

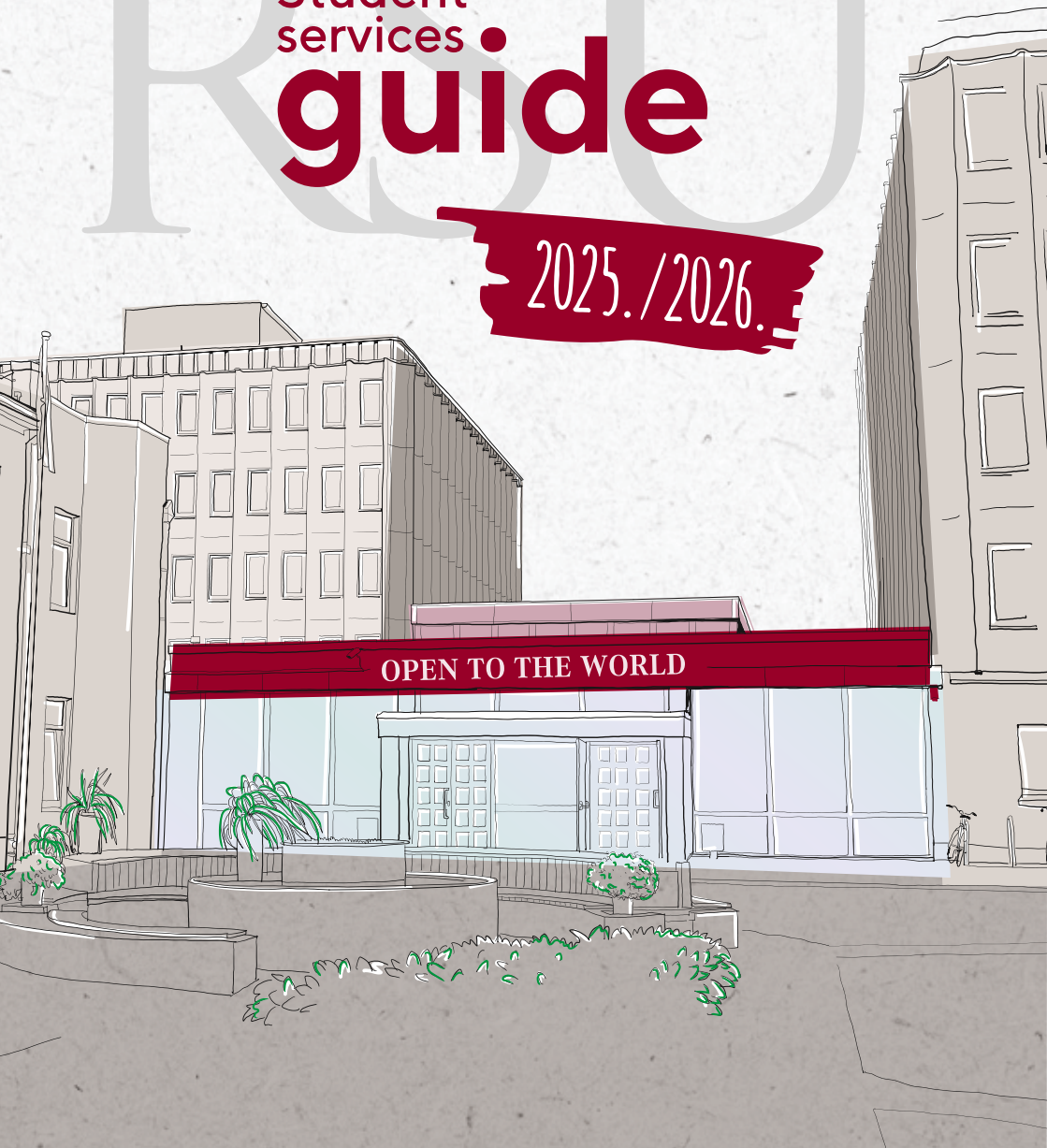


RĪGA STRADIŅŠ
UNIVERSITY

Student services **guide**

2025./2026.

