6 THE LIBRARY

Function
The function of the library is to understand and meet the information needs of the UCD academic community and to support the teaching, learning and research activities of the University. It does this by

- consulting with the academic community and with library users in a variety of ways (library committees, surveys, liaison librarians) in order to be well-informed of University developments and needs
- developing and maintaining print and electronic collections that support the teaching curriculum and research activities of the University
- providing a lending service to the University community from appropriate collections within UCD library and from other library collections when requested
- providing quality study space
- instructing library users on how to access and use information
- providing reference and enquiry services
- providing access to information technology and photocopying services
- keeping library users informed of new and existing services through print and web-based media

Structure
See organisational chart below. The library is implementing a new structure. Shaded boxes indicate areas still in progress.

Services provided

Admission
Admission to the library is on production of a current UCD identity card. The library operates an external readers’ scheme, which allows admission to the library on payment of a £25/€30 fee. Graduates who are members of the UCD Alumni Association are also entitled to admission. Access to external readers is not permitted during the months of April and May.

The library also offers an external borrowers scheme, which allows access and borrowing facilities. Those eligible are graduates of the University, individuals with a genuine scholarly need and researchers from the professions and business.

Catalogue
The catalogue documents the holdings of the library and is the means of finding and locating publications, reports, theses and other material. Online access to the catalogue is available from many locations in the library, from any workstation on the campus network and on the Internet. The catalogue indicates the location of the material, whether it is available for borrowing and what lending conditions apply. Registered borrowers may check the status of their borrowings online and may reserve material.
SLA = Senior Library Assistant
LA = Library Assistant
ILL = Inter-Library Loans
Circ = Circulation
Bib Serv = Bibliographic Services
BibRec = Bibliographic Records
Holdings
The library’s holdings consist of approximately one million volumes, with substantial collections of microforms and smaller collections in other print and non-print formats. Almost eighty per cent of stock is on open access. Approximately 15,000 purchased monographs and 2,500 donations or legal deposit items are added to stock each year. About 5,500 current periodical titles are taken.

The library has a small but significant holding of some 30,000 early printed books and special collections, housed in a separate area with independent environmental control. The library is a European Documentation Centre and a national depository for United States government publications (now mainly in microform); it is also a legal deposit library for Republic of Ireland publications.

Apart from the general reference collection, the short loans collection, special collections and the closed access store, the open-access stock in the main library is arranged in four broad categories – humanities, social sciences, law and official publications, and pure and applied sciences. In each category there are separate sequences of books, periodicals, reference works, bibliographies and current periodicals. Some 50,000 volumes of older or uncatalogued stock, unprocessed donations, and similar material are held in a separate store for integration into stock, or disposal.

Access to a substantial number of bibliographic and full-text databases in electronic format is provided via the campus network or at standalone workstations.

Library locations
The University library consists of the main library at Belfield and four branch libraries. The general subject areas covered by the main library and four branch libraries are:

<table>
<thead>
<tr>
<th>Branches</th>
<th>Main Library</th>
<th>Earlsfort Terrace Library</th>
<th>Richview Library</th>
<th>Veterinary College Library</th>
<th>Blackrock Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subjects</td>
<td>Arts Humanities, Social Science, Commerce, Law, Pure and Applied Sciences, Special Collections</td>
<td>Medicine, Civil Engineering, Agriculture and Food Engineering, Nursing Studies</td>
<td>Architecture and Planning, Environmental Studies</td>
<td>Veterinary Medicine</td>
<td>Economics, Management, Taxation, Accounting, Banking and Marketing (all at postgraduate level) and Drama Studies</td>
</tr>
</tbody>
</table>
Main Library, Belfield
The Main Library supports the teaching, learning and research needs of the Faculty of Agriculture, the Faculty of Arts, Philosophy and Sociology and Celtic Studies, the Faculty of Commerce, the Faculty of Law and the Faculty of Science. It also supports some of the academic departments in the Faculty of Engineering and Architecture.

The Main Library is located on four levels of the Library Building on the Belfield campus. It is the administrative centre of the library network, accommodating the central services and eighty-five per cent of the stock, occupying 13,000m² of a total allocation of 15,000m², and comprising 2,800 reading places.

Opening hours
Opening hours vary in term time, pre-examination time and vacation, please consult http://www.ucd.ie/~library/
Current term-time opening hours are:

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday-Friday</td>
<td>8.30am – 10pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>9.00am – 5pm</td>
</tr>
</tbody>
</table>

Specific collections in the Main Library

Development Studies Library, Level 2
The Development Studies Library is located on Level 2 of the Main Library and was set up in 1986 with support from the Department of Foreign Affairs. It holds books, reports and journals on the developing world and on issues such as agriculture, aid, economics, environment, human rights, history, politics, rural and urban development. The library has a database of the holdings and it will shortly be available on the Internet. The library is open to the public, on request, and users should contact 01-7167560 for information on using the service.

Development Studies Library opening hours (term-time):

<table>
<thead>
<tr>
<th>Day</th>
<th>Term Time</th>
<th>Staff availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>8.30am - 10pm</td>
<td>9.30am - 3pm</td>
</tr>
<tr>
<td>Tuesday-Thursday*</td>
<td>8.30am - 10pm</td>
<td>9.30am - 1pm</td>
</tr>
<tr>
<td>Friday</td>
<td>8.30am -10pm</td>
<td>09.30am - 1pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>Closed</td>
<td></td>
</tr>
<tr>
<td>Sunday</td>
<td>Closed</td>
<td></td>
</tr>
</tbody>
</table>

*The centre is staffed on the second and fourth Thursday in the month until 6.30pm. This applies for the period November to April.

Special Collections, Level 1
Special Collections houses old and rare books, pamphlets and periodicals, some modern collections and manuscripts. It is a closed access section of the library and has its own reading room. Manuscripts may only be consulted for research purposes and by prior appointment.
Medieval Studies Library, Level 3
This collection is made up of almost 3,500 items and covers a wide range of topics of medieval interest. The library consists of the collections of Fr T.P. (Tom) Dunning, former Professor Of Old and Middle English at UCD; his brother, Fr Patrick J Dunning; Denis Bethell, former lecturer in Medieval History in UCD; and the collection of the philosopher Fr M.B. (Bertie) Crowe, former lecturer in the Department of Ethics and Politics in UCD. For further information contact Mairin.Cassidy@ucd.ie.

Law and Official Publications, Level 2
This section holds law books, reports and journals. It also holds Irish government publications and is a national depository for United States government publications, mainly in microform. The library is also a European Documentation Centre. It provides access to electronic law resources and has a fully staffed information service during core library opening hours.

Music Collection, Level 2
This collection includes music books and scores, reference material, encyclopaedias and bibliographies, journals and periodicals and sound recordings. Sound recordings, records, cassettes and CDs are available for loan at the issue desk.

Newspapers
Current issues of newspapers are displayed on open access for one week. Back issues are held in store for three months. The Irish Times (1859 to date) and the Freeman’s Journal (1763-1924) are available in the microform area. A small number of Irish and British newspapers is available online.

Reserve Collection
The Reserve Collection is a small collection of items in very high demand, all listed in the Catalogue. All items are issued for library use only.

Short Loan Collection, Level 1
This collection contains the materials most heavily used by undergraduates. It includes textbooks, government publications and periodicals. Because of the heavy demand for items, fines are charged on overdue items. Failure to return loans or pay fines will result in the suspension of borrowing facilities.

Photocopy Collection, Level 1
Photocopies on reading lists are housed in the short loan collection and are listed in the Catalogue.

Earlsfort Terrace Library, Earlsfort Terrace, Dublin 2.

The Earlsfort Terrace Library serves the Faculty of Medicine and its associated teaching hospitals, as well as the Department of Civil Engineering and the Department of Agriculture and Food Engineering.
## Architecture and Planning Library, Richview, Clonskeagh Road, Dublin 14

The Architecture and Planning Library supports the teaching, learning and research needs of the School of Architecture. The subject areas covered include architecture, landscape architecture, construction, interior design, conservation, planning, housing, urban studies, sociology and environmental studies. There is also a product and trade literature library, a slides and video collection and the main UCD map collection. The library holds Ordnance Survey maps in difference formats and editions, both current and historical and acts as an agent for Ordnance Survey Ireland (OSI). Maps are available for educational purposes only and portions may be copied within copyright restrictions.

The Architecture and Planning Library manages ARCHINFO, a fee-based architectural information service available to architectural practices, surveyors and planners throughout Ireland. This is the only service of its kind in the country. (Further information on this service is available at www.archinfo-richview.com)

## Opening hours

<table>
<thead>
<tr>
<th>Opening hours</th>
<th>Term</th>
<th>Issue desk</th>
<th>Summer vacation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, Tuesday, Friday</td>
<td>9.30am – 9.45pm</td>
<td>9.30am – 9.30pm</td>
<td>9.30am – 5pm</td>
</tr>
<tr>
<td>Wednesday and Thursday</td>
<td>9.30am – 9.45pm</td>
<td>9.30am – 9.30pm</td>
<td>9.30am – 9pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>9.30am – 1pm</td>
<td>9.30am – 12.30pm</td>
<td>9.30am – 1pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>Closed</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Veterinary Medicine Library, Faculty Building, Faculty of Veterinary Medicine, Ballsbridge, Dublin 4.

The Veterinary Medicine Library supports the teaching, learning and research needs of the Faculty of Veterinary Medicine. The subject areas covered by the library include veterinary science and related disciplines. The library is the only veterinary medicine library in the country and holds a comprehensive collection of books, periodicals, electronic resources and audio-visual materials. It has a large collection of veterinary videos that can be consulted in the library. Members of the veterinary profession may use the library and there is a small collection of videos specifically for loan to registered external readers.

<table>
<thead>
<tr>
<th>Day</th>
<th>Term time</th>
<th>Summer vacation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday-Thursday</td>
<td>9.30am - 9pm</td>
<td>9.30am - 5.30pm</td>
</tr>
<tr>
<td>Friday</td>
<td>9.30am - 6.30pm</td>
<td>9.30am – 5.30pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>9.30am – 1pm</td>
<td>Closed</td>
</tr>
<tr>
<td>Sunday</td>
<td>Closed</td>
<td></td>
</tr>
</tbody>
</table>
Opening hours

<table>
<thead>
<tr>
<th>Day</th>
<th>Term</th>
<th>Summer vacation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday</td>
<td>9.30am - 9.30pm</td>
<td>9.30am - 1pm</td>
</tr>
<tr>
<td></td>
<td>2pm – 5.30pm</td>
<td>2pm – 5.30pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>9.30am – 12.30pm</td>
<td>Closed</td>
</tr>
<tr>
<td>Sunday</td>
<td>Closed</td>
<td></td>
</tr>
</tbody>
</table>

Blackrock Library and Business Information Centre, Michael Smurfit Graduate School of Business, Blackrock.

The Library and Business Information Centre supports the teaching, learning and research needs of the Michael Smurfit Graduate School of Business. The subject areas covered by the centre are Economics, Banking, Taxation, Management, Accounting, Marketing and Drama Studies. The collections comprise over 12,000 items. There is a small collection of approximately 1000 theatre and drama items. Some 3000 theses are currently held in the library and are available for lending to postgraduate students and staff.

Other collections include c. 3,000 company reports from over 700 companies; a photocopy collection consisting of over 2,000 key articles, careers and appointments material, working papers and electronic resources. The library has a substantial number of subscriptions to electronic resources and provides access to its electronic collections both on and off campus.

Other services of the library

- The library is a European Documentation Centre and a national depository for United States government publications, mainly in microform
- Under the legal deposit provisions of the 1963 Copyright Act, the library is entitled to receive, free of charge, a copy of the first edition of all books, and a copy of every issue of all periodicals published in the Republic of Ireland
- The library provides access to a substantial number of bibliographic and full-text databases in electronic format via the campus network or at standalone workstations
- The library is a member of Talis Information Ltd., and uses its library management software and database services
- The library is an active participant in a number of co-operative projects and initiatives with other libraries
  - IRIS (a virtual union catalogue of all seven Irish university libraries);
  - ALCID (a reciprocal access scheme for academic staff and postgraduate research students in the Dublin area);
  - ANLTC (the Academic and National library Training Co-operative)
  - Several purchasing consortia

The library was a participant in a number of research projects funded through the European Commission's third and fourth FRAMEWORK Programmes. It is an institutional member of SCONUL, CONUL, IATUL and IFLA.
A charge, currently €2.54, is made for interlibrary loans and document supply requests. Copying facilities are provided on a self-service basis in the library and in other University buildings by the University printing and copying service (Copi-print). Periodicals, reference materials, official publications, theses, and special collections materials are not available for loan.

**Information available**

Full details of external reader and external borrower services are available on the library’s Website: [http://www.ucd.ie/~library](http://www.ucd.ie/~library)

**Library Regulations**

**Student Handbook**

**Newsletter "library@ucd"** (for academic staff and postgraduate students)

**Records held**

Staff: appointment; post; annual/sick leave; time sheets; records of staff training

Financial: annual budgets, estimates, correspondence; purchase orders; invoices issued and received; bank statements; petty cash; general accounts; general correspondence

Legal: contracts for services; commercial contracts

Health and safety: development of safety statements; safety records; accident reports

Committee records: UCD Committees

Documentation relating to all administrative functions of the library

**Contact details**

Main Library, Belfield
Tel: +353-1-716 7512
Fax: +353-1-283 7667
E-mail: library@ucd.ie

Earlsfort Terrace Library
Tel: +353-1-716 7471
Fax: +353-1-475 4568

Architecture Library, Richview, Clonskeagh
Tel: +353-1-716 2741
Fax: +353-1-283 0329
E-mail: richview.library@ucd.ie

Veterinary Medicine Library, Ballsbridge
Tel: +353-1-68 7988 ext. 2671
Fax: +353-1-68 9732

Business Information Centre, Blackrock
Tel: +353-1-716 8069
Fax: +353-1-716 8011
E-mail: library.blackrock@ucd.ie

Website: [http://www.ucd.ie/~library](http://www.ucd.ie/~library)
6.1 AUDIO-VISUAL CENTRE

Function
The AVC provides advice and expertise in the strategic development of telematics educational technology within the University. The AVC has wide ranging experience in the development, adaptation and production of teaching and learning materials for both traditional and virtual learning environments. The AVC plays a key role in e-learning and is the National Centre for Media Production in Ireland.

AVC Mission Statement:
The role of the AVC is to promote and develop the use of educational media and technology in furthering the University’s mission. The AVC adopts a leading role in integrating the developments in educational technology within the University in a cost-effective and pedagogically sound manner. The AVC also plays a pivotal role in the development of virtual learning environments, e-learning and life long learning, driven by the ideals of universal access in the context of the knowledge society.

Structure
Director: Ms. Helen Guerin
Staff consists of the Director, the senior management team and approximately twelve educational technologists working in multimedia development and production.

