

# 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.

## 1. 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 Stirling, Clackmannanshire, Falkirk and Fife Council for council tax exemption purposes
- Arranging enrolment events at the start of the academic year so that students can collect their ID card

## 2. 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)

## 3. Data

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

#### **4. 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<sup>th</sup>).

##### **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.

#### **5. 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](mailto:tuitionfees@stir.ac.uk)

Enrolment: [ask@stir.ac.uk](mailto:ask@stir.ac.uk)

Web: <https://www.stir.ac.uk/student-life/welcome/before-you-arrive/undergraduate-enrolment/>  
<https://www.stir.ac.uk/student-life/welcome/before-you-arrive/postgraduate-enrolment/>

<https://www.stir.ac.uk/study/fees-funding/>

We aim to respond to enquiries within 5 working days.