advice@dusa.co.uk)

**Telephone:** 01382 386086

**Location:** The Hive, level 4, DUSA





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 Student visa sponsor.

We run drop-in sessions in The Global Room for queries relating to how to meet visa conditions and can arrange appointments on any campus to discuss more complex queries.

We are involved in record keeping, monitoring engagement with studies and advising on absences. We liaise with the Police to help students needing to register. We also advise on work conditions and can issue letters confirming student work hours.

**Visit our web page:** [dundee.ac.uk/student-services/compliance](https://dundee.ac.uk/student-services/compliance)

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

**Telephone:** 01382 386750

**Location:** The Global Room

**Our office hours are:**

Mon to Fri 09:00 – 17:00

Wed 10:00 – 17:00

**We are available for drop-in queries:**

Tues and Thurs 10:00 – 13:00





## City Campus

- Information
- Cafe / food
- Cash machine
- Shop
- Electric charge points
- Cycle storage
- Secure cycle storage
- Accessible entrances
- Accessible parking
- Defibrillators:**
  - 2 Tower Building mail room
  - 20 Swimming pool desk (DUSA)
  - 23 Security reception desk
  - 24 Library reception desk
  - 42 Crawford Building external stairs
  - 52 ISE reception desk

The Enquiry Centre (21) is the main reception for general student support, information and also for prospective student visitors.



Buildings		
1 – 3 Perth Road		27
Balfour Flats and Belmont Tower		54
Belmont Flats		53
Bonar Hall		8
Carnegie Building		28
Carnelley Building		7
Chaplaincy		22
Crawford Building		42
Cross Row		15
Dalhousie Building		61
Dental Hospital		11
Discovery Centre		50
Dundee University Students' Association (DUSA)		20
Enquiry Hub (The Enquiry Centre)		21
Ewing Building		13
Fleming Building		26
Frankland Building		12
Fulton Building		14
Harris Building		25
Heathfield Residences		56
Institute of Sport and Exercise (ISE)		52
Main Library		24
Matthew Building		45
Medical Science Institute (MSI)		48
Ninewells Hospital	Ninewells Campus	
Old Medical School (OMS)		6
Old Technical Institute (OTI)		3
Peters Building		29
Queen Mother Building		17
Scrymgeour Building		9
Seabraes Residences		44
Sir James Black Centre		51
Skills Hub (1 Airlie Place)		33
Support Hub (OTI Building)		3
Tower Building		1
Wellcome Trust Biocentre		49
West Park Flats and Villas	319 Perth Road, DD2 1NN	

Schools and subjects	
Architecture	45
Art and Design (Duncan of Jordanstone College of)	45
Business	28
Centre for Anatomy and Human Identification (CAHID)	48
Centre for Archive and Information Studies (CAIS)	1
Civil Engineering	14
Computing	17
Dentistry	11
Education and Social Work	6
English	1
Environmental Science	1
Geography	1
Health Sciences	30
History	1
Humanities	1
International College Dundee	35
Languages for All	1
Law	9
Leverhulme Research Centre for Forensic Science	13
Life Sciences	7
Mathematics	14
Mechanical Engineering	14
Medicine	Ninewells Campus
Philosophy	1
Physics	14
Politics	9
Psychology	9
Science and Engineering	14
Social Sciences	9

Shops and cafes	
Air	20
Art Materials Shop (card access required)	41
Cantina (card access required)	41
Chaplaincy Coffee Shop	22
College Shop	5
Dental Cafe	11
The Liar	20
Library Cafe	24
Pavement Cafe	20
Premier Shop	19
The Street Cafe	50
Top of the Tower Cafe	1