Services provided
The primary function of the AVC is the application of educational media and technology in support of teaching, learning and research in the University. In fulfilling this function the AVC engages in the following activities.

Advisory Service
The AVC provides a specialist advisory service on technical and pedagogical issues, relating to educational media and technology, to academic staff and departments.

Educational Technology Courses
The AVC runs a range of information and communication technology (ICT) courses specifically designed for academic staff and supports the integration of ICT into curricula while maintaining the integrity of the learning environment.

Media Production
The provision of quality production services such as computer graphics, audio, video, photography, web design, poster design and printing, etc.

Technical Facilities
The provision of technical facilities in the form of video conferencing, the interactive classroom, the virtual classroom, photographic darkrooms and studio.
Technological Development
Where additional funding opportunities permit, the development of educational services, open distance learning courses and multimedia software, in association with academic departments and centres.

Research and Dissemination of Findings
The research, development and demonstration of pedagogical methods and market opportunities related to the use of educational technology, audio visual media and the information and communication infrastructures.

Information available
Website
Audio-Visual Centre information leaflet

Records held
Records relating to all administrative functions

Contact details
Audio Visual Centre, 2nd Floor, Library Building, Belfield.
Tel: +353-1-716 7020
Fax: +353-1-283 0060
E-mail: avc@ucd.ie
Website: http://avc.ucd.ie
7 ADMINISTRATION AND SUPPORT SERVICES

7.1 PRESIDENT

7.1.1 PRESIDENT’S OFFICE

Function
The function of the office is to provide executive administrative support for the President in the discharge of official duties. It co-ordinates the President’s activities and provides a secretariat to the President. It also provides administrative and secretarial support to the Governing Authority.

Structure

| Assistant to President  
<table>
<thead>
<tr>
<th>Ronnie Hayes</th>
</tr>
</thead>
</table>
| Administrative Officer  
| Grade II |
| Senior Executive Assistant |
| Executive Assistant  
| (reports also to Conferring Unit Manager) |

Services provided

- administrative and secretarial assistance to the President
- administrative and secretarial assistance to Governing Authority, Finance, Buildings and Audit committees and to ad hoc committees/working groups appointed by the President
- administration of elections by staff of the University to the Governing Authority
- promulgation of University policies

Records held
Minutes of the Governing Authority; President’s correspondence with outside agencies, including National University of Ireland and constituent universities, Conference of Heads of Irish Universities, Higher Education Authority, Government Departments; President’s correspondence with internal bodies, staff and students; database of Heads/Acting Heads of department; database of statutory posts; Statutes 1 - 175 of University College Dublin; Reports of the President 1909/10 – 1999/2000; UCD Calendars 1910/11 – 1990/91, and 1998/99 – 2000/01.

Contact details
President’s Office, Michael Tierney Building, Belfield.
Tel: +353-1-716 1666
Fax: +353-1-716 1170
E-mail: President@ucd.ie
7.1.1.1 Conferring Unit

Function
The function of the unit is to manage the conferring function of the President’s Office.

Structure

<table>
<thead>
<tr>
<th>Assistant to President</th>
<th>Conferring Unit Manager</th>
<th>Executive Assistant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ronnie Hayes</td>
<td>Imelda Delap</td>
<td>(reports also to Assistant to the President)</td>
</tr>
</tbody>
</table>

Services provided

- publication of annual schedule of conferring ceremonies
- organisation and management of ceremonies for conferring of degrees
- organisation and management of conferring of diplomas in absentia
- organisation and management of ceremonies for the award of honorary degrees
- organisation and management of Entrance Scholars Day and of College Awards Day
- distribution of testimoniums to persons on whom degrees/diplomas are conferred in absentia

Information available
Student Information Handbook

Records held
Lists of persons on whom degrees/diplomas were conferred in the period 1982 – 2001; general administrative correspondence relating to the conferring function.

Contact details
President’s Office, Michael Tierney Building, Belfield.
Tel: +353-1-716 1667
Fax: +353-1-716 1170
E-mail: President@ucd.ie

7.1.2 ALUMNI DEVELOPMENT OFFICE

Function
The Alumni Development Office plays a central role in articulating the University’s strategic development. It is responsible for securing funding from non-governmental sources to support the advancement of the University. The Alumni Development Office is also responsible for the University’s alumni relations function, and for facilitating and promoting continued communication after graduation between the University and its alumni.
Structure

<table>
<thead>
<tr>
<th>Director of Development</th>
<th>Alumni Officer</th>
<th>Operations Manager</th>
<th>Alumni Relations Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pádraig Conway</td>
<td>Elizabeth Duffy</td>
<td>Elizabeth Duffy</td>
<td>Vacant</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Financial and Information Manager</td>
<td>Dervla Flynn</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Executive Assistant</td>
<td></td>
</tr>
</tbody>
</table>

Services provided

Development Office
- administers the fundraising function within the University
- provides administrative support to the Newman Scholarship Programme
- organises all event management relating to the Newman Scholarship Programme

Alumni Office
- provides, operates and maintains the University's alumni relations function
- implements the University's alumni relations programmes in consultation with the wider University community
- administers and maintains a database of graduates
- processes alumni enquiries
- promotes alumni social events, such as class reunions and an annual homecoming reception
- produces and distributes the alumni magazine *UCD Connections*
- manages affinity marketing endeavours

Alumni Association
The Alumni Development Office manages the Alumni Association. Eligibility for membership requires the completion of at least one year of study at UCD at undergraduate or postgraduate level. University staff, current and retired, are also eligible. There is no charge for overseas membership. The membership year runs from 1 October to 30 September. The association

- facilitates interaction between the University and its alumni
- provides a communication network for members
- operates overseas chapters, as well as regional and Faculty associations (members who are graduates of engineering and medicine are automatically members of the Engineering Graduates Association and Medical Graduates Association respectively)
- distributes *UCD Connections* to all members
- operates a 'Find a Friend' facility

Information available
Information leaflets:
UCD Alumni Association-your link with the college, overseas Alumni members application;
UCD Alumni Association-your link with the college, overseas Alumni membership form;
UCD Medical Graduates Association, members application;
UCD Engineering Graduates Association, members application.

Records held
Alumni database containing biographical details of each graduate and the membership details of those who join the Alumni Association. Its purpose is to support membership drives, provide membership details and to facilitate the mailing of UCD Connections; financial records; documentation relating to all administrative functions.

Contact details
Alumni Development Office, Michael Tierney Building, Belfield.
Tel: 353-1-716 1447
Fax: 353-1-716 1160
E-mail: alumni@ucd.ie
Website: www.ucd.ie/~alumni

7.1.3 DIRECTOR OF CORPORATE PLANNING

Function
The function of the office is to facilitate the introduction and development of strategic planning processes within the University. The Director of Corporate Planning assists the President as directed, primarily through committee roles as the President’s nominee and project specific tasks. The project roles are

- Facilitator – Strategic Development Plan Task Forces
- PRTLI Facilitator with specific responsibilities for matters pertaining to resources
- Member of Resource Allocation Framework review group
- Facilitator to individual academics and departments for the making of funding submissions

Structure
Director of Corporate Planning: Mr Jeff Weinberger

Services provided

- provides an interface with University Faculties and support units, and assists them in setting and achieving strategic objectives consistent with academic priorities
- integrates the strategic planning process with the budgetary and resource allocation procedures of the University
- assists in identifying and assessing the resources dimension of proposed academic initiatives, new courses in particular
Records held
Draft impact statements (resources for New Course Approval Committee); source copies of PRTL1 documents.

Contact details
Director of Corporate Planning, Michael Tierney Building, Belfield.
Tel: +353-1-716 1705
Fax: +353-1-716 1160
E-mail: Jeff.Weinberger@ucd.ie

7.1.4 EXAMINATION APPEALS OFFICE

Function
The function of the office is to process requests for rechecking examination results and for appeals against examination results.

Structure
The office is headed by the Examination Appeals Officer, Mr Patrick J. O’Flynn, supported by an assistant, Ms Rachel Hickey.

Services provided
- Administering requests, within sixty days of the date the result was posted from the Examinations Office, to check that all marks awarded were included in the final result
- Administering appeals of examination results, submitted on the forms provided for the purpose, within sixty days of the date the result was posted from the Examinations Office
- The Examination Appeals Committee consider the appeal on the grounds of
  - a claim of substantive irregularity in the conduct of the examination
  - a claim that there were circumstances of which the Examinations Board was not aware when making a decision in relation to the result of the student’s examination
  - a claim, on stated grounds, that the mark awarded was incorrect
- The Examination Appeals Committee considers each appeal on the ground on which it is based and assists it in coming to a decision. It may consult the intern examiner(s) and the extern examiner(s) or other appropriate persons. The appeal is decided, where necessary, by a simple majority vote, the chair having a casting and a deliberative vote.

Information available
Student Information Handbook
Website
7.1.5 INTERNAL AUDIT

Function
The Internal Audit function is to measure and evaluate the effectiveness of internal controls and to provide the University management with analyses and recommendations concerning the assessments carried out. Internal controls include the whole system of controls, financial and otherwise, established in order to provide reasonable assurance of effective, reliable and efficient operations; the safeguarding of assets against unauthorised use; the maintenance of proper accounting records and the reliability and integrity of financial information used within the University or for publication; compliance with laws, regulations, Government guidelines and EU regulations.

The Internal Audit work programme is agreed with the Audit Committee and its reports are discussed with the Audit Committee before they are issued. The Internal Audit function derives authority from the Audit Committee. This includes the authority to carry out such audit work and make such enquiries and investigations as it considers necessary to achieve its objectives. It does not have any management responsibility or authority for the functions or activities it reviews.

Structure
The Internal Auditor, Mr. Justin McCarthy, reports structurally to the Audit Committee and operationally to the President.

Services provided
The work of the office includes internal control reviews, management audits, and special investigations of the University and its activities. All of the University’s activities, funded from whatever source, fall within the remit of the Internal Audit function. This includes all activities associated with the University and not just those funded by the Higher Education Authority. They are

Records held
Minutes of the Examination Appeals Committee; a file on each appellant, which contains all correspondence pertaining to the appeal and the relevant minute.

Contact details
Mr. Patrick J. O’Flynn, Examination Appeals Officer, Room 118, Engineering Building, Belfield.
Tel: +353-1-716 1823
Fax: +353-1-716 1177
E-Mail: Patrick.Oflynn@ucd.ie

Rachel Hickey, Assistant to Appeals Officer, Room 130B, Engineering Building, Belfield.
Tel: +353-1-716 1823
Fax: +353-1-716 1841
E-Mail: Rachel.Hickey@ucd.ie
Website: www.ucd.ie/~exams
Freedom of Information Act, 1997
Section 15 Reference Manual

- reviewing and appraising the soundness, adequacy, and application of accounting, administrative and other operating controls, and promoting effective control at a reasonable cost
- determining compliance with established policies, plans, and procedures and in their absence recommending such policies, plans, and procedures as may be necessary
- determining the reliability of management information
- recommending operating improvements
- carrying out special investigations

Internal Audit has discharged its responsibility when it has made a full report of the significant actual or potential weakness or problem, together with management’s response, to the Audit Committee. It is the responsibility of University management to implement the recommendations made by Internal Audit.

**Records held**
Internal audit reports; Audit Committee agendas; minutes and supporting documentation.

**Contact details**
Internal Audit, Michael Tierney Building, Belfield.
Tel: +353-1-716 1090
Fax: +353-1-716 1170
E-mail: Justin.McCarthy@ucd.ie

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### 7.1.6 OFFICE OF PUBLIC AFFAIRS

**Function**
The Office of Public Affairs has responsibility for the circulation of information within the University. It also acts as the press office for the University to disseminate information to the media, government, industry and the public at large.

**Structure**
The Office has three operational units: the Office of Public Affairs, the Publications Office and the Web Unit, each under the Director of Public Affairs.

<table>
<thead>
<tr>
<th>Director of Public Affairs</th>
<th>Office of Public Affairs</th>
<th>Publications Office</th>
<th>Web Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tony Scott</td>
<td>Information Officer</td>
<td>Publications Officer</td>
<td>Web Editor</td>
</tr>
<tr>
<td></td>
<td>Ruth Gallagher</td>
<td>Pauline Forster</td>
<td>Peter McKiernan</td>
</tr>
<tr>
<td>Executive Assistant</td>
<td>Executive Assistant</td>
<td>Web Developer</td>
<td>Brian Murphy</td>
</tr>
<tr>
<td>Maria Bourke</td>
<td>Vacant</td>
<td>Executive Assistant</td>
<td>Rachel Hickey</td>
</tr>
</tbody>
</table>

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Services provided

The office publishes

- *The Information Bulletin*, a fortnightly publication, containing information about internal job vacancies, scholarships, seminars and social events, as well as personal notices. Past and current issues of the Information Bulletin are available on the UCD website at www.ucd.ie/bulletin.htm. The Information Bulletin is produced by the Information Officer.

- *UCD News*, an in-house magazine, published nine times a year. *UCD News* is also circulated outside the University - to the media and to the corporate and educational sectors. *UCD News* is compiled by the staff of the Office of Public Affairs.

Records held

General administrative records pertaining to the functions of the office; press releases issued by the office; past copies of the *Information Bulletin* and *UCD News*.

Contact details

Public Affairs Office, Michael Tierney Building, Belfield.
Tel: 353-1-716 1679 or 1681
Fax: 353-1-269 8366
E-mail: Public.Affairs@ucd.ie; UCD.News@ucd.ie

7.1.6.1 Publications Office

Function

The office is responsible for the compilation, design, printing and distribution of University publications.

Services provided

Production of President's Report, Parts 1 and 2; UCD Undergraduate Prospectus; Staff Lists booklet: Student Awards booklet; Student Information Handbook; Fees and Registration leaflets; Information Leaflet for Applicants to Undergraduate Degree Courses; UCD Internal Desk Diary and Telephone Directory; UCD Christmas cards, bookmarks, etc.

Records held

General administrative correspondence relating to the functions of the office; entries from staff/departments for insertion in publications; past copies of publications.

Contact details

Publications Office, Michael Tierney Building, Belfield.
Tel: 353-1-716 1582
Fax: 353-1-269 8366
E-mail: Pauline.Forster@ucd.ie
7.1.6.2 Web Unit

Function
The overall purpose of the Web Unit is to manage and support web publishing at UCD. This includes the areas of policy development, content management and site presentation/design. The Unit also has significant input into web technology development. While the Unit supports all Information Providers at UCD, the responsibility for published content lies with each Information Provider. The Unit also manages Unitel, the University’s internal electronic news/notice board sited on a series of overhead screens located throughout the campus.

Services provided
- development, design and updating of the "top-level" UCD web site
- a web advisory service to Faculties, Departments, clubs and societies, covering all aspects of web publishing
- co-ordination of all web publishing under the www.ucd.ie domain
- marketing and promotion of UCD’s website
- updating of the Unitel system
- administration and registration of all web publishing accounts, including account renewals

Information available
UCD WWW Outline Planning Document; UCD Electronic Communications Document; archive of UCD News in electronic format.

