

A Handbook of the Student Support & Development Services for DCU staff



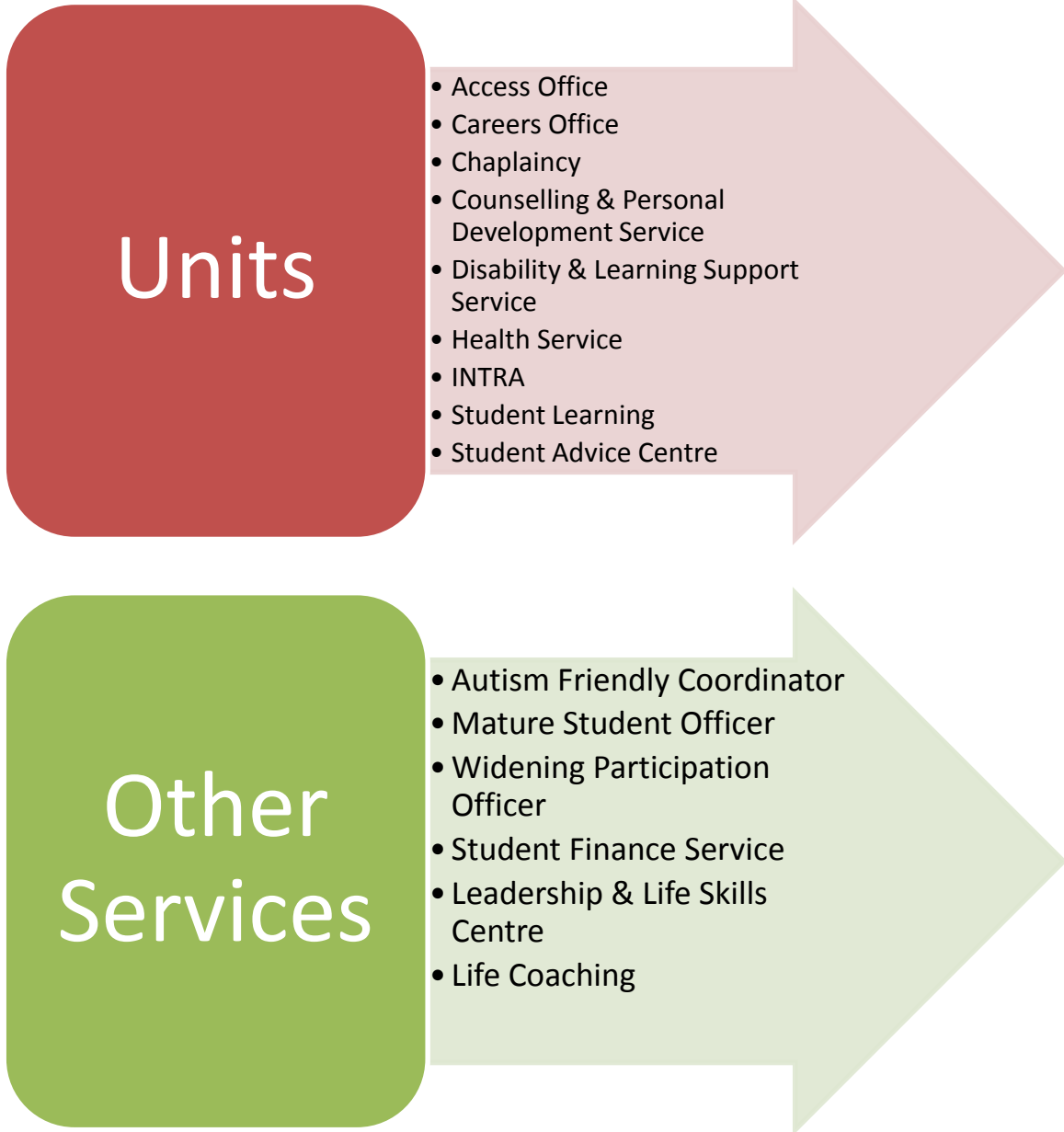
DCU - STUDENT SUPPORT &
DEVELOPMENT

TABLE OF CONTENTS

Academic Support	4
Internal Transfer:.....	4
Deferral of Year / Postponement of Exams:	4
Withdrawal from University:.....	4
Academic Skills:	5
Writing Centre:.....	5
Information Literacy:.....	5
English Language Tuition:.....	5
Extenuating Circumstances:	5
Confidentiality and its Boundaries	6
Location and Contact Details of Services	6
Third Party Participation in a Meeting - Guidelines	7
Financial Difficulties / Fees	9
Student Assistance Fund:	9
Waiver of Fees on Medical Grounds:	9
Integration into University Life	10
Clubs and Societies:.....	10
Classroom Contact:	10
Participation in Workshops / Events:	10
The Role of Staff in Student Welfare	11
The Role of Student Support & Development	12
Development.....	12
Support.....	12
Guidelines for Dealing with Student Psychological and/or Medical Emergencies	13
Actions advised in helping a student in a psychological and/or medical crisis	14
Out of Hours Assistance for Psychological Emergencies	15

Emergency Contact Details for Staff:	15
Actions advised in helping a student in a psychological and/or medical crisis	16
Quick Reference – Staff Contact Details	17
Staff Resources - Information for Staff	20
Policy, Procedure and Protocol	20
Coordination of Incidents/Accidents involving Students at DCU	20
University Protocol following the death of a student.....	20
Student Grievance Procedure	21

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 him/herself 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

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 him/her 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). Students who defer before the cut-off date in October should fill out a postponement 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 fees.**

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

WITHDRAWAL FROM UNIVERSITY:

If a student decides that s/he does not wish to continue with his/her programme and wishes to withdraw, s/he needs 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 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 Learning' Unit provides workshops, in-class group work and one-to-one support for students wishing to improve their 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.

