

## Introduction

Aston is a long-established research-active University, known for its world-class teaching quality and strong links to industry, government and the professions. Founded in 1895, and a university since 1966, Aston is also an inclusive, forward-thinking and diverse institution. We are deeply committed to ensuring all our students can maximise their achievements and we're ranked 2<sup>nd</sup> in the UK for contributing to social mobility, which measures the distance academically and economically we help students to travel (HEPI, English Social Mobility Index, 2021).

### What makes Aston the University of the Year?

#### Highly paid graduates

With the support of our award winning Careers and Placements team, and our integrated work/ study placements, Aston graduates are among the highest paid in the country, ranked 15th for earnings 5 years after graduation, with a median salary of £33,200 (LEO, 2020).

#### Retention of students

Aston has one of the best retention levels in the sector, on a par with many highly-selective universities.

#### Reducing inequalities

We focus on enabling students from all backgrounds to achieve their potential, 59% of our students achieving a 2:1 or above are from Black, Asian and Minority Ethnic (BAME) backgrounds.

#### Embedding sustainability

Aston is one of the 'greenest' universities in the UK and is in the top 10 of the People and Planet University Green League, 2019.

We are committed to delivering our usual high academic standards and maintaining the quality of the Aston learning experience. This year, we will be offering a blended learning experience in which you will benefit from a rich mix of in person (on campus) learning, together with some asynchronous and synchronous online learning. This provides the best of both worlds, with the opportunity to engage with other students and staff on campus through learning activities such as seminars, workshops, discussions groups, practical and laboratory work; but also virtually, with the ability to do some learning more flexibly online at times that best suit around individual circumstances.

As a new Aston student, you will be automatically enrolled on the 'Get Ahead' programme, an engaging online learning platform aimed at giving you the best possible start to university life and study. The programme offers a blend of flexible learning content and 'live' online sessions to ensure that you are prepared for learning at Aston University.

We are committed to delivering high quality teaching and support to give you the skills to thrive in business and the professions. We are constantly adapting to the changing needs of our students and the wider society and in keeping with the University's progressive motto, 'Forward', we pledge to continue to do so.



**Saskia Loer Hansen**

Deputy Vice-Chancellor Engagement

**2021-22**

## **MyAston App**

MyAston app is designed to improve your experience of studying at Aston and living in Birmingham, and is available to download from IOS and Android app stores.

The app allows you to access your university email, timetable, Blackboard, library services, book appointments with lecturers and personal tutors, search for computer lab availability and more.

For more details and download links visit our [Current students' webpage](#)

## **Aston Safezone App**

We've launched a free safety and security app designed to optimise safety around campus for both students and staff.

Through its user-friendly interface, SafeZone enables students and staff to send location-based alerts via various electronic devices to Aston's Campus Safety Team by pressing a single button.

SafeZone can be used in instances where an emergency response is required, such as first-aid, support, or other emergency response, as well as general assistance. For more information and download links, please visit our [Campus safety webpage](#)

## **Student Services at The Hub**

The Hub is a central location which brings together key teams to provide support and advice to students about all sorts of topics, including your studies and your finances. You can also access the University's International Student Services team, which has dedicated, specialists who work with international students on issues such as visa compliance. Additionally, we offer counselling and mental wellbeing support and have an Enabling Team to assist students with disabilities.

During the academic year our services will be on campus and also available virtually so please do get in touch.

See [The Hub Webpage](#) for more details or contact the Hub Reception Team at [thehub@aston.ac.uk](mailto:thehub@aston.ac.uk) or 0121 204 4007

## **Academic Services**

The Academic Services teams provide a range of administrative support services for students from initial application to graduation.

The services offered by these teams can be accessed remotely (if face-to-face interaction is not required). All the information you need is available on the web pages below, including how to contact them.

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The **Examinations Office** is responsible for the administration and timetabling of all university exams. See [The Examinations Office Webpage](#) for more details or contact [exams@aston.ac.uk](mailto:exams@aston.ac.uk)

The **Student Records Team** is responsible for all student records from initial enrolment through to graduation. See [The Student Records webpage](#) for more details or contact [reg\\_studentrecords@aston.ac.uk](mailto:reg_studentrecords@aston.ac.uk) or 0121 204 4455

## The Chaplaincy Team

The Chaplaincy team is based in the **Martin Luther King Multi-faith Centre** at the heart of campus, providing a quiet place to drop in if you need someone to talk to, or if you are looking for some support. The Chaplaincy welcomes people of all faiths and none and can provide wellbeing support and guidance. See [The Chaplaincy Webpage](#) for more details or contact [chaplaincy@aston.ac.uk](mailto:chaplaincy@aston.ac.uk) or 0121 204 4729.