Records held
UCD WWW Committee Minutes; database of all Web Information Providers; Staff Information Provider (Web Account Holder) registration forms; Staff Information Provider (Web Account Holder) renewal forms; Student Information Provider (Web Account Holder) registration forms; Student Information Provider (Web Account Holder) renewal forms; general administrative files relating to the functions of the Unit.

Contact details
Web Unit, Daedalus Building, Belfield.
Tel: 353-1-716 7835
Fax: 353-1-269 8366
E-mail: Web.Editor@ucd.ie
7.2  REGISTRAR

7.2.1.  REGISTRAR'S OFFICE

The functions of the Registrar’s Office cover three administrative areas: Academic Administration, Operations and Examinations.

7.2.1.1 Academic Administration

Function
The function of Academic Administration is to co-ordinate the activities of the Registrar and to provide administrative and secretarial support as required. The office implements and communicates the academic policies of the Academic Council and its committees as they relate to staff and students.

Structure

<table>
<thead>
<tr>
<th>Assistant to the Registrar (Academic Administration)</th>
<th>Geraldine O'Connor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Officer x 2</td>
<td></td>
</tr>
<tr>
<td>Senior Executive Assistant x 3*</td>
<td></td>
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<tr>
<td>Executive Assistant x 4</td>
<td></td>
</tr>
<tr>
<td>Contract staff x 1</td>
<td></td>
</tr>
</tbody>
</table>

*one Senior Executive Assistant, Ms Caroline Brady, acts as Personal Assistant to the Registrar

Services provided

- administrative and secretarial assistance to the Registrar and Deputy President
- administrative and secretarial assistance to: the Academic Council and its committees, the Council of Deans and the Committee of Deans and University Officers
- approval of new courses
- approval of new academic centres
- provision of student transcripts (content of programme and award)
- provision of certificates (attendance, proof of registration)
- Faculty recommendations, notices of grants and research, student recommendations
- management of the Course Register
- operational matters in relation to student discipline
- liaison with student support services, including student welfare services
- elections: Academic Council; election of graduates to the Governing Authority

Records held
Minutes and appendices of Academic Council meetings; decisions taken by the Academic Council; decisions taken by the Executive of the Academic Council; the Course Register; the Graduate Register; Registrar’s correspondence with internal bodies, staff and students; Registrar’s correspondence with outside agencies, such as the National University of
Ireland and the Higher Education Authority, and with other universities and institutes of education.

Contact details
Registrar’s Office, Michael Tierney Building, Belfield.
Tel: +353-1-716 1452
Fax: +353-1-716 1169
E-mail: Registrars.Office@ucd.ie

7.2.1.2 Operations

The Operations function within the Registrar’s Office is divided into two areas: the Admissions Office and the Registration/Records Office.

Admissions Office

Function
The function of the Admissions Office is to disseminate information about undergraduate courses to prospective students and to process applications for such courses from prospective students.

Structure

<table>
<thead>
<tr>
<th>Assistant to the Registrar (Operations)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paula Tarrant</td>
</tr>
<tr>
<td>Admissions Officer</td>
</tr>
<tr>
<td>Peter Shearer</td>
</tr>
<tr>
<td>Senior Executive Assistant x 2</td>
</tr>
<tr>
<td>Executive Assistant x 3</td>
</tr>
</tbody>
</table>

Services provided

- processing of applications for admission to undergraduate degree courses
- liaison with the Central Applications Office (CAO), through which the majority of standard applications to third level universities and colleges are processed
- processing of direct applications from ‘non-standard’ applicants, which include those transferring to UCD from other universities and colleges, those applying on the grounds of mature years, overseas applicants, applicants with a disability, those applying through the programme for disadvantaged students (the New Era Programme), applicants from other European Union countries and from Northern Ireland; the office also processes requests for a one-year deferral of a place from new entrants
- compilation of annual admissions statistics for all categories of applicant
- compilation of names of eligible candidates for entrance scholarships based on the points achieved in the Leaving Certificate examination
- revision and updating of application forms and other published information for applicants
Freedom of Information Act, 1997
Section 15 Reference Manual

- compilation of a ‘track record’ profile of non-standard categories to review the success or otherwise of such students so that necessary changes can be made in the admissions policy
- compilation of c.4,000 information packs for first year students, containing details of academic advisory meetings, social and orientation meetings, etc.

Information available
Faculty booklets; Undergraduate prospectus; booklets ‘Information for applicants to undergraduate courses’; ‘Application on grounds of mature years’; ‘Open Day’ information leaflet; ‘First Year’ information leaflet and a variety of single page course leaflets.

Records held
Electronic records:
Databases of all non-standard applications, which facilitates the production of lists for Faculties, communication with applicants, transmission of decisions to CAO and maintenance of a record of the progress of the application; database of enquiries; spreadsheets of statistics.

Paper records
Application forms (current and previous year and for registered students for 8 years); correspondence with prospective students (kept for one year unless they proceed to registration); files on registered students (if opened) are kept for 8 years; correspondence with Faculties; correspondence with the Central Applications Office.

Contact details
Admissions Office, Michael Tierney Building, Belfield.
Tel: +353-1-716 1425/1426/1602
Fax: +353-1-716 1070
E-mail: admissions@ucd.ie
Website: www.ucd.ie/~admiss

Registration/Records Office

Function
The function of the Registration/Records Office is to process the registration of all students, maintain accurate records, provide information to students and staff and produce accurate statistical information for the use of management, academic and administrative staff and appropriate outside agencies.

Structure

<table>
<thead>
<tr>
<th>Assistant to the Registrar (Operations)</th>
<th>Paula Tarrant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Officer</td>
<td>Senior Executive Assistant x 2</td>
</tr>
<tr>
<td>Mary Bradley</td>
<td>Executive Assistant x 3</td>
</tr>
</tbody>
</table>
Services provided

- processing of direct entries (non-CAO applicants)
- registration of all students
- maintenance of the student record system
- issuing of student cards
- supplying class lists and statistical information
- dealing with enquiries by telephone, e-mail, post and at the public counter

Hours of opening: Monday to Friday: 9.30 a.m. to 1.00 p.m. and 2.00 p.m. to 5.00 p.m. During term the office is also open on Tuesday and Thursday evenings from 5.00 p.m. to 6.30 p.m.

Information available

Booklet, *Information on Registration*, issued to students prior to registration.

Records held

Completed student record information forms; completed registration forms – from Session 1976/77; student record system (1977-1999); current student record system; correspondence with students, Faculties and Departments; correspondence with outside bodies; statistical reports; class lists.

Contact details

Registration/Records Office, Michael Tierney Building, Belfield.
Tel: +353-1-716 1479/1480/1481
Fax: +353-1-269 4409
E-mail: registration@ucd.ie

7.2.1.3 Examinations Office

Function

The administration of university examinations, traditional, semesterised and modularised, is managed centrally by the Examinations Office.

Structure

<table>
<thead>
<tr>
<th>Examinations Officer</th>
<th>Barbara McHenry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Officer x 4</td>
<td>Senior Executive Officer x 6</td>
</tr>
</tbody>
</table>

Services provided

The Examinations Office oversees the examination process. Its services are

- scheduling and timetabling of examinations
- organisation of examinations including venues, question papers and invigilators
- collation of examiners’ marks, grading of programmes and production of tables of results for consideration by the Board of Examiners
- despatching of results to students
- provision of examination judgements and examination transcripts
• processing Masters and PhD theses for examination
• maintenance of examination records
• collation and production of grading rules for examination - Marks and Standards
• processing nominations of intern and extern examiners
• co-ordinating with the access programme to facilitate examinations for candidates with special needs
• provision of an examination service for the Cambridge (First Certificate in English (FCE) Certificate in Advanced English (CAE) and Certificate of Proficiency in English (CPE))

Examinations are conducted in the following venues:
Royal Dublin Society, Simmons court
Carysfort, Blackrock (Sports Hall, Memorial Hall, Library Building)
Belfield (Sports Centre, John Henry Newman Building, Science Building, Richview and Agriculture Building)

Information available
Website; examination timetables, Marks and Standards, past examination papers (1998-1999, 1999-2000, 2001-2002), general information on submission of theses, Cambridge Examinations, examinations appeals, examination re-entry, examination regulations and procedures, etc.

Records held
Examination broadsheets (documents of official results); pass lists (as published); provisional pass lists (as published); medical certificates/incident reports; examination papers; mark sheets; examination re-entry forms; key sheets (lists of students sitting exams at a session); records relating to Cambridge examinations; records relating to Cambridge certificates; general correspondence files relating to the administrative work of the office.

Contact details
Examinations Office, Michael Tierney Building, Belfield.
Tel: +353-1-716 1222
Fax: +353-1-716 1198
E-mail: examinations@ucd.ie
Website: www.ucd.ie/~exams

7.2.2 SUPPORT SERVICES TO STUDENTS WITH A DISABILITY

Function
The function of the service, set up in 1988, is to administer the UCD access programme by assisting prospective students to access the courses and programmes offered by the University by

• co-ordinating the provision of services with offices and departments to ensure that the needs of students already registered who have a disability are provided for
• providing staff and student awareness on disability issues; and by developing disability related policies and practices within the University.

Mission Statement:
The UCD access programme for students with a disability is committed to providing an Equal Opportunities Learning Environment. The key objective of the access programme is to empower students with a disability to allow them full participation in university education, academically and socially.

Structure

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Services Officer</td>
<td></td>
</tr>
<tr>
<td>Disability Services Officer</td>
<td>John Bennett</td>
</tr>
<tr>
<td>Access Librarian</td>
<td>Diarmuid Stokes</td>
</tr>
<tr>
<td>Brailling Officer</td>
<td>Finbarr Byrne</td>
</tr>
</tbody>
</table>

Services provided

The Disability Services Officer is available to students and to staff, to provide and receive information and advice on disability issues, to evaluate student needs, to offer information and advice and to liaise with Faculties, Departments and student support services. Other services are

- library assistance
- assistive technology, provision of and training
- books on tape
- one-to-one readers service
- Braille service
- advocacy on behalf of students with a disability

Information available

Student Information Handbook
Website

Records held

General student information – name, address, date of birth, course, etc. as per student system; enquiry records; nature of disability; supports required to facilitate student with a disability; details regarding grants applied/received under specific programmes for students with a disability.

Contact details

Support Services to Students with a Disability, Library Building, Belfield.
Tel: +353-1-716 8350

Access Librarian, Library, Belfield.
Tel: +353-1-716 7636

Brailing Officer, Brailing Office, Library Building, Belfield.
Tel: +353-1-716 7170
7.2.3 CAREERS AND APPOINTMENTS OFFICE

Function
The Careers and Appointments Office provides a careers advisory and information service to students of the University – mainly to those in their final year and postgraduate students - and to recent graduates. It seeks to assist and encourage students to address career development issues; to choose wisely; to prepare for selection procedures; to enter employment and training and to explore further study options. It liaises actively with employers, with further study institutions, and with academic colleagues in assisting Faculties and Departments with career planning for students.

Structure

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Careers and Appointments Officer</td>
<td>Colm Tobin</td>
</tr>
<tr>
<td>Careers Advisers (Assistant Careers and Appointments Officers)</td>
<td>Sandra Walker, Mark Cumisky</td>
</tr>
<tr>
<td>Blackrock: MBA Careers Adviser (to be appointed)</td>
<td>Ena Maguire</td>
</tr>
<tr>
<td>Employer Liaison Adviser</td>
<td>Joan Gallagher</td>
</tr>
<tr>
<td>Executive Assistants</td>
<td></td>
</tr>
<tr>
<td>Belfield:</td>
<td>Alice McKeon, Mary Dargan Ward, Jessica Coyle</td>
</tr>
<tr>
<td>Blackrock:</td>
<td>Helen Grigg</td>
</tr>
</tbody>
</table>

Services provided

Services for students include
- careers and employment guidance – discussions with careers advisers
- careers information library - including internet and audio-visual facilities
- careers talks, seminars and workshops
- careers fair, employer presentations and interviews
- newsletters and job vacancies - including current vacancies online
- postgraduate study opportunities
- vacation work/internships and vacation courses

Services for employers and institutions providing further study/training include
- information/guidance on graduate availability
- meetings with employers and visits to employers
- notification of graduate opportunities, vacancies and employers’ recruitment events
- careers fair, presentations and interviews with students
- distribution of graduate brochures and application material
- employer and further study reference material in careers library
- information on graduate first destinations
Information available
Handbook for Final Year and Postgraduate Students (annual); newsletters and bulletins dealing with employment and study opportunities for finalists (usually six issues during the academic year); weekly vacancy bulletins for recent graduates via the AGCSI (Association of Graduate Careers Services in Ireland) website; vacation work/internships bulletins; information on the first destinations of graduates; in-house careers information sheets; information material for careers talks and seminars, workshops and other careers education sessions.

The careers library contains a wide range of reference information on work areas, graduate employers, further study and training opportunities in Ireland and overseas.

The website contains information about the office’s services for students, graduates and employers; details of careers talks and seminars; information on employment and further study opportunities and careers related events.

As members of AGCSI, UCD Careers Office has contributed to AGCSI publications and services, which are available for students:

Careers information booklets (currently a series of 14 booklets); Student Guide to Career Planning and Job Search; Graduate Opportunities in Ireland – annual directory of employers and further study/training; Register of Employers of Graduates in Ireland – reference listing; Postgraduate Courses in Ireland – listing of taught courses; website: www.gradireland.com - careers advice and information, employer information, immediate vacancies for graduates, postgraduate study, application and interview procedures.

As members of AGCAS in Britain (Association of Graduate Careers Advisory Services), we have available to our students: a range of information sheets and booklets covering the main career opportunities for graduates; an annual directory of UK employers; casebooks/magazines on specific work areas; vacancy lists for finalists; immediate vacancy lists for graduates; postgraduate study publications.

The Office also holds and distributes to careers and employment directories and casebooks from other higher education careers publishers.

Records held
Records (hard copy only) of students enrolled with the Careers Office (held for one year); correspondence files with employers, educational institutions, professional training bodies; database of current major employer contacts; records of annual survey of first destinations of graduates (held for two years); departmental financial records.

Contact details
Careers and Appointments Office, Library Building, Belfield.
Careers and Appointments Office, Michael Smurfit Graduate School of Business, Blackrock.
Tel: +353-1-716 7573 (Belfield)
7.2.4 COMPUTING SERVICES

Function
UCD Computing Services provides IT services and infrastructure for staff and students. The scope of IT services includes planning and development of IT strategy to ensure effective use of new technologies; implementation of new infrastructure and facilities; provision of IT services and applications to over 2,000 staff and 18,000 students, including managed desktop computers, server and network infrastructure; provision of support, training and information services to encourage the deployment and use of technology.

Structure
Computing Services consists of three management divisions, each the responsibility of an Assistant Director. Financial, HR and secretarial services are provided by the administration team.

