

**ACADEMIC QUALITY HANDBOOK**

**SECTION 11**

**ACADEMIC SUPPORT SERVICES AND RESOURCES**

*This Section of the Academic Quality Handbook should be of general interest*

**CONTENTS**

<b>11.1</b>	<b>Centre for Academic Development</b>	<b>2</b>
<b>11.2</b>	<b>Information Systems and Library Services</b>	<b>2</b>
	IT services	2
	<i>Service Desks and Support</i>	3
	<i>Web</i>	3
	<i>Media Services</i>	3
	<i>Further Contacts and On-line Information</i>	3
	Library & Special Collections and Museums	3
	<i>One Library – Five Sites</i>	4
	<i>Linked by Technology</i>	4
	<i>UNIPRINT</i>	5
<b>11.3</b>	<b>Language Centre</b>	<b>5</b>
<b>11.4</b>	<b>Research and Commercialisation Services</b>	<b>5</b>
<b>11.5</b>	<b>CPD Services, Research and Innovation</b>	<b>6</b>
<b>11.6</b>	<b>Development Trust</b>	<b>7</b>
<b>11.7</b>	<b>Registry</b>	<b>7</b>
	Academic Services Team	8
	Student Information and Systems Team	8
	Undergraduate Student Services Team	8
	Postgraduate Student and Fees Team	8
<b>11.8</b>	<b>Conference Facilities</b>	<b>9</b>

## **11.1 Centre for Academic Development**

11.1.1 The Centre for Academic Development (CAD) is responsible for supporting the University in:-

- taking an active role in developing all its staff in teaching and research so that the institution performs at the highest levels of professionalism, and demonstrating commitment to the professional development of all those who work for it;
- providing a high quality learning experience for its students.

11.1.2 Activities to achieve these aims will include:-

- developing, managing and delivering programmes to enhance the teaching and learning expertise of staff including the PG Certificate in HE Learning & Teaching; eLearning and Medical Education
- co-ordinating educational development support for the development and implementation of the University's quality assurance and enhancement policies and procedures;
- co-ordinating support to academic Colleges and Schools in the introduction of enhanced approaches to teaching and learning including eLearning.
- supporting strategic research themes by offering training and development programmes aligned closely with the internal research strategy and external policies
- working with both students and academic staff to enhance students' academic skills, at undergraduate and postgraduate level.

11.1.3 Further details of the work on professional development for teaching, learning and research, along with examples of teaching and learning innovation can be accessed at [www.abdn.ac.uk/cad/](http://www.abdn.ac.uk/cad/)

All of the support units and facilities available for staff involved in teaching and supporting learning are listed under a single URL at: [www.abdn.ac.uk/staffnet/teaching/](http://www.abdn.ac.uk/staffnet/teaching/).

## **11.2 Information Systems and Library Services**

11.2.1 Information Systems and Services encompasses computing, library and related academic and business support services within the University. The services are provided by Library, Special Collections and Museums under the University Librarian and Director, and IT Services including Web Management and IT Training units under the Director of Finance and Information Technology. In addition to service provision, IT Services is responsible for the development and implementation of institutional strategy and policy governing information systems and services.

### **IT Services**

11.2.2 IT Services manages, operates and supports the University's wired and wireless networks, server infrastructure, IT classrooms, telecommunications, audio-visual services, software and hardware, IT training requirements, email and calendaring service, web resources and corporate applications.

### *Service Desks and Support*

- 11.2.3 The Service Desks in the Edward Wright Building and Sir Duncan Rice Library on Old Aberdeen campus and in the Polwarth Building on Foresterhill campus are the first point of contact for all IT support at the University.
- 11.2.4 The Service Desks can be contacted via the web, by email or telephone, as an alternative to calling in person. Staff on the Desks will assist with IT problems and are able to refer complex technical or specialist queries to the appropriate experts within IT Services. The Service Desks are staffed from 9am to 5pm, Monday to Friday and out-with these hours we have a 24-hour telephone service. The Service Desk can be contacted on (01124) 27-3636 and [servicedesk@abdn.ac.uk](mailto:servicedesk@abdn.ac.uk).
- 11.2.5 IT Services also publish a range of user guides and fact sheets and offer regular training workshops and drop-in sessions to support staff and students in the use of IT facilities.
- 11.2.6 IT Services also provide over 1800 high specification PCs for student and teaching use in a variety of formal and informal settings on the Foresterhill and Old Aberdeen campuses.

