

Student Services - in Strategic Partnership with the University of St Andrews

Mission: The mission of the University of St Andrews is to achieve the highest international standards of **excellence in scholarship**, manifested in the **quality** of its research and **of its graduates**

Student Services - Unit Mission: Student Services focus on helping students achieve what they deserve; a student experience which develops their minds and offers the opportunity to fulfil their potential.

Aims

Support the student learning experience

Enable students to realise their full potential

Enhance the student experience

Meet student residential needs

Maximise organisational effectiveness

Maintain a resilient financial position

Attract research students

Unit Aims

Maintain an open, friendly, courteous and welcoming environment for all students of the University; including undergraduates, postgraduates, international students, those living in halls and those living elsewhere.

Liaise with external agencies in the local community and encourage them to develop and consider student needs.

Ensure personal information and confidentiality is protected in compliance with University Code.

Deliver our services in an environment of trust and fun which encourages staff to see the best in people and to work together to seek solutions.

Provide all services to professional standards, delivered by staff who are appropriately qualified and receive continued professional development.

Provide emotional and practical support to students in order to free them from concerns which may detract them from realising their educational potential.

Be proactive in making all reasonable adjustments to ensure no student is disadvantaged as a consequence of disability, gender, sexuality, race, culture, age or belief.

Promote, enable and, wherever appropriate, uphold the right of each student to take personal responsibility for and make their own actions, choices and decisions.

Encourage cross unit collaborative working to the benefit of the student body.

Actively and regularly consult students and other stakeholders in reviewing and evaluating our services, informing future development and ensuring our environment and approach is relevant and non-judgemental.

Be the first point of call for help by all students, both in chronic and acute emergency situations.

Respect each student as a unique individual with individual backgrounds, rights and responsibilities in an atmosphere of tolerance.

Teams

Advice and Support Centre (ASC)

Management Team

Clerical Team

Support Advice and Counselling Team

Specialist Advisers (Money, International)

Disability Team

Wardennial Teams