Services provided
- **Service Delivery**
  Service Delivery is responsible for all direct user services including support, training, help-desk, advisory services and the management of desktop
facilities. The purpose of this division is to ensure a high level of customer service and to manage the on-going support and training requirements. Its role spans both staff and student services. A key responsibility is the co-ordination of Faculty computing planning and the development of long term IS strategy.

- **Technology Management**
  Developing a robust and high performance computing environment is a critical objective of Computing Services. The role of Technology Management is to design and implement the core IT infrastructure and to guarantee the reliability of the operational environment. Co-ordination of the IT architecture team is an essential responsibility of this division, working closely with Service Delivery and Technology Development to respond to performance and user issues in a concerted manner.

- **Technology Development**
  Deployment of new technology and networks is a continuing role of Computing Services. This division co-ordinates major new infrastructure projects in conjunction with building services and Faculties. Its principal technology focus is network services, developing local, wide area and international connectivity. Together with the evaluation of new technologies, the division provides procurement and IT contract management services for computing facilities.

- **Other services**
  Computing Services provides IT facilities and applications to the staff and students of the University and to related Institutes and services associated with the University. The customer base is in excess of 20,000 users, with access to 4500 desktop computers. Computing Services support a multi-campus environment with Belfield, Blackrock and Earlsfort Terrace being the major sites.

- **Planning and Consultancy**
  The definition and agreement of developments and service improvement, together with the design and implementation of new facilities. As UCD is currently involved in significant new building and Faculty developments this is a major and increasing area of work.

- **Faculty Liaison and Planning Services**
  IT Planning and development for academic departments, UCD services and Institutes; provision of liaison role to co-ordinate all requirements for IT service developments; development and implementation of new services; long term planning and IS/IT Strategy.

- **New service developments**
  Annual upgrade plan for IT facilities and applications; planning, design and project management of new IT facilities; design and implementation of new networks; installation of new student computing facilities; implementation of new applications and services, such as E-learning; procurement of IT supplies and maintenance services.
• **Consultancy Services**
  Advice on hardware, networks and applications; provision of drop-in consultancy services; advice on personal computing and individual support; consultancy – provision of specialist design / customisation for customers, e.g. GSB laptop project.

• **Development Projects**
  New web-site technical developments; evaluation and selection of software; portal project; E-learning project.

• **IT/IS Services**
  Comprises the direct applications and IT services provided to users on a daily basis: - applications, Internet, e-mail, storage etc. These services are provided on a 365 day 24 hour basis through the campus and wide area networks. International connectivity is provided through higher education and research networks.

• **Applications**
  Provision of 81 networked applications for staff and student use; purchase, implementation and testing of new network applications; provision of High Performance Computing applications; provision of specialist applications on requested servers.

• **Web Services**
  Internet Access: provision of Internet access to staff; provision of Internet access to students; hosts a service for Information Providers; National and International research networks.

• **E-mail**
  E-mail accounts for all students and staff and e-mail client software; mail forwarding; distribution lists.

• **Storage Space**
  Disk space-provision of storage space for all users. Shared space (departmental); provision of shared directory – Library Drives – for academic staff.

• **Access Services**
  Dial-in facility; provision of applications for home use; provision of 68 open-access labs; virus protection software for home use.

• **Support Services**
  Comprise the support centre and operational management services necessary to maintain the computing environment, ensure its availability and effective use. An extensive student support service across 68 open access laboratories is maintained during term time. Staff support is provided through the helpdesk and drop-in advisory service.

• **Customer Support Services:**
  Provision of support for:
  Applications portfolio (see networked applications), e-mail + Internet; Login and Network utilisation;
Support and service provided by CS web site www.ucd.ie/computing; Documentation service; Communications service – providing information to customers on all of the above; Computer training courses on 18 applications.

- **Operational Support Services**
  Operational management; management and maintenance of servers and storage including appropriate backup and recovery procedures; ongoing/continuous management and maintenance of University local and wide area network; performance and uptime management; continued maintenance of existing computing student computing facilities - providing an optimum working environment for classes; network point installation in staff offices; structured cabling/recabling of staff offices; network point trouble-shooting; Server + Client virus protection; Management Services Unit - management of hardware, operating system and database infrastructure.

- **Administration Services**
  Network registration of workstations and printers for postgraduate students and staff.

**Information available**
Computing Services Annual Review; Computing Service Webpage – www.ucd.ie/computing; Computing Services Work Programme; Student Computing Guide; IT Courses Manuals (material given out following participation on courses, e.g. Word, Excel, Access, etc).

**Records held**
Computer Centre policies and procedures; statistics on computer usage and access; minutes of meetings - Computing Services Board; Computer Users Advisory Committee; Quality Assurance Internal Co-ordinating Committee; computer equipment/facilities/software and contractual agreements; Computing Services budget, invoicing and general finance (e.g. orders/invoices etc), general administrative files.

**Contact details**
Computing Services, Computer Centre, Belfield.
Tel: +353-1-716 2004
Fax: +353-1- 283 7077
Email: kate.griffin@ucd.ie
Website: www.ucd.ie/computing

**7.2.5 INTERNATIONAL OFFICE**

**Function**
International students make up almost ten per cent of UCD’s student population, coming from over 80 different countries world-wide. They add an important dimension to university life. The International Office provides information and assistance to these students from the time of their initial enquiry onwards. It liaises on their behalf with the various services and
academic Faculties of the University and it provides an orientation course and assistance with visas. Its staff are also available to help students with personal or practical difficulties. In addition, the International Office administers the EU Erasmus and Leonardo Programmes and the HEA Cultural Exchange Programme; it monitors and advises on university exchanges; it is involved in international student recruitment in association with Enterprise Ireland; and it provides a range of advisory services on international affairs throughout the University.

Structure

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dean of International Affairs</td>
<td>Hugh Gough</td>
</tr>
<tr>
<td>Manager, International Office</td>
<td>Marie Lawlor</td>
</tr>
<tr>
<td>European Programmes Officer</td>
<td>Catherine Convery</td>
</tr>
<tr>
<td>Overseas Student Officer</td>
<td>Carl Lusby</td>
</tr>
<tr>
<td>International Study Advisor</td>
<td>Colleen Blaney</td>
</tr>
</tbody>
</table>

Services provided

For international students, the office provides
- information and assistance to all international students from their initial enquiry onwards
- a first point of contact with the services and academic Faculties of the University
- an orientation course on arrival at the University
- social events
- “Buddy” programme for Erasmus students
- personal and practical assistance where appropriate
- advice on accommodation

For Irish students, the office
- provides details on international scholarships and fellowships
- maintains a working library of information from foreign universities and agencies
- administers the Leonardo work placement programme

In promoting UCD courses abroad the office
- liaises with Enterprise Ireland in marketing Irish higher education opportunities in Russia, China and India and it independently markets UCD in Norway
- supports the promotion of the University as a location for study abroad by American students
- co-ordinates the University's involvement in a range of European mobility programmes, most notably Erasmus and Leonardo
- administers student exchanges with Australia, Japan and the United States
The office also administers Higher Education Authority exchanges for academic staff and provides a range of advisory services on international affairs throughout the University.

**Information available**
Handbook for international students; Course guide for visiting students; Guide for international students; Study abroad for UCD students, all available from the International Office.

**Records held**
Databases of incoming and outgoing students selected for the Erasmus Programme; copies of individual Erasmus agreements between UCD and its partner universities; copies of Examination Office transcripts for Erasmus students; copies of annual Erasmus/Leonardo agreements; details of Erasmus/Leonardo grants disbursed to UCD students; records of Erasmus teaching mobility grants; names of Erasmus academic co-ordinators; names of UCD staff selected for HEA Cultural Agreement funding; copies of University exchange agreements; names of students selected for University exchanges; minutes of meetings of the International Committee; applications for US student loans; names of students allocated accommodation by the International Office; correspondence re student problems notified to office; correspondence with partner universities; correspondence with recruitment agencies.

**Contact details**
International Office, Michael Tierney Building, Belfield.
Tel: +353-1-716 1701
Fax: +353-1-716 1165
E-mail: international@ucd.ie

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**7.2.6 NEW ERA (EQUAL RIGHTS TO ACCESS) OFFICE**

**Function**
The New ERA Office seeks to increase access to third level education and to encourage and facilitate students, once they have entered the University, to successfully complete their course and achieve their educational potential.

**Mission Statement:**
The mission of New ERA is to encourage and facilitate increased participation in higher education by students who do not, for a variety of economic or social reasons, view going to university as an attractive and attainable option.
Services provided

When the programme was officially launched in November 1997 the University set out to liaise with schools and communities in socio-economically disadvantaged areas where there was little tradition of progression to higher education. The programme focused on a number of key tasks:

- provision of an outreach programme to the target schools and communities with a view to raising awareness, knowledge and aspiration about higher education
- provision of a number of University based summer programmes for school pupils interested in exploring college options as well as an intensive Orientation Programme for University entrants
- creation of a number of additional places (a total of 70) in all undergraduate courses in UCD for target schools, with alternative but realistic entry requirements
- provision of a care programme in the University for undergraduate students from lower socio-economic groups
- active participation in a number of student welfare committees in the University including the Hardship Fund Committee, First Year Committee, Student Welfare Executive, Open Day Committee, etc.

Activities of the New ERA Programme

The activities of the programme are broken down into three sections in order to highlight the focus of each activity. These activities are:

- Outreach activities
  Career guidance to schools; voluntary tutoring scheme; achievement award scheme; Uni4U scheme; fifth year residential summer school; Take 5 summer school; primary school workshop; New ERA seminar.

- Direct entry scheme
  Application process; orientation programme.
• Internal support
Annual New ERA grant; equipment grant; book and photocopying tokens; personal, academic and financial support/advice; extra tuition; facilitated group meetings; occasional social events.

Information available
New ERA brochure (containing a general overview of all elements of the New ERA programme);
Voluntary Student Tutoring Scheme (flyer, poster and application information for UCD undergraduate tutors and second-level students – updated annually);
Shadowing Day (flyer, poster and application information – updated annually);
Summer School brochures (giving details of Uni4U Summer School and 5th Year Residential Summer School – updated annually);
Higher Education Direct Application Scheme (detailing the process whereby second level students from target schools can apply for reserved places in any of seven higher education institutions including UCD – updated annually);
New ERA Student Guidebook (issued to incoming First Years in advance of entry detailing orientation programme, grants information, New ERA supports, UCD student services – updated annually);
New ERA Website (providing a general overview of the programme and facilitating users in making enquiries about the programme directly from the website.

Records held
Staff training; staff meetings; budgets, estimates and general financial; contracts for services; departmental committee; health and safety; student records.

Contact details
Tel: +353-1-716 2359/8606/2397/2506
Fax: +353-1-716 1139
E-mail: new.era@ucd.ie
Website: http://www.ucd.ie/~newera
7.2.7 OFFICE OF FUNDED RESEARCH SUPPORT SERVICES

**Function**
To assist the academic staff of the University in their research activity by providing support for all pre- and post-award functions relating to externally funded contract research.

**Structure**
The Office is under the responsibility of the Vice-President for Research, Professor Frank Hegarty, who chairs the Board for Funded Research.

<table>
<thead>
<tr>
<th>Senior Research Administrator and Head of Office</th>
<th>Susan Hedigan</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Research Administrator</td>
<td>Gillian Boyle</td>
</tr>
<tr>
<td>• Research Accountant</td>
<td>David Hynes</td>
</tr>
<tr>
<td>• Senior Executive Assistant</td>
<td>Grace Turner</td>
</tr>
<tr>
<td>• Executive Assistant</td>
<td>Kirsten Balnave</td>
</tr>
</tbody>
</table>

**Services provided**
The Office aims to create and maintain an optimum environment for the academic staff of the University, assisting them to source external funding opportunities, prepare proposals and manage contracts. The office is responsible for the implementation of UCD’s policy on externally funded contract research and related incentives to researchers, including financial controls, budget systems and overhead recovery.

The key services of the OFRSS comprise

- liaison with a wide range of external research agencies, nationally and internationally
- providing swift and targeted policy synthesis documents
- representation of UCD at external meetings, conferences and symposia, ensuring publicity for the University's research achievements
- sourcing funding opportunities and alerting researchers to these opportunities (including dedicated search)
- providing information, assistance and advice in the preparation of proposals, including national and international partner search and set-up of consortia; screening and signing of proposals prior to submission
- screening and signing contract negotiations; screening and approval of contracts and agreements prior to signature
- providing support and advice throughout contract negotiation and duration of contract
- providing financial advice from proposal costing stage through contract negotiation, set-up of budgets and accounts, through contract life cycle, including assistance with the preparation of cost statements and final reports
• organising periodic briefings, presentations, seminars and training courses, including individual and group briefing sessions for new academic staff
• management of UCD’s in-house schemes in support of research
• provision of management information internally and for external agencies
• provision of media material
• continuous upgrading of electronic research administration systems, in line with best international practice

Information available
University College Dublin, Research Policy and Strategy
University College Dublin, Policy on Externally-Funded Contract Research and Related Incentives to Researchers
University College Dublin, Internal Procedures Manual
University College Dublin, Staff Manual
Summary information for new staff
Website

Records held
Financial records; legal records; committee records
Documentation relating to all administrative functions of the office
General administrative records; health and safety records
Database of all externally-funded research contracts awarded to the academic staff of the university from April 1990 to date.

Contact details
Office of Funded Research Support Services, Science Building, Belfield.
Tel: +353-1-716 2156
Fax: +353-1-716 2157
E-mail: research.info@ucd.ie
Website: http://www.ucd.ie/~ofrss

7.2.8 PERSONNEL DEPARTMENT

Functions
The Personnel Department is responsible for

• the development of a positive human resources culture within the University through the formulation and dissemination of proactive human resources policies and effective staffing strategies.

In addition, it is responsible for

• the provision of support to senior management, heads of Department and other managers in their role of managing and developing staff of the University.

Mission statement:
To service the Human Resource needs of University College Dublin by the professional quality of our service. To facilitate the development of proactive policies and processes to enhance the contribution of staff in fulfilling the aims
of the University and to be at the forefront of excellence in staff management and development within the third level education sector.

**Structure**

![Organizational Chart]

**Services provided**

The services of the Personnel Department are
- Staff planning and budgets
- Recruitment and appointments
- Contracts of employment
- Payroll administration
- Pensions and benefits
- Staff development and training
- Employee relations
- Staff records and statistics
- Employment equality
- Promotions and grading
- Support and advice on all HR related matters to staff and management

The four main functional areas illustrated in the above chart, Staff Development, Employee Relations, Staffing and Operations are each treated as separate entries below.

