

Service Level Agreement (SLA) from the Study Abroad Team

The Study Abroad Team is responsible for supporting incoming non-graduating study abroad students. These include:

- ✓ Non-graduating study abroad students
- ✓ Non-graduating reciprocal exchange students
- ✓ Non-graduating Erasmus+ exchange students
- ✓ Short-term English language students
- ✓ International Summer School (ISS) students

The Study Abroad Team is also responsible for supporting outgoing University of Stirling study abroad students. These include:

- ✓ Languages students on compulsory semester abroad
- ✓ Students undertaking elective semester abroad
- ✓ Students undertaking Erasmus+ placement

1. Incoming Study Abroad Students

What to expect from the Student Services Hub:

- ✓ Referral to additional Student Services (e.g. Student Immigration Team, Student Accessibility and Inclusion etc.)

- ✓ Study Abroad related document drop-off and pick up service (e.g. Learning Agreements)

What to expect from the Study Abroad Team:

- ✓ Pre-arrival advice and support
- ✓ Post-arrival advice and support

In the first instance, please email study-abroad@stir.ac.uk or come to our Study Abroad walk-in advising hours each Wednesday during the semester from 11am until 2pm. We will normally respond to enquiries to this mailbox **within 2 working days.**

2. Outgoing University of Stirling Study Abroad Students

What to expect from the Student Services Hub:

- ✓ Study Abroad related document drop-off and pick up service (e.g. Applications, Learning Agreements, Exchange Partner Documentation)

What to expect from the Study Abroad Team:

- ✓ advice on elective study abroad options for current students
- ✓ guidance on completing study abroad applications
- ✓ pre-departure orientation and advising
- ✓ advice during student's exchange period
- ✓ post-exchange advice and support

In the first instance, please email studentexchange@stir.ac.uk or come to our Study Abroad walk-in advising hours each Wednesday during the semester from 11am until 2pm. We will normally respond to enquiries to this mailbox **within 2 working days.**

3. More information

Study Abroad

Student Services Hub

University of Stirling

2A1 Cottrell Building

FK9 4LA

Tel: 01786 466022

Incoming Study Abroad Students:

Web: <https://www.stir.ac.uk/study-abroad>

Email: study-abroad@stir.ac.uk

Outgoing University of Stirling Study Abroad students:

Web: <https://www.stir.ac.uk/exchange/>

Email: studentexchange@stir.ac.uk