

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 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



Academic Skills Centre

The Academic Skills Centre (ASC) supports student learning at all levels across the University. Our focus is on enhancing student learning through a developmental approach. Students can develop their confidence in key skills – such as academic writing and communication, referencing, effective learning and revision, and time management and organisation – by engaging with our online resources, one-to-one appointments, and drop-ins. One-to-one appointments are offered both online and in-person, and include meetings offered by our Royal Literary Fund (RLF) Fellows which focus on enhancing student writing. We also provide stand-alone workshops and work closely with the Schools to deliver bespoke support embedded within modules.

Visit our web page: dundee.ac.uk/academic-skills

Look at our resources: learningspaces.dundee.ac.uk/asc/

Email: asc@dundee.ac.uk

Telephone: 01382 384017

Locations:

- Skills Hub, 1 Airlie Place
- The ASCZone in the Main Library
- Kirkcaldy Student Support Hub

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.

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.



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.

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.



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 in the UK 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 - Emma Richards, Student Support Advisor.

Visit our web page:

dundee.ac.uk/guides/support-students-care-experienced-caring-responsibilities-estranged

Email: erichards001@dundee.ac.uk

Telephone: 01382 388186

Location: The Enquiry Centre

Our office hours are:

Mon to Fri 09:00 - 17:00 (Wed 10:00 - 17:00)

Closed for lunch 12:30 - 13:30



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 professional team with a wealth of knowledge and resources to support you throughout your time at University and beyond. We support all our students and graduates 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, get feedback on your CV or application or practice your interview technique. You can also use our website to view events, part-time work, volunteering opportunities, placements, internships and graduate jobs.

Visit our web page: dundee.ac.uk/careers

Email: careers@dundee.ac.uk

Telephone: 01382 384017

Location: 1 Airlie Place

Opening hours: Mon to Fri 09:00 - 17:00 (Tues 10:00 - 17:00)





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 free events all year round including Enterprise Challenge – an 8-week programme turning your idea into a business with the chance to win up to £1,500. Other events range from competitions and lectures to workshops and networking and everything 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) 75 Old Hawkhill

Opening hours: Mon to Fri 09.30 – 17:00

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 your arrival week 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

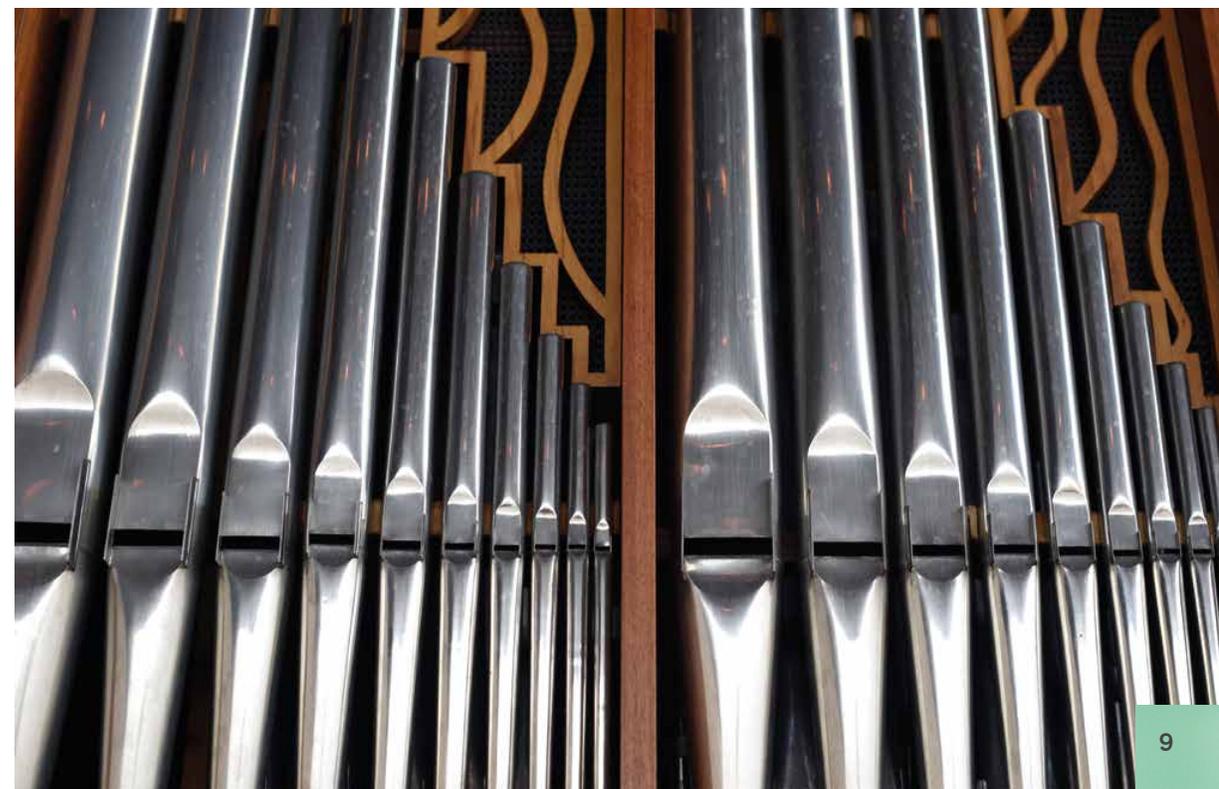
Telephone: 01382 386049

Location: Chaplaincy Building

Our office hours are:

Mon to Fri 09:00 – 17:00 (semester)

Coffee bar 10:00 – 15:00 (semester)



Conference and Hospitality Services

The Dalhousie meeting and conference 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 catering for all tastes and diets using fully compostable or recyclable tableware and cups.