Discover DCU is a series of eight short interactive courses available online 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 using their student log in details.

Information at: www.dcu.ie/studentlearning/index.shtml

WRITING CENTRE:

Academic Writing Centres are located in the libraries on both the St Patrick's and Glasnevin campuses. Students can simply call into these Centres to avail of assistance with academic writing skills. Tutors, who are employed, supported and trained through the Student Learning Unit in SS&D offer assistance. It supports students at all levels of their studies. Online Appointments are also available.

Information at: <https://www.dcu.ie/studentlearning/writing-centre.shtml>

INFORMATION LITERACY:

The library offers an e-tutorial for students finding it difficult coming to terms with using the library and working with academic resources at third level. This can be found at <http://www.library.dcu.ie/lets/index.htm>. 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 - <http://www.library.dcu.ie/index.shtml>

ENGLISH LANGUAGE TUITION:

DCU Language Services, Glasnevin Campus, offer one-to-one tuition (www.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 Learning' 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 link to this form is http://www.dcu.ie/registry/application_forms.shtml

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 Centre	E: Student.support@dcu.ie	T: 700 7165
Health Service	E: healthservices@dcu.ie	T: 7005143
Counselling Service	E: counselling@dcu.ie	T: 7005165
Disability Service	E: disability.service@dcu.ie	T: 7005927

ST. PATRICK'S CAMPUS

Student Advice Centre	E: Student.support@dcu.ie	T: 884 2004	L: C101
Health Service	E: spd.healthcentre@dcu.ie	T: 8842239	L: A104
Counselling Service	E: spd.counselling@dcu.ie	T: 8842239	L: A104
Disability Service	E: disability.service@dcu.ie	T: 8842240	L: A102

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 party¹ 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.

¹ 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 request. 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 <http://www.dcu.ie/equality/respect.shtml>.

