



University of
St Andrews | FOUNDED
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Guide to Support Services



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Student Services



The ASC

The Advice and Support Centre (ASC) is the main Student Services hub and a place where students can drop in, call or email for information or advice. Students can contact the ASC for a range of matters, from questions about finances to academic advice to finding out where lectures and tutorials are. They can also advise you on how to get further support from the wider Student Services team, and make appointments on your behalf.

Website:

www.st-andrews.ac.uk/students/advice

Email: theasc@st-andrews.ac.uk

Telephone: 01334 462020

Location: Advice and Support Centre,
79 North Street, St Andrews, KY16 9AL

Opening hours:

9:30am – 5pm Monday to Friday

Eden Court

Student Services is based in two buildings, the ASC for general enquiries and Eden Court for student appointments. In-person appointments, including one-to-one meetings and some group sessions, take place in Eden Court.

Website:

www.st-andrews.ac.uk/students/advice

Email: theasc@st-andrews.ac.uk

Telephone: 01334 462720

Location: Eden Court, The Scores,
St Andrews, KY16 9AS

Opening hours:

8:45am – 5pm Monday to Friday,
all year round



Wellbeing, Counselling and Mental Health

We have a team of staff trained to support students throughout their journey at St Andrews, including coaches, counsellors and wellbeing & mental health practitioners. Both undergraduate and postgraduate students can book a consultation appointment to meet with a member of the team, who may refer you to further support if needed.

Book a consultation: www.st-andrews.ac.uk/students/advice/counselling

Email: theasc@st-andrews.ac.uk

Telephone: 01334 462020

Location: Advice and Support Centre, 79 North Street, St Andrews, KY16 9AL

A-Z Wellbeing

The A-Z guide is a collection of advice and guidance for you to access at any time. It also contains resources, like revision guides, and online self-help programmes that are free for students to use.

Website: www.st-andrews.ac.uk/students/advice/personal



Wellbeing and Coaching

Our Wellbeing Advisers can help you if you need advice about your wellbeing, academics and university experience. We use positive psychology tools to help students overcome and manage their difficulties. You don't have to have a mental health concern to meet with us, we are here to help.

Our Coaching Practitioners work collaboratively with you on your personal development, facing challenges and overcoming obstacles. We offer support and accountability by helping you identify your strengths and what's important to you in order to empower change. If you're motivated for change – we're here to help you get there!

Website: www.st-andrews.ac.uk/students/advice/counselling

Email: support.advice@st-andrews.ac.uk

Telephone: 01334 462020

Location: Appointments can be in different locations or online via audio or video call. Please check your email or text reminder for confirmation, or alternatively, you can contact the number listed above to confirm the location or format of your appointment.

Opening hours: 9am – 5pm Monday to Friday all year round



Counselling

The counselling team supports student wellbeing and mental health using a range of therapeutic approaches and interventions to help students overcome challenges and reach their academic and personal goals. Our counsellors provide a safe, supportive, non-judgemental and confidential space. The support offered is tailored to suit each individual. As such, you and your practitioner will work together to agree the aim(s) of your work, as well as the frequency and number of sessions. The counselling team offers one to one support as well as psychoeducational groups. Where appropriate we will refer to other departments or services.

Website: www.st-andrews.ac.uk/students/advice/counselling

Email: support.advice@st-andrews.ac.uk

Telephone: 01334 462020

Location: Appointments can be in different locations or online via audio or video call. Please check your email or text reminder for confirmation, or alternatively you can contact the number listed above to confirm the location or format of your appointment.

Opening hours: 9am – 5pm Monday to Friday all year round



Mental Health Coordination

Our Mental Health Coordinators are responsible for supporting you if you are experiencing significant mental health difficulties. We help to manage complex risk factors and provide some interventions and strategies that are effective in improving mental health. An important part of the work we do is to liaise with outside services, such as the NHS. We provide motivational support to help you fulfil your potential at St Andrews.

