

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



DCU - STUDENT SUPPORT &  
DEVELOPMENT

2020 / 21

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## **Academic Year 2020/21**

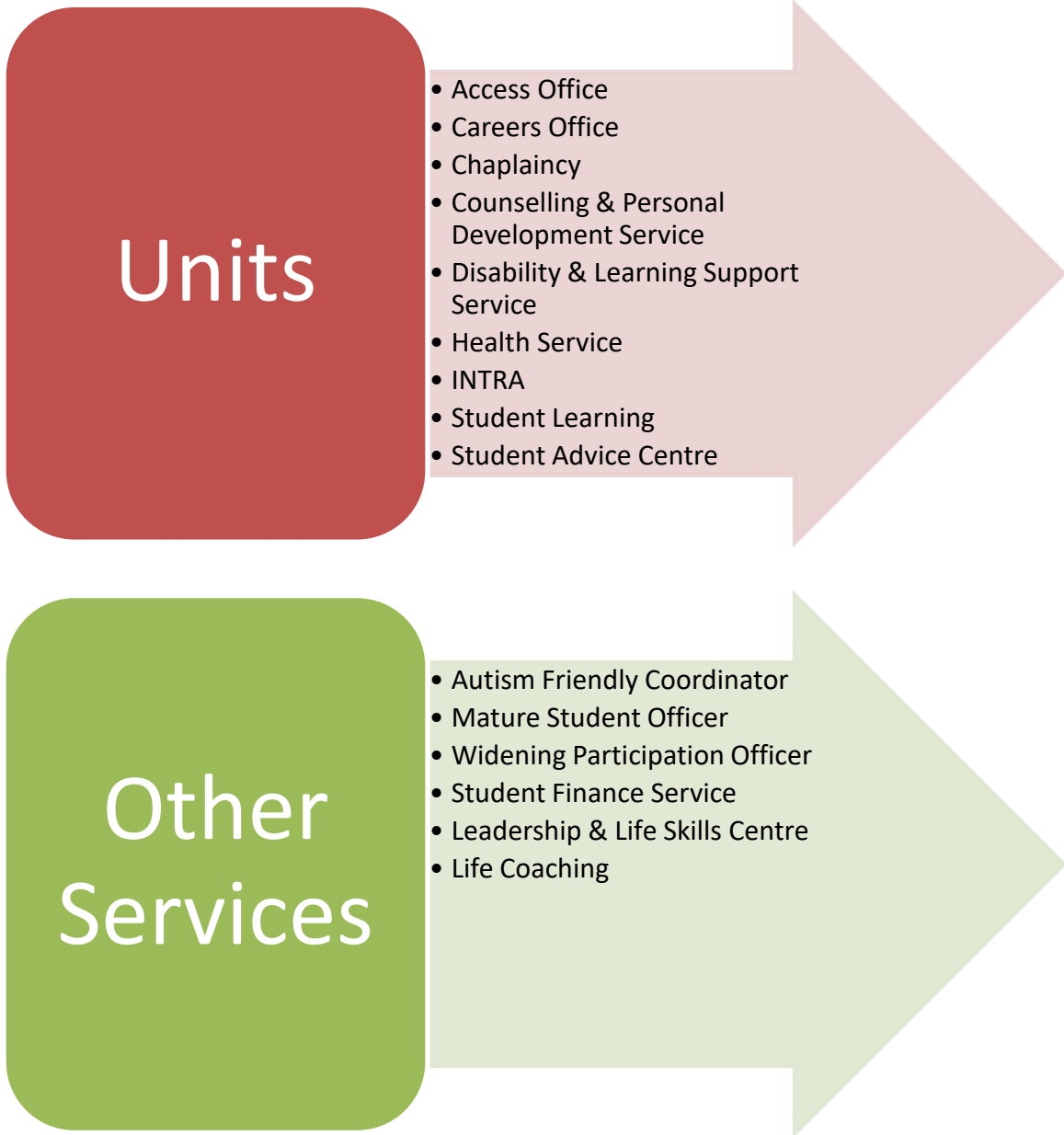
**All of our services will continue to be offered throughout the academic year 2020/21 either online or, if absolutely necessary, face-to-face. Offices will be occupied in line with the DCU Guidelines and all staff will be available either via email or by phone. When staff are working from home, phones will be diverted to their home offices.**

**Please follow the normal protocols for referring students.**

**Wishing you the very best for the coming academic year. Please let us know if we can do anything to help you support our students throughout the year.**

**Dr. Claire Bohan**  
**Tel: 01-7005164**  
**[Claire.bohan@dcu.ie](mailto:Claire.bohan@dcu.ie)**

## 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. 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.**

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 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: Study Skills is a series of 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](http://loop.dcu.ie) using their student log in details.