**Head of Personnel**

**Function**

The Office of the Head of Personnel is responsible for providing leadership and direction in all aspects of human resources management, both at organisational and departmental level, with overall responsibility for the management and development of all services provided by the Department.
Structure

Head of Personnel
Margaret Ramsay

Senior Personnel Assistant
Maureen Hickey

Services provided
The Office of the Head of Personnel is responsible for the
- development of cohesive human resources strategies and policies to support organisational goals
- provision of advice and support to senior management on strategic aspects of personnel management and
- management of all services provided by the Department

Records held
Personnel files for staff of the Personnel Department; committee records; Faculty, departmental and business unit files.

Contact details
Fax: +353-1-269 2472
Telephone and/or E-mail
Margaret Ramsay - 01 716 1693 margaret.ramsay@ucd.ie
Maureen Hickey - 01 716 1728 maureen.hickey@ucd.ie

Staff Development

Function
To support the University in developing effective policies and strategies for the development of all staff, on an individual and collective basis, and to deliver a series of in-service programmes and initiatives.

Structure

Personnel Manager, Development and Training
Morag McIntyre

HR Projects Consultant
Melvin Lyons

HR Projects Officer
Tanya Curry

Personnel Assistant
Louise Tinney

Services provided
The Staff Development Unit is responsible for providing
- An in-service programmes of courses
- Personnel development planning
- Policy development
- Customised programmes
- Facilitation services
- Mediation services
Information available
Staff Development and Training, Public Programme booklet
Equal Opportunities Policy
Policy on Dignity and Respect
Irish Universities Training Network
Employee Assistance Programme “SHARE”

This information can be collected from the Personnel Department, Room 106, Michael Tierney Building, or directly from the Training and Development Unit, Belfield House.


Records held
Staff and financial records; legal and committee records; general administrative and research records.

Contact details
Fax: +353-1-269 2472
Telephone and/or E-mail

<table>
<thead>
<tr>
<th>Morag McIntyre-</th>
<th>Tanya Curry-</th>
<th>Louise Tinney-</th>
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<tbody>
<tr>
<td>01 716 2175</td>
<td>01 716 1772</td>
<td>01 716 2171</td>
</tr>
<tr>
<td><a href="mailto:morag.mcintyre@ucd.ie">morag.mcintyre@ucd.ie</a></td>
<td><a href="mailto:tanya.curry@ucd.ie">tanya.curry@ucd.ie</a></td>
<td><a href="mailto:louise.tinney@ucd.ie">louise.tinney@ucd.ie</a></td>
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<tr>
<td>Melvin Lyons -</td>
<td></td>
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<tr>
<td><a href="mailto:melvin.lyons@ucd.ie">melvin.lyons@ucd.ie</a></td>
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</table>

Employee Relations

Function
To promote positive and productive relationships between the University and its staff and staff representatives, to manage industrial relations activities with recognised trade unions across the University and to develop and implement proactive personnel policies and procedures which foster positive employee relations and collaborative management practices.

Structure

<table>
<thead>
<tr>
<th>Employee Relations Executive</th>
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<tbody>
<tr>
<td>Michael Flanagan</td>
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<table>
<thead>
<tr>
<th>Personnel Officer, Policy Development</th>
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<tr>
<td>Chantelle Fleming</td>
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</table>
Services provided

- Intervention to affect early resolution of employee relations issues
- The provision of an employee relations service to management and staff, which ranges from advice on policies and procedures in the University to representation at third party hearings
- Development of internal personnel policies and procedures for the University, ensuring compliance with the relevant legislation.
- Development of effective systems and mechanisms for the dissemination of policies and practices through appropriate media

Information available
UCD Staff Manual and personnel policies and procedures are located on the UCD website at http://www.ucd.ie/~personl/

Records held
Legal cases, general administrative correspondence

Contact details
Fax: +353-1-716 1162
Telephone and/or E-mail

<table>
<thead>
<tr>
<th>Michael Flanagan - 01 716 1078</th>
<th>Chantelle Fleming - 01 716 1724</th>
</tr>
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<tbody>
<tr>
<td><a href="mailto:Michael.flanagan@ucd.ie">Michael.flanagan@ucd.ie</a></td>
<td><a href="mailto:Chantelle.k.fleming@ucd.ie">Chantelle.k.fleming@ucd.ie</a></td>
</tr>
</tbody>
</table>

Staffing

Function
To support the University in its strategic objective of attracting staff to UCD through the development and implementation of best practice recruitment and selection procedures, to appoint all staff to support Deans and Faculties in the planning of staff budgets and staffing, and to provide a range of services to individual staff and managers.
Structure

Services provided

Recruitment and selection
- Staff planning and budgets
- Drafting and placement of advertisements
- Publication of job descriptions and person specifications
- Administration of shortlisting and interview panels
- Pre-employment checks, acquisition of references and medical reports

Appointment
- Drafting and issuing of conditional offers of employment
- Drafting and issuing of contracts of employment and of revisions to contracts of employment
- Notification of salary information and terms and conditions of employment
- Staff records

Promotion and regrading
- Soliciting applications for promotional posts and responding to such applications
- Managing the promotions process for technical staff
- To manage the promotions process for academic staff and job grading for administrative staff
- Facilitation of the promotions and tenure process
- Administering promotional shortlisting and interview panels and notification of outcome
• Responding to requests for regrading
• Administration of grading evaluation process
• Drafting and issuing of revisions to contracts of employment
• Implementation of negotiated agreements between the University management and representative trade unions

Information available
Dowling Report
Criteria for Promotions and Tenure
Criteria for Newman Clinical Research Professor
Job Grading for Administrative Staff (under review)
Personnel website at http://www.ucd.ie/~personl/

Records held
Competition files: Professorship appointments; support service staff appointments
Personnel files: Academic employees (current); support service employees (current); academic employees (terminated); support service employees (terminated); applications for tenure; applications for promotion; unsolicited applications for employment; personnel files for academic staff (deans, professors, associate professors, senior and statutory lecturers, lecturers, teaching assistants, research demonstrators); personnel files for support staff (administrative, computing, maintenance, catering, grounds, library and technical); competition files; promotion records; grading records; internal UCD Committees; general accounts.

Contact details
Fax: +353-1-269 2472
Telephone and/or E-mail

<table>
<thead>
<tr>
<th>Orla Cosgrave</th>
<th>Evangeline Leonard</th>
<th>Mary Johnston</th>
</tr>
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<tbody>
<tr>
<td>01 716 1653</td>
<td>01 716 1413</td>
<td>01 716 1706</td>
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<tr>
<td><a href="mailto:orla.cosgrave@ucd.ie">orla.cosgrave@ucd.ie</a></td>
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<td><a href="mailto:marv.johnston@ucd.ie">marv.johnston@ucd.ie</a></td>
</tr>
<tr>
<td>Camille Clarke</td>
<td>Anne Gray</td>
<td>Maureen Hogan</td>
</tr>
<tr>
<td>01 716 1645</td>
<td>01 716 1382</td>
<td>01 716 1603</td>
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<tr>
<td><a href="mailto:camille.clarke@ucd.ie">camille.clarke@ucd.ie</a></td>
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<td><a href="mailto:maureen.hogan@ucd.ie">maureen.hogan@ucd.ie</a></td>
</tr>
<tr>
<td>John Buckley</td>
<td>Karen Jackman</td>
<td>Kieran Moloney</td>
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<tr>
<td>01 716 2885</td>
<td>01 716 1383</td>
<td><a href="mailto:kieran.moloney@ucd.ie">kieran.moloney@ucd.ie</a></td>
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<td><a href="mailto:john.buckley@ucd.ie">john.buckley@ucd.ie</a></td>
<td><a href="mailto:karen.jackman@ucd.ie">karen.jackman@ucd.ie</a></td>
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<tr>
<td>Marie Trypas</td>
<td>Marcellina Kenny</td>
<td>Helen Mohan</td>
</tr>
<tr>
<td>01 716 1274</td>
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<tr>
<td><a href="mailto:marie.trypas@ucd.ie">marie.trypas@ucd.ie</a></td>
<td><a href="mailto:marcellina.kenny@ucd.ie">marcellina.kenny@ucd.ie</a></td>
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</tr>
<tr>
<td>Ann Marie Sillery</td>
<td>Adrian Topping</td>
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<tr>
<td>01 716 1610</td>
<td>01 716 1780</td>
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<tr>
<td><a href="mailto:annemarie.sillery@ucd.ie">annemarie.sillery@ucd.ie</a></td>
<td><a href="mailto:adrian.topping@ucd.ie">adrian.topping@ucd.ie</a></td>
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</tbody>
</table>
Operations

Function
To develop and maintain the computerised information systems, including payroll; to manage pay and conditions, pensions, benefits and systems administration.

Structure

Services provided

Pay and Conditions Section
- All payments through payroll
- Calculation of arrears
- Implementation of pay awards/increments
- Maintenance of salary scales
- Maintenance and updating of all computerised personnel records
- Maternity/adoptive/paternity leave applications
- Parental/force majeure/carer's leave applications
- Study/exam leave applications
- Advice and support to all staff in relation to payments and conditions of service

Pensions and Benefits Section
- Advisory and information service to staff/ex-staff re pension entitlements and benefits
- Administration of Income Protection Scheme
- Administration of sabbaticals/leave of absence/career breaks
• Compilation of Finance Committee Agenda and Recommendations
• Implementation of Finance Committee decisions

Systems Administration:
• Post management and staff budgeting system
• Management and information reports
• Reports for outside agencies
• Ad-hoc reports
• Data integrity
• Systems development and review
• Systems documentation and training
• Systems housekeeping and security

Information available

Records held
Payments records: pay agreements, salary scales, payment forms, leave applications, retirement benefit statements, confirmation of service, income protection, life assurance, pension legislation, university pension statutes, systems documentation.

Contact details
Fax: +353-1-269 2472
Telephone and/or E-mail at

<table>
<thead>
<tr>
<th>Cecily Corrigan</th>
<th>Mary O’Connor</th>
<th>Margaret Agnew</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 716 1793</td>
<td>01 716 1643</td>
<td>01 716 1999</td>
</tr>
<tr>
<td><a href="mailto:cecily.corrigan@ucd.ie">cecily.corrigan@ucd.ie</a></td>
<td><a href="mailto:marv.oconnor@ucd.ie">marv.oconnor@ucd.ie</a></td>
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</tr>
<tr>
<td>Paul O’Sullivan</td>
<td>Diane Butler</td>
<td>Anne Craig</td>
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<tr>
<td>01 716 2883</td>
<td>01 716 1384</td>
<td>01 716 1642</td>
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<tr>
<td><a href="mailto:paul.osullivan@ucd.ie">paul.osullivan@ucd.ie</a></td>
<td><a href="mailto:diane.butler@ucd.ie">diane.butler@ucd.ie</a></td>
<td><a href="mailto:anne.craig@ucd.ie">anne.craig@ucd.ie</a></td>
</tr>
<tr>
<td>Naomi Farrell</td>
<td>Sinéad Dunne</td>
<td>Irene Bowen</td>
</tr>
<tr>
<td>01 71 61641</td>
<td>01 716 1658</td>
<td>01 716 1657</td>
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<td><a href="mailto:irene.bowen@ucd.ie">irene.bowen@ucd.ie</a></td>
</tr>
<tr>
<td>Geraldine McGettigan</td>
<td>Valerie Sheehan</td>
<td>Elizabeth Varley</td>
</tr>
<tr>
<td>01 716 1609</td>
<td>01 716 1594</td>
<td>01 716 1436</td>
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<tr>
<td><a href="mailto:geraldine.mcgettigan@ucd.ie">geraldine.mcgettigan@ucd.ie</a></td>
<td><a href="mailto:valerie.sheehan@ucd.ie">valerie.sheehan@ucd.ie</a></td>
<td><a href="mailto:elizabeth.varley@ucd.ie">elizabeth.varley@ucd.ie</a></td>
</tr>
</tbody>
</table>
7.2.9 QUALITY ASSURANCE OFFICE

Function
To develop and foster a quality culture in all the University's activities within the framework of the 1997 Universities Act.

Mission Statement:
The Quality Assurance Office is dedicated to enhancing the quality of all aspects of the work of the University through co-operation with staff and students as they interact with one another for the advancement of teaching, learning and research. Our activities are based on respect for the individual, on fair and equal treatment of all colleagues, and on gaining the respect of the University community through the quality of our own work.

Structure

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
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<tbody>
<tr>
<td>Director of Quality Assurance</td>
<td>Professor Don McQuillan</td>
</tr>
<tr>
<td>Administrative Officer</td>
<td>Bronwyn Molony</td>
</tr>
<tr>
<td>Executive Assistant (part-time)</td>
<td></td>
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</tbody>
</table>

Services provided
- to advise and assist academic departments, service departments, and Faculties in carrying out self-assessment procedures;
- in consultation with co-ordinating committees and the ACSCQ, to nominate the members of the Peer Review Groups and to organise site visits;
- to advise reviewed units on the preparation of Quality Improvement Plans and to monitor the implementation of these plans;
- to compile each year a statement detailing the total cost of implementing the Quality Improvement Plans;
- to advise the President on Quality issues in the University;
- in consultation with the Deans and University Officers to develop rolling 5-10 year plans for the review of units in the University;
- to develop and review QA/QI procedures.

Information available
The following booklets are available from the Quality Assurance Office in electronic or hard copy format
- Guidelines for Self-assessment, Review, Follow-up
- Format of Self-assessment Report for Academic Departments
- Format of Self-assessment Report for Support Service Departments
- Quality Assurance Office Programmes of Courses

Records held
Documentation pertaining to services provided by the Quality Assurance Office, such as Self-assessment Reports, Peer Review Group Reports, Quality Improvement Plans, minutes of the Academic Committee on Quality Assurance/Quality Improvement and the Support Services Steering Committee.
7.2.10 DEPARTMENT OF SPORT

Function
To create, provide and promote an environment, which, through involvement in sport at both elite and participatory levels, encourages the development of the individual student potential in accordance with the highest standards of the University; to provide, manage and promote sports facilities for students and staff of UCD; to manage the Sports Scholarship Programme; to assist the Athletic Union Council in the overall administration of UCD sports clubs and their activities.

Structure
Director of Sport: Brian Mullins (E-Mail: Brian.Mullins@ucd.ie)
Responsible for the overall development and resources of UCD sport.

Superintendent of Sports Facilities: Kevin Barnes (Kevin.Barnes@ucd.ie)
Responsible for management of sports facilities and overseeing all bookings and scheduling.

Development Manager: Suzanne Bailey (E-Mail: Suzanne.Bailey@ucd.ie)
Responsible for initiating and progressing the development of sport at UCD in terms of participation, facility provision and sports funding. Also looks after the marketing and promotional aspects of sport at UCD and manages the Sports Scholarship Programme.

Gaelic Games Executive: David Billings (E-Mail: David.Billings@ucd.ie)
Responsible for the development of all Gaelic games on campus.

Soccer Executive: Diarmuid McNally (E-Mail: Diarmuid.McNally@ucd.ie)
Responsible for the development of soccer on campus including participation and promotion of activities.

