

A pastoral guide for undergraduate and postgraduate physics and astronomy students

Emergency Contacts

If you or the person you are concerned about is in immediate danger, call **999**.

If you or the person you are concerned about is not in immediate danger, but you need to contact somebody urgently, please phone the Security and Response Team: **01334 46 (8999)***.

For less immediate wellbeing issues contact the Advice and Support Centre (Student Services) (**theasc@**), the School of Physics and Astronomy (P&A) wellbeing officers (**panda_wellbeing@**) or a staff member that you feel comfortable with. You may find the following webpage a useful source of information: <https://www.st-andrews.ac.uk/students/advice/>

Health Issues

Illness or injury?

Contact your GP or visit the University of St Andrews Health Hub webpage or call 01334 46 (5777)*.

You can also download the Student Health App.

If you need medical advice, you can also call 111 and arrange an appointment at the minor injuries unit at the Community Hospital.

Dentist: call 01592 22 6555 during the day or 111 outside of office hours.

Mental health?

Contact the advice and support centre (**theasc@**) for an appointment with Student Services www.st-andrews.ac.uk/Students/advice or visit your GP.

Sexual health?

For information about sexual health services and appointments please contact Sexual Health Fife directly on 01592 647979.

Need to talk?

Advice and Support Centre

(the ASC): **theasc@** or 01334 46 (2020)*

Samaritans: 116 123

Nightline: **nightline@** or 01334 46 (2266)*

LGBTQIA+: **saintsLGBT@**

Chaplaincy:

chaplaincy@ or 01334 46 (2866)*

Physics and Astronomy wellbeing:

panda_wellbeing@

Physics and Astronomy School president:

physicspresident@

All email addresses are @st-andrews.ac.uk unless otherwise stated.

*If you are calling from an internal phone at the University, dial the numbers in brackets. Follow us on Twitter @PhysAstroStAnd The University of St Andrews is a charity registered in Scotland, No: SC013532.

Academic Issues

Module or course concerns?

Contact a class rep, module coordinator, Advisor, **physicspresident@**, or P&A Director of Teaching **physdot@**.

Need academic adjustments?

Contact the ASC's Disabilities Team: **disability@** or the P&A School Disability Coordinator: **physics@**.

Extension request for coursework?

Scan the QR code to access the extension request form.



Need skills and studying help?

Contact the Centre for Educational Enhancement and Development (CEED): **ceed@** and/or contact your P&A Advisor.

Need career advice?

The Careers Centre offers one-to-one appointments where you can discuss any career-related issue with a professionally trained adviser:

<https://www.st-andrews.ac.uk/careers/>

Student Services Enquiry Form

For non-urgent matters but where you should contact student services for advice, you can fill a form via the QR code.



Reporting Procedure

The University of St Andrews has a zero-tolerance approach to any form of bullying, harassment, discrimination and sexual violence. To report an incident, anonymously or with contact details if you so wish, use <https://reportandsupport.st-andrews.ac.uk> or scan the QR code.

You can also contact **panda_wellbeing@** or a staff member that you feel comfortable with.



Other Issues

Housing?

Contact **accommodation@** or call 01334 46 (2510)*.

Commuting?

Contact the Lifelong and Flexible Learners via **lifers@**.

Money?

Contact the Money Advice Team at **moneyadvice@** or call 01334 46 (2720)*, or email **theasc@**.

Parent, Guardian, or Carer?

Contact **diversity@** to join the Student Parents and Carers Network on MS Teams. Cost of living guide:

<https://www.yourunion.net/support/cost-of-living/carers/>

Feeling isolated?

You can find a list of student societies here www.yourunion.net/activities/societies

Relationship issues or conflict?

Contact the **theasc@** or **mediation@**.

Discrimination?

Email the P&A Director of Equality, Diversity and Inclusion **physeqdiv@**, visit the Student Bullying & Harassment webpage: st-andrews.ac.uk/students/advice/personal/beingbulliedorharassed, or the report & support webpage: <https://reportandsupport.st-andrews.ac.uk>

LGBTQIA+ resources

www.saintslgbt.com, or email **SaintsLGBT@**

Ethnic minority resources

www.yourunion.net/representation/subcommittees/bame

Eco-anxiety resources

<https://www.yourunion.net/representation/subcommittees/explore/environment/>; or <https://transitionsta.org/climate-knowhow/eco-anxiety/>; or <https://environment.wp.st-andrews.ac.uk/>