## Employability Services

### Discover what's possible with Careers and Placements

Aston's award-winning Careers and Placements team is here to help you prepare for your future, wherever it may take you. You can talk to them about:

- Exploring your career options
- Identifying your passions, skills and interests
- Gaining work experience to boost your employability
- Finding opportunities all over the world
- Getting support with CVs, applications, interviews, assessment centres and psychometric testing
- Further study.

[Find out more about the team and what they do.](#)

### **Aston Futures**

[Aston Futures](#) is an online platform run by Careers and Placements where you can look for opportunities (whether that be part-time jobs, volunteering roles, internships, placements or graduate jobs), sign up for employability events, create job alerts, and book 1-to-1 appointments with Placement Coordinators and Careers Consultants.

To get started, log in with your usual student login details, answer a few questions to set up your profile, and you're good to go.

### **Careers events and fairs**

The team runs a range of employability events throughout the year, including career fairs, workshops and employer sessions. These cover all sorts of topics to support you whatever stage of your career journey you're at. To book onto any of these events or see what's coming up, head to [Aston Futures](#).

### Where to find Careers and Placements

- **On campus:** the Centre is based in the Main Building, on the 1st Floor of South Wing. It's where you'll find their Careers Consultants, Placement Coordinators and JobShop team.
- **In your inbox:** you'll get regular emails from the team which will include upcoming events, current opportunities, careers advice and more.
- **On social media:** the team is on Instagram, Twitter and Facebook, so give them a follow @AstonUniCareers
- **On the Careers and Placements blog:** [their blog](#) features content from students, graduates, employers and staff.
- **On the From Campus to Careers podcast:** [tune in](#) to pick up some tips, gather industry insights and get inspired for your own career.
- **On the world wide web:** [the Careers and Placements webpages](#) are packed with useful advice and resources to support you along your career journey. You can also access several [online tools](#) on there which are designed to help you practise your skills and prepare for the world of work.

### Contacting Careers and Placements

Call: **0121 204 4757** (Careers) | **0121 204 4844** (JobShop)

Email: [careers@aston.ac.uk](mailto:careers@aston.ac.uk) | [jobshop@aston.ac.uk](mailto:jobshop@aston.ac.uk)

Visit [www.aston.ac.uk/careers](http://www.aston.ac.uk/careers) for up-to-date information about opening hours.

## Outreach opportunities

Aston's Outreach team provides exciting opportunities for students to take part in mentoring and tutoring with local students across Birmingham, including: Aimhigher, a mentoring programme for Years 9-12, Aston Progression Pathways Mentoring, a Law, Business and STEM-specific mentoring programme for Year 12 and the Access Project - GCSE tutoring for Year 10-11. Contact [Outreach@aston.ac.uk](mailto:Outreach@aston.ac.uk)

## Student Ambassadors

This is a paid job opportunity at Aston University that lasts the whole time you are here, and fits around your studies. As a Student Ambassador you will be working with young people, usually between the ages of 13 and 18. Your aim will be to inspire and encourage prospective students to consider higher education and Aston University in particular. The role is varied and you can take part in a range of different activities as part of the scheme, such as Open Days, virtual events, interviews and Applicant Visit Days.

For more information about getting involved visit the [Student ambassador webpage](#)

## Diversity and Inclusion

We believe that the diversity of our staff and student community is fundamental to creative thinking, innovation and intellectual challenge, and we are committed to creating an environment where diversity is celebrated and everyone is treated fairly, regardless of

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gender, disability, ethnic origin, religion or belief, sexual orientation, marital status, age, or nationality.

We have ambitious diversity goals and an excellent record of achievement (such as meeting widening participation targets, and earning Athena SWAN awards). Please see our [HR Policies page](#) and [Inclusive Aston webpages](#) for more details.

If you have any questions about diversity and inclusion at the University please contact the Inclusive Aston team at [diversity@aston.ac.uk](mailto:diversity@aston.ac.uk).