Director of Rugby: John McClean (E-mail: John.McClean@ucd.ie)
Responsible for the development of rugby on campus with particular emphasis on the management of the Rugby Academy.

Also 4 Sports Centre managers, 1 executive assistant and a boatman.
The administrative offices for sport are located in the Sports Centre.
Programmes and services

- Sports facilities available in UCD: 2 multi-purpose halls; 5 squash courts; 9 tennis courts; 2 synthetic grass pitches; 23 natural grass playing pitches and training areas; athletics track; 2 saunas; 1 handball/racquetball alley; 1 rifle range; jogging track; climbing wall; changing accommodation.
- The Sports Centre houses the Crunch Fitness Centre equipped with cardiovascular and resistance equipment, including treadmills, ergometers, steps, rowing machines and free weights.
- The Sports Centre provides classes in aerobics, yoga and circuit training.
- O’Neill’s Sports Injuries Clinic has a practice in the Sports Centre; the clinic’s primary aim is to provide a comprehensive professional service to both staff and students and is equipped with physiotherapeutic facilities.
- The Sports Centre is also the location for the Sports Club (Bar), McLaughlins Sports Shop, the Belfield Barber shop and O’Brien’s Irish Sandwich Bar.

Information available

Sport UCD - the annual sports guide, published in July of each year. This publication outlines details on the facilities and sports clubs at UCD.

“UCD Sport”, a 16 page newspaper published approximately five times during the academic year.

Website

Records held

Sports club grant application forms; administrative records of the Athletic Union Council and the Sports Development Trust; sports scholarship applications and recipient details; sports facilities financial records; general administrative records.

Contact details

Sports Centre, Belfield.
Tel. +353-1-716-2185/2145
Fax: +353-1-269 8099
Website: http://www.ucd.ie/~sport

7.2.11 STUDENT ADVISERS

Function

The function of the Student Advisers is to support students, particularly first years, by providing advice and information in relation to social, personal and practical issues and, where necessary, by referring them for more specialised advice to members of the academic or administrative staff or to the professional support services. Student Advisers maintain an informal presence at University functions and activities, such as examinations. They see their role as being supporting and enabling.

Structure

The Student Advisers are located in the Faculties, where they work to the Dean as a member of a team with a chaplain and representatives of the academic and administrative staff.
Services provided

The Advisers
• act as a focal point for information and advice on all matters affecting the welfare of students
• act as a liaison with academic staff on behalf of students
• will, if necessary refer a student to the appropriate help

Information available
Student Information Handbook
Website

Records held
Records relating to the administration of the advisory service.

Contact details
Website: http://www.ucd.ie/~stuaudy

7.2.12 CHAPLAINS

Function
The Chaplains facilitate worship, meditation and theological discussion within the University and foster spiritual growth among its students and staff. They also provide pastoral care for students at times of illness, bereavement, family or personal problems or in coping with exam pressure.

Structure
There are 4 Catholic, 1 Church of Ireland, 1 Methodist and 1 Presbyterian chaplains at work among the University community. There is also a Chaplaincy Supervisor.

Services provided
The Chaplaincy team, working in close contact with other welfare services, sees that nurturing a sense of community on campus is essential. Therefore, students are encouraged to become actively involved in University life and develop a sense of belonging. This is facilitated by the Chaplains' personal contact with students and involvement with clubs, societies and Faculty Days. A welcoming open-door policy exists to enable students feel welcome and to seek assistance, especially in times of distress, illness and bereavement. There is particular attention given to students' special needs at the beginning and end of the academic year. A referral system is directed towards academic sources. Availability to students is seen as a priority at all times. There are a variety of initiatives from the chaplaincy throughout the academic year. These include lunch-time lectures in Lent, Spirituality talks, Faith lectures, Week of prayer, Holy Week project and Retreats. There is daily Mass in the College Church. On Sundays Mass is at 11.30am. A special prayer room is open in the Chaplaincy Centre for anyone who wants to spend some time in quiet prayer or reflection.
The Chaplains also work with the student community through their activities in the Belfield Folk Group, the St. Vincent de Paul Society and Word of Life (a monthly meeting of students who share their experiences of trying to live one sentence of the Gospel in their everyday lives).

Information available
Website

Records held
Documentation relating to the administrative functions of the service.

Contact details
St Stephen's Chaplains' Residence, Belfield.
Ms Patricia Brady, Chaplaincy Supervisor

Rev Kieran McDermott, Catholic Chaplain  716 8543
Rev Tony Coote, Catholic Chaplain  716 8543
Rev John McNerney, Catholic Chaplain  716 8543
Rev David Brough, Catholic Chaplain  716 8317
Rev John Stephens, Methodist Chaplain  716 8543
Rev. Cecil Bryan, Church of Ireland Chaplain  716 8317
Rev Denis Campbell, Presbyterian Chaplain  288 2314

Website:  http://www.ucd.ie/~chaplain

7.2.13 STUDENT HEALTH SERVICE

Function
The mission of the Student Health Service is to provide an excellent standard of primary medical, psychological and psychiatric care to each registered student of the University in collaboration with his/her own general practitioner and with other health care services. The Student Health Service seeks to provide a service with an ethos of respect, courtesy and confidentiality to all, and to operate at all times to the highest professional standards.

Structure
The Student Health Service is run by the Director who reports to the Registrar. The service is overseen by a Board of Management, which was established as a standing committee of the Governing Authority in June 1995, following recommendations of a working party on student health services in the University. The role of the Board is to advise the Director of the Student Health Service on the services that should be made available, and financial and budgetary management.
The staffing structure of the Student Health Service is as set out below:

<table>
<thead>
<tr>
<th>Medical Director</th>
<th>Assistant Medical Officer</th>
<th>Senior Clinical Psychologist</th>
<th>Psychiatrist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr Sandra Tighe</td>
<td>Dr Ian O'Grady</td>
<td>Mrs Ursula Bates</td>
<td>Mr Robert Foley, Senior Clinical Psychologist</td>
</tr>
<tr>
<td>Dr Fiona Thompson</td>
<td>Assistant Medical Officer</td>
<td>Senior Clinical Psychologist</td>
<td>Dr Cian Denihan</td>
</tr>
<tr>
<td>Assistant Medical Officer</td>
<td></td>
<td></td>
<td>Psychiatrist</td>
</tr>
<tr>
<td>Nurse Geraldine McDermott</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nurse Brenda Lenehan</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Niamh Greene and Ann Egan</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The doctors, psychiatrist and psychologists are all clinically independent but answerable to the Director.

**Services provided**

- provision of a confidential health service to students, particularly those in residence and those living away from home
- consultation with the Medical Officers (male and female doctors are available) by appointment
- consultation with a Psychologist/Psychotherapist and Consultant Psychiatrist by appointment, which includes an assessment and a brief therapy and referral service where necessary
- emergency service for those with an immediate problem
- service for those with a problem they feel unable to bring to their own GP
- out of hours service by contractors for which there is a fee
- optical service by appointment, with special reductions on spectacles

**Information available**

A range of leaflets on services available; leaflets giving advice on actions to take in the event of contracting certain common ailments; and leaflets to stimulate awareness among students of certain medical conditions

**Records held**

Minutes of staff meetings; minutes of Student Health Service Board of Management meetings; records relating to the annual report submitted to the Governing Authority; medical records, including records of students treated, occupational and vaccination records on medical and physiotherapy students; counselling records, including records of students treated.

**Contact details**

Student Health Service, Student Centre, Belfield.
Tel: +353-1-716 3133
Fax: +353-1-716 3145
E-mail: Sandra.Tighe@ucd.ie
Website: http://www.ucd.ie/~stuheal.htm
7.2.14 TEACHING DEVELOPMENT UNIT

Function
UCD's Teaching Development Unit is a resource and research centre concerned with policy in relation to teaching and learning in higher education and in identifying and supporting lecturing staff across all Faculties. The aims and objects of the TDU are as follows

- To be the locus for creative and innovative policy development and to assist with the formulation, implementation and review of policies and procedures associated with teaching and learning activities
- To develop and carry out research into areas of teaching and learning
- To liaise with national and international organisations involved in teaching and learning development
- To identify training needs of academic staff
- To design, organise and evaluate in relation to teaching and learning programmes for new and existing academic staff
- To provide advice, assistance and feedback to Departments and Faculties in regard to teaching and learning activities
- To collect and disseminate information regarding best practice in teaching and learning

Structure
The Unit is staffed by two Teaching Development Officers (Geraldine O'Neill and Paul Brown) and two part-time Course Administrators (Valerie Hughes and Fran Malone).

Head of Unit: Dr Geraldine O'Neill

Programmes and Services
The provision of series of half-day and one day workshops covering topics such as

- The Dynamics of Effective Communications Skills When Lecturing to Large Groups
- Small Group Teaching: Workshop for Improving Teaching Effectiveness
- Setting Effective Exam Questions
- Building Life-Long Learning Skills into the Curriculum
- Introducing Activity-Based Teaching and Learning Strategies
- Developing a Teaching Portfolio
- Improving Students' Learning Skills
- Principles and Practices of Student Assessment
- How to Get Published

- The provision of an induction training programme for recently appointed academic staff
- The provision of a postgraduate programme to support postgraduate students in their teaching roles within UCD and to outline how their teaching experience can contribute to their personal professional development, through teaching practical classes, and courses on topics such as developing a teaching portfolio, seminar presentations and a tutor training programme
• The provision of support for the development and administration of, teaching and learning initiatives such as the President's Teaching Awards and Grants Scheme
• The provision of support for quality assurance and quality improvement, career development and academic promotions within the University
• Liaison with the Personnel Department to co-ordinate the provision of courses and programmes with wider staff development activities for academic staff
• To co-operate with the Educational Technology Officer, in the support of academic staff in the application of telematics and other new technologies in teaching and learning
• Liaison with all other relevant support services, in particular the Library and Computing Services

Information available
Website

Records held
University's Teaching and Learning policies; departmental five year plans and other procedures/policies; grant applications of the unit; courses run and their content and organisation details; budget details; database with basic staff information for purpose of registering for courses.

Contact details
Teaching Development Unit, Woodview, Belfield.
Tel: +353-1-716 2034/2839
Fax: +353-1-716 1164
E-mail: teachingdevelopment@ucd.ie or Geraldine.m.oneill@ucd.ie
Website: http://www.ucd.ie/~teaching

7.2.15 UNIVERSITY INDUSTRY PROGRAMME

Function
To encourage and facilitate closer co-operation between the University and the industry and business community in Ireland and overseas and to facilitate the commercialisation of UCD research and services.

Structure

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director</td>
<td>Pat Frain</td>
</tr>
<tr>
<td>Operations Manager</td>
<td>Bridgeen McCloskey</td>
</tr>
<tr>
<td>Communications Officer (new post)</td>
<td>To be recruited</td>
</tr>
<tr>
<td>Enterprise Development Officer</td>
<td>Peter Finnegan</td>
</tr>
<tr>
<td>Marketing and Events Officer</td>
<td>Anna-Lise Mion</td>
</tr>
<tr>
<td>Technology Transfer Officer (new post)</td>
<td>To be recruited</td>
</tr>
<tr>
<td>Continuing Professional Development Officer (new post)</td>
<td>To be recruited</td>
</tr>
<tr>
<td>Personal Assistant to Director</td>
<td>Yvonne O’Toole</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Continuing Professional Education Manager</td>
<td>Anne-Marie Harvey</td>
</tr>
<tr>
<td>Course Administrator</td>
<td>Aonghus Collins</td>
</tr>
<tr>
<td>Course Administrator</td>
<td>Christine Ridge</td>
</tr>
<tr>
<td>Course Administrator</td>
<td>Tina Jones</td>
</tr>
<tr>
<td>Campus Innovation Centre</td>
<td>Amanda Kavanagh</td>
</tr>
<tr>
<td>Reception/Administration</td>
<td></td>
</tr>
<tr>
<td>Centre for Safety and Health at Work</td>
<td>Anne Drummond</td>
</tr>
<tr>
<td>Centre for Sports Studies</td>
<td>Karen Hennessey</td>
</tr>
</tbody>
</table>

**Services provided**

The University Industry Programme provides management and administrative support for a range of activities in the following areas:

- **Development and Marketing of UCD Research and Services**
  Provision of advice and assistance in the development and marketing of UCD research and services; identification of funding opportunities; advice on preparation of contract research and consultancy agreements; advice to companies on sources of expertise.

- **Enterprise Development and Entrepreneurship**
  Encouragement and support services for entrepreneurship and new enterprise development on the campus; incubator facilities and associated services are available at the Campus Innovation Centre and business advisory services are provided in association with small business support organisations.

- **Patenting and Licensing**
  Promotion of patents process as a vehicle for commercialisation of inventions arising from UCD research; management and administration of UCD patents programme, including submission of patent applications and negotiation of licence agreements.

- **Continuing Professional Education (CPE)**
  Development of accredited multidisciplinary courses to meet the training needs of professionals in business, universities and other organisations.

Courses accredited by the University include:

**Safety and Health**
- Certificate in Safety and Health at Work
- Certificate in Safety and Health at Work (IBEC)
- Diploma in Safety, Health and Welfare at Work
- BSc in Occupational Safety and Health
- BSc in Occupational Safety and Health Management
- Masters of Applied Science (Safety Health and Welfare at Work)

**Sports Management/Medicine**
- Master of Science (Sports Physiotherapy)
- Master of Science (Sports and Exercise Medicine)
BSc (Sports Management)
Diploma in Sports Management
Certificate in Injury Management and Fitness in Sport

Mediation Studies
Diploma in Mediation Studies

Environmental Studies
European Environment Conservation Management
Environmental Impact Assessment Management

Learning Disabilities
Higher Diploma in Learning Disability Studies

Aviation Medicine
Certificate in Aviation Medicine

- Continuing Professional Development Courses
  Short courses (up to five days duration), including courses designed to meet
  the training needs of UCD staff and individual companies. Selected courses
  are supported by the European Union and National Programmes.

Information available
UIP Publication-Innovation Through Co-operation; UIP Information Sheets-
details on each of the areas listed above; Continuing Professional Education
course brochures; website.

Records held
Administration: Financial, legal, health and safety, committee records and
documentation relating to all administrative functions

Contact details
University Industry Programme, University Industry Centre, Belfield.
Tel: +353-1-716 1676
Fax: +353-1-283 8189
E-mail: uipoffice@ucd.ie
Website: www.ucd.ie/uip
7.3 BURSAR

7.3.1. BURSAR’S OFFICE

Function
The Bursar’s Office supports the Bursar as the chief financial officer of the University and as chief adviser to the President and Governing Authority on financial planning, policy and resource management. University funds are comprised mainly of capital and recurrent state grants, student fees, treasury and some commercial income, research funding from the EU and Irish state agencies and donations from private sources for specific projects. The Bursar’s Office is responsible for financial governance, financial asset management, resource allocation, financial planning and budgeting, financial reporting and pension and trust fund management.

