

Student Enquiry Centre

A how to guide

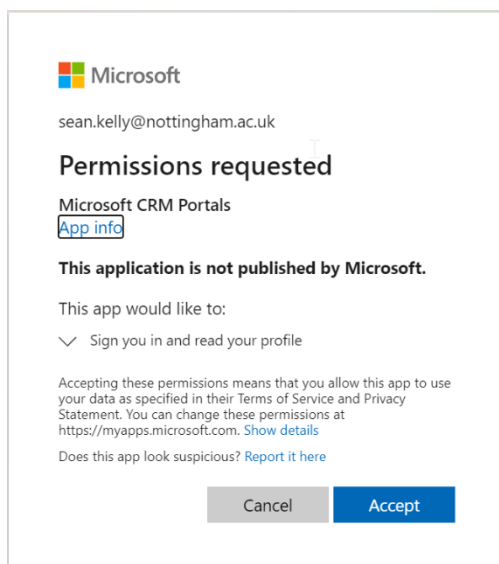
Welcome to your new student enquiry centre where you will be able to:

- ask academic administration questions
- locate answers to the most common questions about your studies
- ask further questions
- submit an extenuating circumstance claim (due to go live at a later date)

This is the best way to contact us for complex enquiries, and the appropriate team will be able to swiftly respond to you.

First time access

The first time you try to access the student enquiry centre, you will see the below permissions box:



Please accept in order to access the enquiry centre.

Student enquiry centre homepage:

Below are some screenshots explaining the main functionality of the student enquiry centre.

The screenshot shows the top navigation bar of the University of Nottingham Student Enquiry Centre. It includes links for 'View answers to common questions using our knowledge bank', 'FAQs', 'Enquire and Submit', 'Sign in', and a note that 'Sign in is required to raise an enquiry, view your previous enquiries and to see your profile'. Below the navigation bar is a large banner with the text 'Student Enquiry Centre' and 'Your studies and extenuating circumstances'. A search bar is located below the banner. Annotations with red arrows point to various elements: 'View answers to common questions using our knowledge bank', 'FAQs', 'Enquire and Submit', 'Sign in', 'Raise an enquiry or EC Claim, and check the status of existing enquiries / EC's', 'Search for helpful topics using our key word search.', and the search bar itself. Below the banner, there is a welcome message and three columns of FAQs: 'Most Popular FAQs', 'Most Recent FAQs', and 'Top Rated FAQs'. Each column has a list of questions and answers. Annotations with red arrows point to the 'Most Popular FAQs' column, the 'Most Recent FAQs' column, and the 'Top Rated FAQs' column. Below the FAQs, there is a 'Get Help' section with three buttons: 'Frequently asked questions', 'Ask a question', and 'Speak to us'. Annotations with red arrows point to each of these buttons. Above the buttons, there are three links: 'Link to our Frequently Asked Questions knowledge bank', 'Link to the Enquire and Submit form for both Enquiries and EC's', and 'Link to the Get Help Online page, where staff are on hand on live chat between the hours of 10:00 and 16:00, as well as other methods of contacting us.'.

University of Nottingham
L17, CT204 - Nottingham

View answers to common questions using our knowledge bank

FAQs

Enquire and Submit

Sign in

Sign in is required to raise an enquiry, view your previous enquiries and to see your profile

Student Enquiry Centre

Your studies and extenuating circumstances

Search

Raise an enquiry or EC Claim, and check the status of existing enquiries / EC's

Search for helpful topics using our key word search.

Welcome to the centre for enquiries about your studies and where you can submit extenuating circumstances claims.

From here, you can look up frequently asked questions on all aspects of your academic studies.

If you need help from one of our specialist teams, please submit an enquiry using the enquire and submit link above. Extenuating circumstances claims can also be

Most Popular FAQs

When is the exam timetable published?

How do I request transcripts?

Can I still graduate in 2021?

