



# A Guide for Staff of Student Support and Development (SS&D) Services

September 2023

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## **STUDENT SUPPORT & DEVELOPMENT**

## ACADEMIC SUPPORT

**The primary point of contact for students** experiencing academic difficulties in their studies is, of course, the academic staff in the School itself. We advise students to speak to their lecturers in the first instance; the Personal Tutor or Year Head, if the difficulty is arising in more than one module; and the Chairperson of the programme, if the Personal Tutor, Year Head or the student themselves deems this most appropriate. The following may be of assistance if you are advising students with academic difficulties:

### INTERNAL TRANSFER:

Although this should not be the first option for the student, there *may* be a possibility of students transferring programmes within DCU if they are unhappy with the programme they have chosen. There are, of course, conditions attached to this option. Further information regarding internal transfers can be found on the webpages below. Please alert students to 'cut-off-dates' for transfers, as these are rigidly adhered to. [http://www.dcu.ie/registry/application\\_forms.shtml](http://www.dcu.ie/registry/application_forms.shtml)

### DEFERRAL OF YEAR / POSTPONEMENT OF EXAMS:

In some situations, students may decide that it is impossible for them to continue with their studies in any given year. The decision to defer a year is not taken lightly, but sometimes personal circumstances in a student's life leave them with no alternative. The University tries to facilitate such deferrals when the student has a genuine reason. Deferrals will have financial implications if not **carried out within the correct timeframe** / if the **correct documentation** is not filled out.

Students who need to postpone examinations (Semester 1, Semester 2 or Repeat Examinations) should fill out an extenuating circumstances form and/or Postponement of Assessment form by the appropriate date (see form below) for *each* relevant sitting. If students defer a full sitting of exams on 'medical grounds', they may be able to apply for a medical waiver. Students who defer before the cut-off date in October should fill out a deferral of year form (details at the link below). **Please refer all deferrals/postponements to the Student Advice Centre to ensure that students are given up-to-date information on the impact on their fees – or ask them to mail [student.support@dcu.ie](mailto:student.support@dcu.ie).**

Full details (and relevant dates) are available at [http://www.dcu.ie/registry/application\\_forms.shtml](http://www.dcu.ie/registry/application_forms.shtml)

### WITHDRAWAL FROM UNIVERSITY:

If a student decides that they do not wish to continue with their programme, they need to *formally* withdraw from the University. Information regarding withdrawal can be found at the relevant link at [http://www.dcu.ie/registry/application\\_forms.shtml](http://www.dcu.ie/registry/application_forms.shtml) and via the Student Apps page under 'My Details'.

Kindly bring students' attention to the **cut-off dates** for withdrawal in both semesters, as withdrawing will have financial consequences for students, which need to be clarified for them. These dates are clearly noted on the relevant academic calendar of the University.

**Fees Implications: There *will* be Fees implications for students choosing to discontinue their studies for any reason. Please direct students to the Student Advice Centre for a discussion on Fees and other implications of changing their current student registration status.**

## ACADEMIC SKILLS

The 'Student Advice & Learning Skills Centre' provides workshops, in-class group work and one-to-one support for students wishing to improve their learning confidence and academic skills during their time at the University. Students may receive assistance with key academic skills such as time management, note-taking, presentation skills – or develop their academic writing skills, effective group-work techniques or revision strategies.

There are a large number of Study Skills short, interactive courses and resources available online on [DEVELOP](#) via Loop for students. Students can complete the courses throughout the year and will receive invaluable guidance in areas such as organisational skills, study skills, assignment writing and exam success. Students can access this via [loop.dcu.ie](http://loop.dcu.ie) using their student log in details. Further Information at: [www.dcu.ie/sal/https://www.dcu.ie/sal/develop-your-learning-skills](http://www.dcu.ie/sal/https://www.dcu.ie/sal/develop-your-learning-skills).

### WRITING CENTRE:

Academic Writing Centres are located in the libraries on both the St Patrick's and Glasnevin campuses and appointments are also scheduled online via Zoom. Student can book appointments through a self-service system and our team of Writing Centre Coaches, who are employed, supported and trained through the Learning Skills team in SS&D, will offer assistance. The Centre supports students at all levels of their studies.

Information at: <https://www.dcu.ie/sal/develop-your-learning-skills>.

### INFORMATION LITERACY:

The library e-tutorials for students finding it difficult coming to terms with using the library and working with academic resources at university. These can be found at <https://www.dcu.ie/library/lets-library-e-tutorial-students>. Apart from this resource, the library can be contacted to organise tailored information literacy classes and workshops to suit your programme and module needs. Full details can be found on the library website - <https://www.dcu.ie/library>.