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, Director of Student Support & Development

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 (ESF-funded) 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

Alternatively, contact

Celine Geraghty, Financial Administrator, SS&D

Email: 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 (technically) '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/finance/remission.shtml>. All cases will be considered individually. In all cases, please refer a student who is deferring or postponing examinations to the Student Advice 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
- **Student Fees Website:** <http://www.dcu.ie/finance/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 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 call into the Student Advice Centre on the DCU Glasnevin or St Patrick’s campus. For information on joining a society, contact Siobhan.byrne@dcu.ie / Tel: **700-5585 (Glasnevin Campus)** or **884-2230 (St Patrick’s Campus)**. 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, you may become conscious of some students not mixing well or integrating. There are many ways that you can deal with this – and 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 – 884-2004 / 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. All events are kept up to date at <https://www.dcu.ie/students/events.shtml>

THE ROLE OF STAFF IN STUDENT WELFARE

Members of staff are generally very concerned about 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 Centre and speak to one of the Student Advisors at any time. We will organise to work with you or help the student directly.

Should a member of staff require advice on a student support related issue, please call or drop into the Student Advice Centre below.

Glasnevin Campus

Student Advice Centre, Henry Grattan Building

Opening Hours: 9.00am-5pm (open during lunch)

Email: student.support@dcu.ie

Tel: 700-5165

St. Patrick's Campus:

Student Advice Centre, C101

Opening Hours: 9.00am-5pm (open during lunch)

Email: student.support@dcu.ie

Tel: 884-2004

THE ROLE OF STUDENT SUPPORT & DEVELOPMENT

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

- Developmental
- 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 well-being. This may include advice on healthy living, 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 the new Student Engagement Award <https://www.dcu.ie/students/engagement-award.shtml> .

Specialised Services include the following:

- Life Coaching & Pathways to Success Programme
- Discover DCU
- Career Mentoring Programme
- Mature Student Head Start Week
- Leadership & Life Skills 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 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 SPECIALISED SERVICES OFFERED BY STUDENT SUPPORT & DEVELOPMENT ARE REFLECTED IN THE TITLES OF THE COMPONENT UNITS:

- Access Service
- Autism Friendly Co-ordinator
- Careers Service
- Chaplaincy Service
- Counselling & Personal Development Service
- Disability & Learning Support Service
- INTRA (Work Placement Office)
- Leadership & Life Skills Centre
- Student Advice Centre / Mature Student Office

- Student Finance Service
- Student Health Service
- Student Learning
- Widening Participation Officer

Detailed information can be found at www.dcu.ie/students

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

Glasnevin Campus: student.support@dcu.ie / Tel: 700-7165.

St Patrick's Campus: student.support@dcu.ie / Tel: 884-2004

GUIDELINES FOR DEALING WITH STUDENT PSYCHOLOGICAL AND/OR MEDICAL EMERGENCIES

When seriously concerned for a student's psychological or physical well-being, the first task is to try to establish how serious the situation is.

- Is the student at risk of hurting him/herself or others?
- Is there a risk of suicide? Is the student expressing suicidal thoughts? Has the student articulated a suicide plan and/or has attempted suicide?
- Is the student threatening self-harm?
- Is the student presenting as being out of touch with reality?
- Is the student's behaviour causing concern (e.g., incoherent speech, appears disconnected, unduly agitated or aggressive, ill)?

If you are concerned about any of the above, immediate action must be taken.

ACTIONS ADVISED IN HELPING A STUDENT IN A PSYCHOLOGICAL AND/OR MEDICAL CRISIS



Step 1	Try not to deal with the emergency alone. If possible, seek the help of another colleague and/or consult with a professional staff member in the Counselling and Personal Development Service or Health Centre.
Step 2	If the student is very aggressive or threatening, seek help from Security (700-5999 on all campuses). Security will contact the Guards if required.
Step 3	If the situation is life threatening (e.g. overdose is suspected or confirmed), contact an ambulance directly (999) or, if you require assistance, call Security and they will contact the emergency services as necessary. If the incident occurs during office hours, also contact the Student Health Centre to seek help until the ambulance arrives.
Step 4	Once the student is safe, contact the Director of Student Support & Development to discuss future support, if appropriate.
Step 5	If the situation is not life threatening, talk to the student and make the student aware of your concerns.
Step 6	Clarify whether the student is already seeing a professional within the University (Counsellor, GP, and Disability Officer). If yes, contact the relevant service; explain your concerns and the level of the student's distress. Encourage the student to arrange an appointment.
Step 7	If the student is not prepared to attend the Student Health Service or the Counselling & Personal Development Service, explain to the student that, as you have concerns for the welfare of the student or that of other(s), you will have to consult with one of the services above. Provide the student the choice as to whom best to contact in the first instance. If contact/referral is not agreed to, repeat to the student, where possible, that, in the interest of safety, you will need to proceed to contact the Counselling & Personal Development Service or Health Service to inform them about your concerns.

