INFORMATION FOR NEW STUDENTS

HOW CAN THE STUDENT ENQUIRY? CENTRE HELP ME?

We offer individual advice on a range of enquiries including:

- Enrolment process
- Your Gradintelligence account
- Student Status Letter
- HEAR: Your digital transcript
- Council tax exemption
- Student ID cards
- Discounted student travel
- Bursary and Scholarship information/guidance
- Student Finance funding
- Changing, interrupting, and withdrawing from your programme
- Your student record
- Exams
- Graduate documents and third-party verification requests

Contact us
Log an enquiry via SEC Online via your Mysis account
Email: studentenquiry@qmul.ac.uk
Follow updates on our twitter account: @QMULSEC

For our opening times and more information visit: arcs.qmul.ac.uk
For current PhD students contact the Research degrees office: researchdegrees@qmul.ac.uk

ACCESSING YOUR TIMETABLE

In most Schools/Institutes, personal timetables are available to view via qmplus.qmul.ac.uk or on the QMUL Mobile App. Alternatively, timetable information can be accessed via timetables.qmul.ac.uk.

Timetables are published by the beginning of semester one.

All timetable-related queries should be addressed to your programme administration in the first instance. Please see my.qmul.ac.uk/SSO-contacts for contact details.

Welcome Week induction timetables for new students can be found on qmul.ac.uk/newstudents

FEES

For enquiries regarding paying your tuition fees please contact the Student finance and funding department.

Webpage: qmul.ac.uk/fees
Email: fees@qmul.ac.uk

LETTERS

Student Status Letter
We provide your Student Status Letter to you electronically via Gradintelligence. Your letter confirms your enrolment at QMUL and can be used to open a bank account and for council tax exemption purposes. We will register you with a Gradintelligence account upon your full enrolment and your activation link will be sent to your QMUL email account. We ask that you activate your account as soon as possible so that you can access your letter. Full information on the letter and guidance on activating your account can be found by visiting: arcs.qmul.ac.uk/SSL

Council Tax Exemption
The Student Status letter provided on your Gradintelligence account can also be used for Council Tax exemption purposes. Please make sure your term-time address is correct on your Mysis page, see our page on how to edit your address: arcs.qmul.ac.uk/edit-address

For more information on Council tax exemption: arcs.qmul.ac.uk/council-tax

For detailed information please see our Advice and Counselling Service council tax guide: welfare.qmul.ac.uk-guides/council-tax

This outlines what council tax is, how to claim council tax exemption and how to get help with council tax disputes.
QMUL BURSARY

If you are an undergraduate student and have applied for a means tested assessment by Student Finance, you will automatically be considered for a QMUL Bursary providing that you meet the criteria outlined on our website. If you have not yet applied for a means tested assessment it is not too late, and you do not need to take out loans.

Full details of how to get assessed can be found on our website: arcs.qmul.ac.uk/QMULBursary

STUDENT FINANCE FUNDING

If you have successfully applied for student finance funding for Queen Mary and you have returned your signed declaration, Student Finance will ask Queen Mary to confirm your attendance to them before they release your funds.

Queen Mary will only be able to confirm your attendance to Student Finance once you are fully enrolled.

If you originally applied for funding for a different university, please email studentenquiry@qmul.ac.uk stating your ID number, name, Student Support Number (eg: SFDU12345678A). If you do not provide the above information, it may take a longer a time for your funds to be released.

FUNDING AND SUPPORT

QMUL has extensive funding opportunities and you can find out more using the following links:
- Undergraduate Scholarship Programme: arcs.qmul.ac.uk/UGSchols
- Music Scholarships: arcs.qmul.ac.uk/MusicScholarship
- Aspire Point Accommodation Bursary: arcs.qmul.ac.uk/AspirePoint
- Scholarship Database: qmul.ac.uk/scholarships
- Financial Assistance Fund: arcs.qmul.ac.uk/QMFinancialAssistanceFund

If you have exceptional or unforeseen costs or you are in financial hardship you could be eligible for help from the Financial Assistance Fund: arcs.qmul.ac.uk/QMFinancialAssistanceFund please ensure that you are fully enrolled for the 2020/21 academic year and, if you are eligible for funding, you have received the first instalment of your Student Loan or NHS Bursary before you apply.

If you are a research student and have any queries about funding, please see the Research Degrees Office: arcs.qmul.ac.uk/research-degrees

DISCOUNTED TRAVEL

Did you know that as a full-time student you may be eligible for discounted travel?

If you are at least 18 years old and meet the eligibility criteria specified by the Transport for London website you can apply for an 18+ Oyster Card.

For Queen Mary to validate your application you must be fully enrolled, we will not validate your application if you are temporary enrolled. Following validation, applications take around 2 weeks to complete, after which your card will be posted to the address you provided.

Please be advised that we do not support 16+ Oyster card applications.

For more information: arcs.qmul.ac.uk/discounted-travel

IT SERVICES

We have a dedicated IT services team to help support you with:

- Email accounts, Wi-Fi connection, Passwords & other online applications

Webpage: its.qmul.ac.uk Email: servicedesk@qmul.ac.uk

STUDENT SUPPORT OFFICERS

Every School and Institute has a dedicated student support contact who can offer advice on matters you feel may be impeding your ability to study.

Your student support officers contact information can be found here: my.qmul.ac.uk/SSO-contacts

ADVICE AND COUNSELLING

Our advice and counselling service provide a range of specialist, professional and confidential services to support students with financial, welfare, legal, emotional and psychological issues.

Webpage: welfare.qmul.ac.uk

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