OPEN TO THE WORLD



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APPLICATIONS AND INQUIRIES REQUESTS

To request a reference letter

A reference letter confirms your full-time student status at RSU and indicates your current semester. You can request it via the MyRSU portal:

Applications and Inquiries Requests → Inquiry Request → Status Inquiry.

Reference letters are issued by Student Services. For any further questions, please contact them directly.

Reference letters can be customised. In addition to confirming that you are an active student, including your study programme and current semester, we can also include information about specific courses you have completed, your enrolment and expected graduation dates, as well as the tuition fees paid per semester. For additional options, please do not hesitate to contact Student Services.

Reference letter for Rīgas satiksme discount

To apply for the public transport student discount:

1. Request a study reference through MyRSU, as described above.
2. Select Receiver: RP SIA Rīgas satiksme.
3. Select Language: Latvian (required by Rīgas Satiksme).

Please note:

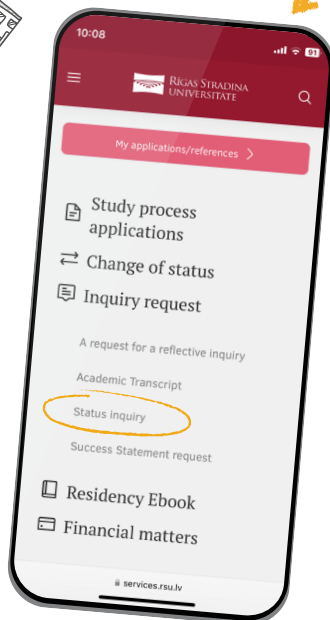
- This letter is issued digitally only.
- It will be sent to your student email address, along with instructions on the next steps.



Important! Make sure your passport information in the MyRSU system is up to date, especially if it was recently renewed.



Applications and inquiries requests





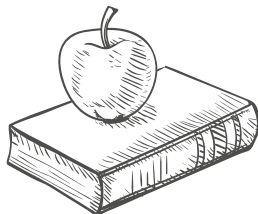
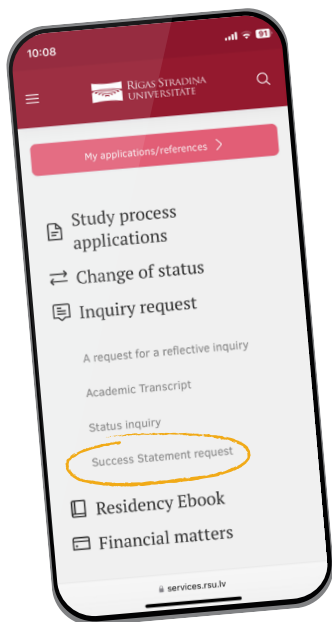
To request a transcript of records

A transcript of records is an official document listing all completed semesters, courses, and final grades. You can request it via the MyRSU portal: **Applications and Inquiries Requests → Inquiry Request → Success Statement Request.**

Transcripts are issued **only after a semester has been successfully completed** and all final grades have been published in the **My Grades and Evaluations** section on MyRSU.

Please note:

- The content of the transcript cannot be modified.
- If you have a failed course in your latest semester, the transcript cannot be issued. Please contact **Student Services** to explore alternative options.

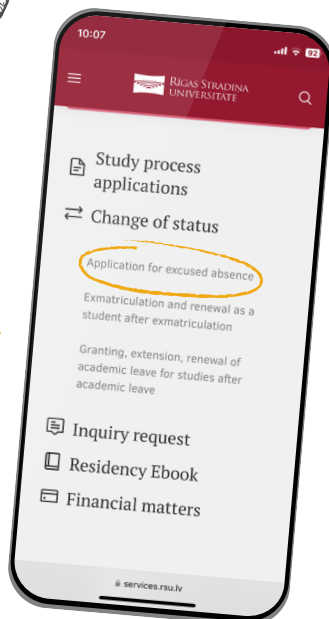


To submit a sick note

A sick note is required if you missed any lectures or classes due to illness. Please note that it must be submitted within 5 working days from the last day of your illness. You can submit it via the MyRSU portal: **Applications and Inquiries Requests → Change of status → Application for excused absence.**

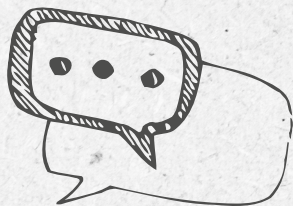
In your application, please make sure to include:

- The start and end dates of your illness.
- A scanned copy of the sick note attached to the application (both sides, if applicable).



