



STUDENT SERVICES ENQUIRY TEAM

Presented by

Lily Wilcox

Student Services Officer

Frank Pringle

Student Services Assistant



STUDENT
SERVICES
ENQUIRY
TEAM

LAUNCH
2008

MYCAMPUS
2011

HELPDESK
2019

THE HISTORY OF SSET

*OUR PURPOSE IS TO INCREASE
STUDENTS' AWARENESS AND
ENGAGEMENT WITH STUDENT SUPPORT
SERVICES AT THE UNIVERSITY.*



THE TEAM



Stewart Powles

Student Services Enquiry Team Leader

Alison Walker

Student Services Officer

David Schiftan

Student Services Officer

Frank Pringle

Student Services Assistant

Caitin Baird*

Student Services Officer

(from 06 Sept 2022)

Lily Wilcox*

Student Services Officer

(until 06 Sept 2022)

James Warburton

Student Services Assistant

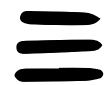
Celaen Chapman

Student Services Officer

Rebecca Gault*

Student Services Assistant

(until 16 Sept 2022)



REGISTRATION

Our Registration and Enrolment Support Team are here to help!



STUDENT LIFE

We can provide you with information, guidance and support.



GRADUATION

We can provide you with documents proving your qualification.

SUPPORTING YOU THROUGH YOUR STUDENT JOURNEY

From registration to graduation,
we're here to support you!





WWW.GLA.AC.UK/MYGLASGOW/STUDENTS



Home / MyGlasgow / MyGlasgow Students

MYGLASGOW STUDENTS

→ Important accommodation update for 2022 entry

GET STARTED



Log in

→ Log in to access MyCampus, Moodle, your timetable and more.



New students

→ New to #TeamUofG? Check out our new student page for helpful checklists, how to register and enrol and get ready for



Student Services A-Z

→ A comprehensive list of support services, helpful resources and information



WWW.GLASGOW.AC.UK/HELP



The screenshot shows the UofG Helpdesk website. At the top, there's a header with a star icon, the URL 'WWW.GLASGOW.AC.UK/HELP', and two circular window control icons. Below the header is a large banner image of a building at night. The main content area is divided into several sections:

- Welcome to UofG Helpdesk**: A search bar with the text 'How can we help you?' and a magnifying glass icon.
- Get Answers**: A blue box with a question mark icon. Text: 'Search for answers to common questions, step by step guides and fixes for issues'.
- Request or Report something**: A purple box with a grid icon. Text: 'Browse or search the Service Catalogue to request or report something or just to ask for help'.
- My Items**: A green box with a folder icon. It lists two items: 'Refund Request Resolved' and 'Covid-19 Reporting Form Submitted'.
- Registration and Enrolment**: An orange box with a question mark icon. It lists four items: 'Enrolment: Making changes', 'Registration: Problems enrolling', 'Registration: Complete Financial Registration', and 'Registration: When and how to register'.
- Announcements**: A dark green box with a megaphone icon. It lists four items: 'TRICAP and External Examiners system maintenance', 'PIP system maintenance', 'Security advice', and 'Cost of Living: Support Guide'.



WWW.GLASGOW.AC.UK/HELP



Filter Options

Most Popular Request Offer

☐ Most popular

☐ Favorites

☐ P&OD

☐ Report something

☐ Request something

☐ MyCampus

☐ IT

☐ HR

☐ Library

☐ Finance

☐ Student Support

☐ College/School specific

Service Catalogue

SSET

Popular Items

Student Support

SSET Certifying Letter Request

Request a Certifying Lett...

Student Support

SSET Certifying Letter Request (Former Students)

Request a Certifying Lett...

Request something

SSET Transcript (HEAR) Request

Request a copy of your Tr...

Student Support

SSET Transcript (HEAR) Request (Former Students)

Request a copy of your Tr...

Student Support

SSET: Damaged,

Student Support

SSET: Form Completion

Student Support

SSET: Parchment

Student Support

SSET: Update Personal



WWW.GLASGOW.AC.UK/HELP



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- ☐ Finance
- ☐ Student Support
- ☐ College/School specific

Service Catalogue

Contact Student Services

Popular Items

Student Support

Contact the Student Services Enquiry Team

Submit an online enquiry...



***THERE'S
MORE?!***

MYCAMPUS & HELPDESK GUIDES

Not sure how to use MyCampus or the UofG Helpdesk? Don't worry! We've probably got a how-to guide for you!

STUDENT RECORD UPDATES

Need to change your Primary Name, Photograph, Gender, or Date of Birth on your student record? We can do it for you!



CAMPUS CARDS

Got an issue with your Campus Card? We can investigate for you!

STUDENT FINANCES

Looking for advice on how to pay your fees, or need advice on accessing Financial Aid services?

APPOINTMENTS

Looking to book an appointment with a support service, such as International Student Support? We can show you how!



STUCK?



We are here to help you!

WHO CAN HELP ME?

Got an issue but don't know where to go? Ask us! We'll know who can help!

NEED INFORMATION?

We're well-versed in UofG knowledge! Don't be afraid to ask!



WE'RE A BUSY BUNCH!

We're very experienced in
assisting with a vast
range of enquiries!

70,000+

Enquiries since 2019

26,000+

Helpdesk Requests
Fulfilled

30,000+

Helpdesk Enquiries
Resolved
(SSET + REST)

HOW TO FIND US

For the latest information and updates, check out our website and social media pages

w: www.gla.ac.uk/sset

Twitter



Instagram



UOFG HELPDESK

glasgow.ac.uk/help
bit.ly/contactsset-student

ENQUIRY DESK

Level 2, Fraser Building
Mon - Thu, 09:00 - 17:00 | Fri, 10:00 - 17:00

PHONE

+44 (0) 141 330 7000
Mon - Fri, 13:00 - 16:00



THANK YOU!

AND WELCOME TO UOFG!

WE HOPE YOUR EXPERIENCE WILL BE WORLD CHANGING!



Remember!

We're all here to support you throughout your time at University!