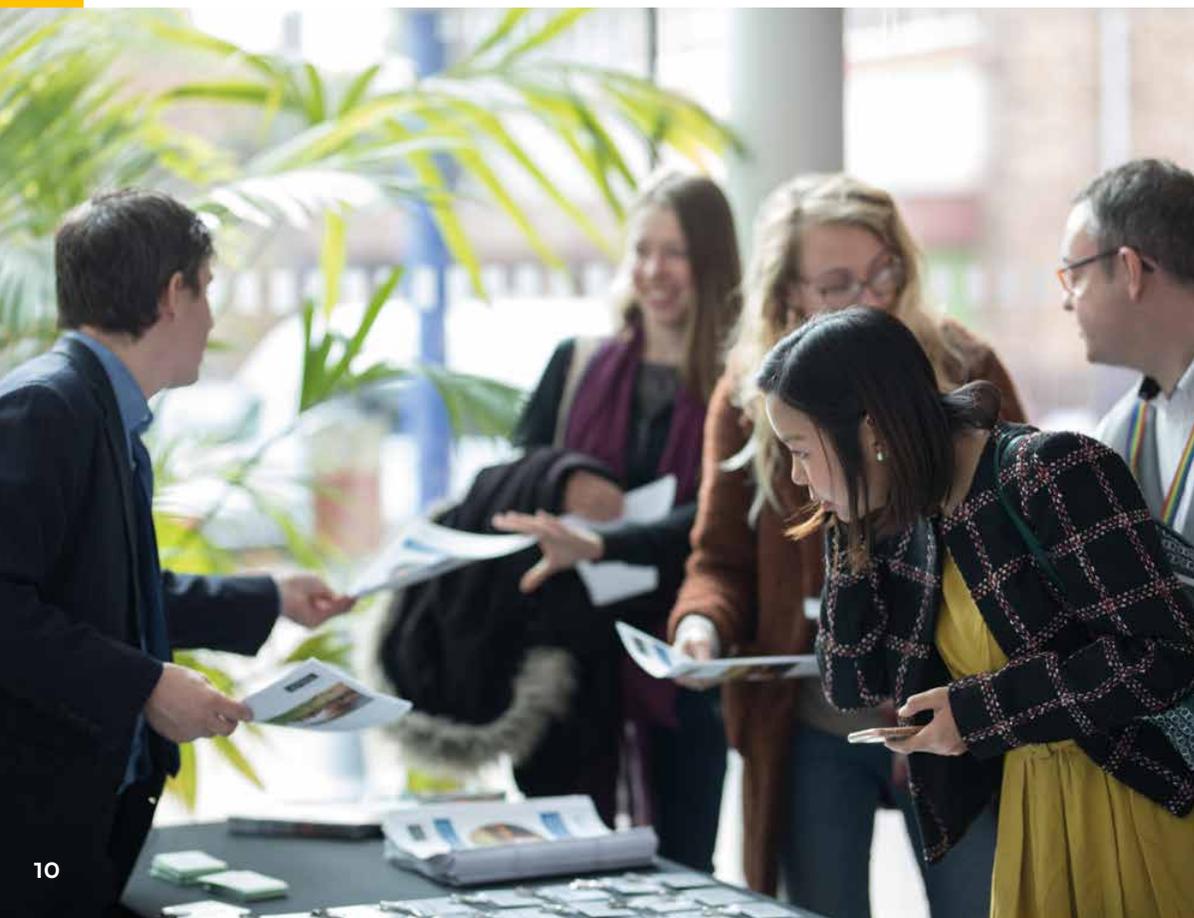
To book a room:

Please log onto the University website and complete the student booking form dundee.ac.uk/roombookings/student-booking/. The Room Booking team will contact you to confirm your booking.

To arrange catering please email: hospitalityservices@dundee.ac.uk

For general enquiries on room bookings please email: roombooking@dundee.ac.uk

Visit our website: dundee.ac.uk/hospitality-services/



Cooper Gallery

Cooper Gallery is the public facing gallery of Duncan of Jordanstone College of Art & Design at the University of Dundee. We are a cultural venue at the heart of DJCAD's campus presenting an annual programme of free exhibitions, performances and events by esteemed and emerging artists, writers and thinkers open to students, staff and members of the public.

Cooper Gallery is a member of Plus Tate, a network of 40 leading visual art organisations across the UK.

Since 2015, Cooper Gallery has presented a concurrent international programme of contemporary art made in Scotland in galleries and museums in China. Each year the gallery hosts the Degree Show and Masters Show presenting the work of graduating students from Art and Design disciplines. We provide development opportunities through our Student Curatorial Team – see website for application details.

We look forward to welcoming you to visit and participate!

Visit our web page: dundee.ac.uk/cooper-gallery

Email: exhibitions@dundee.ac.uk

Telephone: 01382 385330

Opening times during exhibitions:

Mon to Sat 12:00 – 17:00

Check the website for details of exhibition and event dates.

Image credit: Chloë Lum & Yannick Desranleau, What Do Stones Smell Like in the Forest? 2018. Two-channel HD video, installation view, Cooper Gallery, 2020. Photo by Sally Jubb.

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

Email: 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.



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 – Day and evening classes for all

Festival of the Future: dundee.ac.uk/festival-future

Events on campus: dundee.ac.uk/events

Free exhibitions of art and science: dundee.ac.uk/museum/exhibitions
dundee.ac.uk/cooper-gallery

JOOT Theatre Company: facebook.com/joot.theatre

University of Dundee Archives: dundee.ac.uk/archives

Fortnightly Movie Club: facebook.com/groups/314989135276

DUSA Societies: dusa.co.uk/get-involved/societies/a-z/

University of Dundee Culture Blog:
learningspaces.dundee.ac.uk/dundeeuniculture/



Digital and Technology Services

Digital and Technology Services (DTS) provide IT and digital services to our students and staff both on campus and remotely, managing all IT facilities across the University. It's safe to say DTS 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

DTS ask one thing of you - stay cyber safe. Take care of your [@dundee.ac.uk](mailto:dundee.ac.uk) details, always pick a memorable password known only to you, and set up your password reset in case you forget it.

Getting started with IT at Dundee

IT plays a large part in your studies at Dundee, and we have put together a guide to get you up and running with our main tools as quickly as possible.

Visit: dundee.ac.uk/guides/getting-started-it-dundee

Get IT support

DTS provide IT services and support for staff and students at the University. You can access this support via the routes outlined below:

Help4U

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

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

Visit: 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.

Visit: dundee.ac.uk/it/guides

Come see us in person

We have a service point located in the Main Library where you can visit us in person.

Access our website

To check the status of our network and systems, access our full range of IT guides and access Help4U.

Visit: dundee.ac.uk/it

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: Support Hub, Old Technical Institute (OTI Building)

Opening hours: See our website for opening hours.