Information at: [www.dcu.ie/studentlearning/index.shtml](http://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 and appointments are now scheduled online via Zoom. Students can simply contact 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. The Centre supports students at all levels of their studies.

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 university. 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/language-services](http://www.dcu.ie/language-services) / 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 form can be downloaded at [http://www.dcu.ie/registry/application\\_forms.shtml](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: <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

|                       |   |             |
|-----------------------|---|-------------|
| Student Advice 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 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. Students may also apply for the fund if they have difficulties buying the technology they need to learn remotely this year.

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 (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 a year 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](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. These will continue in some format this year. 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 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 – 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 – 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. 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 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 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 the relevant Student Advice Centre.**

### **Glasnevin Campus**

Student Advice Centre, Henry Grattan Building

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

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

**Tel:** 700 9018

## 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 in **Engage**, the Student Engagement Award <https://www.dcu.ie/students/engagement-award.shtml> .

Specialised Services include the following:

- Life Coaching & Pathways to Success Programme
- Discover DCU (Transitions to University programme)
- 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 (under development)
- [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](http://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](mailto:student.support@dcu.ie) / Tel: 700 7165**

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

#### 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 themselves 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**



|               |   |
|---------------|---|
| <b>Step 1</b> | 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.   |
| <b>Step 2</b> | If the student is very aggressive or threatening, seek help from Security (700 5999 on all campuses). Security will contact the Guards if required.   |
| <b>Step 3</b> | 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.  |
| <b>Step 4</b> | Once the student is safe, contact the Director of Student Support & Development to discuss future support, if appropriate.  |
| <b>Step 5</b> | If the situation is not life threatening, talk to the student and make the student aware of your concerns.  |
| <b>Step 6</b> | 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.  |
| <b>Step 7</b> | 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         | 700 9215                                  |
| Health Service                                   | 700 5143         | 700 9215                                  |
| Director of Student Support & Development        | 700 5164         | 700 9032                                  |
| Deputy Director of Student Support & Development | 700 6059         | 700 9032                                  |

## 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

| <b>Director of Student Support &amp; Development</b>        |                       |          |              |
|---|-----------------------|----------|--------------|
| Claire Bohan  | CG77                  | 700 5164 | Glasnevin    |
| <b>Deputy Director of Student Support &amp; Development</b> |                       |          |              |
| Annabella Stover  | C102                  | 700 9032 | St Patrick's |
| <b>Access Office</b>  |                       |          |              |
| Cathy McLoughlin  | CG74                  | 700 8814 | Glasnevin    |
| Jennifer Collins  | CG25                  | 700 8052 | Glasnevin    |
| Colette Keogh   | CG73                  | 700 8868 | Glasnevin    |
| Laurence Van der Haegan                                     | CG25                  | 700 6040 | Glasnevin    |
| Margaret Lamont   | A103                  | 700 9213 | St Patrick's |
| Inis Fitzprick  | CG72                  | 700 5530 | Glasnevin    |
| <b>Autism-Friendly Coordinator:</b>                         |                       |          |              |
| Fiona Earley  | CG71                  | 700 6395 | Glasnevin    |
| <b>Widening Participation Office</b>                        |                       |          |              |
| Karina Curley   | AG00                  | 700 5336 | Glasnevin    |
| <b>Careers</b>  |                       |          |              |
| Yvonne McLoughlin   | CG27                  | 700 6282 | Glasnevin    |
| Siobhan Murphy  | CG26b                 | 700 8547 | Glasnevin    |
| Miriam Jones  | CG26                  | 700 2129 | Glasnevin    |
| Sandra Gibney   | CG75                  | 700 5162 | Glasnevin    |
| Elaine Daly   | C104                  | 700 9082 | St Patrick's |
| Sharon Burke  | CG26                  | 700 7036 | Glasnevin    |
| Marie Calnan  | CG26                  | 700 5163 | Glasnevin    |
| <b>Counselling &amp; Personal Development Service</b>       |                       |          |              |
| Helena Ahern  | CG32                  | 700 5161 | Glasnevin    |
| Ruan Kennedy  | CG33                  | 700 8417 | Glasnevin    |
| Amy Collins   | Student Advice Centre | 700 5165 | Glasnevin    |
| Aida Keane  | A107                  | 700 9218 | St Patrick's |
| Barrie McEntee  | CG34b                 | 700 5165 | Glasnevin    |