## Digital Services

Aston University has extensive IT facilities with over 1,500 desktop computers specifically for student use, offering a range of networked software packages, database systems, modelling tools and computer-aided learning materials. We have also created WiFi Study Spaces around the campus that are open to students. For students studying remotely we have a range of support available which can be accessed through the Solve Portal <https://solve.aston.ac.uk>.

To help you make the most of the IT facilities, we have created several guides and solutions which contains information on all of the services provided including email, Printing and much more. You can view the guides on the Solve Portal <https://solve.aston.ac.uk>

WiFi is available across the campus and is called *\_Aston Connect*. It is really simple to use - Just connect your phone, tablet or notebook and enter your computer login details when requested.

**The Digital Services Helpdesk** on the ground floor of Main Building is available from 8am to 6pm during term time and can help with any issue relating to your digital services or the operation of your uniCARD for building access.

Contact [digital\\_helpdesk@aston.ac.uk](mailto:digital_helpdesk@aston.ac.uk) or 0121 204 3445

## Centre for English Language and Communication at Aston (CELCA)

CELCA specialises in English language use and effective communication. CELCA tutors can help students improve their accuracy and fluency when using spoken and written English, pronunciation, academic writing, giving presentations, and other academic skills such as taking part in seminars or listening to lectures. The support is mainly aimed at international students; however, UK students are also welcome to seek assistance in the development of their use of academic English.

One-to-one tutorials are available throughout the year, online and on-campus, and can be booked via <https://www.aston.ac.uk/study/courses/free-academic-english-tutorials>

Self-access resources to support international students are available in the Centre for English Language and Communication module on Blackboard. Information about group workshops can also be found in the module.

Email: [celca\\_programmes@aston.ac.uk](mailto:celca_programmes@aston.ac.uk)

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## **The Learning Development Centre (LDC)**

The LDC provides academic, maths and pastoral support for students throughout their studies at Aston through a range of activities including one-one appointments, taught sessions and peer-mentoring schemes. Services include tutorials and workshops on maths, academic writing, referencing and other study skills. For more information, visit the [LDC webpage](#).

The Learning Development Centre is located on the first floor of the Library building.

### **Get Ahead**

Our 'Get Ahead' programme is an engaging online learning platform aiming to give you the best possible start to your university life and studies. The programme offers a blend of flexible learning content and "live" online sessions to ensure that you are prepared for learning at Aston.

'Get Ahead' is available via our virtual learning environment, Blackboard (<https://vle.aston.ac.uk/>). You will need your Aston username and password to log in and get access to the wide range of resources available. For help in accessing Blackboard for the first time, visit our [Getting Started guide](#). When you log in to Blackboard you will see 'Get Ahead' listed in your courses.

### **Mentoring activities**

The LDC offers a variety of mentoring schemes to enable students, alumni and professionals the opportunity to support the Aston student community, develop transferable skills, expand networks and share experiences.

To find out more about getting involved with mentoring please contact the team via [mentoring@aston.ac.uk](mailto:mentoring@aston.ac.uk).

For more information about the LDC, study advice and resources available, please visit the [LDC web page](#) or contact [ldc@aston.ac.uk](mailto:ldc@aston.ac.uk) or 0121 204 3040

## **Library Services**

[www.aston.ac.uk/library](http://www.aston.ac.uk/library)

### **Your Library**

A warm welcome from all of us in the Library team. We look forward to meeting you during your time at Aston. We are committed to providing excellent service, access to a wide range of resources, and study spaces to suit your need. Whether you are on campus or further afield you'll find members of the team on hand to offer help and support.

### **Membership and access**

Once you become a student at Aston you automatically become a member of the Library. Your uniCARD is your Library card and you will need it to enter the Library and borrow items. The barcode you find on your uniCARD is your Library membership number.

You can keep an eye on your Library account by regularly accessing your account online <https://library.aston.ac.uk/patroninfo> and regularly checking your **Aston email**. We will contact you by email if a book you have borrowed has been recalled (there are fines on recalled items).

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If you are a part-time or distance learning student or have a disability or additional need, you can ask the Library staff to post books out to you.

### Library building and study spaces

We have flexible opening hours, which are always displayed in the foyer and on the website. <https://www2.aston.ac.uk/library/openinghours>.