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; Dr Caitlin McDonald, the Doctoral Academy Coordinator; Celeste Ferguson, the Senior Marketing and Communications Officer; and Dr Edgar Huitema, the Director of the Professional Doctorate Programme.

Visit our web page: dundee.ac.uk/doctoral-academy

Social media: twitter.com/DundeeDA

Email: doctoralacademy@dundee.ac.uk

Location: Old Technical Institute (OTI Building), Room 2.06

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

Our provisional hours for drop-in queries are: Wed 12:00 - 16:00
(please contact us by email to confirm before attending)

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 Street entrance dusa.co.uk/advice/keeping-safe

Need a car for an hour or two? Then join Dundee car club at co-wheels.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. The University also runs a BikeBUDI and a TaxiBUDI group. Find someone to share your cycle journey home or share a taxi and save money. dundeeunibudi.liftshare.com

Car parking: Parking between 08:00 and 17:30 Mon to 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, check student newsletter for event details. Dundee has bike hire available from dacyclehub.org/hire-bikes

Sanctuary provides secure bike parking at all residences. Other secure student shelters are available, email travel@dundee.ac.uk

Freeshop: Everything is free! Go to 3 Cross Row, between 12:00 - 13:00 on Mondays to find pre-owned clothes, kitchenware, folders, polypockets, books and lots of other free items. Also includes Sanitary shop with boxes of sanitary products.

Location: 3 Cross Row (ground floor right)

Any questions? Email: t.z.cunningham@dundee.ac.uk
dundee.ac.uk/estates/energy-environment/

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 BALEAP and 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

Email: eis@dundee.ac.uk

Telephone: 01382 381838

Location: 11 Perth Road

Our hours are: Mon to Fri 09:00 - 17:00



The Enquiry Centre

The Enquiry Centre is a central point of contact for any and all questions you may have during your university course. You can visit the Enquiry Centre, telephone or email for help/guidance, the staff there are full of university knowledge and have key contacts throughout the university to help with all enquiries.

The Residences office, Sales Ledger team and Student Support team also reside in the Enquiry Centre.

Visit our web page: dundee.ac.uk/student-services

Enquiry online form:

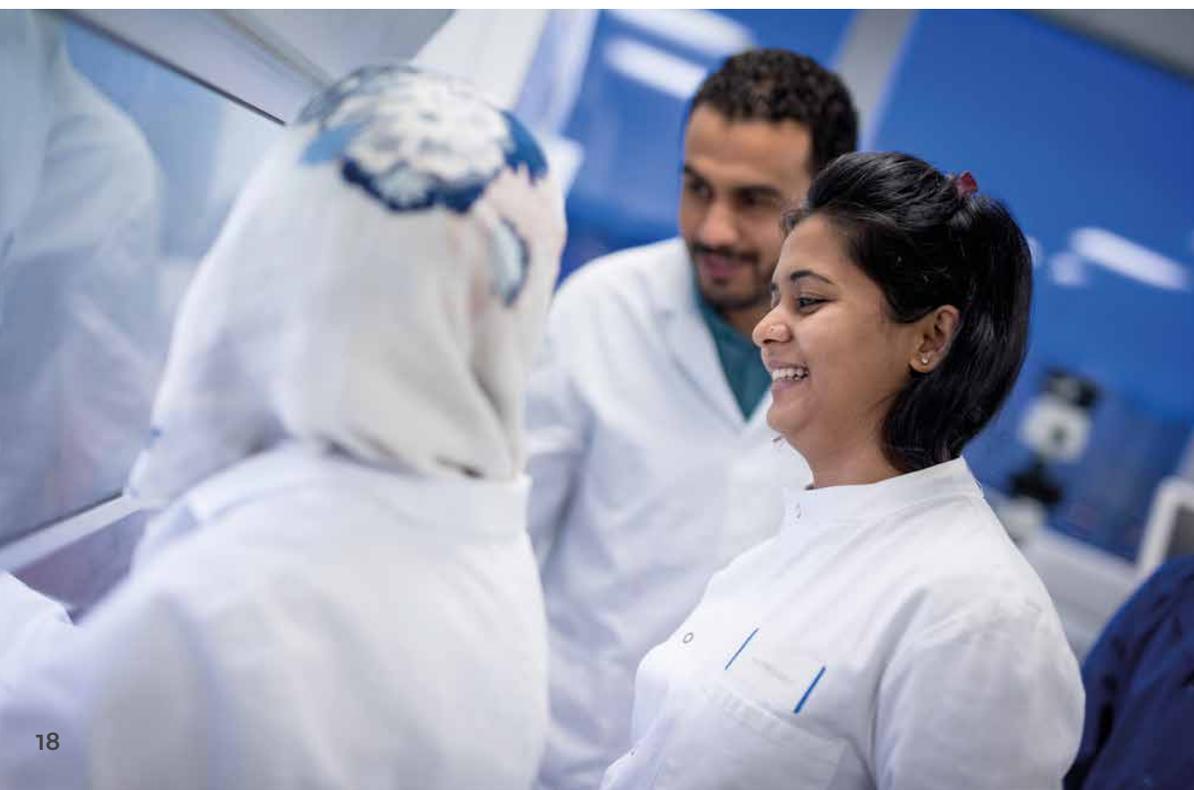
dundee.ac.uk/student-services/enquiry-online-form

Telephone: 01382 381900

Location: The Enquiry Centre

Our office hours are: Mon to Fri 09:00 - 17:00 (Wed 10:00 - 17:00)
Closed for lunch 12:30 - 13:30

Replace a lost or worn out ID card: dundee.ac.uk/guides/lost-id-card





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, Emma Richards, Student Support Advisor.

Visit our web page:
dundee.ac.uk/guides/support-students-care-experienced-caring-responsibilities-estranged

Email: erichards001@dundee.ac.uk

Telephone: 01382 388186

Location: The Enquiry Centre

Our office hours are:
Mon to Fri 09:00 - 17:00 (Wed 10:00 - 17:00)
Closed for lunch 12:30 - 13:30



Gender-based violence support

Gender-based violence (GBV) can affect any one of any gender at any point during their lives, including during their university studies. The University of Dundee is working with EmilyTest to eliminate GBV on campuses. It includes (but is not limited to) domestic abuse, rape, sexual assault, stalking, image-based sexual abuse, female genital mutilation and forced marriage. If GBV affects you or someone you know, the Student Support team can offer support including help to report and/or to access specialist agencies.