Student and staff services	
Academic Skills Centre (Skills Hub)	33
Careers Service (Skills Hub)	33
Cash Office	1
Centre for Entrepreneurship (Skills Hub)	58
Counselling Service (Support Hub)	3
Disability Services (Support Hub)	3
English for International Students	36
The Enquiry Centre (Enquiry Hub)	21
The Global Room (Enquiry Hub)	4
Go Abroad	1
Health Service (Support Hub)	3
The Hive	20
Immigration Compliance	4
International Advice Service	21
IT	10
Library and Learning Centre	24
Nursery	38/39
Occupational Health Service	3
PAMIS	47
Peer Connections (The Enquiry Centre)	21
Registry - student enquiries	21
Registry - staff only	37
Research and Innovation Services	34
Residences Office	21
Safety Services	1
Sanctuary Students	55
Society Support	20
Sports Union	52
Student Funding Unit (Support Hub)	3
Student Support Team	21

Libraries and exhibitions	
Cooper Gallery	43
Duncan of Jordanstone College of Art & Design Library	45
D'Arcy Thompson Zoology Museum	7
Kirkcaldy Campus Library	Kirkcaldy Campus
Lamb Gallery	1
LifeSpace Science Art Research Gallery	49
Main Library	24
Matthew Galleries	45
Museum Services	40
Robertson Trust Medical Library	Ninewells Campus
Tayside Medical History Museum	Ninewells Campus
Tower Foyer Gallery	1

Staff administration (Tower Building)	
Academic and Corporate Governance	1
Corporate Communications	1
Creative Services	1
Development and Alumni Relations	1
External Relations	1
Finance Office	1
Human Resources	1
Marketing and Communications	1
Organisational and Professional Development	1
Press Office	1
Principal's Office	1
Procurement Office	1
Public Engagement and Major Events	1
Safety Services	1
Student Recruitment and Admissions	1
Web Services	1

Other	
Archives	1
Botanic Garden	Riverside Drive, DD2 1QH
Business Transformation	60
Campus Green	18
Campus Services (Estates and Buildings)	13
College Green	7
Free Shop	15
Heathfield multi-level car park	57
Mail room / delivery dock	2
Music Rooms	22
Muslim Prayer Room Sisters	31
Muslim Prayer Room Brothers	32
Officer Training Corps	16
Print Unit (card access required)	46
Riverside Sports Grounds	Riverside Drive, DD2 1UQ
Security Centre	23
Swimming Pool	20

Service name:

## Institute of Sport and Exercise

The University is host to a whole range of sport, exercise, and physical activity opportunities for you to get involved with, all under the direction of the Institute of Sport and Exercise. Situated on the north edge of the city campus we offer the most expansive range of indoor and outdoor multi-sports facilities in Dundee.

These include an extensive gym and training suite; two sports halls, three exercise studios, squash and tennis courts and swimming pool. There are over 40 exercise and activity classes each week including yoga, pilates, bike, Zumba and step, to name a few. In addition, personal training and gym inductions are available to all members to support your journey through physical activity and fitness.

A short 20-minute walk from city campus will take you to Riverside Playing Fields, our outdoor multi-sport grass and artificial pitches.

A range of flexible and cost-effective membership options are available to all students. The University is also home to over 40 student sports clubs for those wishing to participate in competitive and recreational sport, or indeed learn a new sport while studying here in Dundee.

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

**Visit our web page:** [dundee.ac.uk/ise](http://dundee.ac.uk/ise)

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

**Telephone:** 01382 384122

**Location:** Institute of Sport and Exercise





**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 guides based on frequently asked questions, covering practical and official information. They also provide links to home hospitality schemes as well as organise a welcome event especially for our international community.

**Visit our web page:** [dundee.ac.uk/international-advice-service](https://dundee.ac.uk/international-advice-service)

**For quick queries drop in to The Global Room:**

Mon, Wed and Fri 11:00 – 13:00

Tues, Thurs 12:00 – 13:00

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

**Telephone:** 01382 385487

**Location:** The Enquiry Centre

**Our office hours are:**

Mon to Fri 09:15 – 17:00 (Wed from 10:00)



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.

### Get IT Support

UoD IT provides IT services and support for staff and students at the University of Dundee. Our opening hours are Mon to Fri 8:00 – 20:00, Sat and Sun 10:00 – 18:00.