### ENGLISH LANGUAGE TUITION:

DCU Language Services, Glasnevin Campus, offer one-to-one tuition ([www.dculs.dcu.ie](http://www.dculs.dcu.ie) / Tel: 700 8077). Registered DCU Students are offered a discounted rate. English Language tuition is *not* offered by the Learning Support Officers in the 'Student Advice & Learning Skills' Unit in DCU.

### EXTENUATING CIRCUMSTANCES:

A student's academic performance may be adversely affected by illness (physical or psychological), accident, bereavement or other personal circumstances. If this happens, the student should be advised to fill out an Extenuating Circumstances Form in order to officially highlight this to the Progression and Award Board through the Chairperson. The form can be downloaded at [http://www.dcu.ie/registry/application\\_forms.shtml](http://www.dcu.ie/registry/application_forms.shtml). This form can allow a lecturer to mark a student as 'deferred through illness' or potentially grant an extension on an assignment.

## CONFIDENTIALITY AND ITS BOUNDARIES

**As many of you work very closely with students** either in a lecturing capacity, as a Tutor Year Head or in a student support role, you may find yourselves in situations that students are confiding in you on personal matters. Generally, this is a positive development for the student, as it means that they are not internalising the issues, and they feel that they can turn to you for help. There are, however, times when you may need to pass this student on to a member of staff in Student Support & Development.

The following are indicators as to when it is time to seek professional help:

- When a significant amount of time is being given to addressing the personal issue
- When you are unsure of what to do or how to respond
- When you feel the situation requires specialist intervention
- When you are worried about the student's safety
- When you are covering the same ground with the student and no change is evident

In any of the above cases, you could suggest to the student that you feel that they would be better served by speaking to one of the Student Advisors and/or a GP, Counsellor, Disability Officer.

### LOCATION AND CONTACT DETAILS OF SERVICES

#### GLASNEVIN CAMPUS      HENRY GRATTAN BUILDING (GROUND FLOOR)

Student Advice & Learning Skills Centre:	E: <a href="mailto:Student.support@dcu.ie">Student.support@dcu.ie</a>	T: 700 7165
Health Service:	E: <a href="mailto:healthservices@dcu.ie">healthservices@dcu.ie</a>	T: 700 5143
Counselling Service:	E: <a href="mailto:counselling@dcu.ie">counselling@dcu.ie</a>	T: 700 5165
Disability Service:	E: <a href="mailto:disability.service@dcu.ie">disability.service@dcu.ie</a>	T: 700 5927

#### ST. PATRICK'S CAMPUS (A Block)

Student Advice & Learning Skills Centre:	E: <a href="mailto:Student.support@dcu.ie">Student.support@dcu.ie</a>	T: 700 9018
Health Service:	E: <a href="mailto:spd.healthcentre@dcu.ie">spd.healthcentre@dcu.ie</a>	T: 700 9215
Counselling Service:	E: <a href="mailto:spd.counselling@dcu.ie">spd.counselling@dcu.ie</a>	T: 700 9215
Disability Service:	E: <a href="mailto:disability.service@dcu.ie">disability.service@dcu.ie</a>	T: 700 9213

## THIRD PARTY PARTICIPATION IN A MEETING - GUIDELINES

Under normal circumstances, any communication regarding a DCU student is carried out between the member of DCU staff and the individual student and we are obliged to adhere to the '[Contact with Third Parties Policy](#)'. There may be circumstances, however, when a *student* requests for a third party to be present at a meeting with a member of the University staff. Given the increase in these requests, we have developed some Guidelines to assist members of staff deal with such requests, without breaching our legal obligations to the student.

### Guidelines:

Should a student request for a third party<sup>1</sup> to be present at a meeting with a member of DCU staff and if there is no particular reason for this not to take place, the following guidelines may be useful:

1. An email should be sent to the student outlining that, by allowing a third party to partake in the meeting, s/he is waiving his/her right to confidentiality. The student should reply to this email in writing, confirming that this is understood. A sample email is provided below.

Should a student *not* reply to this email in writing but turn up for a meeting with a staff member unscheduled (with a third party), it should be stated at the outset of the meeting that it is understood that the student agrees to waiving his/her right to confidentiality by presenting him/herself with a third party. This should be noted in the minutes of the meeting (see below).

2. The parameters of the meeting should be clearly laid out in an email to the student in order to ensure that the meeting is restricted to a discussion of the agreed topic (e.g. academic matter / health issue etc.). This should also be re-iterated at the beginning of the meeting to ensure clarity. Should the conversation deviate from the subject matter, the staff member should point this out and re-direct to the relevant topic.
3. If a staff member believes that the presence of a colleague at the meeting would be beneficial, they can do so, explaining to the student and third party that this colleague will be keeping a record of the meeting. The colleague may also participate in the meeting, if appropriate.
4. At the conclusion of the meeting, the parties should agree on any decisions made and the DCU staff member should keep a record of this.