You can find out more about GBV (including what to do in an emergency) by scanning the QR code:

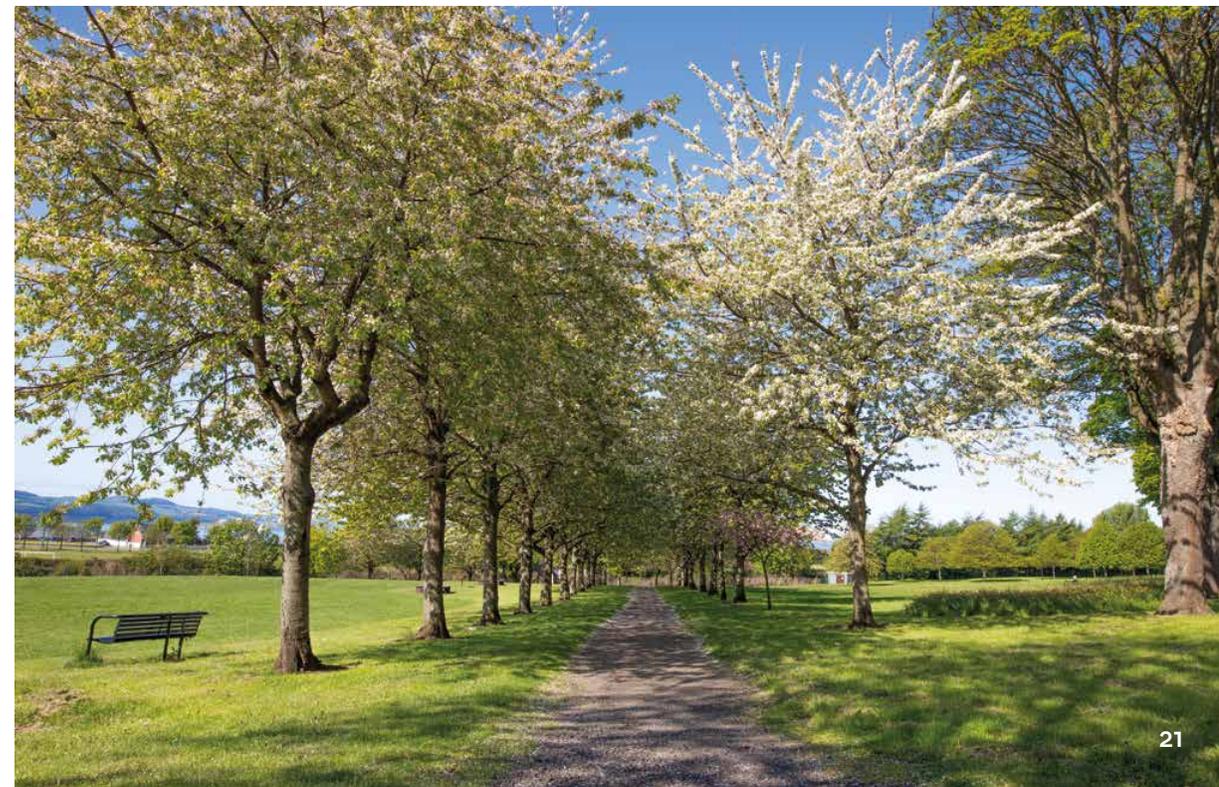


To make an appointment or to get support and advice from the Student Support team

Visit our webpage and complete the form:
dundee.ac.uk/student-support-team

Location: The Enquiry Centre

Our office hours are:
Mon to Friday 09:00 - 17:00 (Wed 10:00 - 17:00)
Closed for lunch 12:30 - 13:30



The Global Room

The Global Room is a unique space for all 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 drop-in sessions include DUSA, International Advice Service, Immigration Compliance, and other student services. Our Go Abroad drop in sessions with student ambassadors, promote the value of mobility, encouraging students to work, study or volunteer abroad.

Throughout the year we celebrate international events including Holi, Chinese New Year and St. Andrews Day. We also host events, discussions, social mixers with other areas of the University including external agencies such as Dundee Pride and much more.

Keen to honour the history of the UoD while looking to the future, The Global Room strives to provide a welcome to everyone who visits us and encourages all within the University of Dundee to have an international experience during your time here!

Visit our web page: dundee.ac.uk/locations/global-room

Email: globalroom@dundee.ac.uk

Telephone: 01382 388584

Location: Behind the Tower Building, Campus Map reference 4

Our office hours are: Mon to Fri 09:00 – 17:00 (Wed 10:00 – 17:00)
Closed 13:00 – 14:00



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, with support from The University Health Service. 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

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 general and specific health advice, accessing healthcare, minor ailments / injuries, sexual health advice and mental health issues including mood and anxiety disorders.

Visit our web page: dundee.ac.uk/health-service

Email: healthservice@dundee.ac.uk

Telephone: 01382 384168

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

Opening hours: See our website for opening hours.



City Campus

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

Correct at time of printing (24236)

← To West Park Flats and Villas, Botanic Garden, Playing Fields, and Ninewells Hospital

To Bus Station →

Train Station

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 (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

Anatomy and Human Identification	48
Architecture and Urban Planning	45
Art and Design (Duncan of Jordanstone College of) (School office)	45
Biomedical Engineering	14
Business (School office)	28
Centre for Archive and Information Studies (CAIS)	9
Civil Engineering	14
Computing	17
Dentistry (School office)	11
Education (Humanities, Social Sciences and Law)	6
English (Humanities, Social Sciences and Law)	9
Environmental Science (Humanities, Social Sciences and Law)	6
Geography (Humanities, Social Sciences and Law)	6
Graduate Apprenticeship	17
Health Sciences (School office)	30
History (Humanities, Social Sciences and Law)	9
International College Dundee	35
Languages for All (Humanities, Social Sciences and Law)	6
Law (Humanities, Social Sciences and Law)	9
Leverhulme Research Centre for Forensic Science	13
Life Sciences Undergrad/Postgrad Taught (School office)	7
Life Sciences Research (School office)	50
Mathematics	14
Mechanical Engineering	14
Medicine (School office)	Ninewells Campus
Nursing	30
Philosophy (Humanities, Social Sciences and Law)	9
Physics	14
Politics & International Relations (Humanities, Social Sciences and Law)	6
Psychology (Humanities, Social Sciences and Law)	9
Science and Engineering (School office)	14
Social Work (Humanities, Social Sciences and Law)	6