We have a wide range of study spaces so whether you need a space for quiet, silent or collaborative study you will find the space that works for you. You will also find additional study spaces in the Main Building, including Library 2 (Room MB225)

### Online library

Your Library has an extensive range of resources, including books, ebooks, journals and databases to support and enhance your studies. You will find your reading lists on Blackboard for each module of your course.

From the Library home page <http://www.aston.ac.uk/library/> you can:

- link to Library SmartSearch to look for books, journals and e-resources in your subject area;
- find out about Library services and facilities;
- check how to view your [Library Record](#).

You will find our databases on the A-Z Databases list <http://libguides.aston.ac.uk/az.php>

### Help and support

For access to key resources for your subject areas and help with referencing, check your subject LibGuide – provided by your Information Specialist: <http://libguides.aston.ac.uk/>

Our Information Specialists regularly provide training sessions to help you make the most of our resources and 1-to-1 appointments for tailored expert support.

If you have any questions about your Library, you can LiveChat with a member of the team between 09:00-18:00, post questions via AsktheLibrary <http://libanswers.aston.ac.uk/> email [library@aston.ac.uk](mailto:library@aston.ac.uk) or call 0121 204 4525

### Regulations

The [Library regulations](#) can be found on the Library website. (See Conditions of use).

### Contact details:

Email: [library@aston.ac.uk](mailto:library@aston.ac.uk)

Telephone: 0121 204 4525

Instagram, Twitter and Facebook:



<http://www.aston.ac.uk/library/>

## University Student Rules, Regulations and Policies

Detailed information is available via the [A-Z of Academic Regulations and Policies](#), including the following important areas:

- Academic Appeals Procedures
- Disciplinary Regulations for Students
- Examination Regulations for Candidates
- General Regulations for Programmes
- Guide to Exceptional Circumstances
- Student Complaints Procedures
- Plagiarism Detection Software Policy

## Appeals, Complaints and Disciplinary Regulations

Information about appeals, complaints and disciplinary regulations is accessible via the web links below:

[Academic appeals webpage](#)

[Complaints procedure webpage](#)

[Disciplinary regulations webpage](https://www2.aston.ac.uk/clipp/discipline-of-students) <https://www2.aston.ac.uk/clipp/discipline-of-students>

[Exceptional circumstances webpage](#)

## External Examiner System

### Information for Students about External Examining at Aston

Universities are responsible for the quality of the education they provide and for the academic standards of the awards they offer. External examining is one of the important checks on those standards.

External Examiners' reports are made available to students. To access the most recent External Examiners' reports for your programme please see your MAP home page in the Degree Programme information section.

The role of External Examiner does not include responding to individual student queries, and if you have any queries about an External Examiner's report, you should contact your student representative who will raise the issue with the University Programme Director or at a Student Staff Committee on your behalf.

## Personal Tutoring

All students are provided with a named personal tutor who will work with you throughout your studies.

Further information about personal tutoring including points of contact in individual Schools is available via the [Personal tutoring webpage](#).

## Blackboard Learn - Aston University's Virtual Learning Environment

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Aston is committed to ensuring that you have access to the information and resources you need to support your learning, when you need it. Aston's virtual learning environment—Blackboard Learn—is available to all registered students and provides access to learning materials, resources, and key information to support your studies. It is where you can access information about learning, teaching and assessment activities, learning resources including recordings of teaching sessions, and actively take part in webinars and other online activities. You can configure alerts to ensure that you can access relevant updates about your studies and access feedback on your assessments.

You can login to [Blackboard at Aston](#) directly using your student ID and password or use any search engine for 'VLE Aston' or 'Blackboard Aston'. It should be the top search result returned. You will also find information in all on campus teaching rooms. A [mobile app](#) is also available for iOS and Android mobile devices.

You will find [additional information and guidance about Blackboard](#) when you log in, and links to information about Student Support Services and other Aston systems including [My Aston Portal \(MAP\)](#).

## MyEngagement - Aston University's Learner Analytics System

Aston firmly believes in the value of engagement and participation, and we are committed to supporting you to achieve your full potential throughout your studies. **MyEngagement** has been developed to present information about your engagement with your studies, to enable you to reflect on your learning and identify areas that could be developed. Key information includes attendance data for timetabled teaching sessions and use of on campus study spaces, participation in online teaching activities, and use of learning resources. This information is shared with key members of staff who are supporting you, such as your Personal Tutor and Programme Director.