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<sup>1</sup> For the purposes of this document, 'third parties' means any person or persons other than the two parties to the contract between the University and the student. The phrase includes, but is not restricted to, parents, siblings, spouses, relatives, employers, sponsors, landlords, partner universities, the media and agencies wishing to carry out student surveys.



5. After the meeting, the member of staff should email the minutes and outcomes of the meeting to the student, with a copy to the colleague who took the notes during the meeting.
6. All members of the DCU community, including visitors to the campus, are required to adhere to the Policy to promote Respect and to protect Dignity at DCU. This should be referred to in the initial email to the student (see below).

**Sample Email to Student confirming Confidentiality Waiver:**

“Dear *STUDENT’S NAME*,

Under the Third Party University Policy, members of DCU staff normally communicate with the student directly on matters pertaining to their studies and do not involve a third party. You have requested, however, that your *MOTHER/FATHER/A THIRD PARTY* take part in our upcoming meeting in relation to the matter of your *SUBJECT OF MEETING (academic progression / health etc.)* and I have agreed to this. Please be aware that, as a result of your request, you are waiving your right to confidentiality. Please also note that all members of the DCU community, both staff and students, and visitors to the campus are required to adhere to the Policy to promote Respect and to protect Dignity at DCU, which can be found at <https://www.dcu.ie/policies/policies-a-z>.

The meeting will deal with *SUBJECT OF MEETING* only and not deviate to other matters.

Could you kindly confirm that you are fully aware of this Waiver and are happy to proceed with the meeting on this basis?”

\*Should you have any questions regarding this policy, please contact: Dr. Claire Bohan, Dean of Students – [claire.bohan@dcu.ie](mailto:claire.bohan@dcu.ie)

## FINANCIAL DIFFICULTIES / FEES

### STUDENT ASSISTANCE FUND:

During the course of a conversation, students may disclose details of serious financial issues which they are undergoing due to a sudden change in their circumstances (e.g. redundancy in the family / sudden illness of a family member etc.). Student Support & Development administers a Student Assistance Fund for students who encounter financial difficulties, which may lead to difficulty in continuing with or concentrating on their studies.

Full details can be found at:

[www.dcu.ie/students/finance/assistance\\_fund.shtml](http://www.dcu.ie/students/finance/assistance_fund.shtml)

#### **Alternatively, contact**

Celine Geraghty, Financial Administrator, SS&D

**Email:** [studentassistancefund@dcu.ie](mailto:studentassistancefund@dcu.ie)

**Tel:** 700 6055

### WAIVER OF FEES ON MEDICAL GROUNDS:

Students may find themselves unable to complete a Semester or full academic year for medical reasons. If this happens, the student needs to inform the Chairperson of the programme and arrange for exams to be postponed or, indeed, the full year deferred.

Deferring a year or part of a year has *financial* as well as academic implications for the student. Should students wish to have their fees waived for 'repeating' a year or a part thereof, they should apply for a 'Waiver of Fees on Medical Grounds' by filling out and submitting the relevant form, which can be found at <https://www.dcu.ie/students/remission-fees-scheme-financial-assistance-service>. All cases will be considered individually. In all cases, please refer a student who is deferring a year or postponing examinations to the *Student Advice & Learning Skills Centre* for advice on documentation / dates for application for remission. **Students will be charged the full repeat fee for the modules if the Fees Office does not receive the correct documentation on time.**

- The following website is extremely useful as it provides comprehensive details about **all** grants and scholarships available in Ireland: [www.studentfinance.ie](http://www.studentfinance.ie)
- **Student Fees Website:** <https://www.dcu.ie/fees/index.shtml>

## INTEGRATION INTO UNIVERSITY LIFE

Many students find it quite difficult to integrate into university life initially. This is usually evident during the first few weeks of semester – and a number of students end up dropping out simply due to homesickness, not making friends or feeling that they do not belong in the new environment. Sometimes a gentle nudge in the right direction can make all of the difference. The following are ‘points of contact’ for the students, which may give them an in-road into a social network:

### CLUBS AND SOCIETIES:

There are over 100 Clubs and Societies in DCU – ranging from Snowboarding to Debating to Juggling to Drama. If a student feels overwhelmed by the choice of activities, a quick chat with the Students’ Union sabbaticals may make the process a lot easier for them – or contact the *Student Advice & Learning Skills Centre* on the DCU Glasnevin or St Patrick’s campus. For information on joining a society, contact [Siobhan.byrne@dcu.ie](mailto:Siobhan.byrne@dcu.ie) / Tel: **700 5585**. This is one of the best ways for students to meet like-minded peers and has proven to be a huge source of support and motivation for students through the years.