### *Web*

- 11.2.6 The IT Services *Web Team* maintains the University's central web pages<sup>1</sup> and also provides consultation, design and development services to University departments and sections for college or administration approved work.

### *Media Services*

- 11.2.7 Media Services provides audio and video support for central teaching rooms, conferences and events, as well as photography and graphics services, and support for video conferencing and lecture capture. Permanent audio visual systems are available in most teaching rooms.
- 11.2.8 High quality video conferencing is provided in specially equipped suites on the Old Aberdeen and Foresterhill campuses.
- 11.2.9 To book audio visual equipment, or for further information, contact Media Services on (01224) 27-3000.

### *Further Information*

- 11.2.10 Further information on all IT services for staff can be found on StaffNet<sup>2</sup>, and for students on the IT Services website<sup>3</sup>.

## **Library, Special Collections and Museums**

- 11.2.11 Library, Special Collections and Museums (LSC&M) comprises the staff and resources of all five of the libraries containing both current collections of information resources as well as significant archives and internationally important museum collections. The Library collections include Special Collections of over 250,000 rare books and over 4,000 distinct manuscript and archive collection and the George Washington Wilson Photographic Collection. The museums include King's Museum and the Zoology Museum (both based on the Old Aberdeen campus) together with 5 other major collections and the University Art Collection; together with the recently built Glucksman Conservation centre these collections and facilities are unique in their contribution to the University's position as an international centre of excellence. *Special Collections* provide a unique and internationally

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<sup>1</sup> <http://www.abdn.ac.uk/web/>

<sup>2</sup> <http://www.abdn.ac.uk/staffnet/working-here/it>

<sup>3</sup> <http://www.abdn.ac.uk/it/student>

significant range of printed, archival and other documentary sources for the benefit of the higher education community and beyond. The richness of these collections extends across all the disciplines of the medieval and early modern university curriculum and across the European world of learning. Full details can be found at [www.abdn.ac.uk/museums/](http://www.abdn.ac.uk/museums/). As indicated, the University has seven *Museum collections* of national and international importance, each one ranking amongst the finest in the country. They are used for teaching and research at all levels. King's Museum and the Zoology Museum have major galleries with changing exhibitions open to the public, as well as talks, events and schools programmes. People wishing to study collections not on display are invited to contact the appropriate curator.

In addition, LSC&M runs the University's UNIPRINT service, encompassing Design, Print and Bindery services.

- 11.2.12 LSC&M is one of the largest and best equipped in Scotland and employs the latest technology for both staff and student use. Aberdeen's flagship new library – the Sir Duncan Rice Library – opened in September 2011. See [www.abdn.ac.uk/library/](http://www.abdn.ac.uk/library/)

*One Library - Five sites*

- 11.2.13 The Sir Duncan Rice Library in Old Aberdeen, is the headquarters of the University library service. It has over 1300 reader, IT and other places and houses the major printed collections in the humanities, social sciences, science, engineering, agriculture and forestry, as well as collections of CD ROMs, maps, music and video. Medicine and medical sciences are catered for at the Medical School Library, within the Aberdeen Royal Hospitals complex at Foresterhill; the Taylor Library and European Documentation Centre, for legal studies. The Library of the Rowett Institute for Nutrition and Health is based at Bucksburn.

*Linked by Technology*

- 11.2.14 The Library is a primary link to other libraries, documentation centres and information services in the United Kingdom and abroad: see <http://www.abdn.ac.uk/library/>. As well as traditional paper-based books and journals, the Library provides 24-hour access to a substantial collection of online material such as electronic books and journals and databases. The library discovery interface PRIMO provides details of all books and journals held. MetaLib, the electronic resource gateway, provides easy access to databases and e-resources such as Web of Knowledge, Scopus and JSTOR. Most electronic resources can be accessed from off campus. An integrated document request (interlibrary loans) service allows material from elsewhere to be obtained at minimal cost.
- 11.2.15 Instruction, teaching and training on using information resources and bibliographic management software (RefWorks) is provided by the team of subject specialist Information Consultants. In some subject areas this is embedded within academic courses, both undergraduate and postgraduate, and is complemented by bookable optional workshops, one-to-one tutorials and guidance to both students and the academic community. Details of who to contact can be found at [www.abdn.ac.uk/library/ic/index/shtml](http://www.abdn.ac.uk/library/ic/index/shtml)

UNIPRINT

11.2.16 The UNIPRINT service provides design, print and binding services to University staff and students, e.g.:

- Reprographic services include black & white and colour copying, lamination of images, large scale poster printing (up to A0), and thesis copying.
- Binding services offer a fast turn-around service in all heat process binding, comb binding, ring binding and book protection and a full Thesis/Dissertation and Fine Edition Binding service.
- The Copy Shop, located in the QML, sells merchandise derived from the George Washington Wilson and Aberdeen Harbour Board photographic collections as well as library-based prints and images. It also provides a T-shirt printing service.

