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.
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”.

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.

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.
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.
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.

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.
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.

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.

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:

<table>
<thead>
<tr>
<th>Status name</th>
<th>Status reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancelled</td>
<td>Merged</td>
</tr>
<tr>
<td>Active</td>
<td>Received</td>
</tr>
<tr>
<td>Received</td>
<td>Investigating</td>
</tr>
<tr>
<td>Referred</td>
<td>checking with another team information needed from the student</td>
</tr>
<tr>
<td>Resolved</td>
<td>information provided escalated emailed another team enquiry closed</td>
</tr>
</tbody>
</table>
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.

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.