### CLASSROOM CONTACT:

Within the classroom itself, virtual or face-to-face, you may become conscious of some students not mixing well or integrating. There are many ways that you can deal with this, such as organising group activities in class – everybody has their own preferred options.

If you are concerned about a student, get in touch with us in Student Support & Development (Tel: Glasnevin Campus – 700 7165 / St Patrick’s Campus – 700 9018 / [student.support@dcu.ie](mailto:student.support@dcu.ie)) and we will work with you to see how we can best help the student. We offer various interventions and workshops to help students build confidence in themselves and develop networks more easily.

### PARTICIPATION IN WORKSHOPS / EVENTS:

Many of the events organised by SS&D involve group work and participants getting to know each other. This can be a very easy way for students to get to know like-minded peers in a safe and supportive environment. Keep an eye on the SS&D Newsletter every Monday for information on these events.

Members of staff are generally very invested in the welfare of the student population and take active steps to ensure that their contribution to the academic, personal, social or professional development of the student is as beneficial as possible.

Making yourself available to students – at reasonable notice and for a reasonable duration of time – is something we all expect of ourselves and our roles at the University. Sometimes, however, a student may require more personal attention, and the extent to which you can offer this may depend on other demands in your working lives or your availability at a crucial time for the student.

If, for whatever reason, you feel that you cannot offer the support or attention which a student needs, please contact the *Student Advice & Learning Skills Centre* and speak to one of the Student Advisors at any time. We will work with you or help the student directly.

## THE ROLE OF STUDENT SUPPORT & DEVELOPMENT

The work of Student Support & Development staff can be broken down into two very distinctive categories:

- Development
- Support

### DEVELOPMENT

On the *developmental* side, our role is to provide opportunities, which will assist the growth of the student into a well-rounded graduate with regard for his/her professional, personal and physical wellbeing. This may include advice on healthy living, resilience and life skills, one-to-one advice on career progression or personal development, advice on extra-curricular activities and skills' development, academic workshops, preparing students for their work, clinical or teaching placements or encouraging them to take part in the **Uaneen** Module (<http://www.dcu.ie/uaneen/index.shtml>) or in **Engage**, the Student Engagement Award <https://www.dcu.ie/students/about-dcu-engage-student-award>. Resources and short courses are also available on [DEVELOP](#).

Specialised Services include the following:

- Life Coaching Workshops and Resources
- Discover DCU (Transitions to University programme)
- Career Mentoring Programme (Second Year Students)
- Mature Student Pre-Orientation Week (academic skills / personal preparation for university)

Resources can be found at <https://www.dcu.ie/skills-development-centre>.

### SUPPORT

On the *support* side, our work includes helping students in doubt about their programme of study / counselling students with feelings of low esteem / providing financial assistance / clarifying transfer or deferral options / mediating between individuals in situations of conflict etc.

The *Student Advice and Learning Skills Centre* provides a one-stop shop to answer queries on any aspects of students' lives at the University. This may include simply pointing the student in the right direction for relevant information or providing one-to-one advisory sessions. The service also offers one-to-one and group life coaching sessions and programmes to support resilience.

THE SPECIALISED SERVICES OFFERED BY STUDENT SUPPORT & DEVELOPMENT ARE REFLECTED IN THE TITLES OF THE COMPONENT UNITS:

- [Access Service](#)
- [Age Friendly](#)
- [Autism Friendly Co-ordinator](#)
- [Careers Service](#)
- [Chaplaincy Service](#)
- [Counselling & Personal Development Service](#)
- [Disability & Learning Support Service](#)

- [Student Advice & Learning Skills Centre / Mature Student Office](#)
- [Student Finance Service](#)
- [Student Health Service](#)
- [Widening Participation Officer](#)