Student and staff services

Academic Skills Centre (Skills Hub)	33
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Careers Service (Skills Hub)	33
Centre for Entrepreneurship (Skills Hub)	58
Counselling Service (Support Hub)	3
Digital and Technology Services	10
Disability Services (Support Hub)	3
English for International Students	34
Enquiry Centre (Enquiry Hub)	21
Global Room (Enquiry Hub)	4
Go Abroad	1
Health Service (Support Hub)	3
The Hive	20
Immigration Compliance	4
International Advice Service	4
Library and Learning Centre	24
Nursery	38/39
Occupational Health Service	3
PAMIS	47
Registry – staff only	36/37
Registry – student enquiries	21
Research and Innovation Services	1
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, garden and exhibitions

Botanic Garden	Riverside Drive, DD2 1QH
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
Advancement	1
Change Delivery	1
Corporate Communications	1
Creative	1
Directorate of Strategic Change and Delivery	1
External Relations	1
Finance Office	1
Human Resources	1
Marketing	1
Organisational and Professional Development	1
Principal's Office	1
Procurement Office	1
Safety Services	1
Strategic Planning	1
Student Recruitment and Admissions	1
Web Services	1

Shops and cafes

Air Bar	20
Art Materials Shop (card access required)	41
Cantina (card access required)	41
Chaplaincy Coffee Shop	22
The Liar	20
Library Cafe	24
Pavement Cafe	20
Premier Shop	19
The Street Cafe	50
Top of the Tower Cafe	1

Other

Archives	1
Campus Green	18
Campus Services (Estates and Buildings)	13
College Green	7
Free Shop	15
Heathfield multi-level car park	57
Mailroom / 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

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

Email: advice@dusa.co.uk

Location: The Hive, Level 4, DUSA



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 matriculation, record keeping, monitoring engagement with studies and advising on absences. We also advise on work conditions and can issue letters confirming student work hours.

Visit our web page: dundee.ac.uk/immigration-compliance

Email: immigrationcompliance@dundee.ac.uk

Telephone: +44 (0)1382 385390

Location: The Global Room

We are available for drop-in queries:

Tues and Thurs 10:00 - 12:30 and Wed 14:30 - 16:30





Institute of Sport and Exercise

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

These include an extensive gym and regional specialist strength training area; two sports halls, two exercise studios, cycle studio, 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, gym inductions and personal training sessions 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.

The University is also home to over 45 student sports clubs for those wishing to participate in competitive and recreational support while studying here in Dundee.

A range of flexible and cost-effective membership options are available to all students. Visit our website and download our app 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

International Advice Service

The International Advice Service (also known as International Support) provide specialist advice, practical guidance and general support on a range of issues, for all international students and their families from arrival through to graduation.

The friendly International Advisers should be the main point of contact for advice on visa renewals and immigration queries. They have produced a range of helpful guides based on frequently asked questions including practical, welcome information and immigration guidance. They also provide links to home hospitality in the local community.

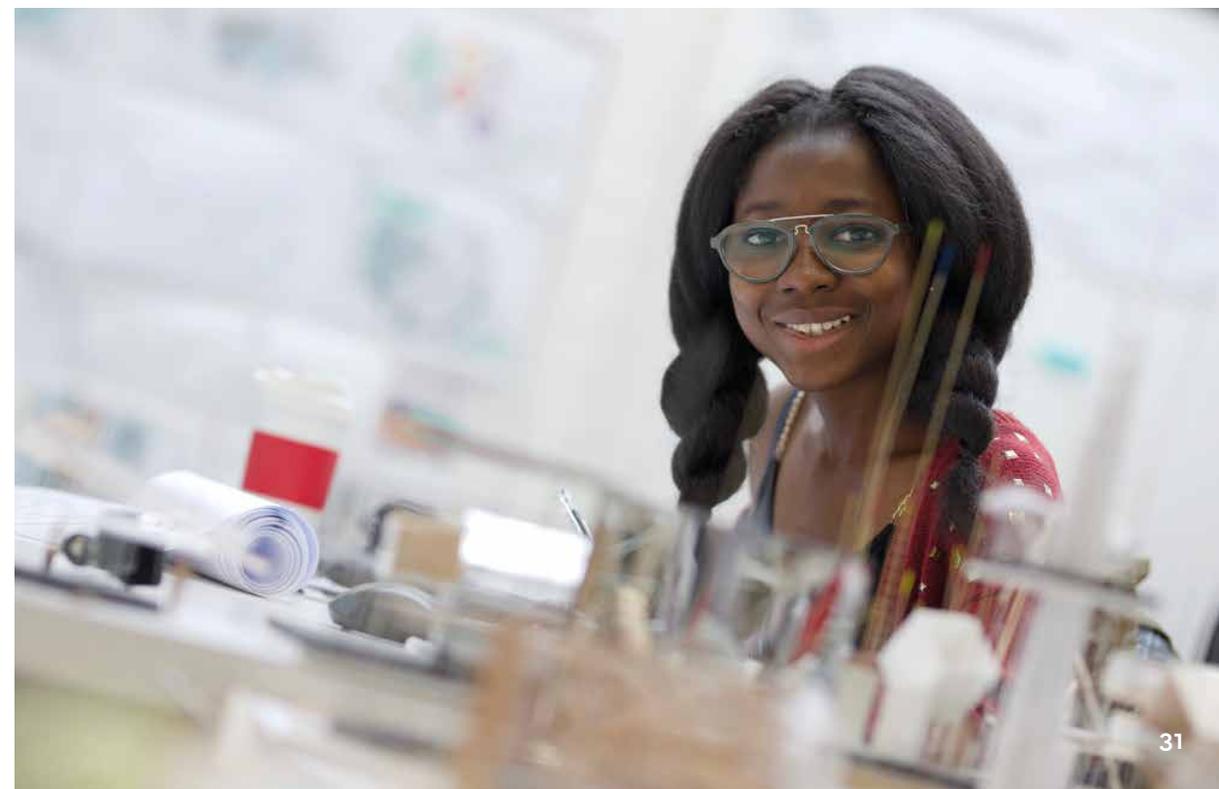
Visit our web page: dundee.ac.uk/international-advice-service

