

Social Sciences Student Advisers

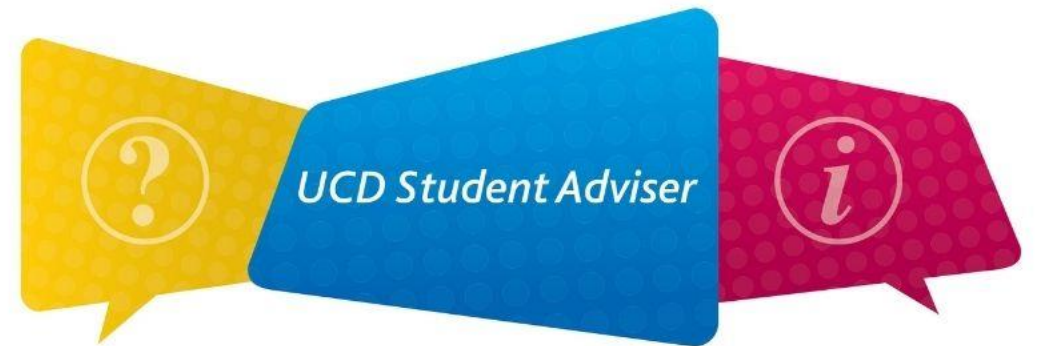
Who we are and what we do



University College Dublin
Ireland's Global University

Our Mission Statement

Supporting students in identifying and achieving their **academic goals** by **empowering** them to manage the various **life challenges** they will encounter.



Our role within the College and University

University level:

- The Student Advisory Service is a point of contact, support and referral for all UCD students.
- We report to the Head of Service, Aisling O'Grady, and the Dean of Students, Jason Last.
- We work with the Health and Counselling Service, the Student Desk, and SECCA, among others.

College level:

- Each College at UCD has at least one dedicated Student Adviser, supporting all undergraduate and postgraduate taught students within that college.
- These Student Advisers work closely and collaboratively with college and school offices, as well as academic colleagues.
- Two Student Advisers work with cohorts of student which span all Colleges - the Mature Student Adviser and the Postgraduate Research Student Adviser.

Our work with students

Personal

- Generally, our role involves working with students to identify and address issues in their personal life which are impacting, or threatening to impact, their studies.
- We offer students a confidential, non-judgemental space to explore any concerns or difficulties they are experiencing.
- We provide guidance, information and, where appropriate, referral to other services internal and external to the University.
- We have an established referral route to and from the Student Health and Counselling Service. This includes standard, priority and emergency appointments when necessary.
- We are also the initial point of contact for students who wish to make a complaint under either the Complaints or Dignity & Respect process.
- The most frequent personal issues we encounter relate to physical and diagnosed mental health issues, family or other relationship concerns, bereavement and loss, financial difficulties and general stress and anxiety.

Academic

- We regularly work with students on general academic issues, such as basic study skills and time management, prioritisation of workload, study plans, and accessing resources.
- We assist students with progression concerns, assessment queries, etc.
- Linking in with the more personal aspect of our role, we advise students regarding the Extenuating Circumstances Policy, the Late Submission of Coursework Policy and the local continuation process.
- We help students make well informed decisions regarding Leaves of Absence and withdrawal from the University, including the impact of such decisions on fees.
- We are a designated contact person for students who are undergoing an Academic Integrity or other disciplinary processes, such as breaches of the Student Code.
- We advise students who are considering making an assessment appeal.
- We provide support to students who are subjected to the University's Fitness to Continue in Study policy.

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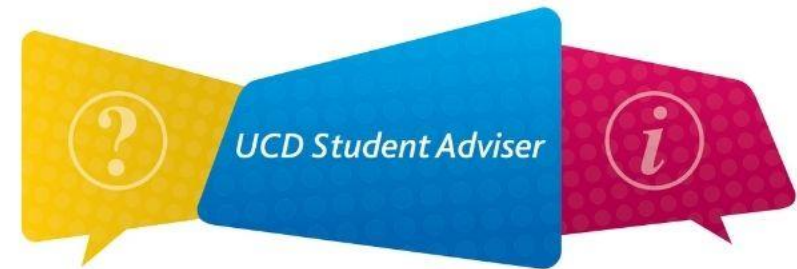
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Our work with students

Financial

- We offer advice and information relating to the Student Support Fund.
- We advocate for students making an application to the Student Welfare Fund.
- We can authorise emergency payment of up to €150 for students in immediate need.
- We provide information relating to the fund for student parents and the fund for part-time students, and will refer such students ALL for further advice.
- We assist students who are applying for the Laptop Loan Scheme.





UCD Supports



UCD Counselling Service

A free and confidential service staffed by professionally qualified psychologists and counsellors.

(01) 716 3134

www.ucd.ie/studentcounselling/

UCD Student Advisers

A point of contact, support and referral for all UCD students throughout their studies. Every academic programme in UCD has a dedicated Student Adviser who offers students time and space to explore issues of concern to them.

www.ucd.ie/studentadvisers/

UCD Dignity & Respect Support Service

Guidance on supports available if you have been impacted by bullying, harassment or sexual misconduct or for resolving issues of a dignity and respect nature.

Email respect@ucd.ie or phone (01) 716 7716

www.ucd.ie/dignityandrespect/

An Garda Síochána Confidential Walk-In Clinic

Available in the Campus Services offices located on the lower ground floor of the Agriculture & Food Science building at the following times:

Monday, Wednesday and Fridays between 1pm and 2pm (appointment not necessary).

<https://ucdestates.ie/unicare/community-policing/>

UCD Student Health Service

Provides on-campus medical, psychological and psychiatric care to registered students of the University.

(01) 716 3134

www.ucd.ie/stuhealth/

UCD Access and Lifelong Learning (ALL)

Supports such as disability support, scholarships, and financial assistance, and the University for All initiative.

www.ucd.ie/all/

UCD Estate Services - UniCare Emergency Line

(01) 716 7999 - for anyone who feels unsafe on campus or needs assistance.

www.ucd.ie/students/help/

Mental Health Support - SilverCloud

A confidential, internet-based platform that delivers online therapeutic and psycho-education programmes for free to students.

<https://ucd.silvercloudhealth.com/onboard/ucd/>



Academic Supports



**Social Sciences
College Office**

www.ucd.ie/socscilaw/

UCD Library

<https://www.ucd.ie/library/>

**UCD Student
Desk**

www.ucd.ie/studentdesk/

**Maths Support
Centre**

www.ucd.ie/students/msc/

School Office

Writing Centre

www.ucd.ie/writingcentre/

IT Services

www.ucd.ie/itservices



Contact details



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ucd.ie/studentadvisers



University College Dublin
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Thank you.
Any questions?

ucd.ie/studentadvisers