Structure

The activities of the Bursar divide into the two administrative areas of Financial Management and Financial Planning and Resources.

7.3.1.1 Financial Management

Function
Financial Management provides information for decision-making and reports to internal and external users. It monitors financial outturn against budget and ensures University compliance with relevant legislation both at national and EU level in relation to the management and use of University funds. The main areas of responsibility include general ledger, payroll, fees collection, payments, cash collection and banking, accounts receivable, financial information systems development and maintenance, and financial reporting.
Structure

Financial Management

- Head of Financial Management: Donal Doolan
- Marion Markay: Secretary to Head of Financial Management
- Financial Accountant: Grainne Ahern
- Systems Accountant: Eileen Penston
- Operations Accountant: John Kenny
- Project Accountant: Breda Laragy
- Capital Expenditure Accountant: Adrian Ryan
- General Ledger Supervisor: Payroll Supervisor
- Payroll Staff (6)
- Payments Supervisor: Payments Staff (9)
- Trainee Accountants (5)
- Asset Register Supervisor

Services provided

- Accounting for University income and expenditure
- Management of investments portfolio including the University pension fund
- Monitoring and reporting on expenditure against budget
- Payment of salaries, wages and pensions to staff and pensioners and application of legislative and other deductions
- Establishment and management of procedures for the payment of travel and subsistence allowances, staff conference allowances and for administration of the payroll system
- Processing of travel and subsistence claims and of claims for payment of conference allowances
- Approving payments to consultants and visiting lecturers, additional fees and extraordinary payments to staff
- Management of petty cash, including monitoring of petty cash disbursements and recoupments
- Management of bank accounts, including maintenance of records of transactions on accounts and performing reconciliation of accounts; lodgement of payments, including stock control of cheques, receipts and lodgement sheets
- Monitoring the management of all funded research accounts
- Maintenance of asset register, as required by the Comptroller and Auditor General, of all capital acquisitions of office furniture, office equipment, computer equipment and all other equipment costing in excess of €1,270
- Monitoring of payment of suppliers invoices to ensure compliance with the Prompt Payments of Accounts Act, 1997, and calculation of any interest penalties due for non-compliance
- Administration of withholding tax payments pursuant to the Taxes Consolidation Act, 1997
- Ensuring compliance with the requirement to secure tax clearance certificates from suppliers

**Records held**
Purchase invoices; expense claims; records of all cheque payments; bank statements; records of all cash receipts; payroll records; fee ledger; correspondence; budget statements; reconciliations, financial reports; annual financial statements; all other financial records.

### 7.3.1.2 Financial Planning and Resources

The main areas of responsibility include resource allocation, financial planning and budgeting.

**Structure**

![Financial Planning & Resources Structure Diagram]

- **Financial Planning & Resources**
  - Head of Financial Planning & Resources
    - Helen Miller
  - Marion Markey
    - Secretary to Head of Financial Planning & Resources
  - Accountant Budgeting & Planning
    - Eileen McHugh
  - Accountant Budgeting & Planning
    - Padraig Kenny
  - Fees & Grants Manager
    - Deirdre Grattan
  - Trainee Accountant
  - Fees & Grants

**Services provided**
- Financial planning for new and existing University activities
- Allocation of resources to Faculties, support units and other University activities as approved by the Finance Committee
- Preparation of annual University budget and liaison with faculties, support units and ancillary areas with respect to the determination of budgetary allocations
- Provision of management information to internal and external users in respect of all aspects of University finances
- Preparation of annual HEA Unit Cost Study
• Authorisation of new and replacement posts with reference to approved staffing budgets
• Maintenance of Chart of Accounts Structure
• Management of Fees and Grants Office

Records held
Records relating to budgeting, financial planning and resource allocation

Information available for both divisions
Website

Contact details for both divisions
Bursar's Office, Michael Tierney Building, Belfield.
Tel: +353-1 - 716 1497
Fax: +353-1 - 716 1216
E-mail: bursar@ucd.ie
Website: http://www.ucd.ie/~bursar

7.3.1.2.1 Fees and Grants Office

Function
The Fees and Grants Office manages the collection of fees due by students, state agencies and other bodies; administers the payments of grants and scholarships and provides management information in respect of fee income.

Structure

<table>
<thead>
<tr>
<th>Manager: Deirdre Grattan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Officer: Mary O'Neill (Grants)</td>
</tr>
<tr>
<td>Senior Executive Assistant: Siobhan Morrissey</td>
</tr>
<tr>
<td>Executive Assistant: Mary Hutchinson</td>
</tr>
</tbody>
</table>

Services provided
• Fee collection
• Recording and receipt of payments
• Authorisation and payment of fee refunds
• Bank lodgements
• Imposition of fines for late registration and late fee payments
• Assessment of Fee Status
• Administration of ‘Free’ Fees scheme
• Grant Administration
• Disbursement of grant cheques from Local Authorities and other funding agencies
• Research Award Administration
• Web page – annual update of course fees and regulations, maintenance
• Implementing Government policy in the management of free tuition, and payment of research awards and grants
Information Available

*Information on Fees* - contains course fees and fee regulations – updated and published in August of each year

*Student Awards Booklet* – contains information on UCD scholarships, trust funds, prizes and awards

**Website**

**Records held**

Annual budget; account reports; purchase orders; bank statements; certificates of tax residency; course fee approval; tax exemption forms; research award authorisations; internal transfer of fee authorisations; tutor – hours worked forms; letters from grant authorities approving grants; copies of invoices issued; medical certificates submitted by students; general correspondence; HEA second registration letter.

**Contact details**

Fees and Grants Office, Michael Tierney Building, Belfield.
Tel:  +353-1-716 1431/2/3/4
Fax:  +353-1-269 4409
E-mail:  Fees@ucd.ie
Website:  [http://www.ucd.ie/~fees](http://www.ucd.ie/~fees)

### 7.3.2 BUILDINGS AND SERVICES DEPARTMENT

**Function**

The Buildings and Services Department is a significant support element to the academic mission of UCD, responsible for the operation, care and on-going development of the physical resources of the University.

**Structure**

See chart below.

**Services provided**

*Technical Services*
- Utilities, e.g. electricity, gas, etc.
- Mechanical services, e.g. ventilation, heating, fume cupboards, etc.
- Electrical services, e.g. high-tension power, combined heat and power plant, etc.
- Projects

*Major Projects Unit*
- Liase and operational quality control of major new buildings

*Building Fabric Maintenance*
- Cleaning services
- General building maintenance
- Event support
- General waste management
- Projects


**Grounds**
- Landscape development
- Roads and paving
- Signage
- Support to the Sports Department

**Services**
- “Front of House” / Reception
- Emergency response
- Provision and administration of room booking services
- Mail services
- Lost property
- Event support
- Examination support
- UNICARE Programme

**Telephone Services**
- Administration of internal telephone system including moves and changes, new installations, telephone faults and service difficulties, voice mail and telephone cost administration

**Information available**
- Services Recruitment Brochure
- UNICARE Brochure
- Telephone Services website: [www.ucd.ie/~building/telephones](http://www.ucd.ie/~building/telephones)

**Records held**
- Staff records; financial records, comprising accounting records, files relating to the preparation of annual estimates and the administration of annual budgets, files on general financial matters relating to projects and administration, purchase orders, invoices received and invoices issued; legal records, comprising contracts for services provided; committee records; health and safety records; accident, incident and theft reports; general administrative records comprising records relating to the use of space and facilities in the Department and the University generally, functions and duties of the office and its staff; and the formulation of policies and procedures.

**Contact details**
- Buildings and Services Department, Michael Tierney Building, Belfield.
- Tel: +353-1-716 1111
- Fax: +353-1-716 1646

### 7.3.3 CENTRAL TRANSPORT POOL

**Function**
The Central Transport Pool was set up by the University in the mid-1980s to provide and manage a University fleet of vehicles. The Central Transport Pool is responsible for the purchasing, maintenance, control and supply of these vehicles to the various Faculties.
Structure
Manager and Assistant Manager

Services provided
Prior to its establishment, a number of Faculties within the University had independently acquired vehicles for the transport of staff and students to off-campus locations for teaching and research. The purpose of the Central Transport Pool is to amalgamate all of these vehicles into one main transport pool in order to

- Ensure that the most efficient use is made of University vehicles
- Spread the running cost of the fleet among users
- Ensure that vehicles are used for appropriate University activities
- Ensure that vehicles comply with specific safety standards and drivers are suitably qualified to use them
- Safeguard University assets by managing the movement of vehicles

The vehicles in the Central Transport Pool can be analysed on a usage basis into four separate categories as follows

1. Vehicles used on an on-going basis by the Buildings and Services Department
2. Vehicles used on the Lyons Estate farm
3. Vehicles used on an on-going basis by the Faculty of Veterinary Medicine
4. Vehicles held for general University use

Records held
Vehicle tax books, DOE certificates, NCT certificates, copy driving licences, vehicle movement records and bus hire contracts.

Contact details
Central Transport Pool, Agriculture Building, Belfield.
Tel: +353-1-716 7798
Fax: +353-1-716 7798
E-mail: johh.free@ucd.ie

7.3.4 CONFERENCE/COMMERCIAL OFFICE

Function
The Conference/Commercial Office seeks to promote the use of the extensive range of conference and accommodation facilities on the various UCD campuses for a variety of conferences and events ranging from formal dinners through small seminars to full-scale international conferences.

Structure
Manager: Mr. Gary Moss
The Conference and Commercial Manager is responsible for student catering, licensees and conferences. The team comprises an executive assistant responsible for room bookings, conference co-ordination and clerical support to the commercial manager and a management accountant who shares his time between the different departments.
Services provided

- Promotes the University as a conference and event venue both to staff and students within the University and to external individuals and organisations
- Provides assistance with organisation of conferences and events held in the University
- Liaises with relevant offices and departments in the University on behalf of conference and event organisers in relation to security, services, equipment, facilities and accommodation
- Provides assistance to those bidding for conferences and events where UCD is to be the proposed venue

Records held:
Staff records; financial records relating to the preparation of annual estimates and the administration of annual budgets; purchase orders, invoices received and copy invoices issued, bank statements and petty cash records

Information available
UCD website at http://www.ucd.ie/confer.htm
Conference/Commercial Office brochure

Contract details
Conference/Commercial Office, Restaurant Building, Belfield.
Tel: +353-1-716 8600
Fax: +353-1-716 1150
E-mail: event1@ucd.ie
Website: http://www.ucd.ie/confer.htm

7.3.4.1 RESIDENCES OFFICE

Function
The Residences Office strives to ensure the well-being of all UCD students through the administration of student accommodation on campus and through assisting students in finding off-campus accommodation. Student accommodation offered comprises self-catering apartments and single rooms distributed across the Belfield and Blackrock campuses as follows

<table>
<thead>
<tr>
<th>Belfield Campus</th>
<th>Accommodation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belgrove Student Residence</td>
<td>200 three-bedroom apartments (including 26 double rooms)</td>
</tr>
<tr>
<td>Merville Student Residence</td>
<td>146 four-bedroom apartments and 6 five-bedroom apartments</td>
</tr>
<tr>
<td>Roebuck Hall Student Residence</td>
<td>24 three-bedroom apartments and 14 single rooms sharing common kitchen facilities</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Blackrock Campus</th>
<th>Accommodation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blackrock Student Residence</td>
<td>172 single rooms sharing common kitchen facilities</td>
</tr>
</tbody>
</table>
Structure
Administrator: Mr. Tony Nichol
The Residences Office consists of an administrator, an assistant administrator, one maintenance manager, one maintenance man, three receptionists and 34 residential assistants. The Residences Office reports directly to the Conference/Commercial Manager.

Services provided
- Administers the allocation of undergraduate and postgraduate student accommodation based on the random selection of applicants
- Provides specially adapted accommodation for students with a disability
- Ensures the payment of monies due for the rental of University accommodation
- Co-ordinates the maintenance and cleaning of all University student accommodation and oversees the provision of essential services
- Manages the out-of-term rental of University accommodation to language schools in Roebuck Hall and the Graduate School of Business, Blackrock (Merville and Belgrove residences are franchised to USIT for the summer months)
- Maintains a database of persons, families and organisations offering off-campus lodgings to students
- Maintains up-to-date information on accommodation available for rent (flats, apartments, houses)
- Offers, in conjunction with Bord na Gaeilge and the Sports Office, a scheme to assist certain students of Irish in obtaining accommodation

Records held
Licences to reside, records of deposit and rents, applications for residence, financial records relating to rents, incident and discipline reports and records relating to fines.

Information available
Student Handbook
Undergraduate prospectus

Contact details
Residences Office, Roebuck Hall, Belfield.
Tel: +353-1-716 8570
Fax: +353-1-716 1154
E-mail: accommodation.office@ucd.ie

7.3.5 COPI-PRINT, PHOTOCOPYING AND PRINT SERVICE

Function
It is the function of Copi-Print to facilitate self-service photocopying by students and to support the work of University Departments and offices by providing printing and photocopying facilities on a fee basis through its two offices in the Library Building in Belfield.
Mission statement
To provide an efficient and cost effective volume photocopying service for the University and a self-service facility for both staff and students. To supply departments with paper, envelopes, transparencies and toner as required. To participate in other services compatible with on-going developments in that area and to meet customer requirements in the future.

Structure
The service is managed by Eddie Dillon, with one Senior Executive Assistant, two acting Senior Executive Assistants and five contract staff.

Services provided
Sale and delivery of stationery supplies, including typesetting, design and printing of stationery where required
• Typesetting, design, printing and delivery of publications
• Provides a volume photocopying service
• Provides a binding and laminating service
• Provides a fax service
• Maintains self-service photocopiers throughout the University for use by students and staff
• Maintains photocopy card vending machines at locations throughout the University

Records held
Financial records, comprising accounting records, files on general financial matters, such as projects, purchase orders, invoices received and invoices issued, petty cash records; legal records, comprising contracts for services provided and commercial contracts; health and safety records; and general administrative records.

Information available
Brochure Copi-Print, Your Photocopy and Print Service

Contact details
Copi-Print, Library Building, Belfield.
Tel: +353-1-716 7651
Fax: +353-1-716 1156
E-mail: eddie.dillon@ucd.ie

7.3.6 CORPORATE AND LEGAL AFFAIRS

Function
The Corporate and Legal Affairs Secretary attends meetings of the Governing Authority and manages the University’s legal responsibilities, including compliance with statutory requirements, together with risk and insurance management and health and safety management.
**Structure**
The Office has three operational units: the Corporate and Legal Affairs Office, the University Safety Office and the Freedom of Information Unit, each reporting to the Corporate and Legal Affairs Secretary.

