<table>
<thead>
<tr>
<th>Activity</th>
<th>Day-to-Day Queries</th>
<th>1st Escalation Contact</th>
<th>2nd Escalation Contact: Activity Lead / Admissions Officer</th>
<th>3rd Escalation Contact: Head of Function</th>
<th>4th Escalation Contact: Director</th>
</tr>
</thead>
</table>
| Applications & Admissions      |                                                                                                                                                                                                                   | **Study Abroad:** Breeda Cahill  
|                                | Activity Administrator  
|                                | cahillbl1@tcd.ie  
|                                | Ext: 4755  
|                                | **UG/PG Admissions:** Jacinta Ryan  
|                                | Activity Administrator  
|                                | jryan@tcd.ie  
|                                | Ext: 1561  
|                                | **Susan Power**  
|                                | Activity Lead / Admissions Officer  
|                                | spower@tcd.ie  
|                                | Ext: 3838  
|                                | **Jennifer Pepper**  
|                                | Head of Operations  
|                                | jpepper@tcd.ie  
|                                | Ext: 1060  
|                                | **Leona Coady**  
|                                | AR Director  
|                                | lcoady@tcd.ie  
|                                | Ext: 3653  
|                                |                                                                                                                                                                                                                   |                                                                                                                                                        |                                                                                                                                                        |                                                                                                                                                        |                                                                                                                                                        |
| Fees & Payments                | **“AskAR” on my.tcd.ie or academic.registry@tcd.ie for those without portal access**                                                                                                                                | **Dermot Cronin**  
|                                | Fees & Payments Activity Lead  
|                                | croninde@tcd.ie  
|                                | Ext: 2379  
|                                | **Paddy Gillick**  
|                                | Accountant / Fees & Payments Lead  
|                                | pgillick@tcd.ie  
|                                | Ext: 2540  
|                                |                                                                                                                                                                                                                   |                                                                                                                                                        |                                                                                                                                                        |                                                                                                                                                        |                                                                                                                                                        |
| Assessment, Progression & Graduation |                                                                                                                                                                                                                   | **Assessment & Progression:** TBC                                                                                                                                   |                                                                                                                                                        |                                                                                                                                                        |                                                                                                                                                        |
|                                | **Graduation:** Lorraine Norton  
|                                | Activity Administrator  
|                                | graduation@tcd.ie  
|                                | Ext: 1090  
|                                | **Kathleen Lyons**  
|                                | Assessment, Progression & Graduation Lead  
|                                | klyons@tcd.ie  
|                                | Ext: 3232  
<p>| | | | | |
|                                |                                                                                                                                                                                                                   |                                                                                                                                                        |                                                                                                                                                        |                                                                                                                                                        |</p>
<table>
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<tr>
<th>Records &amp; Case Management</th>
<th>UG Cases: Hilary Band Activity Administrator</th>
<th>PG Cases: Eilis Dunne Records &amp; Case Management Lead</th>
<th>Jennifer Pepper Head of Operations,</th>
<th>Leona Coady AR Director</th>
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<td>&quot;AskAR&quot; on my.tcd.ie or <a href="mailto:academic.registry@tcd.ie">academic.registry@tcd.ie</a> for those without portal access</td>
<td><a href="mailto:studcase@tcd.ie">studcase@tcd.ie</a> Ext. 2188</td>
<td><a href="mailto:eilis.dunne@tcd.ie">eilis.dunne@tcd.ie</a> Ext: 3078</td>
<td><a href="mailto:jpepper@tcd.ie">jpepper@tcd.ie</a> Ext: 1060</td>
<td><a href="mailto:lcoady@tcd.ie">lcoady@tcd.ie</a> Ext: 3653</td>
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