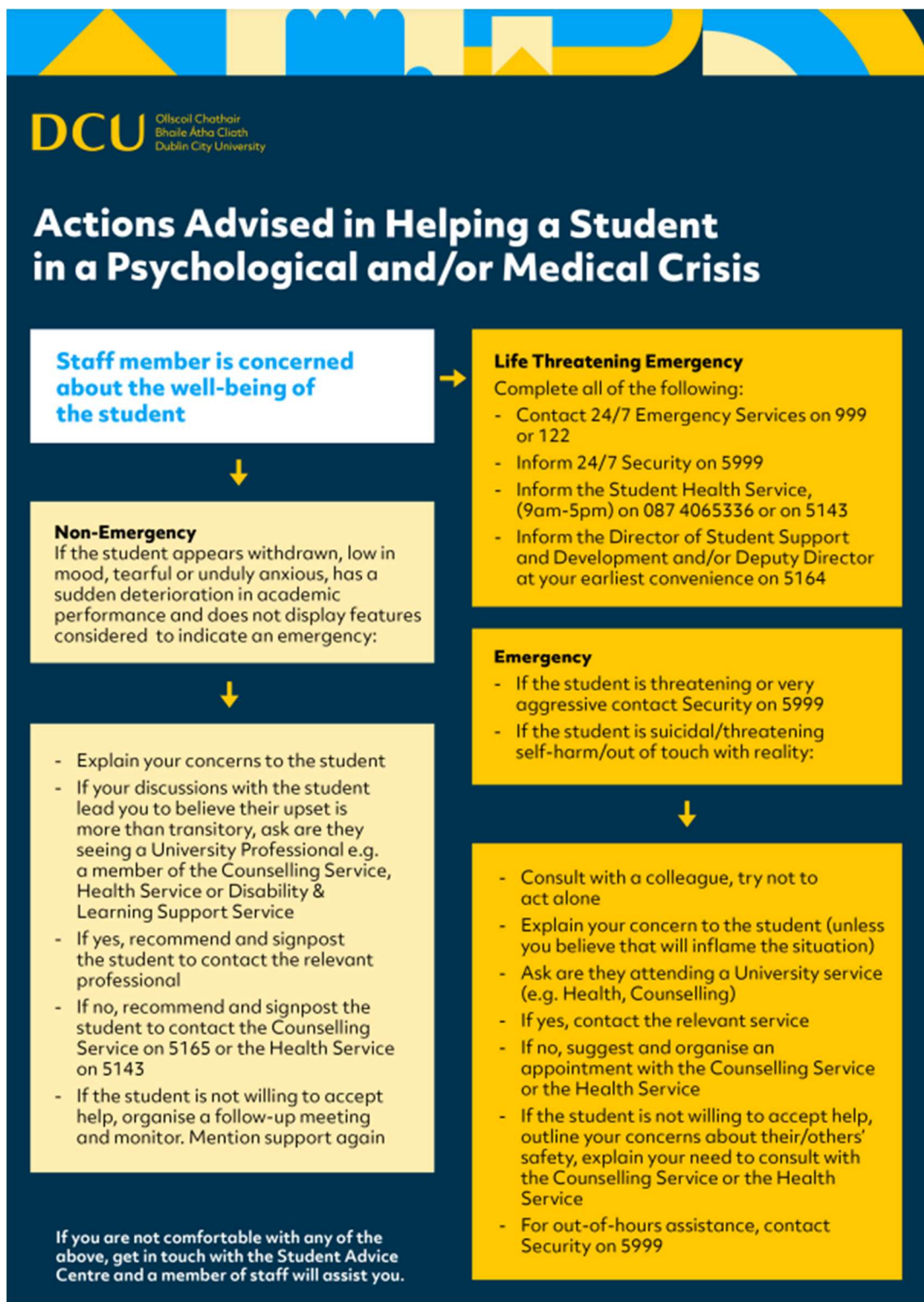
Detailed information can be found at [www.dcu.ie/students](http://www.dcu.ie/students)

**Please contact the Student Advice & Learning Skills Centre on the Glasnevin or St Patrick's Campus for information about any of the above services**

**Glasnevin Campus: [student.support@dcu.ie](mailto:student.support@dcu.ie) / Tel: 700 7165**

**St Patrick's Campus: [student.support@dcu.ie](mailto:student.support@dcu.ie) / Tel: 700 9018**

## DEALING WITH STUDENT PSYCHOLOGICAL AND/OR MEDICAL EMERGENCIES



If you are not comfortable with any of the above, get in touch with the Student Advice & Learning Skills Centre and a member of staff with assist you.

## QUICK REFERENCE – STAFF CONTACT DETAILS

### DEAN OF STUDENTS

<b>Dr Claire Bohan</b>	<b>700 5164</b>	Glasnevin St Patrick's	CG77	<a href="mailto:claire.bohan@dcu.ie">claire.bohan@dcu.ie</a>
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### DEAN'S OFFICE

