Guide to Support Services
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Services – The ASC</td>
<td>2</td>
</tr>
<tr>
<td>Student Services – Eden Court</td>
<td>2</td>
</tr>
<tr>
<td>Wellbeing, Counselling and Mental Health</td>
<td>3</td>
</tr>
<tr>
<td>A – Z Wellbeing</td>
<td>3</td>
</tr>
<tr>
<td>Wellbeing</td>
<td>4</td>
</tr>
<tr>
<td>Counselling</td>
<td>5</td>
</tr>
<tr>
<td>Mental Health</td>
<td>6</td>
</tr>
<tr>
<td>Student Health Hub</td>
<td>7</td>
</tr>
<tr>
<td>Wardennial Team</td>
<td>8</td>
</tr>
<tr>
<td>Disability Team</td>
<td>9</td>
</tr>
<tr>
<td>Chaplaincy</td>
<td>10</td>
</tr>
<tr>
<td>International Advice</td>
<td>11</td>
</tr>
<tr>
<td>Money Advice Team</td>
<td>12</td>
</tr>
<tr>
<td>Peer Support Network</td>
<td>13</td>
</tr>
<tr>
<td>Nightline</td>
<td>14</td>
</tr>
<tr>
<td>Saints Wellbeing</td>
<td>15</td>
</tr>
<tr>
<td>Saints Sport</td>
<td>16</td>
</tr>
<tr>
<td>University of St Andrews Nursery</td>
<td>17</td>
</tr>
<tr>
<td>Advocacy</td>
<td>18</td>
</tr>
<tr>
<td>The Help Hub</td>
<td>19</td>
</tr>
<tr>
<td>Shelf Help</td>
<td>20</td>
</tr>
<tr>
<td>SilverCloud</td>
<td>21</td>
</tr>
<tr>
<td>Careers Centre</td>
<td>22</td>
</tr>
<tr>
<td>Centre for Educational Enhancement and Development (CEED)</td>
<td>23</td>
</tr>
<tr>
<td>Registry Student Support</td>
<td>24</td>
</tr>
<tr>
<td>Pro Deans</td>
<td>25</td>
</tr>
<tr>
<td>Pro Dean Curriculum – Arts and Divinity</td>
<td>25</td>
</tr>
<tr>
<td>Pro Dean Curriculum – Science</td>
<td>25</td>
</tr>
<tr>
<td>Pro Dean Taught Postgraduate &amp; Research Postgraduate</td>
<td>25</td>
</tr>
<tr>
<td>Emergency and Support Telephone Numbers</td>
<td>26</td>
</tr>
</tbody>
</table>
The ASC

The Advice and Support Centre (ASC) is the front face of Student Services, and a place where students can drop in, call or email for information or advice. Whether to book an appointment with Student Services or to ask about student matters.

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 and how to get further support and advice.

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

Many one-to-one student appointments take place at Eden Court. Student Services staff also host group sessions and workshops here that students can attend. The Student Services Participation and Engagement group meets here during the semesters, students can become involved by speaking to a member of staff or using the email or phone number below.

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 – 7pm Monday to Friday during the semester
8:45am – 5pm Monday to Friday outside of semester
Wellbeing, Counselling and Mental Health

There may be times where professional support is required. Student Services offers a wide range of support to help students manage their difficulties.

Student Services Counselling, Wellbeing and Mental Health Matching Care has been accredited by the Royal College of Psychiatrists in partnership with the British Psychological Society.

A-Z Wellbeing

The A-Z guide provides specific information and eBooks about a range of topics including mental health, exam stress, mindfulness and relationship issues. Any student can receive further support from Student Services if they feel it is required.

Website: www.st-andrews.ac.uk/students/advice/personal
An initial appointment with the Wellbeing Team can help students identify the most appropriate support. We have Wellbeing Advisers for both Undergraduate and Postgraduate students.

The Wellbeing Team provide evidence-based wellbeing interventions including positive psychology and coaching. Also, they can provide support on sexual assault reporting, student finances, matters relating to international students and disability legislation.

**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.
Counsellors collaboratively work with students using evidence-based strategies to help them explore the thoughts and feeling they are experiencing more effectively. The Counselling Team have a range of expertise including staff who are Chartered Psychologists and Cognitive Behavioural Psychotherapists.

**Website:** [www.st-andrews.ac.uk/students/advice/counselling](http://www.st-andrews.ac.uk/students/advice/counselling)

**Email:** mhealth@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.
Mental Health Coordinators offer a range of services for students with a history, current diagnosis or concern of a mental health problem. Coordinators work alongside existing NHS provisions to facilitate access to services.

**Website:** [www.st-andrews.ac.uk/students/advice/counselling](http://www.st-andrews.ac.uk/students/advice/counselling)

**Email:** mhealth@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.
Located in the St Andrews Community Hospital, the Student Health Hub is staffed by Student Services and helps students to access the most appropriate health advice, information or NHS service. Students are encouraged to register with a GP and to download the Student Health App, which contains information local to St Andrews. Opening hours may vary during vacations, 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
The University of St Andrews halls of residence each has a Wardennial Team to provide support and advice to its residents. The Team 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.