Most Recent FAQs

Aug 25, 2021
I can't get into Blue Castle although I have my username and password - what do I do?

Aug 25, 2021
When will I be able to see information about my degree/award, my marks or my progression on Blue Castle?

Aug 25, 2021
What do I do if I had extenuating circumstances (ECs) which I have not yet reported?

Top Rated FAQs

Aug 25, 2021
When is the exam timetable published?

Jul 9, 2021
Do I need to register/sign up for graduation?

Aug 25, 2021
How do I find out about the modules I should be choosing from?

The most popular FAQ's will show here, this will be driven by the number of views.

We will be updating FAQ's on a regular basis. You will see any new content show in this box.

FAQs that are seen by students as most useful, or top rated will display here.

Link to our Frequently Asked Questions knowledge bank

Link to the Enquire and Submit form for both Enquiries and EC's

Link to the Get Help Online page, where staff are on hand on live chat between the hours of 10:00 and 16:00, as well as other methods of contacting us.

Get Help

Frequently asked questions

Ask a question

Speak to us

FAQs about using the student enquiry centre

[I have a question that I would like to ask Student Services, how can I do this?](#)

[I cannot find the answer to my question, how do I submit a question?](#)

[How do I check the status of my query?](#)

[How do I view the responses to my query, or make a comment?](#)

[My query has been resolved but I have further questions, can I add to it?](#)

I have a question that I would like to ask Student Services, how can I do this?

The student enquiry centre has a frequently asked questions (FAQs) section. This will allow you to type in key words to find the answer to your queries.

There are a number of ways to do this:

- the search function on the enquiry centre homepage
- by clicking the magnifying glass at the top of each page
- the FAQ button in the top menu
- the frequently asked questions button at the bottom of each page

To get the best results when searching for answers, please use key words. For example if I wanted to know how I could change modules, I would search “module change”.



Results 1 - 10 of 50 for query: module change

[How do I change a seminar or a lab session?](#)

... How do I **change** a seminar or a lab session? ...

[Knowledge Base](#)

[I have changed my mind; can I resubmit the form?](#)

... **modules**, course, choices, optionals, extras, classes, **change**, mind ...

[Knowledge Base](#)

This will then display all questions that relate to your key word. If you click on the hyperlink, it will take you through to the detailed answer to that question.

[Home](#) > [Find answers to our most frequently asked questions](#) > **KA-01191**

I have changed my mind; can I resubmit the form?

[Print](#)

Views: 2

We ask you to think carefully about your choices before submitting the form, as the form can only be submitted once during this period. However, you will have the chance to change your choice in September at the start of your next year.

Keywords: modules, course, choices, optionals, extras, classes, change, mind

If you are unsure what keywords to use, you can access all of our questions/answers in one place. You can get to this by clicking the FAQ button in the top menu, or the Frequently Asked Questions button at the bottom of the page.

This will bring you to all of the available FAQs that have been categorised by theme.

Find answers to our most frequently asked questions

We have collected up all of our FAQs that you might need to ask about your time at university.

Assessments, coursework, and exams
Documents
Extenuating Circumstances
Financial Support
Fees and charges
Graduation
Module enrolment
Placements
Postgraduate research (PGR)
Registration
Timetabling
Transfer, interrupt or withdraw
Update my details
Visas and immigration

For example, if I wanted to find out about booking paying my tuition fees, I would select Fees and charges, and then choose the relevant question from the list to find the answer.

Fees and charges

What are my tuition fees
When are my tuition fees due
How can I pay my fees

I cannot find the answer to my question, how do I submit a question?

If you are unable to find the answer to your question, you can submit a question via one of two ways.

Clicking on the Enquire and Submit button at the top of the page will take you to a page that will display any previously submitted enquiries, as well as giving you an opportunity to double check that the answer to your question does not already exist by typing your question in the “Type a Question” box.

Home > Enquire and submit

Enquire and submit

What can we help you with?

