University of Stirling

Service Level Agreement (SLA) from the Student Enrolment, Data and Fees team

The team are responsible some of the core aspects of a student’s record:

Enrolment:
- Setting up student records for each period of study so that they can complete online enrolment via the Portal, and ensuring that all students have enrolled
- Providing data files to local authorities\(^1\) for council tax exemption purposes
- Arranging enrolment events at the start of the academic year so that students can collect their ID card

Fees:
- Providing data files to SAAS and the Student Loans Company so that tuition fees can be paid and student loans disbursed
- Inputting your tuition fees onto your student record so that the correct amount is presented during online enrolment
- Coordination and payment of US Federal Loans
- Payment of student cash-award Scholarships (e.g. RUK Choice, TPG Merit)

Data:
- Responding to Verification Requests (e.g. from employers) who wish to confirm a student’s attendance at the University

What does the University expect from me?
- We expect you to regularly check your University of Stirling email account as all important information will be sent there
- SAAS funding:
  - You should apply for funding in good time before the start of the next academic year (e.g. by the guarantee date of June 30\(^{th}\))
- US Federal Loans:
  - Submit all relevant information to allow the University to assess your eligibility for funding
- Scholarships:
  - Return the terms and conditions in good time to allow your scholarship to be paid

For more information

Student Services Hub
University of Stirling
2A1 Cottrell Building
FK9 4LA

Tel: Fees: 01786 46 7054 or 01786 46 6686
Enrolment: 01786 46 6063
Email: Fees: tuitionfees@stir.ac.uk
Web: http://www.stir.ac.uk/registry/studentinformation/enrolment/

\(^1\) Stirling Council, Clackmannanshire Council, Falkirk Council and Fife Council
http://www.stir.ac.uk/registry/studentinformation/feesandfinance/
Enrolment: ask@stir.ac.uk

We aim to respond to enquiries within 5 working days.