STUDY ADVISOR

Each RSU student has access to a study advisor who provide support during the study process. These persons maintain closer ties with the departments and organisers of the study process.



RESPONSIBILITIES OF THE STUDY ADVISOR

Preparing study contracts and agreements

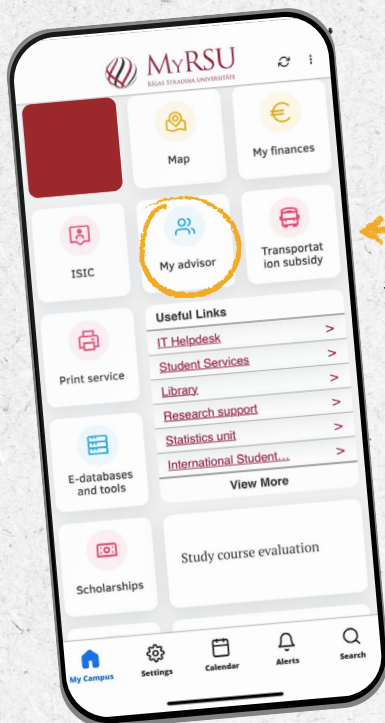
Processing submissions and preparing decrees

Providing support in matters related to tuition fees and invoices

Assisting with study courses and schedules

Consulting on assessments

Technically maintaining and adjusting study plans



You can find your designated study advisor in your MyRSU profile, along with their email address and phone number.



RSU STUDENT SERVICES

Student Services provide students with general information about RSU departments and services related to the study process, etc.

We will be happy to answer your questions:

- In person
- By phone – 6732 1321
- By e-mail – studentuserviss@rsu.lv



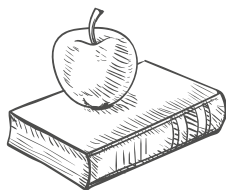
SERVICES OFFERED

Sending a university newsletter to the email address of students twice a month

Accepting and processing submissions, for example, on the change of the student's status, study process, financial matters, complaints during the study process, and others

Providing information on various study-related matters

Issuing electronic or printed student status references, transcripts of record*, transcripts of skills, and student IDs



See also the **F.A.Q. section** to find answers to everyday questions!



Working hours:

M T W T F S S

F S S

—

16 Dzirciema iela

Block K, 1st floor, Room 100

9:00–17:00

9:00–16:00

—

*References, transcripts of record, and transcripts of skills are issued within three working days upon receipt of the request. However, during January, February, June, and July, processing may take up to ten working days.



RSU Studentu serviss



RSUStudentServices

RSU CAREER GUIDANCE AND WELLBEING CENTRE

CAREER SUPPORT
AND WELL-BEING
CENTRE TEAM

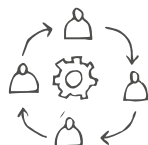
WE OFFER



**Individual career
counselling**

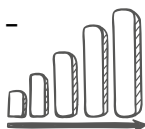


**Coaching
sessions**



**Psychological
support group
sessions**

**Supervision –
individual
and group**



**Seminars and
events with
visiting lecturers**



**Group career
counselling**



**Psychological
consultations**



**Study
information
consultations**



**Group
psychotherapy
support**

WE SUPPORT YOU AND YOUR FUTURE SUCCESS



Rīga, 12 Vilpiņa iela,
Phone: 67409140
E-mail: karjerascentrs@rsu.lv



LELDE



IEVA



LAURA



KATRĪNA



ILZE



JUSTS



PATRĪCIJA



KRISTĪĀNA

STUDENT SUPPORT

Group leader – representative elected by students:

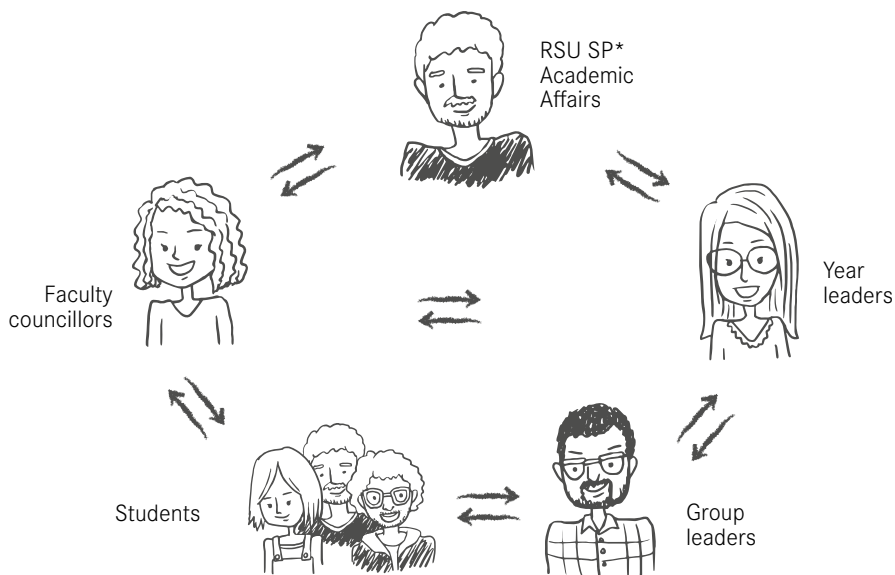
- Identifies issues and problems within their group and passes on information to the year leader.
- Ensures communication with lecturers regarding important information related to the study process.

Year leader – study year representative elected by group leaders:

- Represents the opinion of the study year in various structural units.
- Finds out and summarises the opinions of the entire study year on current issues or problems.
- Ensures active communication with faculty councillors and RSU SP* Academic Affairs.

Faculty councillor – student representative elected by the RSU SP* Council:

- Represents the opinion of all faculty students in the Faculty Council.
- Meets with the faculty year leaders and is informed about current events in all study years.
- Ensures active communication with year leaders and RSU SP* Academic Affairs.



You can always contact your year leader or faculty councillor for advice or answers to your questions. Contact details for your faculty councillor can be found in the **Contacts** section of the RSU Student Union website.

* RSU SP – RSU Student Union is called SP by the University's students, an abbreviation derived from its Latvian name – Studējošo pašpārvalde. RSU SP is an organisation whose objective is to represent the interests of all university students in their academic and social lives.

SOLVING PROBLEMS AND SUBMITTING APPEALS



SOLVING A PROBLEM

Academic Regulations

Internal Rules and Regulations for Studies

RSU Constitution

If the problem is not addressed in these documents:

Ask RSU SP or Student Services

Suggestion or complaint

- Submitted at the RSU SP office (Room C-213) or by email to sp@rsu.lv;
- Submitted to Student Services remotely via MyRSU portal or by email to complaints@rsu.lv or studentuserviss@rsu.lv

Lecturer

Head of Department

Dean

Vice-Rector for Academic Affairs or Vice-Rector for Health Studies

Rector

Academic Arbitration Court

A justified appeal concerning the examination process or assessment procedure must be submitted to Student Services **within 72 hours of the assessment publication date, excluding the date of publication** ¹

Recipient ²

Meeting of the Appeals Commission ³

Answer within five working days ⁴



What to do if you are unable to attend lectures or classes due to health reasons?

If you are unable to attend lectures/classes due to health reasons, you must fill out a justified absence form, which can be found on the MyRSU portal. Attach a sick note (if available) to the application and submit it.

Before submitting an appeal, make sure that the information provided is clear, accurate, and correctly written.

¹ An appeal for review of a state examination must be submitted within 24 hours of the announcement of the assessment.

² When assessing an appeal, the recipient of an appeal is entitled to take a decision on its justification and further progress to the Appeals Commission or on its rejection if the complaint does not provide substantive reasons.

³ The appellant has the right to participate in the Appeals Commission meeting.