Website: www.st-andrews.ac.uk/students/advice/counselling

Email: support.advice@st-andrews.ac.uk

Telephone: 01334 462020

Location: Appointments can be in different locations or online via audio or video call. Please check your email or text reminder for confirmation, or alternatively you can contact the number listed above to confirm the location or format of your appointment.

Opening hours: 9am – 5pm Monday to Friday all year round



Wardennial Team and Halls Life

Each halls of residence has a Wardennial Team to provide support and advice to its residents. They hold daily drop-in office hours and provide an overnight and weekend on-call service for emergencies. They also organise regular community-building social events and work to ensure that halls of residence are safe, respectful and inclusive environments in which students can find opportunities for personal growth and development.

The Wardennial Service also contributes to the Halls Life Programme. A new initiative established to connect halls of residence to the wider University, promote inter-hall networks and friendly competition, and give students the opportunity to experience Scotland out with St Andrews.

Website: www.st-andrews.ac.uk/accommodation/ug/current/residents/wardens

Email: see individual halls page

Telephone:

Agnes Blackadder: 01334 467019

Andrew Melville: 01334 467077

David Russell Apartments and Fife Park:
01334 467103

John Burnet: 01334 467027

McIntosh: 01334 467040

St Regulus: 01334 467059

St Salvator's: 01334 467125

University Hall: 01334 467167

Location: Different locations across the town

Opening hours: 7pm – 8am Monday to Friday, 2pm – 8am Saturday to Sunday



Student Health Hub

Our Student Health Hub team can help you to access the most appropriate health advice, information or NHS service. All students are encouraged to register with a GP. Opening hours may vary out with term time, but the Student Health Helpline will be answered during regular office hours. More information on the GP services in St Andrews can be found on the website below under the “Doctors” section.

The contact number for Pipeland Medical Practice is 01334 476840, and the contact number for Blackfriars Medical Practice is 01334 477477.

Website: www.st-andrews.ac.uk/students/advice/health
Email: studenthealth@st-andrews.ac.uk
Telephone: 01334 465777
Location: Student Health Hub, St Andrews Community Hospital, Largo Road, KY16 8AR
Opening hours: 8am – 5pm during the semester



Disability Team

We work with students one-to-one to develop tailored support plans to help them thrive at university. This can include adjustments to teaching and learning. We can liaise with schools and accommodation to ensure you have physical access to teaching, learning and living spaces. We can also help arrange accessible learning materials via the Alternative Format Suite and help eligible UK students apply to DSA. We also run an Autism group for those with a formal diagnosis, seeking one or that align with Autism/ASD.

Website: www.st-andrews.ac.uk/students/advice/disabilities

Email: disability@st-andrews.ac.uk

Telephone: 01334 462020

Location: Appointments can be in different locations or online via audio or video call. Please check your email or text reminder for confirmation, or alternatively you can contact the number listed above to confirm the location or format of your appointment.

Opening hours: 9am – 5pm Monday to Friday all year round



Chaplaincy

The Chaplaincy provides support for any student or member of staff, irrespective of faith or philosophy of life. It is a confidential service offering support to explore any issue at all with Chaplains – studies, relationships, faith, sexuality, health and wellbeing, bereavement, and more.

The Chaplaincy offers worship in University chapels, including a Sunday service at St Salvator's Chapel. There are discussion groups for students and staff, including Grief Groups. Chaplains and a team of Honorary Chaplains from different faiths and Humanism support several student-led faith societies, gatherings for prayer and meditation, interfaith engagement as well as a programme for international students.

Website: www.st-andrews.ac.uk/chaplaincy

Email: chaplaincy@st-andrews.ac.uk

Telephone: 01334 462866

Location: Mansefield, 3 St Mary's Place, St Andrews, KY16 9UY

Opening hours: 8:30am – 5pm Monday to Wednesday and Friday, 9am – 5pm Thursday



International Team

We can help with visa applications, refusals and errors, and provide general advice. We also provide guidance for family and dependent visas and if your BRP card is lost or stolen we can assist in arranging a replacement. We also provide advice about working in the UK while you are studying with us and general advice after you graduate. If you would like to take a leave of absence, we can discuss the implications this may have on your visa.