Type a question here...

All Enquiries Search Create Enquiries

Enquiry Number	Enquiry Type	Ask a question	Origin	Status	Status Reason	Student	Student ID	Raised by	Created On	Modified By	Modified On
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If you are still unable to find an answer to your query, you can create a new enquiry which will make sure your question is directed to the correct team. To do this, click on the 'Create Enquiries' button and click on the 'Create Enquiry arrow'.

Enquire and submit

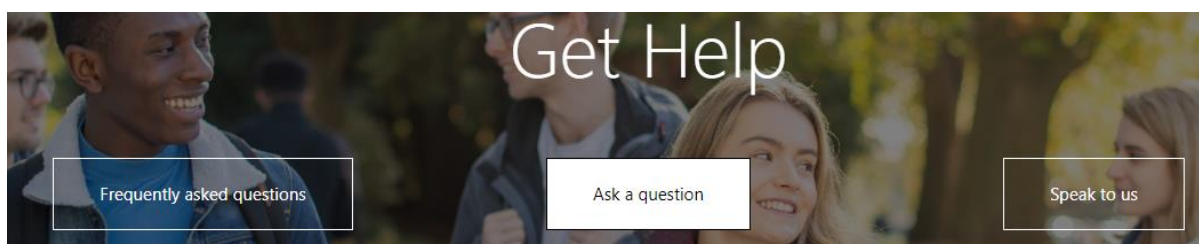
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This will direct you to the 'Ask a question' page. This can also be directly accessed by clicking on the 'Ask a question' button at the bottom of the homepage.



Once you are on the Ask a question page, you can submit your enquiry.

Ask a question

Any personal and/or sensitive information provided in your enquiry will be used within the management of your query. Sharing of the information, particularly sensitive information, will be limited to staff who require access to handle your query. Information will be processed in line with the University's [retention guide](#) and [privacy policy](#).

Naomi Lewis

Ask a question *

I want to ask about *

School/Department

Level of Study

Year of Programme

Tell us more

Attach a file

Choose files

No file chosen

Submit

Cancel

In the Ask a question box, type in the question that you would like answered and then assign the 'I want to ask about' dropdown to the category you think is most relevant to your question.

I want to ask about *

Assessments, coursework, and exams

- Coursework - deadline

- Coursework - extension

- Coursework - late submission

- Exams - extra time

- Exams – ROGO / online

- Exams – timetable

- Labs

- Marks or classification

- OSCE

- Results

Documents

- Get advice about a document

- Order a document

Fees and charges

- How much are my fees?

- How to pay my fees

- Request an invoice

- Sponsorship

School/Department

Year of Study

The School/Department, Level of Study and Year of Programme will be automatically populated with the information we have associated with your account.


Please use the Tell us more section to provide us as much detail about your enquiry, so we are able to best understand your query and answer your query promptly.

If you have any information you want to send to support your enquiry, there is an 'attach a file' box which will attach to the enquiry.

Click the submit button to send your query to us.

How do I check the status of my query?

You can view the status of your query by clicking onto to Enquire and Submit button at the top of the page. This page will list all of the enquiries that have been previously submitted, both active and resolved.

 University of Nottingham
UK | CHINA | MALAYSIA

[Home](#) | [FAQs](#) | [Enquire and Submit](#) | [Q](#) | [Naomi Lewis](#) ▼

[Home](#) > [Enquire and submit](#)

Enquire and submit

[All Enquiries](#) ▼ [Create Enquiries](#)

Enquiry Number	Enquiry Type	Ask a question	Origin	Status	Status Reason	Student	Student ID	Raised by	Created On	Modified By	Modified On
UoN-00001232	Enquiry	How many guests can I have at Graduation?	Web	Resolved	Information Provided	Naomi Lewis			10/09/2021 10:21 AM	Sean Kelly	10/09/2021 10:43 AM

By clicking on the Enquiry number hyperlink, you can view the information you have submitted, as well as any responses you may have received from the department to answer your query.