<b>Deirdre Moloney</b>	<b>700 6157</b>	Glasnevin	CG74	<a href="mailto:deirdre.moloney@dcu.ie">deirdre.moloney@dcu.ie</a>
<b>Dr Aurelie Sicard</b>	<b>700 5031</b>	Glasnevin	CG25	<a href="mailto:aurelie.sicard@dcu.ie">aurelie.sicard@dcu.ie</a>
<b>Gary Roche</b>	<b>700 5189</b>	Glasnevin	CG25	<a href="mailto:gary.a.roche@dcu.ie">gary.a.roche@dcu.ie</a>
<b>Celine Geraghty</b>	<b>700 6055</b>	Glasnevin	CG78	<a href="mailto:celine.geraghty@dcu.ie">celine.geraghty@dcu.ie</a>
<b>Suzanne O'Connor</b>	<b>700 6168</b>	Glasnevin	CG25	<a href="mailto:suzanne.b.oconnor@dcu.ie">suzanne.b.oconnor@dcu.ie</a>

### DEPUTY DIRECTOR

<b>Annabella Stover</b>	<b>700 9032</b>	St Patrick's Glasnevin	C102	<a href="mailto:annabella.stover@dcu.ie">annabella.stover@dcu.ie</a>
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### ACCESS

<b>Cathy McLoughlin</b>	<b>700 8814</b>	Glasnevin	CG79	<a href="mailto:cathy.mcloughlin@dcu.ie">cathy.mcloughlin@dcu.ie</a>
<b>Aidan O'Driscoll</b>	<b>700 6923</b>	Glasnevin	CG29	<a href="mailto:aidan.odriscoll@dcu.ie">aidan.odriscoll@dcu.ie</a>
<b>Antoinette Patton</b>	<b>N/A</b>	Glasnevin	CG25	<a href="mailto:antoinette.patton@dcu.ie">antoinette.patton@dcu.ie</a>
<b>Colette Keogh</b>	<b>700 8868</b>	Glasnevin	CG29	<a href="mailto:colette.keogh@dcu.ie">colette.keogh@dcu.ie</a>
<b>Fiona Hudson</b>	<b>N/A</b>	Glasnevin	CG80	<a href="mailto:fiona.hudson@dcu.ie">fiona.hudson@dcu.ie</a>
<b>John Moriarty</b>	<b>N/A</b>	Glasnevin	CG80	<a href="mailto:john.moriarty@dcu.ie">john.moriarty@dcu.ie</a>
<b>Juliana Carvalho</b>	<b>700 8052</b>	Glasnevin	CG29	<a href="mailto:juliana.carvalho@dcu.ie">juliana.carvalho@dcu.ie</a>
<b>Laurence Van der Haegen</b>	<b>700 6040</b>	Glasnevin	CG29	<a href="mailto:laurence.vanderhaegen@dcu.ie">laurence.vanderhaegen@dcu.ie</a>
<b>Natacha O'Brien</b>	<b>700 5530</b>	Glasnevin	CG29	<a href="mailto:natacha.obrien@dcu.ie">natacha.obrien@dcu.ie</a>
<b>Harry Mallon</b>		Glasnevin	AG00	<a href="mailto:harry.mallon@dcu.ie">harry.mallon@dcu.ie</a>

## AGE-FRIENDLY

Christine O'Kelly	700 8933	Glasnevin	Bea Orpen / AG40	<a href="mailto:christine.okelly@dcu.ie">christine.okelly@dcu.ie</a>
Grainne Reddy	700 5454	Glasnevin	Bea Orpen / AG40	<a href="mailto:grainne.reddy@dcu.ie">grainne.reddy@dcu.ie</a>
Solveig Frugier	700 5454	Glasnevin	Bea Orpen / AG40	<a href="mailto:solveig.frugier@dcu.ie">solveig.frugier@dcu.ie</a>

## CAREERS SERVICE

Yvonne McLoughlin	700 6282	Glasnevin	CG27	<a href="mailto:yvonne.mcloughlin@dcu.ie">yvonne.mcloughlin@dcu.ie</a>
Christine Stears	700 5129	Glasnevin	CG26	<a href="mailto:christine.stears@dcu.ie">christine.stears@dcu.ie</a>
Colm Bourke	700 7036	Glasnevin	CG26A	<a href="mailto:colm.bourke@dcu.ie">colm.bourke@dcu.ie</a>
Elaine Daly	700 9082	St Patrick's	C104	<a href="mailto:elaine.daly@dcu.ie">elaine.daly@dcu.ie</a>
Jennifer Kwan	700 8547	Glasnevin	CG26B	<a href="mailto:jennifer.kwan@dcu.ie">jennifer.kwan@dcu.ie</a>
Sandra Gibney	700 8565	Glasnevin	CG71	<a href="mailto:sandra.gibney@dcu.ie">sandra.gibney@dcu.ie</a>
Venita Murphy (on Leave)	700 5162	Glasnevin	CG75	<a href="mailto:venita.murphy@dcu.ie">venita.murphy@dcu.ie</a>

