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