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

Email: internationalsupport@dundee.ac.uk

Telephone: 01382 385487

Location: The Global Room





Library

The Library and Learning Centre offers facilities and services across four sites – Main Library and Duncan of Jordanstone College of Art & Design Library on City campus, Robertson Trust Medical Library at Ninewells Hospital and Fife Campus Library in Kirkcaldy. These libraries provide comprehensive facilities including several IT suites, and study facilities to support group, interactive and individual modes of study, you'll probably find yourself spending much of your time there. As well as using the physical facilities, sign up to the University of Dundee App, this gives you access to lots of library information including keeping track of your loans, searching for resources, and viewing your resource list. You can also book rooms and use the library online chat to ask questions. To get the most out of your library, come along to a Main Library tour. Times and details are available in the event programme available on the welcome website.

Visit our web page: dundee.ac.uk/library

Library guides for your subject: libguides.dundee.ac.uk

Resource lists: resourcelists.dundee.ac.uk

Email: llc@dundee.ac.uk

Telephone: 01382 384087

Location: Library and Learning Centre

Our hours are: dundee.ac.uk/library/opening-hours



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, student wellbeing activities 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

Email: museum@dundee.ac.uk

Telephone: 01382 384310

Exhibitions in the Tower* are open:

Mon to Fri 09.30 - 19.00, Sat 11.00 - 16.00

For other venues visit our website for details.

*Check the website for details of venue opening times



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 have various concerts throughout the academic year.

There are 2 choirs - the Chamber Choir and University Choir (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 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.

Location: Chaplaincy building

Our office hours are: Mon to Fri 09:00 - 16:00

Visit our web page: dundee.ac.uk/chaplaincy

Nightline

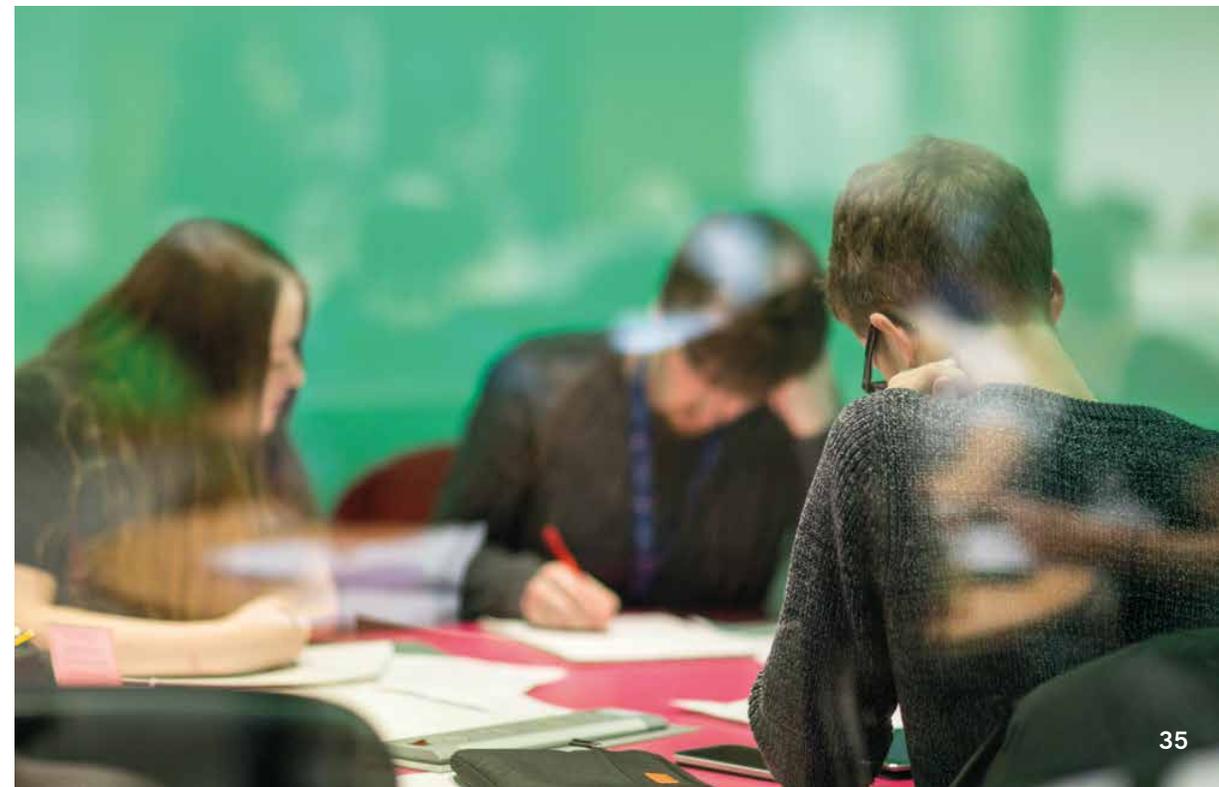
Nightline is a confidential listening and information service run by students, for students. We will listen to you about anything you would like to talk about, without judgement and without telling you what to do. Nothing is too big or too small. Anything you choose to say to Nightline will remain completely 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

Email: listening@dundeeuni.nightline.ac.uk

Telephone / instant messaging: See website dundeeuni.nightline.ac.uk





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 for 3 to 5-year-olds and eligible 2-year-olds. Spaces for all ages are limited and should be booked in advance to avoid disappointment.

Visit our web page: dundee.ac.uk/childcare

Email: nursery@dundee.ac.uk

Telephone: 01382 385188

Location: DUSA (Dundee University Students Association) and 8 to 10 Airlie Place

Our opening hours are: Mon to Fri 08:15 - 17:15

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 (for entrant and continuing students), tuition fee invoicing, examinations, graduation and central timetabling.