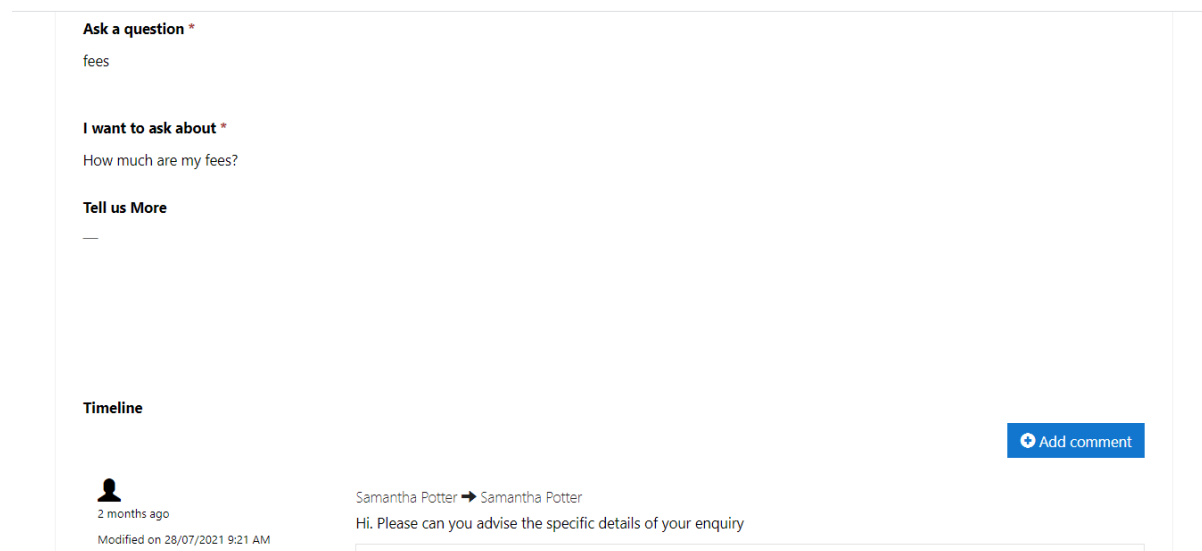
You can also submit further comments within your query.

There are a number of different statuses that your enquiry can be assigned and the reason why they have been assigned those statuses. These are:

Status name	Status reason
Cancelled	Merged
Active	Received
Received	Investigating
Referred	checking with another team information needed from the student
Resolved	information provided escalated emailed another team enquiry closed

How do I view the responses to my query, or make a comment?

When you click the Enquiry number hyperlink, it will take you through to an overview of the enquiry you have submitted. Below the overview, there is a section named Timeline. Any responses submitted by a member of staff will be visible here.



The screenshot displays a user interface for managing enquiries. It is divided into two main sections. The top section, titled 'Ask a question *', contains a text input field with the word 'fees' and a label 'I want to ask about *' with the text 'How much are my fees?'. Below this is a 'Tell us More' section with a horizontal line. The bottom section, titled 'Timeline', shows a user profile icon, the text '2 months ago', and 'Modified on 28/07/2021 9:21 AM'. To the right of this, a message from 'Samantha Potter' is shown, with a link to 'Samantha Potter' and the text 'Hi. Please can you advise the specific details of your enquiry'. A blue 'Add comment' button is located in the top right corner of the timeline section.

If you need to contact the team further, or the team have asked for a response to a further question, you will be able to add a comment.

My query has been resolved but I have further questions, can I add to it?

No I am afraid once you have had a query resolved, you will no longer be able to add to that query further. This is to make sure that we do not miss any further responses from you and to make sure we respond in a timely manner. Should you need to ask further questions, please follow the process to submit a new enquiry.

If the query relates to one that has previously been resolved, adding the enquiry number for that query will help assist us to answer your further questions.