## CHAPLAINCY

VACANT	700 9219 700 5268	St Patrick's Glasnevin	A109 Mon -Fri	<a href="mailto:paul.hampson@dcu.ie">paul.hampson@dcu.ie</a>
Anne O'Farrell	700 9141 700 5977	St Patrick's Glasnevin	C201 Mon, Wed & Thurs,	<a href="mailto:anne.ofarrell@dcu.ie">anne.ofarrell@dcu.ie</a>
Eric Hughes	700 9141 700 5977	Glasnevin	Inter Faith Centre Mon-Fri	<a href="mailto:eric.hughes@dcu.ie">eric.hughes@dcu.ie</a>
Séamus McEntee	700 5268 700 9219	Glasnevin	Inter Faith Centre Mon-Fri	<a href="mailto:seamus.mcentee@dcu.ie">seamus.mcentee@dcu.ie</a>

## COUNSELLING & PERSONAL DEVELOPMENT SERVICE

Helena Ahern	700 5161	Glasnevin	CG32	<a href="mailto:helena.ahern@dcu.ie">helena.ahern@dcu.ie</a>
Aida Keane	700 9218	St Patrick's	A107	<a href="mailto:aida.keane@dcu.ie">aida.keane@dcu.ie</a>
Barrie McEntee	700 9217	St Patrick's	A106	<a href="mailto:barrie.mcentee@dcu.ie">barrie.mcentee@dcu.ie</a>
Nina Sherlock	700 5165	CG34c	Mon-Fri	<a href="mailto:nina.sherlock@dcu.ie">nina.sherlock@dcu.ie</a>
Ruán Kennedy	700 8417	Glasnevin	CG33	<a href="mailto:ruan.kennedy@dcu.ie">ruan.kennedy@dcu.ie</a>

## DISABILITY & LEARNING SUPPORT SERVICE

Anne O'Connor	700 5160	Glasnevin	CG28A	<a href="mailto:anne.oconnor@dcu.ie">anne.oconnor@dcu.ie</a>
Barbara Gaynor	700 5927	Glasnevin	CG28	<a href="mailto:barbara.gaynor@dcu.ie">barbara.gaynor@dcu.ie</a>
Jaiee Ajit Kolwankar (OT)	700 6437	Glasnevin	CG28	<a href="mailto:jaieeajit.kolwankar@dcu.ie">jaieeajit.kolwankar@dcu.ie</a>
Margaret Lamont	700 9212	St Patrick's	A102	<a href="mailto:margaret.lamont@dcu.ie">margaret.lamont@dcu.ie</a>
Mary McGovern	700 5208	Glasnevin	CG28	<a href="mailto:mary.mcGovern@dcu.ie">mary.mcGovern@dcu.ie</a>
Susan Madigan (OT)	700 6498	Glasnevin & SPC	CG44/A101	<a href="mailto:susan.madigan@dcu.ie">susan.madigan@dcu.ie</a>
Trevor Boland ( AT)	700 6464	Glasnevin	CG28/A102	<a href="mailto:trevor.boland@dcu.ie">trevor.boland@dcu.ie</a>



## HEALTH SERVICE

Jessie Byrne	700 5766	Glasnevin	Health Centre CG13	<a href="mailto:jessie.byrne@dcu.ie">jessie.byrne@dcu.ie</a>
Caitriona Murphy	700 9216	St Patrick's	Health Centre A104	<a href="mailto:caitriona.r.murphy@dcu.ie">caitriona.r.murphy@dcu.ie</a>
Catherine Glennon	700 9215	St Patrick's	Health Centre A104	<a href="mailto:catherine.glennon@dcu.ie">catherine.glennon@dcu.ie</a>
Frank Quinn	700 8249	Glasnevin	Health Centre CG13	<a href="mailto:frank.quinn@dcu.ie">frank.quinn@dcu.ie</a>
Gertrude Rufai	TBA	Glasnevin	Health Centre CG72	<a href="mailto:gertrude.rufai@dcu.ie">gertrude.rufai@dcu.ie</a>
Paula Harrison	700 5143	Glasnevin	Health Centre CG13	<a href="mailto:paula.harrison@dcu.ie">paula.harrison@dcu.ie</a>