Website: www.st-andrews.ac.uk/study/support/international-students

Email: advint@st-andrews.ac.uk

Telephone: 01334 462020

Location: Appointments are online via audio or video call. Please check your email or text reminder for confirmation, or alternatively you can contact the number listed above to confirm the location or format of your appointment.

Opening hours: 9am – 5pm Monday to Friday all year round



Money Advice Team

The Money Advice team offer advice and assistance to students facing financial difficulty and those seeking advice on topics from budgeting and benefits through to tax and scholarships. We administer several funds, which are available to support you financially and can offer University loans to help with temporary cash flow problems. We can also assist with Student Funding applications and are the point of contact to provide information regarding the financial implications of taking a leave of absence, study break or withdrawing from studies.

Website: www.st-andrews.ac.uk/students/money

Email: moneyadvice@st-andrews.ac.uk

Telephone: 01334 462020

Location: Appointments can be in different locations or online via audio or video call. Please check your email or text reminder for confirmation, or alternatively you can contact the number listed above to confirm the location or format of your appointment.

Opening hours: 9am – 5pm Monday to Friday all year round



Peer Support Network

The Peer Support Network is a one-to-one student-run support network, where trained student volunteers are available to meet up with students in-person as well as virtually. These peer supporters can meet for walks, informal chats, or even accompany students to events or society activities as needed. Usually, meet-ups are held once a week for an hour or so, but can be tailored to individual needs.

Website: www.st-andrews.ac.uk/students/advice/peer-support

Social media:

Instagram: @peer.support.sta

Facebook: @peersupportstandrews

Email: peersupport@st-andrews.ac.uk

Telephone: 01334 462020

Location: Various locations around St Andrews as decided with the Peer Supporter and the student, virtual option available.

Opening hours: 9:30am – 5pm Monday to Friday



Nightline

Nightline is a confidential and anonymous listening and information service run by student volunteers every night during the semester. The volunteers are there to listen to whatever's on your mind, with empathy and without judgement.

The service aims to provide a supportive and non-directive listening ear, so volunteers' focus is on actively listening to what you have to say, rather than giving advice. They are also there to find you information about general University matters, including exam timetables, or any other non-University resources or information you might need.

You can contact Nightline's trained volunteers by phone, skype audio call, online Instant Messaging and email. Instant Messaging can be accessed directly through their website.

Website: www.st-andrews.ac.uk/nightline

Email: nightline@st-andrews.ac.uk

Instant Messaging: [nline.IM](#)

Skype Calling: [StAndrewsNightline](#)

Telephone: 01334 462266

Opening hours: 8pm – 7am during semester
Instant messaging 8pm – midnight
Summer and Winter break via email

Please check the Nightline website for the most up to date information



Saints Sport

Saints Sport is the overarching title and brand that encompasses all of the facilities, services and activities of the University of St Andrews sports department, including the autonomous Athletic Union, our teams, clubs, athletes and staff. We provide a variety of sports and physical activities that you can get involved in at every level.

Being active isn't just good for our physical health; it's also proven to have a positive effect on our mental health and wellbeing. Sport and physical activity can help us unwind and feel more relaxed. It can be a way of making friends, social connections and becoming involved in a community. It can give us energy and confidence to think clearly and get the most out of life. It can also help us develop a stronger body and combat health issues.

We know from the work we do in communities across the country the very positive and sometimes life-changing effects that physical activity and sport can have on mental health and wellbeing. By working together, the sporting community can help break down barriers to participation, challenge stigma, and help make a real difference to the lives of people faced with mental health problems.

Website: www.st-andrews.ac.uk/sport

Email: sport@st-andrews.ac.uk

Telephone: 01334 462190

Location: University of St Andrews Sports Centre, St Leonards Road, St Andrews, KY16 9DY

Opening hours: 6:30am – 9pm Monday to Friday
8am – 9pm Saturday to Sunday



University of St Andrews Nursery

The University has a purpose-built children's nursery at East Sands with 44 places welcoming children aged 0-5 years for both University and student parents and carers'.