### Help4U

The Help4U Self Service Portal is your first point of contact for IT queries and support. You can:

- Log a ticket to report an IT issue or ask a question
- Explore our Knowledge Base to find answers and solutions to common IT issues
- Check the progress and update any existing tickets you have logged

**Help4U:** [help4u.dundee.ac.uk](https://help4u.dundee.ac.uk)

### IT guides

Whether you need to record a meeting in Teams or connect your Xbox to the wifi in Heathfield, you can view our full range of IT guides on a range of topics.

**IT Guides:** [Dundee.ac.uk/it/guides](https://dundee.ac.uk/it/guides)

### Visit us in person

Our service desk is located in the Main Library and will be open during the service hours listed above.





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 cafe, 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](https://dundee.ac.uk/library)

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

**Telephone:** 01382 384087

**Location:** Library and Learning Centre

**Our hours are:** [dundee.ac.uk/library/opening](https://dundee.ac.uk/library/opening)



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. Also includes Student Glossary to help you understand various terms and acronyms used across the University.

#### Visit our web page:

[libguides.dundee.ac.uk/livesmart](https://libguides.dundee.ac.uk/livesmart)

[libguides.dundee.ac.uk/learnsmart](https://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 and 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:** [dundee.ac.uk/museum](http://dundee.ac.uk/museum)

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

**Telephone:** 01382 384310

**Exhibitions in the Tower\* are open:**

Mon to Fri 09:30 – 19:00 and Sat 13:00 – 17:00

For other venues visit our website for details.

\*Subject to alteration due to Covid restrictions



Service name:

## Music

There are lots of musical opportunities at the University. We have choirs/ bands/ orchestra/ 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 of 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:** [dundee.ac.uk/music](http://dundee.ac.uk/music)

**Email:** [g.stevenson@dundee.ac.uk](mailto:g.stevenson@dundee.ac.uk)

**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](http://dundeeuni.nightline.ac.uk)

**Email:** [listening@dundeeuni.nightline.ac.uk](mailto:listening@dundeeuni.nightline.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. The nursery now offers funded spaces for eligible two-year-olds – parents must meet criteria set by Scottish Government, and Early Learning and Childcare term time only funded spaces. Term time follows Dundee City Council term dates.

**Visit our web page:** [dundee.ac.uk/childcare](https://dundee.ac.uk/childcare)

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

**Telephone:** 01382 345188

**Location:** DUSA (Dundee University Students Association)  
and 8 to 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 are available to all students throughout the academic year so you can contact them anytime. They also run a variety of social events to support students.

To arrange to have a mentor/buddy please fill in the form on our webpage.

Visit our web page: [dundee.ac.uk/student-services/peer-connections](https://dundee.ac.uk/student-services/peer-connections)

Email: [peerconnections@dundee.ac.uk](mailto:peerconnections@dundee.ac.uk)

Telephone: 01382 381900

Location: The Enquiry Centre

Our office hours are:

Mon to Fri 09:00 – 17:00 (Wed from 10:00)





Service name:

## Registry

Registry is responsible for maintaining your student academic record from the start of your studies through to the point when you leave the University. The team in Registry are involved in every stage of your academic journey and are responsible for matriculation (of entrant and continuing students), tuition fee invoicing, examinations, graduation and central timetabling.

### Useful information:

- Update your home and semester address in eVision
- Confirm that you are a matriculated student: log into eVision, see Guidance for Students Certifying Letters
- View your teaching timetable in eVision
- Book a room using the student room booking form:  
[dundee.ac.uk/roombookings](http://dundee.ac.uk/roombookings)
- Assessment and examination results are available in eVision
- Request a formal/official certificate letter using the online order form

You can access the full range of Registry services via The Enquiry Centre.