Useful information:

- You can 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
- 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

Email: registry@dundee.ac.uk

Telephone: 01382 385390

Location: The Enquiry Centre

Our office hours are:

Registry office hours for phone calls are:
08:45 - 17:00 (Mon to Fri)

Enquiry Centre office hours for face-to-face enquiries are:
Mon to Fri 09:00 - 17:00 (Wed 10:00 - 17:00)
Closed for lunch 12:30 - 13:30

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

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

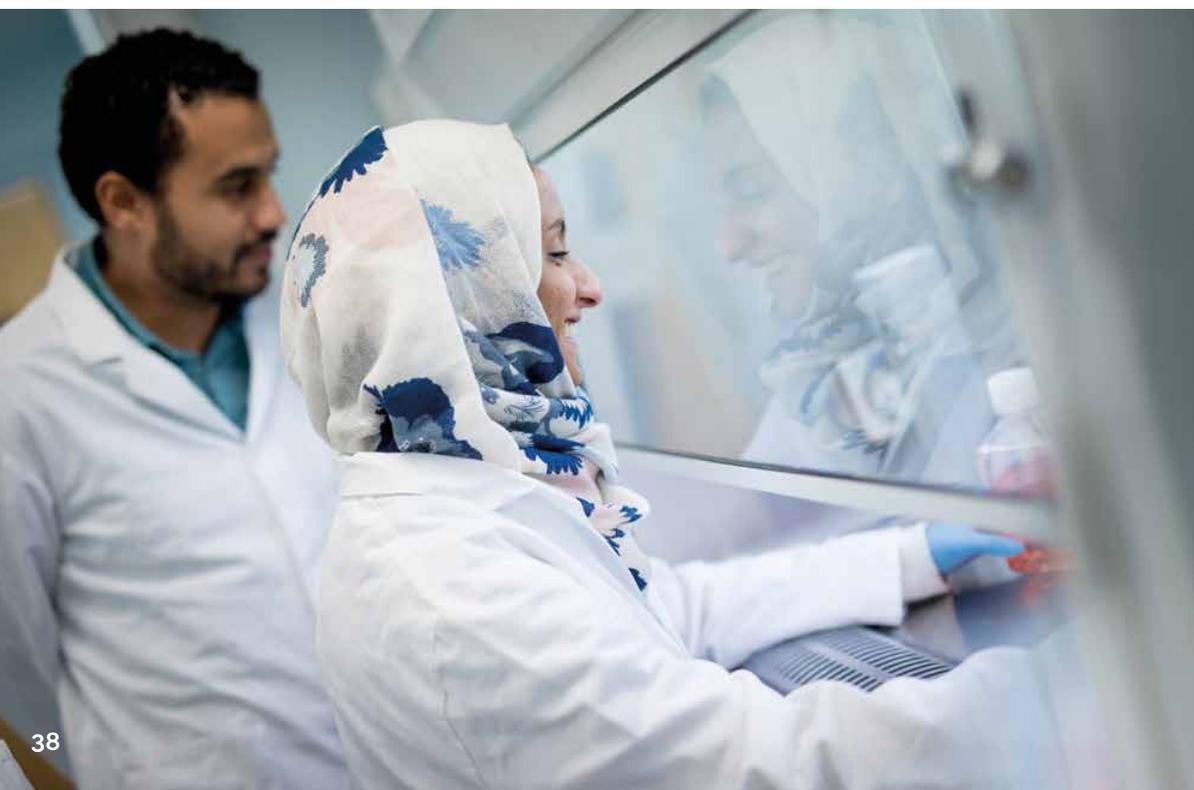
Telephone: 01382 819100

Location: The Enquiry Centre

Our office hours are:

Mon to Fri 09:00 - 17:00 (Wed 10:00 - 17:00)

Closed for lunch 12:30 - 13:30



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 or email Residences Student Support residences-support@dundee.ac.uk

For queries regarding your booking, please contact the Residences Office residences@dundee.ac.uk

If you have any questions about your rent payments, please speak to a member of the Sales Ledger team who are also based in The Enquiry Centre or email salesledgerenquiries@dundee.ac.uk

Visit our web page: dundee.ac.uk/accommodation/sanctuary-students.com/student-accommodation/dundee

Telephone:

Residences - 01382 384040

Enquiries Sanctuary - 01382 383111 (0776 298 696 out of hours)

Sales Ledger - 01382 386686

Location:

Residences Office - The Enquiry Centre

Sanctuary Students - Heathfield Office

Sales Ledger team - The Enquiry Centre

Our hours are:

The Enquiry Centre and Residences Office

Mon to Fri 09:00 - 17:00 (Wed 10:00-17:00)

Closed for lunch 12:30 - 13:30

Sales Ledger team

Mon to Fri 09:00 - 17:00 (Wed 10:00 - 17:00)

Closed for lunch 12:30 - 13:30

Sanctuary Students

Mon to Fri 09:00 - 17:00





Residences Student Support

ResLife Support Assistants (RSAs) provide support for the pastoral care of students in residences. In addition, RSAs organise events and activities to promote community and belonging for resident students. RSAs are students themselves. They have experience and understanding of student life and will understand exactly how it feels to move away from home and the difficulties you may encounter as you adjust. RSAs have undergone specialist training, they live in the university residences and are an accessible point of contact for everyone with a welfare problem. Get to know your RSA when you move into 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

Email: Residences-Support@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)

Closed for lunch 12:30 - 13:30

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.