Website: www.nursery.wp.st-andrews.ac.uk

Email: nursery@st-andrews.ac.uk

Telephone: 01334 460606

Location: University of St Andrews Nursery, 4 Collins House, East Sands, St Andrews, KY16 8TU

Opening hours: 7:45am – 6pm Monday to Friday



Students Association Advocacy

The Students' Association runs a professional advocacy service for all students, as well as former students if their query relates to their time at St Andrews. This service is free, confidential and independent of the University of St Andrews.

The Advice Service can cover academic judgments including academic misconduct, non-academic misconduct, appeals, complaints against the University, and both private and University accommodation.

Website: www.yourunion.net/support/education

Email: helphub@st-andrews.ac.uk

Telephone: 01334 462700

Location: Students' Association, St Mary's Place, St Andrews, KY16 9UZ

Opening hours: 9am – 5pm Monday to Friday all year round



Students Association Support

The Help Hub is the Students' Association's one-stop-shop for information. Students can access information about accommodation, education, finances, health, personal safety and more. This information includes both external agencies and services which can be accessed through the Students' Union and the University.

Website: www.yourunion.net/support

Location: Students' Association, St Mary's Place, St Andrews, KY16 9UZ



ShelfHelp

The University Library has a selection of books which explore common problems that students may face. These books are available for you to borrow from the Library or read online at anytime. If further support is required a student can make an appointment with Student Services to discuss the issue and explore support options.

Website: www.libguides.st-andrews.ac.uk/ShelfHelp

Location: University of St Andrews Library, North Street, St Andrews KY16 9TR

Opening hours: 8am – 10pm Monday to Friday
10am – 7pm Saturday to Sunday



Digital Support Programmes

Some students find digital support programmes, like SilverCloud or Togetherall, helpful in managing their mental health and wellbeing.

SilverCloud consists of online cognitive behavioural therapy courses about issues such as stress, anxiety, OCD and depression. You work through a series of topics either by directly accessing the material and working through it alone or with a one of our advisors supporting you.

Togetherall is a clinically-moderated online community where people support each other to improve mental health and wellbeing. The platform offers anonymous, peer-to-peer interactions, opportunities for creative expression and a range of accessible programmes supporting health, wellbeing and mental health challenges.

Please note that these resources are not intended or suitable for crisis situations, and are proactive, preventative programmes. If you or a student you know are in a crisis, please contact the emergency numbers at the end of this guide.

Website: www.st-andrews.ac.uk/students/advice/personal/digital-support



Careers Centre

The Careers Centre aims to enable current students and graduates of St Andrews to successfully implement decisions about what they will do next in their lives. The Centre strives to communicate the entire range of available options and to encourage individuals to identify the options which would suit them best. You can meet with an advisor to talk through employment options or get advice on your CV and LinkedIn profile.

Website: www.st-andrews.ac.uk/careers

Email: careers@st-andrews.ac.uk

Telephone: 01334 462688

Location: 6 St Marys Mary's Place, St Andrews, KY16 9UY

Opening hours: 10am – 12:30 and 1:30pm – 5pm Monday to Friday



Centre for Educational Enhancement and Development (CEED)

CEED provides joined-up learning and teaching support to staff and students. CEED aims to help all students develop a range of professional, academic, IT and entrepreneurial skills to help them in their studies and beyond.

For postgraduate students, there are specific development programmes available for Taught students (M-Skills) and Research students (GRADSkills). For all students, there is access to the Professional Skills Curriculum which helps to develop a range of graduate attributes employers value and the chance to study for a free, globally-recognised IT qualification – Microsoft Office Specialist. All taught students (undergraduate and postgraduate) can access our Study Skills tutoring service, where they can book an appointment with a PhD tutor to focus on a range of academic and study skills.