### **11.3 Language Centre**

11.3.1 The Language Centre in the Regent Building on Regent Walk is the University's dedicated language unit. Its Language Learning Resource Library and facilities are open to all students and staff throughout the University. The Centre houses a state of the art digital language laboratory as well as a variety of other language learning resources. Staff are on hand to advise on language learning strategies and resources and to register students for the conversation exchange scheme.

11.3.2 The University's English Language Service, based in the Language Centre, supports the academic study of all non-native English speaking students. It runs the annual four-week Intensive Course in English for Academic Study prior to the start of the academic year. Courses, workshops and tutorials on academic writing and communication skills in particular are offered in each semester. In addition, the Centre offers both full-time and part-time courses. Students whose level of English is below the entry requirements of the University can attend a number of pre-entry full-time courses ranging from a year-long Foundation Course to shorter 12-week and 6-week summer school courses. Part-time courses are mainly delivered in the evenings and are offered at a variety of levels.

11.3.3 In addition to English Language courses, the Language Centre offers evening classes in a wide range of languages such as Arabic, Japanese and Dutch. For further information and registration details, please see the Language Centre website, [www.abdn.ac.uk/languagecentre/](http://www.abdn.ac.uk/languagecentre/).

11.3.4 The Language Centre also offers translation and interpreting services as well as tailor-made language training.

### **11.4 Research and Commercialisation Services**

11.4.1 Research and Commercialisation (R&C) provides support to the University's academic staff to support research, commercialisation and knowledge exchange. Its main roles are to support academic staff to win more research resources, to manage grants and contracts once awarded, to add value to the University's research through commercial exploitation of intellectual property, consultancy and company formations, to support the University's knowledge exchange agenda and the development of external strategic and corporate partnerships.

11.4.2 Research and Commercialisation teams can help in a number of ways:

- Identifying sources of funding for research and knowledge exchange projects
- Providing support for completing research applications
- Providing finance costing for research applications
- Assisting in contract development, review and negotiation for research and knowledge exchange activities
- Encouraging protection of intellectual property rights
- Providing support to exploit commercially valuable intellectual property or expertise
- Providing advisory and administration support for research staff wishing to undertake consultancy and technical services
- Commercial Development of Research outputs via company formation and licensing
- Developing KTP schemes through the North of Scotland Knowledge Partnership Centre
- Advisory and administration support on Continuing Professional Development activities
- Providing finance grant administration support for externally funded research projects
- Providing management information on research grants and contracts income
- Providing support for developing the University's external strategic and corporate relationships
- Providing support to the Vice-Principals for Research and Knowledge Exchange and External Affairs

11.4.3 Research and Commercialisation has been created through a merger of the administrative support departments including Research and Innovation and Research Financial Services (RFS). R&C staff are located within the University Office and also have offices at Foresterhill, Rowett Institute for Nutrition and Health and the Fraser Noble Building. Further information can be found at [www.abdn.ac.uk/staffnet/research/](http://www.abdn.ac.uk/staffnet/research/).

<b>11.5 CPD Services, Research and Innovation</b>
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11.5.1 CPD Services, within Research and Commercialisation, is the University's central focus for externally delivered continuing professional development (CPD) programmes. Its primary remit is to support all University departments to develop and deliver cost-recovery, work-related programmes to people at work. Provision includes postgraduate qualifications, short non-credit-bearing courses, conferences, funded programmes, in-company training, professional updating, etc.

11.5.2 CPD Services offers academic colleagues assistance in business planning and budgeting as well as support and advice relating to all aspects of CPD activities, from initial concept through programme delivery to final evaluation. A bank of supporting documentation is in development.

11.5.3 All CPD programmes must be set up on a cost-recovery basis. Programme surpluses are directed back to Schools and Colleges according to the University's current financial policy.

11.5.4 More information about how CPD Services can help is detailed on the Research and Innovation website [www.abdn.ac.uk/r&i](http://www.abdn.ac.uk/r&i).