|   |                       |                     |              |
|---|-----------------------|---------------------|--------------|
| Catherine Glennon                                 | A104                  | 700 9215            | St Patrick's |
| <b>Disability &amp; Learning Support Service</b>  |                       |                     |              |
| Anne O'Connor                                     | CG28                  | 700 5130            | Glasnevin    |
| Barbara Gaynor                                    | CG28                  | 700 5927            | Glasnevin    |
| Carol Ellis                                       | CG28                  | 700 5208            | Glasnevin    |
| Carmel Carroll                                    | A102                  | 700 9212            | St Patrick's |
| Susan Madigan                                     | CG28                  | 700 6464            | Glasnevin    |
| Euan Kelly  | CG28                  | 700 6464            | Glasnevin    |
| <b>Financial Assistance</b>                       |                       |                     |              |
| Celine Geraghty                                   | CG78                  | 700 6055            | Glasnevin    |
| <b>Health Service</b>                             |                       |                     |              |
| Paula Harrison                                    | CG13                  | 700 5143            | Glasnevin    |
| Jessie Byrne                                      | CG13                  | 700 5413 / 700 5766 | Glasnevin    |
| Michelle McCartan                                 | CG13                  | 700 8249            | Glasnevin    |
| Catherine Glennon                                 | A104                  | 700 9215            | St Patrick's |
| Grainne Lambe                                     | A104                  | 700 9214            | St Patrick's |
| <b>Chaplaincy</b>                                 |                       |                     |              |
| Fr Seamus McEntee                                 | Inter Faith Centre    | 700 5268            | Glasnevin    |
| Breege Carolan                                    | Inter Faith Centre    | 700 5491            | Glasnevin    |
| Fr Paul Hampson                                   | A109                  | 700 9219            | St Patrick's |
| Ann Farrell                                       | C201                  | TBC                 | St Patrick's |
| Niall Anderson                                    | Inter Faith Centre    | 700 5269            | Glasnevin    |
| <b>INTRA</b>                                      |                       |                     |              |
| 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    |
| Rachel Murray                                     | CG29                  | 700 5514            | Glasnevin    |
| Lorna Galligan                                    | CG29                  | 700 5176            | Glasnevin    |
| <b>Student Advice Centre / SS&amp;D Enquiries</b> |                       |                     |              |
| 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    |
| Amy Collins                                       | Student Advice Centre | 700 5492            | Glasnevin    |

|                         |                       |          |              |
|-------------------------|-----------------------|----------|--------------|
| Nina Sherlock           | Student Advice Centre | 700 7165 | Glasnevin    |
| Brenda Walsh            | Student Advice Centre | 700 9018 | St Patrick's |
| <b>Student Learning</b> |                       |          |              |
| Alicia Menendez Tarrazo | AGOO                  | 700 6465 | Glasnevin    |
| Cillian Murphy          | A101                  | 700 9211 | St Patrick's |

## 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/index.shtml> (staff access only) 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](http://loop.dcu.ie)

Full overview of all services is located at <https://www.dcu.ie/students/index.shtml>

## POLICY, PROCEDURE AND PROTOCOL

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### 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 the 'Information for Staff' section [here](#).

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### 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 the [University Policies](#) pages.

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## 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.

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## RAPE OR SEXUAL 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](#).

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## NEW POLICIES

Other policies which have been introduced in recent years, which you may not be aware of, are:

- [Student Gender Identity and Gender Expression Policy](#)
- [Support for Pregnant Students Policy](#)
- [Sexual Misconduct Policy](#)

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