Finally, we have a workshops and resources to help students develop an entrepreneurial mind-set – developing creativity, problem-solving, research and resilience skills. For more information about any of our services, please see the CEED webpages.

Website: www.st-andrews.ac.uk/ceed

Email: ceed@st-andrews.ac.uk

Appointment email: learning@st-andrews.ac.uk

Telephone: 01334 462141

Location: Hebdomadar's Block, St Salvator's Quad, 75 North Street, St Andrews, KY16 9AJ

Drop-in hours: 9.30am – 12 noon Monday to Friday



Registry Student Support

The Registry Student Support Team provide advice when students are considering or requesting a change of circumstance, such as Leave of Absence, Re-engagement, Withdrawal, Mode of Attendance (part-time or full-time study), Location of Studies etc. Registry Student Support Officers provide advice and guidance for students wishing to consider the various options relating to changes in circumstances, as well as taking forward requests for changes to the student record.

There are two Registry Student Support Officers, one focusing on undergraduate and postgraduate taught students, and the other on postgraduate research students. The team works closely with Student Services, and if you are experiencing difficulties, they can refer you for further support.

Website: www.st-andrews.ac.uk/registry

Email Undergraduate: reg-support@st-andrews.ac.uk

Telephone: 01334 462129

Email Postgraduate: reg-support-pgr@st-andrews.ac.uk

Telephone: 01334 462256

Location: Walter Bower House, Eden Campus, Main Street, Guardbridge, St Andrews

Opening hours: 9am – 5pm Monday to Friday



Mediation Service

A service for all students and staff and members of the public who are connected to the University who want to resolve disagreement informally. The service is also available for groups or teams seeking a collaborative, inclusive framework for problem solving issues. The Mediation Service is registered as a fully accredited training provider by Scottish Mediation. We train mediators from both within the university and external organisations.

Website: www.st-andrews.ac.uk/mediation

Email: mediation@st-andrews.ac.uk

Telephone: 01334 462048



Global Office

The Global Office supports undergraduate and postgraduate students engaged in student exchanges (inbound and outbound), collaborative programmes, work abroad placements and some summer opportunities. We provide guidance on the requirements of these programmes (applications, finance and documentation), as well as preparing and supporting students with adjusting to life abroad. If further support is required, we can refer to students to the support and other services available to them.

Website: www.st-andrews.ac.uk/study-abroad

Email: studyabroad@st-andrews.ac.uk

Telephone: 01334 462245

Location: Room A11, Bute Building

Opening hours: Drop-in consultation hours: 2pm to 4pm Thursday

Other consultations can be booked outwith these times:
www.st-andrews.ac.uk/students/study-abroad/consultation-hours

Associate Deans

The Deans of Arts and Science are supported by a team of Associate Deans who have responsibility for a range of learning and teaching matters. They oversee the academic advising process and serious student matters related to changes of circumstances including V-coding, leave of absence and student absence.

Associate Dean for Students

The Associate Dean for Students for undergraduate curriculum oversee the undergraduate academic advising process and academic intervention process, including probation, termination of studies and entry to honours.

Science

Website: www.st-andrews.ac.uk/about/governance/faculties-deans/associate-deans-students/students-science

Email: assocdeansci-students@st-andrews.ac.uk

Arts and Divinity

Website: www.st-andrews.ac.uk/about/governance/faculties-deans/associate-deans-students/students-arts-divinity

Email: assocdeanarts-students@st-andrews.ac.uk

Associate Provost Students

The Associate Provost Students is responsible for research postgraduate learning and teaching matters.

Website: www.st-andrews.ac.uk/about/governance/faculties-deans/associate-provosts-students

Email: assocprovost-students@st-andrews.ac.uk

Phone: 01334 46 3693

Emergency and Support Telephone Numbers

Security and Response Team: 01334 468999

Nightline: 01334 462266 (8pm – 7am during semester)

Emergency Services: 999 (Police, Fire, Ambulance)

Police Scotland: (non-emergency) 101

National Health Service: 111(NHS 24)

Samaritans: 116 123

Breathing Space: 0800 838587