## 11.6 Development Trust

11.6.1 The University of Aberdeen Development Trust & Alumni Relations team aims to generate support –both financial and non-financial – among our world-wide family of alumni, friends and supporters in order to add value to the University and its ambition. The Development Trust is an independent charity which was established in 1982 (registered in Scotland, No: SC002938). To help provide a life-changing experience for our students and to support the University’s ambition and commitment to excellence and innovation, we aim to raise funds from many alumni, individuals, businesses, trusts and foundations and members of the local community. Following on from the success of the Sixth Century Campaign we are entering an ambitious new phase with the appointment of a new Chair of the Trust and a commitment to continue enhancing Aberdeen’s reputation as one of the leading universities in the world. Current priorities include:-

- Widening access to higher education and providing students with opportunities which will greatly enhance their studies and learning experiences
- Creating an environment that stimulates globally-important research and new discoveries in many fields such as medicine and food and nutrition
- Preserving our unique historical collections amassed over 500 years for the whole community
- Helping to provide the new world-class Aquatics Centre at Aberdeen Sports Village

11.6.2 The Alumni Relations team (see [www.abdn.ac.uk/alumni/](http://www.abdn.ac.uk/alumni/)) engage with graduates across the world through mailings, magazines, e-communications and a wide range of events. We are in touch more than 81,000 alumni in over 150 countries and encourage active participation in enjoyable and worthwhile activities such as career mentoring, reunions and local events in many different countries. We continuously develop initiatives aimed at increasing alumni involvement and interest in the University while keeping graduates up-to-date about all aspects of university life.

11.6.3 Our work would not be possible without the close interaction with staff – both academic and non – across all three colleges. Graduates and supporters can have a positive impact at all levels of the University whether by way of a gift or by way of participation.

11.6.4 For further information on any of these areas, please contact the Development Trust on 01224-272281 or visit the website at [www.abdn.ac.uk/giving/](http://www.abdn.ac.uk/giving/).

## 11.7 Registry

11.7.1 The Registry, part of the Directorate of Academic Affairs, is divided into three operational teams which together undertake or co-ordinate many aspects of student and academic administration. The main areas of responsibility of each team are outlined below:-

### Academic Services Team

- Committees (Senate / Senate Business Committee / University Committee on Teaching & Learning and its sub-committees/ Student Affairs Committee/ Working Groups / Honorary Degrees Committee)
- Teaching and Learning policy / Academic Quality Handbook
- External Examiners (Nomination, Appointment, Reports, Payment and Queries) [taught]

- Quality Assurance and Enhancement / Internal Teaching Review / Validations / Enhancement-Led Institutional Review
- Course and Programme approval
- Regulations, Programme Specifications, Diploma Supplement
- University Calendar and Catalogue of Courses
- Day-to-day processing of Undergraduate & Postgraduate academic appeals, representations against termination (including Fitness to Practise), student academic complaints, student academic discipline
- Staff side of graduations / honorary graduands / graduation Latin
- Rectorial and Senate elections
- Oversight of Academic legislation

#### Student Information Systems Team

- Student Record specification, development and management
- CMIS development and management
- Teaching timetables
- Examination timetables
- Examination arrangements (including resits)
- Disabilities (including disability-related examination arrangements)
- ID cards (including photographs)
- Student record updates
- Exam result corrections
- Reports and Statistical Returns (including HESA & KIS)

#### Undergraduate Student Services Team

- Undergraduate Student Administration
- Advising and Registration
- Joining Instructions for returning undergraduate students
- Monitoring and student progress
- Withdrawals/transfers
- Student record updates

#### Postgraduate Student and Fees Team

- Registration
- Joining Instructions
- Fees / loans (including US loans and SAAS/SLC lists, and invoicing) / studentships / refunds / graduation debtors
- Postgraduate Taught student progress
- Six-monthly Postgraduate Research forms / progress
- Withdrawals / transfers
- Student record updates
- Postgraduate Research examination (including thesis collection/despatch)
- External Examiner appointments and payment (research)
- Postgraduate Research Scholarships (including ORS)
- Tier 4

11.7.2 Further details of the Registry's activities can be found on [www.abdn.ac.uk/staffnet/teaching/registry-972.php](http://www.abdn.ac.uk/staffnet/teaching/registry-972.php).

## **11.8 Conference Facilities**

11.8.1 Booking services for all conferences and events is provided by the Conference Office within Campus Services. Facilities are available both during and outwith term and assistance can be given in locating venues away from the University if required. For more information on the range of high quality Services and Facilities please visit our web pages at [www.abdn.ac.uk/confevents](http://www.abdn.ac.uk/confevents).