If you are studying off campus, through our virtual channels, your participation in teaching and learning sessions via Blackboard collaborate will contribute to your My Engagement.

Log in for further information please visit the [MyEngagement webpages](#)

## MyAttendance

**When attending timetabled activities on campus**, you are encouraged to 'check in' by placing your uniCARD on readers on entry to all your teaching sessions including lectures, seminars, tutorials, lab session etc. You will then be able to access your record of attendance in the MyAttendance system and view the same information in MyEngagement Attendance at teaching sessions ensures you benefit fully from the support and guidance the University offers.

## Student Route visa students

If you hold a Student Route visa, MyAttendance will create an automatic face to face engagement for you and will form part of your Student Engagement Monitoring information for the UKVI.

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To log in and find further information please visit the [MyAttendance webpages](#)

## **Aston University Nursery and Pre-School**

Aston University Nursery and Pre-School is based on the University campus and is committed to providing the highest standard of care and education to all registered children. Nursery places are limited so please book as soon as possible. See [Aston nursery webpage](#) for further information and contact [nurseryenquiries@aston.ac.uk](mailto:nurseryenquiries@aston.ac.uk) or 0121 204 4562

## **Aston Students' Union**

For many students, life at Aston revolves around the Students' Union (SU), the go-to place for making the most of your time here, helping you to have the best experience possible at University.

### **The SU offers loads of services including:**

- Sports Clubs and Societies
- Opportunities to represent your peers within the University, locally and nationally
- The Advice and Representation Centre (ARC)
- The Lounge Bar, The Good Place Café, Shop and entertainment
- A space to socialise and study
- Prayer Facilities
- Accommodation advice and support
- Affordable student accommodation (The Green)
- Facilities for commuter students

Find out more at the [Aston SU website](#)

### **Contacts:**

Balraj Purewal-Union President: [union.president@aston.ac.uk](mailto:union.president@aston.ac.uk)

Paige Dawson - Vice President Welfare: [union.vpw@aston.ac.uk](mailto:union.vpw@aston.ac.uk)

Annas Mazhar-Vice President Student Activities: [union.vpsa@aston.ac.uk](mailto:union.vpsa@aston.ac.uk)

Yesmeen Singh -Vice President Education: [union.vpe@aston.ac.uk](mailto:union.vpe@aston.ac.uk)

**Welcome Desk** 0121 204 4855 or [su.reception@aston.ac.uk](mailto:su.reception@aston.ac.uk)

## **Aston Student Voice**

The Students' Union is a charity with the aim of promoting the rights and interests of Aston students. Alongside the elected Student Officers, the Student Activities and Voice team is here to support the Student Voice:

- Promoting the Union's democratic processes, ensuring that the Union remains student-led;
- Supporting elected officers in delivering on their goals and projects;
- Recruiting and developing the skills of Student Reps, to give you the tools to have a say on how your University is run;
- Delivering campaigns to promote student interests and wellbeing.

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Your views and feedback on your course and the University are important; they can help the University enhance the quality of the student experience and make positive change. There are a variety of opportunities for you to provide feedback on your course from module evaluations to national surveys that seek to gauge your opinions.

The SU supports the Student Reps to represent your academic interests to the University and the SU. You can volunteer to be a Student Rep from the start of the academic year. There are no limits to who can be a Student Rep – all you need is a desire to improve the lives of others and the willingness to learn and develop in the role!

If you would like to find out more about the role of Student Reps or how the SU is representing your academic interests then you can email your Vice President (Education) ([union.vpe@aston.ac.uk](mailto:union.vpe@aston.ac.uk)). You can also find out more by visiting the [Aston SU website](#).

We also hold termly Student Union Council meetings so you can feedback to us about how you think we are best representing you! You can learn more about what we do and why too. For more information email [union.voice@aston.ac.uk](mailto:union.voice@aston.ac.uk) or see the [Aston SU website](#)

### Clubs and Societies

The Student Activities and Voice team offers lots of fantastic opportunities for students to get involved and make the most of your time at Aston. You can make new friends and find ways to boost your CV, learn a new skill, continue a hobby or learn something completely new. Our Clubs and Societies are student-led, meaning they are run by students, for students (with some help from the Student Activities team along the way too). We have over 100 Clubs and Societies to choose from; if you don't see something for you, why not start your own? For more information and to see a full list of our student groups please visit <https://www.astonsu.com/activities/clubsandsocieties/>.