OUT OF HOURS ASSISTANCE FOR PSYCHOLOGICAL EMERGENCIES

In the event that the emergency takes place out of normal office hours, ring an ambulance and contact the Security Desk.

1. Contact emergency services as necessary at 999 or 112.
2. Contact Security at 5999.

EMERGENCY CONTACT DETAILS FOR STAFF:

Contact	Glasnevin Campus	St. Patrick's Campus / All Hallows Campus
Security	700-5999	700-5999
Counselling Service	700-5165	884-2239
Health Service	700-5143	884-2239
Director of Student Support & Development	700-5164	884-2045
Deputy Director of Student Support & Development	700-6059	884-2045

ACTIONS ADVISED IN HELPING A STUDENT IN A PSYCHOLOGICAL AND/OR MEDICAL CRISIS

Staff member concerned about Well-being of student.

Non-Emergency

If withdrawn, low in mood, tearful or unduly anxious, has a sudden deterioration in academic performance and does not display features considered an emergency:

- Explain your concerns to student.
- If your discussions with the student lead you to believe their upset is more than transitory, ask are they seeing a University Professional e.g. Counselling Service, Health Service, Disability & Learning Support Service.
- If yes, contact that professional, explain your concerns and arrange appointment.
- If no, suggest and organise appointment with Counselling or with Health Service.
- If student is not willing to accept help, organise a follow-up meeting and monitor. Mention support again.

Life Threatening Emergency

- Contact Emergency services 999 or 122.
- Inform Security 5999.
- Inform the Student Health Service
- Inform the Director of Student Support and Development and/or Deputy Director.

Emergency

- If threatening or very aggressive contact Security on 5999.
- If suicidal/threatening self-harm/out of touch with reality.

- Consult with a colleague, try not to act alone.
- Explain concern to student (unless you believe that will inflame the situation).
- Ask are they attending a University service (e.g. Health, Counselling).
- If yes, contact the relevant service.
- If no, suggest and organise an appointment with the Counselling Service or Health Service.
- If student is not willing to accept help, outline concerns about their/others safety, explain your need to consult with the Counselling Service or Health Service.
- For out-of-hours, assistance contact Security (700-5999) and at the next possible opportunity, contact the Director of Student Support & Development.

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

QUICK REFERENCE – STAFF CONTACT DETAILS

Security

On Campus (Glasnevin Campus & St Patrick's Campus) – 700-5999

Director of Student Support & Development			
Claire Bohan	CG77 C102	700-5164 (Tues – Fri) 884-2045 (Monday)	Glasnevin St Patrick's
Deputy Director of Student Support & Development			
Annabella Stover	C102 CG44	884-2045 (Tues – Thurs) 700-6059 (Mon & Fri)	St Patrick's Glasnevin
Access Office			
Cathy McLoughlin	CG74	700-8814	Glasnevin
Jennifer Collins	CG25	700- 8052	Glasnevin
Colette Keogh	CG73	700- 8868	Glasnevin
Anthony Burrowes	CG25	700-6856	Glasnevin
Laurence Van der Haegan	CG25	700-6040	Glasnevin
Margaret Lamont	A103	884-2169	St Patrick's
Fiona Hudson	CG72	700-5530	Glasnevin
Autism-Friendly Coordinator:			
Fiona Earley	CG71	700-6395	Glasnevin / St Patrick's
Careers			
Yvonne McLoughlin	CG27	700-6282	Glasnevin
Siobhan Murphy	CG26b	700-8547	Glasnevin
Miriam Jones	CG26	700-2129	Glasnevin
Venita Murphy	CG75	700-5162	Glasnevin
Elaine Daly	C104 / CG26	884-2267	St Patrick's / Glasnevin
Marie Calnan	CG26	700-5163	Glasnevin
Counselling & Personal Development Service			
Helena Ahern	CG32	700-5161	Glasnevin
Ruan Kennedy	CG33	700-8417	Glasnevin
Lorna Galligan	Student Advice Centre	700-5165	Glasnevin
Aida Keane	A107	884-2281	St Patrick's
Barrie McEntee	CG34b	700-5165	Glasnevin / St Patrick's