⁴ If an examination is repeated as a result of an appeal and a different assessment is obtained, the new result shall be taken into account and officially recorded.

ACADEMIC INTEGRITY

What is academic integrity?

Academic integrity is a set of fundamental values – including honesty, ethics, trust, and fairness – that guides the behaviour and decision-making of every member of the RSU community, including students, lecturers, researchers, administrative staff, and others. These values form the foundation for responsible conduct in studies, research, and the academic environment.

What is a breach of academic integrity?

A breach of academic integrity refers to any behaviour that violates the principles of honesty and ethical conduct in academic work. This includes the use of unauthorised aids, receiving unauthorised assistance during studies or examinations, plagiarism, fabrication or falsification in academic and research work, as well as other forms of dishonest or unethical behaviour.

Golden rule – use references! Study methodological materials carefully, learn to use reference management tools (such as *EndNote*, *Mendeley*, etc.), seek guidance from academic or library staff, and consult examples in high-quality scientific sources.



RESPECT YOURSELF, YOUR FELLOW STUDENTS,
AND UNIVERSITY STAFF –

they will become your future colleagues, collaborators, and friends. You begin building your reputation, career, and professional relationships from the very first day of your studies.

ERASMUS+ PROGRAMME FOR STUDENTS



A successful Erasmus+ candidate is:


- academically strong,
- proficient in foreign languages,
- motivated,
- actively engaged both socially and professionally.

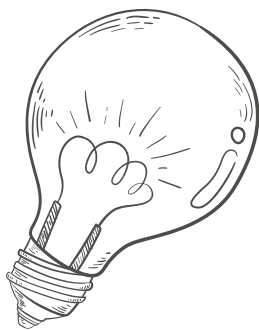


RSU students have the opportunity to participate in the Erasmus+ study exchange for a semester or academic year, as well as in the Erasmus+ traineeship programme for one semester. The programme is open to students of all study programmes and **at all levels of higher education**.




To participate, students must have sufficient knowledge of the foreign language required by the host country or institution, as this is essential for successful study or placement under the Erasmus+ programme.

More about
Erasmus+ 



ERASMUS+ STUDY EXCHANGES
AND TRAINEESHIPS CAN LAST
FROM 2 TO 12 MONTHS.

**Read about
the experiences
of RSU students
here!** 

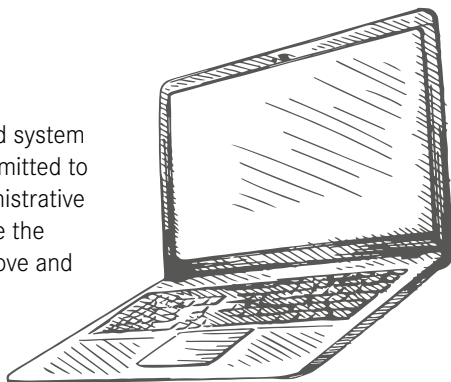


Contact information

Erasmus+ Mobility, RSU Main Building
Riga, 16 Dzirciema iela, Block C, Room 1B
Phone: 67409264, E-mail: mobility@rsu.lv

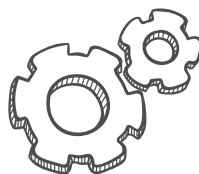
IT SERVICE CENTRE

The IT Department consists of IT specialists and system administrators from various fields who are committed to supporting the university's academic and administrative staff, as well as students. Their goal is to enable the effective use of information technology to improve and optimise work processes and overall efficiency.



You can receive IT support by:

- Visiting the IT Service Centre in person
- Calling the IT support line – 67061515
- Sending an email to it@rsu.lv or submitting a request via the IT Help Desk system



THE RSU IT KNOWLEDGE BASE
CAN HELP YOU WITH:

Obtaining or
resetting your
password

Connecting to
the Eduroam WiFi
network

Installing Microsoft 365, which
includes MS Word, MS Excel, MS
Powerpoint, MS OneNote, and
Microsoft Teams

Setting up
two-factor
authentication
(2FA)



**More information and
access to knowledge base**



Working hours:

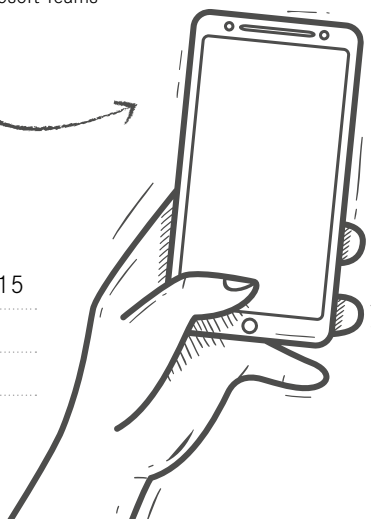


16 Dzirciema iela

Block G, 1st floor, Room 115

7:30–19:45

9:00–16:00



TOP PLACES ON CAMPUS



Need a quiet place to study, but the library is full? Head to the 2nd floor of Block K or the 1st floor of Block C, where **silent learning rooms** are available to everyone with an advance booking.



Potable water is available free of charge throughout the entire RSU building.

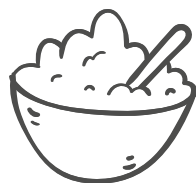


During your free time, feel free to visit the RSU Student Union (SP) office in Room C-213 on the 2nd floor.



At the **gift shop**, you will find a wide selection of books and RSU-branded souvenirs, as well as medical coats and faculty uniforms.

If hunger strikes, visit the cafeteria for lunch, or heat up your own meal in the microwave provided.



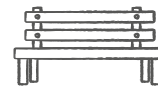
Parking passes are issued for one calendar year (the draw takes place in December). Follow the RSU SP Facebook page and the student newsletter for updates.

For more information about environmental accessibility at RSU premises, visit: www.rsu.lv/en/accessible-campus.



Dzirčiema iela

Dārza iela

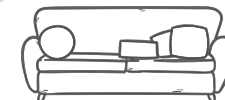


Main Building at 16 Dzirčiema iela

Make the most of the warm weather by enjoying the fresh air in the RSU courtyard or Inspiration Park.



Smoking is prohibited on RSU premises!



Looking for additional relaxation areas and freely accessible rooms for study sessions? Find out more about the freely accessible rooms here:



The library on the 1st floor of Block G, Room 101, will remain accessible to students also during the renovation!

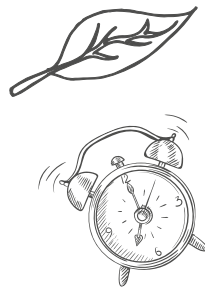
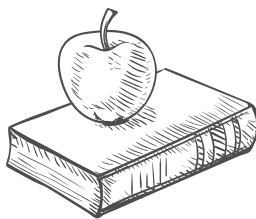
Mazā dārza iela



RSU Health Centre working hours:

M	●	●	●	●	●	●	●	●	●	9:00–17:00
T	●	●	●	●	●	●	●	●	●	10:00–19:00
W	●	●	●	●	●	●	●	●	●	9:00–17:00 (children's day)
F	●	●	●	●	●	●	●	●	●	8:00–16:00

USEFUL INFORMATION



ENVIRONMENTAL ACCESSIBILITY

We support students with functional limitations at various stages of their studies – in choosing a suitable study programme, during the admission process and throughout their studies (study materials, taking exams, etc.).

EVENTS CALENDAR

Students have access to an events calendar where they can easily keep track of activities held at Rīga Stradiņš University – including seminars, workshops, lectures, professional development programmes, conferences, and other events.

DOCUMENTS

On the RSU website, students can access key university documents, including the Code of Ethics, Academic Regulations, Internal Rules and Regulations, Scholarship Regulations, and other essential legal enactments.

GLOSSARY OF PEDAGOGICAL TERMS

Educational concepts can vary across different environments. The aim of this glossary is to promote a shared understanding of learning-related terminology at RSU. It includes modern terms relevant to the European higher education.

Available only
in latvian

WIKI KNOWLEDGE BASE

Find instructions related to the study process – including how to request references, apply for study credit, use the room booking system, access specific e-resources, locate study-related contacts, and more.