For more information email [student.activities@aston.ac.uk](mailto:student.activities@aston.ac.uk) or see the [Aston SU website](#).

### Bar and Lounge

Our team welcomes you and invites you to spend time with us enjoying the best quality food and drink on campus.

We have a new mouthwatering food menu and a range of drinks from cocktails and mocktails to beers and ciders. We're open seven days a week on the first floor of the Students' Union. If you're looking for entertainment we're showing all major sporting events on Sky and BT Sports, we have Pool Tables, card and board games, retro consoles, and music, all week around.

You can find more information about what we serve and what we have going on at [www.astonlounge.com](http://www.astonlounge.com)"

### SU Shop

The Aston Union Shop, on the Ground Floor of the SU, is dedicated to Aston students and their day-to-day life on the University campus. Whether you need good value stationery, a cosy warm hoodie for cold nights or a quick bite to eat and drink in between lectures or touch points, we are here for you!

The Aston Union Shop sells a wide variety of essential items, including confectionery, stationery, greetings cards, clothing, branded gifts and much more. It also stocks tools for your studies such as lab books, lab coats, safety spectacles, USB sticks and batteries, as well as medications, toiletries, and other useful household products.

This is absolutely the go to place for Aston University branded clothing, stationery and all things Aston University branded.

## **The Good Place Coffee Shop**

The coffee shop is located on the ground floor of the SU building and currently serves Starbucks and a range of snacks. All students are welcome.

## **SU Advice**

SU Advice offers advice on a wide range of issues, study related or personal, and can refer you on to specialist services if necessary. The advice team offers free, independent and confidential advice with a focus on empowering you to make your own decisions. The advisers can provide support and representation at hearings and meetings with Aston University.

Our advice is:

- **Professional**  
The advice team is experienced and trained in advice.
- **Free**  
There is no charge for advice, support and representation.
- **Independent**  
Aston Students' Union is independent from Aston University. We are a charity and company led by elected students.
- **Non-judgmental**  
Our advice team aims to treat everyone with respect and courtesy. We offer a friendly and welcoming environment for all students.
- **Confidential**  
Our advice team will not pass on any information that students share with us to anyone outside the service without permission. This includes Aston University.

## **SU Advice offers advice and support with a range of subject areas including:**

- **Academic**  
Advisers provide advice and support in relation to exceptional circumstance claims, course issues, leave of absence, examination boards, academic appeals, academic misconduct, disciplinary action, fitness to practise and complaints about the University. Advisers are able to accompany and represent students at University meetings.
- **Money**  
Advisers provide money and budgeting advice. This includes advice on tuition fee issues and income maximisation including grants, bursaries and applications to hardship funds. The service provides basic debt advice such as self-negotiation and dealing with creditors.
- **Housing/accommodation**  
The advice team offers advice on housing rights and responsibilities. Advisers offer a Tenancy Agreement checking service, advice on disrepair, tenancy deposits, disputes with landlords and eviction.
- **Employment rights**  
The advice team advises on employment rights issues including pay rights, time off, equality at work, disciplinary and grievance processes and termination of employment.
- **Consumer**  
The advice team advises on consumer issues such as the return or replacement of goods and issues with utility bills.
- **More**  
The advice team can also signpost students to other specialist services e.g. sexual health, alcohol and substance abuse.

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## **Hate Crime Reporting**

SU Advice is recognised by West Midland Police as a third party hate crime reporting centre.

### **Contact SU Advice**

Ground floor, Aston Students' Union

0121 204 4848

[advice@aston.ac.uk](mailto:advice@aston.ac.uk)

**Our Core Opening Hours are Monday to Friday 10.00 am to 4.00 pm**

**'Drop in' Sessions take place Monday to Friday 10:00 am to 12:00-**

## **Aston Student Homes**

Aston Student Homes is the official accommodation support service for Aston University students. We are here to support you throughout your accommodation journey. We can help you with your accommodation search and if needed refer you to an Adviser for housing rights advice. All properties advertised by us have gas, electric, EPC and HMO licences (if applicable) and comply with our property standards.

If you have any queries, please don't hesitate to contact us: [astonstudenthomes@aston.ac.uk](mailto:astonstudenthomes@aston.ac.uk) or visit our website <https://www.astonsu.com/housing/astonstudenthomes/>