



Social Sciences Desk Students Service Charter

The Social Sciences Desk is here to work with you, our students, to build together and maintain a positive and encouraging academic environment.

In particular, we will work together with you, our students, in the following ways:

You can expect us to:

- Create an environment in which every student, independent of their gender, age, civil status, disability, family status, culture, race, religion, sexual orientation, physical and mental health, and financial circumstances or socio-economic status, has the opportunity to learn, interact and engage in all aspects of university life.
- Treat all students respectfully and professionally.
- Offer welcoming and supportive orientation programmes to incoming students.
- Provide you with timely and accurate information so that you can make the best choices for your studies.
- Apply equitable policies and procedures that guarantee the integrity, quality and appropriateness of decision-making process on your applications.
- Treat any academic breaches of your University's Student Code as serious and deal with alleged cases according to the procedures established by the Student Code.
- Comply with all relevant legislation including Freedom of Information and Data Protection.

As a student, we expect you to:

- Engage with your University's academic and administrative systems and take responsibility for your registration status, programme and module choices.
- Treat all staff respectfully and professionally.
- Be conscious of the needs of fellow students and support the integration of all students in the academic and social life of your University.
- Actively engage in the orientation programmes, information events and activities arranged by your University.
- Manage your own learning experience by engaging fully with the academic resources provided to you.
- Take responsibility for seeking any support you need.
- Take responsibility for your own behaviour and act professionally in dealings with staff and fellow students and observe and uphold your University's regulations, policies and codes.

We enjoy working with you, our students, in a supportive and professional manner to achieve our shared goals, and we have very positive experiences in our work together. We are supported in our work by the expectations of the UCD Student Charter and associated policies.

In a situation where a staff member feels discriminated, threatened, harassed or disrespected by a student or third party, we will not tolerate this and will take action under the Student Code and the UCD Dignity and Respect Policy.

As a student, you are supported by a range of policies, including the Student Complaints Policy and the UCD Dignity and Respect Policy.

Supports and Policies:

UCD Student Charter

www.ucd.ie/secca/studentconduct

Dignity and Respect

www.ucd.ie/dignityandrespect

Report and Support Tool

reportandsupport.ucd.ie

Student Code

www.ucd.ie/secca/studentconduct

Student Complaints Policy

www.ucd.ie/secca/studentcomplaints