## STUDENT ADVICE & LEARNING SKILLS CENTRE

Semra Abdulahovic Smith	700 6281	Glasnevin	SAC CG00	<a href="mailto:semra.abdulahovic@dcu.ie">semra.abdulahovic@dcu.ie</a>
Alicia Menendez Tarrazo	700 6465	Glasnevin	SAC CG00	<a href="mailto:alicia.menendeztarrazo@dcu.ie">alicia.menendeztarrazo@dcu.ie</a>
Caroline Bowe	700 9024	St Patrick's	C101	<a href="mailto:caroline.bowe@dcu.ie">caroline.bowe@dcu.ie</a>
Conor Wilkinson	700 9025	St Patrick's	C101	<a href="mailto:conor.wilkinson@dcu.ie">conor.wilkinson@dcu.ie</a>
Grainne O'Leary	700 7165	Glas/SPC	SAC CG00	<a href="mailto:grainne.oleary@dcu.ie">grainne.oleary@dcu.ie</a>
Hazel Moloney	700 9062	Glasnevin	SAC CG00	<a href="mailto:hazel.moloney@dcu.ie">hazel.moloney@dcu.ie</a> / <a href="mailto:internationalstudentsupport@dcu.ie">internationalstudentsupport@dcu.ie</a>
Lee Diston	7007165	Glasnevin	SAC CG00	<a href="mailto:lee.diston@dcu.ie">lee.diston@dcu.ie</a>
Maree Ralph	700 8270	Glasnevin	SAC CG00	<a href="mailto:maree.ralph@dcu.ie">maree.ralph@dcu.ie</a>
Orla Stafford	700 6987	Glasnevin	SAC CG00	<a href="mailto:orla.stafford@dcu.ie">orla.stafford@dcu.ie</a>
Serge Shea	700 9211	St Patrick's	A101	<a href="mailto:serge.shea@dcu.ie">serge.shea@dcu.ie</a>

## WIDENING PARTICIPATION / AUTISM FRIENDLY

Karina Curley	700 5336	Glasnevin	AG00	<a href="mailto:karina.curley@dcu.ie">karina.curley@dcu.ie</a>
Fiona Earley	700 6395	Glasnevin	CG73	<a href="mailto:fiona.earley@dcu.ie">fiona.earley@dcu.ie</a>
Ryan Carey	700 5369	Glasnevin	AG00	<a href="mailto:ryan.carey@dcu.ie">ryan.carey@dcu.ie</a>

## POLICY, PROCEDURE AND PROTOCOLS

### COORDINATION OF INCIDENTS/ACCIDENTS INVOLVING STUDENTS AT DCU

In the unfortunate event that a student is involved in an incident causing injury or distress on or off campus and requires assistance, Security and Student Support & Development will coordinate events to assist the student in whatever manner possible. DCU Security is normally immediately involved in such incidences but, should any other member of staff come across an incident involving a student, Security staff should be contacted immediately N 700-5999. For the full policy, please go to the 'Information for Staff' section [here](#).

### UNIVERSITY PROTOCOL FOLLOWING THE DEATH OF A STUDENT

The death of a student is always a sad and distressing event for all concerned and should be dealt with in a sensitive and appropriate manner by the University. The following protocol lays out the normal University response upon being informed of the death of a student but this may differ depending on the circumstances and the wishes of the family. The ultimate protocol is at the discretion of the President and Dean of Students.

For information on the protocol for staff, heads and chairpersons, please go to the [University Policies](#) pages.

### STUDENT GRIEVANCE PROCEDURE

The Dublin City University (DCU) community is committed to ensuring that every student has the opportunity to have an excellent university experience. In order to achieve this, members of the community aspire to a high level of competency, fairness and professionalism. There may be circumstances where university systems, processes, human error or sub-standard performance on a specific occasion result in a student having a genuine grievance. It is the policy of the university to provide resolution mechanisms to address issues that may arise. In line with its commitment to excellence and continuous improvement, Dublin City University has adopted this procedure to deal with students' grievances that may arise while they are bona fide registered students at the University. It is the policy of the university that students' grievances should be dealt with in a fair, timely and effective manner.

In addition, information gathered through this procedure will be provided to the University's management so that the student experience at the University can be improved on an ongoing basis. For more information on how to advise a student who wants to make a complaint or has made a complaint, please go to <https://www.dcu.ie/sites/default/files/equality/student%20grievance%20procedure%202014.pdf> for a complete and comprehensive outline of how a grievance is dealt with.

### SEXUAL HARASSMENT / ASSAULT

DCU has created guidelines to support students who may have been involved in a case of sexual assault or rape. We take such allegations extremely seriously and aim to support the student in whatever way they wish to be supported. Details can be found [here](#).

## OUT-OF-HOURS EMERGENCIES

### Security / Emergency:

Should an emergency arise on campus at any time, please call Security on 700 5999

## Emergency 24/7 Phone & Text Helplines

Service	Contact
Ambulance, Garda, Fire Service	999 or 112
50808 anonymous free text support	Text Hello to 50808
Pieta House	1800 247247 or text HELP to 51444
Samaritans	166 123
National Rape Crisis helpline	1800 77888
D-Doc	0818224476

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