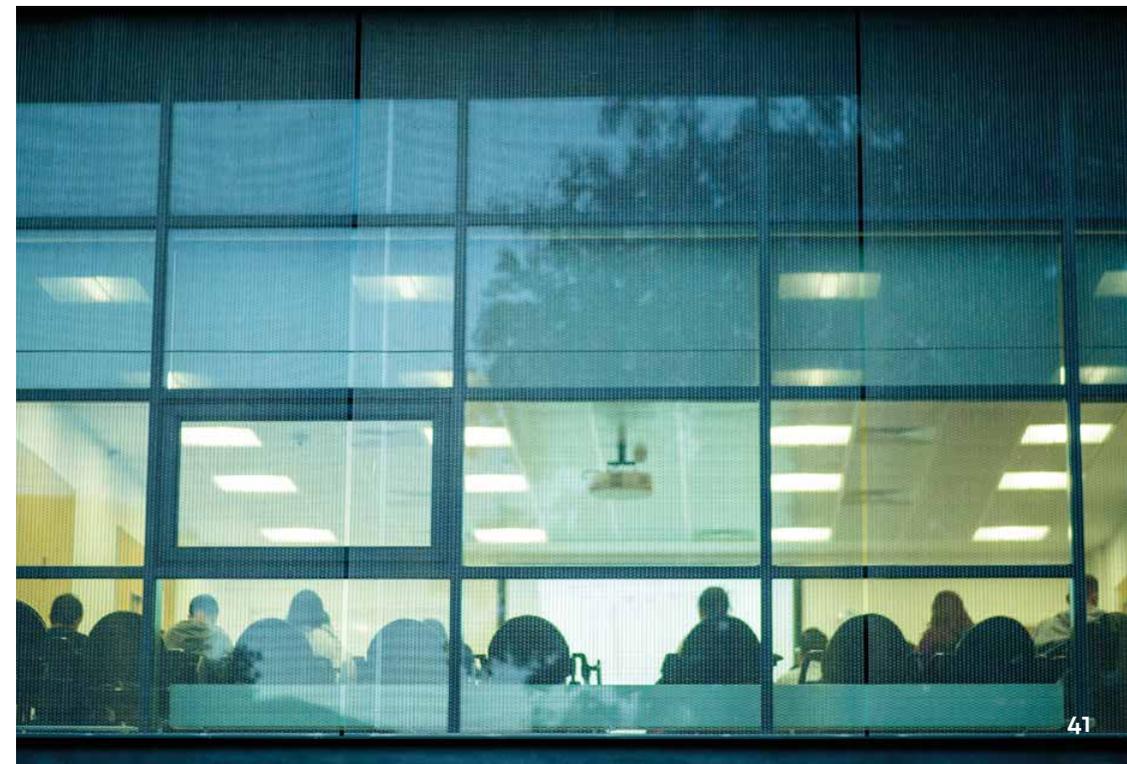
Visit our web page: dundee.ac.uk/estates/facilities/security

Email: security@dundee.ac.uk

Telephone: 01382 385850

Location: Top floor, Ewing Building

EMERGENCY: 01382 384141





Societies

There's no shortage of ways to make friends and settle into your new life. One of the ways to make friends, is by joining a society.

Ranked number one globally by the International Student Barometer (2019), our 145+ active student led societies bring together groups of students who all share the same interest - be that a hobby, idea, belief, or passion. Ever wanted to try performing on stage? What about getting involved with charity work and making a difference? Or finding people who love to read the same genre of books, as yourself? With the number of student societies at an all-time high (and still rising), there is something for everyone. As part of a society, you'll do more than make friends, you'll develop transferable skills that will stay with you long after university.

With our broad range of societies, you can keep up with a current hobby or try something completely different. From aerial society to E-sports to OpSoc, you will explore your creative side on stage and competitive side behind the screen. Or you could try out the Participation Society where you'll play a different sport each week, such as American football, rounders, dodgeball, in a non-competitive environment. If you still can't find a society that speaks to you then you can create your own society, by contacting the VPSA / societies team at DUSA.

Webpage: dusa.co.uk/societies
dusa.co.uk/societies/a-z

Email: societies@dusa.co.uk
Vpsa@dusa.co.uk

Location: The Hive, Level 4, DUSA

Office hours: Mon to Fri 9:00 - 17:00



Sports Union

The Sports Union (SU) is a representative body that provides sport and exercise opportunities for University of Dundee students. We are the home to over 45 diverse and ambitious Sports Clubs, so whatever your aspirations or experience in sport, there's a place for everyone. Whether that is playing, coaching, volunteering, or supporting our teams at Varsity, we want you to be part of our community.

A to Z club list:

Archery	Equestrian	Hockey (Men)	Squash
Athletics	Fencing	Hockey (Women)	Sub Aqua
Badminton	Futsal	Judo	Surf
Basketball (Men)	Football (Men)	Karate	Swimming &
Basketball (Women)	Football (Women)	Lacrosse	Waterpolo
Boat	Gaelic Football (Men)	Netball	Table Tennis
Boxing	Gaelic Football (Women)	Pool	Taekwondo
Canoe	Golf	Rucksack	Tennis
Cheerleading	Gymnastics	Rugby (Men)	Trampoline
Cricket	Handball	Rugby (Women)	Triathlon
Cycling		Sailing	Ultimate Frisbee
Dance		Ski & Snowboard	Volleyball
			Weightlifting

Visit our web page: sportsunion.dundee.ac.uk

Email: sportsunion@dundee.ac.uk

Telephone: 01382 386048

Location: Sports Union, Institute of Sport and Exercise

Our office hours are: Mon to Fri 09:00 - 17:00

Students with caring responsibilities

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 - Emma Richards, Student Support Advisor.

Visit our web page:

dundee.ac.uk/guides/support-students-care-experienced-caring-responsibilities-estranged

Email: erichards001@dundee.ac.uk

Telephone: 01382 388186

Location: The Enquiry Centre

Our office hours are:

Mon to Fri 09:00 - 17:00 (Wed 10:00 - 17:00)

Closed for lunch 12:30 - 13:30



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, the RUK Institutional Bursary, International and European Discretionary Fund, student bank accounts, general debt issues, maximising your money guidance, 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-funding

Email: studentfunding@dundee.ac.uk

Telephone: 01382 384801

Location: Level 2 (top) of the Support Hub, Old Technical Institute (OTI Building)

Opening hours: See our website for opening hours.



Student Support & Stay on Course

We are here to help with issues or challenges that are impacting your studies or you 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

Location: The Enquiry Centre

Our office hours are:

Mon to Fri 09:00 - 17:00 (Wed 10:00 - 17:00)

Closed for lunch 12:30 - 13:30



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/guides/find-extra-curricular-activities-switch

We are located: The Enquiry Centre

Our hours are:

Mon to Fri 09:00 - 17:00 (Wed 10:00 - 17:00)

Closed for lunch 12:30 - 13:30



Top of the Tower Cafe

With arguably the best panoramic views of Dundee, the recently refurbished Top of the Tower Cafe is situated on the 10th floor of the Tower building on the Perth Road. Open weekdays from 08.30 to 15:30, 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.

Email: hospitalityservices@dundee.ac.uk

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

For general enquiries:

The Enquiry Centre

Mon to Fri 09:00 – 17:00

enquiry@dundee.ac.uk

01382 381900