<table>
<thead>
<tr>
<th>Corporate and Legal Affairs Secretary</th>
<th>University Safety Office</th>
<th>Freedom of Information Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Coman</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Corporate and Legal Affairs Office</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legal Executive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mary Hogan</td>
<td>Safety Officer</td>
<td>FOI Officer</td>
</tr>
<tr>
<td></td>
<td>Michael Rafter</td>
<td>Rena Lohan</td>
</tr>
<tr>
<td>Executive Assistant</td>
<td>Assistant Safety Officer</td>
<td>Executive Assistant</td>
</tr>
<tr>
<td>Andrew Griffiths</td>
<td>Liam Dee</td>
<td>(vacant; shared with</td>
</tr>
<tr>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Safety Assistant</td>
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<tr>
<td></td>
<td>Peter Coulahan</td>
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</tbody>
</table>

**Services provided**

- Prepares contracts, leases and licences on behalf of the University and reviews fees payable under licences
- Prepares documentation for legal proceedings and court hearings
- Manages the co-ordination of activities required under University legislation and advises regarding the UCD Charter, the Statutes, Regulations and other legislation affecting the governance of the University
- Risk management and liaison with solicitors, insurance brokers and other external agencies and institutions
- Advises University officers, University company directors and the University Industry Programme on company secretarial issues
- Advises the University on policy and development in regard to legal, insurance and general administrative matters
- Advises the University as required in relation to new and emerging responsibilities under the law
- Acts as Secretary/member on internal UCD decision-making bodies and committees
- Represents the University on outside bodies

**Records held**
Legal agreements; Contracts; Statutes; administrative records.

**Contact details**
Corporate and Legal Affairs Office, Michael Tierney Building, Belfield.
Tel: +353-1-716 1458
Fax: +353-1-716 1162
E-mail: Andrew.Griffiths@ucd.ie
7.3.6.1 Freedom of Information Unit

Function
The function of the Unit is to administer requests under the Freedom of Information Act, 1997, to compile and update publications required under the Act and to provide training for staff.

Structure
The Unit is managed by the Freedom of Information Officer, Rena Lohan, assisted by an executive assistant.

Services provided
- Processes all requests to the University under the Freedom of Information Act
- Manages the FOI training and awareness programme
- Provides a University-wide records management training and consultation service

Records held
FOI requests and all relating correspondence.

Contact details
Freedom of Information Unit, Library Building, Belfield.
Tel: +353-1-716 7175
Fax: +353-1-716 7174
E-mail: foi@ucd.ie
renalohan@ucd.ie
Website: www.ucd.ie/~foi

7.3.6.2. Safety Office

Function
The Safety Office advises the University on matters relating to safety, health and welfare and is responsible for the University insurance programme at an operational level.

Structure

[Diagram showing the structure of the Safety Office]

External Consultants
- Health & Safety Integrated Risk Consultants
- Occupational Health

Safety Office
- University Safety Officer
  Michael Rafter
- Assistant Safety Officer
  Liam Dee
- Safety Assistant

College Resources
- Bio-Safety Officer
- Radiation Protection Officer
Services provided to

Corporate and Legal Affairs Office
- Reporting and information; liaison on insurance matters as part of the insurance team

Students and Students’ Union
- Faculty Days; Students’ Events; Freshers’ Ball; Belfield fm radio station

University Departments and safety advisory committees
- Safety advice; safety audits; training; fire safety; fire drills; incident investigation; insurance queries; event safety

Radiation Protection Officer and Bio-Safety Officer
- Consultation and liaison
- Personnel Office
- Safety advice; insurance matters; occupational health

Buildings and Services Department
Buildings
- Fire safety, minor safety works; physical risks in the University; major safety works programme; new building safety; contractor compliance; insurance

Services
- Incidents advice; queries; training; events liaison and advice

Additional services

Occupational health service provider
Management of occupational health service; referrals for occupational health advice

Environment
Occupational hygiene monitoring; waste management services, as required

Health and Safety consultants
Specialist advice; information as required

Capital equipment and large item funding (Higher Education Authority)
Procedures; administration; returns to and liaison with the Higher Education Authority

Insurance – Operations responsibility for
Risk management; claims management; incident Investigation; statutory plant inspections; general insurance queries of staff and students

Information available
Website
General Safety and Health Information (University only)
Safety and Health Periodicals (University only)

Records held
Incident reports; fire alarm maintenance records; fire extinguisher maintenance records; legal cases; insurance records; statutory plant inspection reports and general administrative correspondence relating to the functions of the office.

Contact details
Safety Office, Belfield House, Belfield.
Tel: +353 1 716 1317 / 1318
Fax: +353 1 716 1637
E-mail: safety@ucd.ie
Insurance@ucd.ie
Website: www.ucd.ie/~safety

7.3.7 MANAGEMENT SERVICES UNIT

Function
The function of Management Services Unit is to support administration by ensuring that information and communication technologies are in place to facilitate business processes and related activities. This gives MSU responsibility for the support of staff in offices, Faculties and Departments throughout the University in their use of central administrative computing applications and in their use of information and communications technologies at the desktop.

MSU aims to understand the information requirements of the University and to ensure that data held by administrative systems meets these requirements. It seeks to identify and implement methods to enable access to information for all users of such systems and to act as a catalyst for change and improvement through facilitating communication across functional areas. In addition, MSU reviews business processes and organisational structures and recommends changes with a view to improvement.
Structure

Services provided

- **Helpdesk/Desktop support**
  MSU, with support from Computer Services, manages a helpdesk service for all PC users to ensure that access to network-based software is maintained. This service guarantees that equipment is maintained, that hardware faults are rectified and that infrastructural problems are identified and relevant service providers, whether MSU, Computer Services or external suppliers, are assigned responsibility for providing solutions.

- **Operational systems management**
  MSU provides routine management of ICT systems, including setting up new users with access rights. It supports systems administrators in user departments and offices in the management of data integrity and provides technical support for all administrative systems.

- **Support for distributed access/processing**
  MSU seeks to deploy information and communications systems campus-wide. It has been instrumental in the deployment of a distributed Purchase Order Processing (POP) system within certain faculties and a report writing tool for use by faculty administrators. It supports the roll out of such systems from the technical, desktop and communications system, with user departments and offices taking responsibility for training.
• **Information management**

MSU advises on information management systems that cross the traditional functional areas of the University and works with the user departments and offices to identify this type of data, ensuring that it is equivalently defined and managed across University information systems. It develops systems to manage information which can be used to assist in decision-making at all levels in the University and systems that allow for the integration of data to facilitate good management and decision-making.

• **Business process support**

MSU reviews procedures and processes used in administrative functions and makes recommendations in relation to workflow, software, staffing, organisation and the information and communications systems necessary for the support of administrative functions. It formulates models for new business processes based around new functionality available in systems.

• **IT related training**

MSU evaluates staff ICT training requirements and seeks to provide a general training programme on the use of IT for administration. It aims to prepare, in cooperation with each Department Head and office, a training plan for staff members. MSU will also direct individual staff to required training courses and review progress for staff member after six months.

• **Awareness of new technologies and updating of systems**

MSU seeks to keep pace with changing technologies to see where they can be applied to support UCD administrative activities, and co-ordinates and implements delivery of system upgrades in collaboration with users.

• **Systems implementation and provision of software solutions**

MSU acts as facilitator with potential suppliers and other service providers in the University on behalf of ICT users in departments and offices. It collaborates closely with user departments to analyse requirements, identifies suitable software and, where necessary, will assist in the compilation and issue of a Request for a Proposal from suppliers for selected packaged software or will draw up a technical specification for the development of software in-house.

• **Negotiates with software suppliers on behalf of customers**

MSU manages liaison with software suppliers on behalf of users in the University in order to acquire information in relation to products and, when necessary, issues Request for Proposals when purchasing software. MSU attends at presentations by software suppliers to potential University users of software, and participates at any meetings and provides input during the selection process for software. During a systems implementation phase, an MSU representative co-ordinates communications with software suppliers in relation to training, technical support and guidance for implementation. It will also ensure adherence to institutional and other tendering guidelines.

**Records held**

- DBA documentation
- Contract documents and tender documents
- System proposals/discussion documents and system evaluation documents
- SIR System Investigation Request forms
• Project management documentation including meeting minutes, agendas, gantt charts, risk analysis, cost benefit analysis etc.
• Project correspondence both internal and external
• Source code
• User documentation
• Program documentation
• System manuals
• System procedures
• Issue logs and bug trackers
• MSU development methodology
• MSU staff files
• MSU work program
• MSU budget and finance
• Staff flexitime timesheets
• Staff jobsheets

Information available
Website
Information bulletin, E-Bulletin, published and distributed via e-mail to all staff working in the area of administration

Contact details
Management Services Unit, Michael Tierney Building, Belfield.
Tel: +353-1 706 1494
Fax: +353-1 706 1216
E-mail: msu@ucd.ie
Website: http://www.ucd.ie/~msu

7.3.8 PROCUREMENT OFFICE

Function
Procurement is the term used to describe the strategic element of purchasing. The Procurement Office examines overall expenditure on goods and services to ensure that value for money is being obtained throughout the University and provides advice and support to those responsible for purchasing in each Department.

Structure
The Procurement Office currently consists of a Procurement Officer and an executive assistant (shared with Freedom of Information Unit).

Services provided
• Support to departments by offering advice and assistance on all aspects of purchasing/procurement including UCD policies and procedures, Irish and EU public procurement regulations
• Training in purchasing practice and procedures
• Assistance for departments in ensuring that value for money is being obtained by comparing pricing and methodologies with other institutions
- Assistance for departments in ensuring that stocks are kept to a workable minimum
- The provision of departments with running contracts for various commodities, which will help them to obtain value for money
- The streamlining, consolidation, and, where possible, improvement of purchasing practices

**Information available**

UCD procurement web site: http://www.ucd.ie/~procure, which includes a summary of EU tendering guidelines, links to the UCD procurement policy, UCD internal procedures manual and links to other relevant websites.

EU Directives relating to public procurement in Europe

Department of Finance publication *Public Procurement*, 1994. Further information on relevant Department of Finance publications is available on www.irlgov.ie/finance/publications/otherpubs/pubproc.htm

**Records held**

Tender records, including EU notices, tender documents, questionnaires submitted, tender submissions, and record of scoring and price analysis; legal records comprising contracts and service level agreements; records relating to the provision of in-house staff training in procurement procedures; financial records, comprising accounting records, files relating to the preparation of annual estimates and the administration of annual budgets, purchase orders for Procurement Office and corresponding invoices; records relating to participation in internal UCD committees; general administrative records relating to the use of office space, equipment and supplies and records relating to the functions of the office and its staff.

**Contact details**

Procurement Office, Library Building, Belfield.
Tel:  +353-1-7161590
Fax:  +353-1-7161216
E-mail:  orla.h.odea@ucd.ie
## Appendix 1:
### Members of Academic Council:
(As at 1 November 2001)

<table>
<thead>
<tr>
<th>Last Name</th>
<th>Title</th>
<th>First Name</th>
<th>Department</th>
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<tbody>
<tr>
<td>Anderson</td>
<td>Professor</td>
<td>Terry</td>
<td>Dept. of History</td>
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<tr>
<td>Baird</td>
<td>Professor</td>
<td>Alan</td>
<td>Dept. of Veterinary Physiology and Biochemistry</td>
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<td>Christopher</td>
<td>Dept. of Veterinary Surgery</td>
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<tr>
<td>Benson</td>
<td>Professor</td>
<td>Ciaran</td>
<td>Dept. of Psychology</td>
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<tr>
<td>Bne Saad</td>
<td>Dr</td>
<td>Madje</td>
<td>Centre for Development Studies</td>
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<td>Professor</td>
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<tr>
<td>Bourke</td>
<td>Professor</td>
<td>Philip</td>
<td>Dean, Faculty of Commerce</td>
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<tr>
<td>Bradley</td>
<td>Professor</td>
<td>M. Frank</td>
<td>Dept. of Marketing</td>
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<tr>
<td>Brady</td>
<td>Dr</td>
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<td>Dept. of Geography</td>
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<td>Brady</td>
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<td>Hugh</td>
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<td>Niamh</td>
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<td>Butttimer</td>
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<td>Byrne</td>
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<td>Paula</td>
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<td>Clive E.J.</td>
<td>Dept. of French</td>
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<td>Cantillon</td>
<td>Ms</td>
<td>Sara</td>
<td>Equality Studies Centre</td>
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<tr>
<td>Capkova</td>
<td>Dr</td>
<td>Vera</td>
<td>Dept. of Linguistics</td>
</tr>
<tr>
<td>Carney</td>
<td>Ms</td>
<td>Mary</td>
<td>School of Nursing and Midwifery</td>
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<td>Carpenter</td>
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<td>Carroll</td>
<td>Dr</td>
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<td>Dept. of Chemical Engineering</td>
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<td>Dept. of Veterinary Anatomy</td>
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<td>Dept. of Philosophy</td>
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<td>Patricia</td>
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<td>Kevin</td>
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<tr>
<td>Collins</td>
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<td>John</td>
<td>Dept. of Large Animal Clinical Studies</td>
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<td>Crosby</td>
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<td>Dept. of Animal Science &amp; Production</td>
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<td>Mark</td>
<td>Dept. of Animal Husbandry &amp; Production</td>
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<td>Vincent A.</td>
<td>Dean, Faculty of Engineering and Architecture</td>
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<td>Doherty</td>
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<td>Charles</td>
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<td>Niall</td>
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<td>Engel</td>
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<td>Paul C</td>
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<td>Ennis</td>
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<td>Eustace</td>
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<td>Muiris</td>
<td>Dean, Faculty of Medicine</td>
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<td>Fitzpatrick</td>
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<td>Fitzpatrick</td>
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<td>John</td>
<td>Dept. of Crop Science, Horticulture &amp; Forestry</td>
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<tr>
<td>Garrett</td>
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<td>School of Physiotherapy</td>
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<tr>
<td>Garvin</td>
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<td>Thomas</td>
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<tr>
<td>Gibbons</td>
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Appendix 2:
Members of Academic Council Executive Committee:

(As at 1 November 2001)

Dr Art Cosgrove, President
Dr Caroline Hussey, Registrar
Professor Frank Hegarty, Vice-President
Professor Brian McKenna, Vice-President

Deans:
Professor Philip Bourke
Professor Patrick Clancy
Professor Fergus D’Arcy
Professor Owen J. Lewis
Professor Hugh Gough
Professor Michael J. Kennedy
Professor Joseph Mannion
Professor Mary Lambkin
Professor Michael Monaghan
Mr Paul O’Connor
Professor Muiris X. Fitzgerald
Professor Seosamh Watson

Student
Mr Aenghus Hourihane

Representatives:
Ms Aisling Maguire

Elected
Professor Ronan Fanning

Representatives:
Dr Mary Garrett
Professor Alan Harrison
Professor Stephen Mennell
Professor Séamas Ó Catháin
Professor John Scanlan
Professor Alan Smith
3 x Vacant

President's Nominees:
Professor Chris Bellenger
Ms Blanaid Clarke
Professor Ted Farrell
Dr Ann Lavan
Dr Aileen Pierce
1 x Vacant
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