**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 46 7103
- 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
The Disability Team support students who have declared a disability. The Team work collaboratively with academic schools and students to agree reasonable adjustments to help students access teaching and learning. Adjustments can be viewed on the ‘Disabilities’ tab in the Module Management System (MMS).

Schools can contact the Disability Team with questions, issues or concerns.

**Website:** www.st-andrews.ac.uk/students/advice/disabilities  
**Email:** disability@st-andrews.ac.uk  
**Telephone:** 01334 462720  
**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 questions of faith, sexuality or emotional issues.

The Chaplaincy offers worship in the University. A team of Honorary Chaplains from different faiths and Humanism philosophies support several student-led faith societies, as well as events 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: 8:45am – 5pm Monday to Friday during semester time
International Advice

International Advisers assists students with Tier 4 visa applications, refusals and errors, Doctorate Extension Scheme applications and guidance for Tier 4 family and dependent visas. If a Tier 4 visa is lost or stole the Team can assist in arranging a replacement.

Website: www.st-andrews.ac.uk/study/support/international-students
Email: advint@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
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. The Team administer several funds, which are available to support students financially and can offer University loans to help with temporary cash flow problems.

They 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
The Peer Support Network is comprised of trained student volunteers trained. They are available for an informal chat or to accompany students to events or society activities. Meet-ups are commonly once a week for an hour or so but can be tailored to individual circumstances.

**Website:** www.st-andrews.ac.uk/students/advice/peer-support  
**Email:** peersupport@st-andrews.ac.uk  
**Telephone:** 01334 462020  
**Location:** Various locations as decided with the Peer Supporter and the student  
**Opening hours:** 9:30am – 5pm Monday to Friday
Nightline is an anonymous listening and information service run by students every night of semester. The service aims to provide a non-judgmental space for students to speak about what might be on their mind.

The volunteers are there to listen in an empathetic and confidential way to any student. Students can contact one of Nightline’s trained volunteers by phone call, email or online message. The website contains all necessary links to contact them via Skype Calling and Instant Messaging.

They are also there for information about general University matters, including exam timetables.

**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 have teamed up with Students Services and the Students’ Association to deliver a service that offers support and guidance to improve the wellbeing of St Andrews students, staff and community. It is a safe space where students can discuss any concerns regarding sport, wellbeing, mental health or academic life.

Website: www.st-andrews.ac.uk/sport/sport/wellbeing
Email: support.advice@st-andrews.ac.uk
Telephone: 01334 462190
Location: University of St Andrews Sports Centre, St Leonards Leonard’s Road, St Andrews, KY16 9DY
Opening hours: 9am – 5pm Thursday
Saints Sport manages all sport and fitness-related activities, services and facilities at the University of St Andrews and is a partnership between the Department of Sport and the Athletic Union.

They offer a Buddy Scheme to pair incoming students with student mentors who are active members in the Saints Sports community. Over the summer months the mentor will be able to answer any questions about Saints Sport at St Andrews.

**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
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 non-University parents and carers.

Website: https://ace.st-andrews.ac.uk/nursery
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: 7:30am – 6:30pm Monday to Friday
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 can cover academic judgments including appeals and limitations, complaints against the University, university discipline and both private and University accommodation.

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
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:** https://yourunion.net/helphub

**Email:** helphub@st-andrews.ac.uk
The University Library has a selection of books which explore common problems that students may face. These books are available to borrow from the Library or read online.

If further support is required a student can make an appointment with a Wellbeing Adviser at Student Services.

Website: https://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
SilverCloud consists of online cognitive behavioural therapy courses about issues such as stress, anxiety, OCD and depression. Students work through a series of topics either by directly accessing the material and working through it alone or by working through the material with Student Services staff.

Website: https://st-andrews.silvercloudhealth.com/signup/standrews
Email: theasc@st-andrews.ac.uk
Telephone: 01334 462020
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.

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, combining educational development, pedagogical workshops, technology-enhanced learning, IT skills and study skills support.

CEED will deliver its Professional Skills Curriculum through the Careers Centre, and GRADskills and M-Skills programmes for PGR and PGT students alongside St Leonards College.

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  
Opening hours: 9am – 5pm Monday to Friday
The Registry Team provide advice when students are considering or requesting a change of circumstance, such as Leave of Absence, Withdrawal, Mode of Attendance (part-time or full-time study), Location of Studies, Fieldwork etc. Officers provide information and a drop-in service 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 a student is experiencing difficulties, they can refer them 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: St Katharine’s West, 16 The Scores, St Andrews
Opening hours: 9am – 5pm Monday to Friday
The Deans of Arts and Science are supported by a team of Associate Deans and Pro 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](http://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](http://www.st-andrews.ac.uk/about/governance/faculties-deans/associate-deans-students/students-arts-divinity)
- **Email:** assocdeanarts-students@st-andrews.ac.uk

**Pro Dean Taught Postgraduate and Research Postgraduate**

Pro Dean Curriculum for both Taught Postgraduate and Research Postgraduate is responsible for all matters of learning and teaching.

- **Website:** [www.st-andrews.ac.uk/about/governance/faculties-deans/pro-deans](http://www.st-andrews.ac.uk/about/governance/faculties-deans/pro-deans)
- **Email Postgraduate Taught:** prodean-pgt@st-andrews.ac.uk
- **Email Postgraduate Research:** prodean-pgr@st-andrews.ac.uk
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