

Service Level Agreement (SLA) from the Student Programmes team

The Student Programmes Team can provide advice and help on:

- Academic progression
- Your module registration
- Changing your degree programme
- Deferring your exams
- Submitting your PhD Thesis
- Taking a period of leave of absence from your studies
- Withdrawing from university

1. Response times

In Person: You can come in to the Student Services Hub and ask to speak to a Student Programmes adviser and you will normally be seen straight away

By Phone: You can call 01786 466685 and speak to one of the team during [office hours](#), or leave a message at other times

Online: You will receive a decision on your deferred exam application within 3 working days

By Email: We aim to respond to enquiries within 5 working days, during particularly busy periods i.e. start of semester, when processing awards for graduation (June/November) and when considering progression over the summer, we may take longer

2. 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
- We expect you to complete your module registration on-line and in good time
- Progression: if we write to you about your academic progression, we expect you to respond by the deadline set
- Deferred Exams: we expect you to submit your application, together with your supporting documentation by the deadline (end of the exam diet)
- Change of degree programme: we expect you to discuss this with your adviser of studies first

3. For more information:

Student Programmes Team

Student Services Hub

University of Stirling

2A1 Cottrell Building

FK9 4LA

Tel: 01786 466685

Email: studentprogrammes@stir.ac.uk

Web: <http://www.stir.ac.uk/registry/studentinformation>