

Primary point of contact for students, available to help with advice and support on a range of issues including module & programme information, registration advice, timetable issues, assessment & progression, changing subjects or modules, extenuating circumstances, leave of absence, University & degree policies & regulations.



[www.ucd.ie/collegesandschools](http://www.ucd.ie/collegesandschools)

Contact the relevant office for details as arrangements vary.

For any queries relating to all aspects of a students programme, including:

- Registration
- Assessment
- Extenuating Circumstances
- Leave of Absence.

## College & School Offices

Offer assistance when personal, financial or social difficulties arise.

For all students



Hours vary  
**10am - 4pm** Core hours



**01 716 7120**

[www.ucd.ie/studentadvisers](http://www.ucd.ie/studentadvisers)

Offer assistance to students needing

- Support with college life
- Advice on policies and procedures
- Referral to other UCD supports
- Support with financial concerns.

## Student Advisers

Supports students in their learning regarding collections, study spaces, guides, classes, one to one advice including specialist supports, Health & Wellbeing collection and respite room.

For all students



**9am - 9:45pm**  
(Service desk open)  
Opening and service hours vary



**01 716 7627**

[www.ucd.ie/library](http://www.ucd.ie/library)

• A student needs support with searching and study skills;

- A student needs support with referencing and plagiarism.

## Library

Provides information, guidance and support on the international elements of the student experience.

For all students, particularly those who are new to Ireland or travelling abroad as part of their studies



Reception

**9am - 5pm**



**01 716 8500**

[www.ucd.ie/global](http://www.ucd.ie/global)

- A student is in need of assistance with immigration requirements or cross-cultural support.

## Global

Manages operational aspects of on-campus student accommodation.

For students living on the Blackrock or Belfield Campus



**24 / 7**



**01 716 1031**

[www.ucd.ie/residences](http://www.ucd.ie/residences)

- Student needs help with an aspect of their on-campus accommodation.

## Residences

Represent all students in a variety of issues.

For all students



**9am - 5pm**



**01 716 3108**

[www.ucdsu.ie](http://www.ucdsu.ie)

- A student is in need of peer support, advice & representation on welfare, educational & social issues.

## Students' Union

Offers advice & supports to widen access & ensure participation by diverse student cohorts.

For students who have entered through the entry pathways of HEAR, DARE, University Access Course, Mature Years, QQI-FET, Open Learning & students registered with the disability service



**10am - 4pm**



**01 716 7179**

[www.ucd.ie/all](http://www.ucd.ie/all)

- A student requires disability support, temporary exam accommodations, financial support, academic support & social support.

## Access & Lifelong Learning including Disability Support

Provision of pastoral care, emotional support & spiritual accompaniment.

For students of all faiths & none



**24 / 7**



**01 716 1971**

[www.ucd.ie/chaplaincy](http://www.ucd.ie/chaplaincy)

- A student is in need of support & advice.

## Chaplains

## General Campus Support enquiries

**24 / 7**

**01 716 7000**

[www.ucdestates.ie](http://www.ucdestates.ie)

## Estate Services

## UCD Emergency Phone Line

**24 / 7 / 365**

**01 716 7999**

- Immediate assistance needed in an emergency;
- Immediate welfare of a student at risk.



# Student Supports

UCD is committed to providing an excellent education and supportive environment to all our students. There are a range of supports available to those who are studying at the university. However, students may not always know who to contact and may reach out to any member of the UCD community for support. If you occasionally have contact with a student who discloses some personal difficulties or about whom you have other concerns, you are placed in the role of a "Trusted Person".

Trusted Persons are not expected to be able to resolve specific student issues or problems but should feel equipped with the knowledge of "who", "when" and "how" to refer onwards to another service. This document is intended to support community members in signposting students to appropriate support.

## Student Desk

Information & advice.

For all students, staff & visitors



Hours vary  
**10am - 4pm** Core hours



**01 716 1555**

[www.ucd.ie/askus](http://www.ucd.ie/askus)

- You have any questions that relates to the University.

## Student Health Service

Provides on-campus medical & psychiatric care.

For all students



**9:30am - 12pm**  
**2pm - 4:00pm**



**01 716 3134**

[www.ucd.ie/stuhealth](http://www.ucd.ie/stuhealth)

- There is a concern for the health & well being of a student.

## Student Counselling Service

Provides support when personal issues arise which affect happiness, well-being, capacity to cope, relationships or learning.

For all students



**9:30am - 1pm**  
**2pm - 4:30pm**



**01 716 3134**

[www.ucd.ie/studentcounselling](http://www.ucd.ie/studentcounselling)

- A student wants to speak to a counsellor.

## Maths Support Centre

Provides free, one-to-one and small group tuition & a range of workshops on all aspects of maths and statistics.

For all students registered to level 0, 1 or 2 modules only



Hours vary  
**10am - 4pm** Core hours

[www.ucd.ie/msc](http://www.ucd.ie/msc)

- A student requires maths assistance.

## Academic Writing Centre

Provides free, one-to-one tuition & a range of workshops on all aspects of the writing process.

For all students



Hours vary  
**10am - 4pm** Core hours

[www.ucd.ie/writingcentre](http://www.ucd.ie/writingcentre)

- A student requires assistance writing.

## Careers Network

Enable & empower individuals to develop the skills, self-confidence & attitudes needed to flourish in learning & work within a global economy.

For students and postdocs



**9am - 5pm**

Face to face & virtual appointments are via MyCareers



**01 716 7574**

[www.ucd.ie/careers](http://www.ucd.ie/careers)

- A student requires assistance with career development.

## SECCA

Student Engagement, Conduct, Complaints & Appeals

Student Engagement, Conduct, Complaints & Appeals.

For all students & staff



**9am - 5pm**



**01 716 7135** Student Complaints



**01 716 7132** Assessment Appeals



**01 716 7133/31** Conduct

- A student or staff member requires assistance in relation to Student Complaints, Appeals or Conduct.