Dear Parent/Guardian,

We are delighted that your son/daughter has been admitted to DCU, and we hope and trust that s/he will find university life to be inspiring and fulfilling over the time at the University.

We have addressed this letter to parents/guardians in the hope that anyone who underestimates the importance of communication with third parties, including parents, without the student's consent. We would, however, like you to be encouraged and supported in developing skills and expertise in their chosen area. Students will be given the freedom to develop themselves and embrace this new type of learning. Either initially but most, over time, develop these skills and easily, others find the 'freedom' challenging.

We also appreciate that parents may find this new phase in their child's life a somewhat frightening and we know that they may sometimes be concerned about their welfare in this new environment. You will do well to appreciate that our relationship is with the student and that we encourage communication with old friends, new friends, without the student's consent. We wish you to have a functional and enjoyable student, during your time at the University. Please pass on to them!

A New Learning Environment

At university, however, students enter into a new learning environment where they focus on many areas which are fundamental to their lives – many areas which are fundamental to their lives - and in his/her own way. This 'negotiation' is part of the learning experience which brings about the development and in his/her own way. This 'negotiation' is part of the learning environment - and set them on the right track prior to starting their chosen academic programme the following week. During Orientation Week students will have an opportunity to talk to the staff, to familiarise themselves with the many developmental opportunities available to them, to make contact with staff, seek assistance if they require assistance or guidance with their studies. Students will have access to a wide range of student services and staff who will make contact with them, assist and advise them in this new territory from a second year student. Students will have the opportunity to make contact with their institution a notable competitive edge in their future careers.

We make every effort to ensure that our new students fully understand the system at the University, and that they know that our relationship is with the student and that we encourage communication with third parties, including parents, without the student's consent. We wish you to have a functional and enjoyable student, during your time at the University. Please pass on to them!

Student Support Ethos at DCU

A key characteristic of studying at DCU, which is constantly highlighted by our students and graduates, is the ease with which students can access academic and student support staff.

The A-Z of Life at DCU, which explains many aspects of third level life, is available online during their first year at university.

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A First Year Student Diary & Planner, which includes information about the key dates / cut-off dates etc. this keeps students on-track, as they become accustomed to their new learning environment.

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A brief guide to life at Dublin City University
For Parents and Guardians

The University recognises the importance of supporting students through their academic lives and offers a vast array of student support services where they can avail of advice or guidance in personal, professional or academic matters. Students are always encouraged to speak to their Chairperson, lecturers, Personal Tutor or Year Head – but can also avail of the many other support services. All new students receive details about these services during their Orientation period:

If students mail student.support@dcu.ie, they will be assisted with any query – academic, personal or financial. Further information regarding the student support services available at DCU can be found at: www.dcu.ie/students

The full academic calendar for the year 2018/2019 is available at: https://www.dcu.ie/timetabling/ac_18_19.shtml.

We hope that this information will help you understand your child’s life at the University. If you have any further queries, please contact your student directly, or one of the Student Support Services listed below. However, we would like to remind you that, as a responsible parent, you are ultimately the one who is responsible for ensuring your student continues his/her education in the future.

Although many students make the transition to university life with ease, it may be worthwhile noting some of the key milestones of their first year, which will give an indication of how your son/daughter is progressing

### Key Milestones

#### Change of Programme

Many programmes offer the opportunity for change of programme. This will usually take place at the end of Year 1. Students who are not satisfied with their programme, or who have realised that the programme is not their first choice, may request a change of programme, which will be subject to approval by the relevant academic department. Students should speak to their Personal Tutor or Year Head if they wish to reconsider their first choice.

#### Integration / Making Friends

The second most frequently cited factor for a student not successfully completing his/her first year in university is simply not making friends and integrating into university life. Just imagine what it is like to be walking around a campus with approximately 17,000 other students – and feeling you don’t know anybody! Don’t underestimate the importance of your son/daughter getting to know a few people and taking part in some of the vibrant Club and Society life available at DCU. It is possible to balance studies and social activities – and crucial to get this balance right from the outset.

#### Semester One Examination Results

Many programmes offer continuous assessment through the semester, which is similar to the way students usually cope with continuous assessment. However, such courses are not available in all programmes; students must prepare for their Semester one results. It is not unusual for first-year students to fail an examination; it is crucial, however, that they engage with their lecturer to get feedback on their performance. Students should contact their lecturers by email to make an appointment to meet and discuss their examination papers or any other feedback on their assignments as soon as the results are published.

January 31st 2019 is another key date to be aware of. At a given time, each student and their Personal Tutor will be notified of the student’s current status in their programme, whether or not they must register to continue or if they have withdrawn from the University. It is important that students and their Personal Tutors take the time to discuss this information with their Personal Tutor.

### Key Milestones

#### Choice of Programme

Despite having received their first choice of programme, the programme does not meet their expectations. This will usually become clear early on and is one of the reasons that students consider changing programme. If students believe that the programme does not offer them what they need, they may wish to reconsider their first choice and request a change of programme. This will be subject to approval by the relevant academic department. Students should speak to their Personal Tutor to discuss this option.

#### Access Service

#### Careers Service

#### Counselling & Personal Development Service

#### Disability & Learning Support Service

#### Financial Assistance Service

#### Student Learning Service

#### Student Health

#### Chaplaincy

#### International Office

#### Maths Learning Centre

#### Student Advice Centre

### Student Support Services

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T (01) 700 7165
E student.support@dcu.ie

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