**Visit our web page:** [dundee.ac.uk/registry](http://dundee.ac.uk/registry)

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

**Location:** The Enquiry Centre

**Our office hours are:**

Mon to Fri 09:00 – 17:00 (Wed from 10:00)

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

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

Telephone: 01382 819100

Location: The Enquiry Centre

Our office hours are:

Mon to Fri 09:00 – 17:00 (Wed from 10:00)



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](http://dundee.ac.uk/accommodation)  
[sanctuary-students.com/student-accommodation/dundee](http://sanctuary-students.com/student-accommodation/dundee)

**Email:**

[residences@dundee.ac.uk](mailto:residences@dundee.ac.uk)  
[cashoffice@dundee.ac.uk](mailto:cashoffice@dundee.ac.uk)  
[enquiries-dundee@sanctuary-students.com](mailto:enquiries-dundee@sanctuary-students.com)

**Telephone:**

**Residences** – 01382 384040  
**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 from 10:00)  
**Sanctuary Students**  
Mon to Fri 09:00 – 17:00



Service name:

## Residences Student Support

ResLife Support Assistants (RSA) 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 RSA when you move in to residences and keep in touch with them throughout your stay.

If you are having any welfare difficulties related to your stay with us in residences, do get in touch with your RSA to seek some support. Additionally, you can contact us on the residences-support address below and we will be able to work with you to try to resolve any difficulties you are experiencing and make your time with us a great part of your student experience.

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

Email: [Residences-Support@dundee.ac.uk](mailto:Residences-Support@dundee.ac.uk)

Telephone: 01382 381900

Location: The Enquiry Centre

Our office hours are:

Mon to Fri 09:00 – 17:00 (Wed from 10:00)

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. Most of our staff are First Aiders and some are also Mental Health First Aiders who are there to help if required. 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](https://dundee.ac.uk/estates/facilities/security)

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

**Telephone:** 01382 385850

**Location:** Top floor, Ewing Building

**EMERGENCY: 01382 384141**





Service name:

## Student Carers

The University is committed to supporting any student carers. 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 student carers i.e. anyone who cares, unpaid, for friend or family member due to illness, disability, or a mental health problem or an addiction cannot cope without their support.

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

### Visit our web page:

[dundee.ac.uk/student-services/student-community/studentswithcaringresponsibilities/](https://dundee.ac.uk/student-services/student-community/studentswithcaringresponsibilities/)

**Email:** [j.m.muszynski@dundee.ac.uk](mailto:j.m.muszynski@dundee.ac.uk)

**Telephone:** 01382 384932

**Location:** The Enquiry Centre

### Our office hours are:

Mon to Fri 09:00 – 17:00 (Wed from 10:00)





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 within your community. Essentially, if you have any query about your student funding or general financial issues, please do drop in. The support is free, impartial, and confidential.

**Visit our web page:** [dundee.ac.uk/student-services/student-funding](https://dundee.ac.uk/student-services/student-funding)

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

**Telephone:** 01382 384801

**Location:** Support Hub, Old Technical Institute (OTI Building)

**Opening hours:** See our website for opening hours.

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. We can talk with you, in confidence, about the issues you are facing.

Appointments are also available via MS Teams 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.

**To make an appointment or get support and advice from the Student Support team:**

**Visit our web page and complete the form:**  
[dundee.ac.uk/student-support-team](https://dundee.ac.uk/student-support-team)

**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:

## SWITCH

### Student Wellbeing Initiative Targeting Community Health

Interested in volunteering, joining a society, or a sports club? Not sure how to get active and engaged with others? Need extra support?

SWITCH is a self-referral process for you to discover what interests you most and to get yourself involved in doing that activity. Whether it be student society involvement, being part of a sports club or helping at a local voluntary organisation – making sure you are engaged in something outside of your classes with many of your peers, adds to the experience of making the University of Dundee a fantastic place to study.

The SWITCH Team are here to support you in discovering and engaging in our Connected Community. Getting involved in extra-curricular activities 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. Getting active has a huge potential to enhance our well-being, studies show the overall health benefits are vast and extremely positive.

SWITCH also provides our students with opportunities to qualify for official university awards for their volunteering efforts.

**Visit our web page and sign up online:**

[dundee.ac.uk/student-services/switch](https://dundee.ac.uk/student-services/switch)

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

**Telephone:** 01382 385902

**We are located:** The Enquiry Centre

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

Service name:

## Top of the Tower Cafe

With arguably the best panoramic views of Dundee, the Top of the Tower Cafe 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/](http://dundee.ac.uk/hospitality-services/topofthetowercafe/)

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