Catherine Glennon	A104	884-2239	St Patrick's
Disability & Learning Support Service			
Anne O'Connor	CG28	700-5130	Glasnevin
Barbara Gaynor	CG28	700-5927	Glasnevin
Carol Ellis	CG28	700-5208	Glasnevin
Carmel Carroll/Ronan Gilmurray	A102	884-2240	St Patrick's
Financial Assistance			
Celine Geraghty	CG78	7006055	Glasnevin
Health Service			
Paula Harrison	CG13	700-5143	Glasnevin
Jessie Byrne	CG13	700-5413/700-5766	Glasnevin
TBC	CG13	700-8249	Glasnevin
Grainne Lambe	A104	884-2239	St Patrick's
Chaplaincy			
Philip McKinley	Inter Faith Centre	700-5977	Glasnevin
Fr Seamus McEntee	Inter Faith Centre	700-5268	Glasnevin
Breege Carolan	Inter Faith Centre	700-5491	Glasnevin
Blessing Ogedi	Inter Faith Centre	700-5491	Glasnevin
Fr Paul Hampson	A109	884-2224	St Patrick's
Ann Farrell	C201	884-2082	St Patrick's
Niall Anderson	Inter Faith Centre	TBC	Glasnevin
INTRA			
Maeve Long	CG79	700-5515	Glasnevin
Carol Power	CG29	700-8877	Glasnevin
Vanessa Wade	CG29	700-5178	Glasnevin
Geraldine Farrell	CG29	700-5033	Glasnevin
Nora O'Brien	CG29	700-5422	Glasnevin
Sarah Fleming	CG29	700-5176	Glasnevin
Student Advice Centre / SS&D Enquiries			
Deirdre Moloney	Student Advice Centre	700-6281	Glasnevin
Caroline Bowe	Student Advice Centre	700-6283	St Patrick's
Orla Stafford	Student Advice Centre	700-6987	Glasnevin
Lorna Galligan	Student Advice Centre	700-5492	Glasnevin
Nina Sherlock	Student Advice Centre	700-7165	Glasnevin
Student Learning			

TBC	CG80 B141	700-6465 (Mon-Thurs) 884-	Glasnevin St Patrick's
Cillian Murphy	A101 CG80	884-2304 (Tues – Thurs) 700-6465	St Patrick's Glasnevin

STAFF RESOURCES - INFORMATION FOR STAFF

Several documents are available and provide comprehensive information for all staff dealing with students and include advice and information about academic, developmental, personal and financial aspects of the students' lives. Further information can be obtained from our website <https://www.dcu.ie/students/information-for-staff.shtml> where you will find more detail regarding the resources below.

- Coordination of accidents / incidents involving students at DCU
- University Protocol following the death of a student
- Student Grievance Procedure

OTHER HELPFUL SITES FOR STUDENTS AND STAFF

- A-Z Guide for Students
- Discover DCU – via loop.dcu.ie
- Online Orientation

Located at <https://www.dcu.ie/students/index.shtml>

POLICY, PROCEDURE AND PROTOCOL

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. For the full policy, please go to www.dcu.ie/students/information-for-staff.shtml

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 Director of Student Support & Development.

For a full insight into the protocol for staff, heads and chairpersons, please go to our Staff Information page at www.dcu.ie/students/information-for-staff.shtml

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 (the '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/students/policies/index.shtml> for a complete and comprehensive outline of how a grievance is dealt.

END