



Trinity College Dublin
Coláiste na Tríonóide, Baile Átha Cliath
The University of Dublin

2016 - 2017

Student Services Annual Report

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Introduction



Dr Alison Oldam
Director Student Services

Student Services are a collection of student-centred units designed to assist the objectives of Trinity College Dublin. We promote the academic wellbeing and the physical, psychological and emotional health integral to the student body, giving each and every member of the TCD community the opportunity to maximize their potential. Student Services support a positive learning experience throughout the student journey, from pre-entry to graduation, as well as aiding student retention. Student Services are located in the Corporate Services Division and include approximately 150 staff members between the following:

Academic Registry

Disability

Health Centre

Nursery

Student 2 Student

Student Counselling Service

Student Learning Development

Transition to Trinity (in partnership with the Dean of Students)

Trinity Sport

These services all work closely with Careers Advisory Service, Chaplaincy, Trinity Access Programme and the Tutorial and Postgraduate Advisory Services.

This report covers the period September 2016 to December 2017. I hope you will find it an informative read, and that it actively demonstrates the central role that these professional services play in ensuring that students thrive academically, and in their personal and professional development during their time in Trinity.

You can find more information about Student Services on our website¹ or in the new Student Services booklet.²

1. <https://www.tcd.ie/corporate-services/structure/student-services/>

2. [https://www.tcd.ie/corporate-services/assets/pdf/Student%20Services%20Booklet%20\(web%20version\).pdf](https://www.tcd.ie/corporate-services/assets/pdf/Student%20Services%20Booklet%20(web%20version).pdf)

Academic Registry (AR)

The Academic Registry (AR) provides a range of administrative services to support the student lifecycle, including: admission, registration, assessment, progression, graduation and study abroad.

Key Achievements

- We worked to embed the improvements made under the Academic Registry Enhancement Programme and to drive further improvements to enhance the student experience. These included:
- The completion of a student cases improvement project. A KPI dashboard was also introduced allowing enhanced reporting on the progress of student cases.
- Expansion of the KPI suite used by AR to include key processes (such as how quickly students are seen at the Service Desk and how quickly emails are responded to - including random quality checks on responses). Annual results:
 - Average time a student waited to be seen at the Service Desk was 3 minutes
 - Phone calls were answered on average after 1.8 minutes
 - 90% of emails were responded to within the Service Level Agreement of 4 days.
- A Happy or Not terminal was installed in April and over the next 4 months a 'Happiness Score' of 94% was achieved from a total of 1388 student responses.
- Creation of a cross-functional exams team between the Academic Registry and the Disability Service. We enhanced invigilator training and undertook more pre-emptive work, resulting in a more seamless exam experience for students and a significant reduction in the number of issues reported.
- A continuous improvement project, encompassing 31 discrete initiatives specifically designed to improve the student experience of registration. Results were extremely positive with material improvements across all core KPIs including the following:
 - At the beginning of Fresher's Week there was a 31% increase in student registrations completed for CAO new entrants compared to the previous year
 - Calls to the Academic Registry reduced by 15% (suggesting that students had less queries) and there was a 50% reduction in call wait time compared to 2016
 - A 66% reduction in queue time (30 minutes to 10 minutes) for collection of student ID cards compared to the previous year.

Next Steps

- Implementation of the changes to business processes and systems required by the Trinity Education Project Phase 1, including the delivery of the new academic year structure in 2018/19.
- Implementation of the new EU General Data Protection Regulations (effective 1st May 2018). As the owner of a considerable volume of student data in SITS, this will have a significant impact on the AR.
- Implementation of a People First programme aimed at ensuring that our staff, as key stakeholders, remain front and central as we embark on another year of significant change.
- Development of strategic thinking around a more holistic delivery of Student Services, in particular relating to contact points.
- Continued focus on capturing meaningful data on 100% of student interactions to understand trends and inform policy and service development.



Disability Service

The Disability Service acts to empower students with disabilities to achieve their potential and, in collaboration with these students, to engage the TCD community in creating an inclusive, transformational environment and a platform for innovation and inclusion.

Key Achievements

- There has been a significant rise in the number of students registering with the Disability Service, from 1.46% of the total population (222 students) in 2001/2 to 7.7% (1,364 students) in 2016/17. The two most commonly disclosed disabilities were specific learning difficulties (SpLD), such as dyslexia, and students with mental health difficulties.
- Continuation of the Disabilities Ambassador Programme³, in which Disability Ambassadors can access monthly workshops aimed at assisting them in their student journey and providing them with Graduate Attributes
- Launch and annual hosting of a summer camp entitled Ready Steady Go! A Taste of College⁴ to support secondary school students with Autistic Spectrum Disorder to experience college life in a fun and supportive manner (38 students have completed to date).
- Provision of the annual Careers Bootcamp⁵ to 74 students, including seminars on disclosing a disability, CV preparation, developing a LinkedIn profile and interview preparation, as well as practice interviews with staff from HR and from the Careers Advisory Service.
- Introduction of a new online registration form⁶ on SITS, making registration easier. There were 449 new student registrations in 2016/17.
- Creation of a cross-functional exams team between the Academic Registry and the Disability Service, resulting in better communications with the AR Assess, Progress & Graduation Team. We enhanced invigilator training and undertook more pre-emptive work, resulting in a more seamless experience for students and a significant reduction in the number of issues reported.
- 81.2% of students who engaged with their recommended assistive technology support were confident in their ability to use it successfully. Those who could see the technology being useful in an employment environment increased significantly from 39.7% in 2015/16 to 63.4% in 2016/17.

3. <http://www.tcd.ie/disability/ambass/>

4. <http://www.tcd.ie/disability/services/AS-Support/index.php>

5. <http://www.tcd.ie/disability/services/career/support/bootcamp.php>

6. <http://www.tcd.ie/disability/current/registration.php>

Next Steps

- Implementation of the Disability Service Information Systems, allowing Disability Service staff to complete and record students' needs assessments via the my.TCD.ie portal.
- Development of a Reasonable Accommodation Policy to approve and implement recommendations for individual students.
- Implementation of new and improved communications with schools and with academic staff.



The College Health Centre hosts a multidisciplinary team consisting of doctors, nurses, physiotherapists, a psychiatrist and a Health Promotion Officer. Together we provide almost 20,000 consultations for students per year.

Key Achievements

- Delivery and expansion of the Tobacco Free Trinity Initiative⁷, reducing the frequency of observed smoking on campus by 81%. Evidence on the initiative was produced in the journal *Health* (2017, 9, pp 435-450).⁸
- Support of the student and staff social walk/jog/run group⁹ for a year with maximum attendance of 120 people, and a regular attendance of approximately 20 people.
- Assistance with the establishment and support of a bi-weekly breastfeeding group¹⁰ for students and staff (approximately 15 people per session).
- €30,000 of funding obtained from our Smarter Travel partners in the National Transport Authority to improve bike parking on campus.
- Support of a student's successful application to the Changing Trinity Fund for an infrastructure to encourage students and staff to take the stairs rather than the lift.
- Running of a staff mindfulness course with over 20 participants.
- Shortlisted for the prestigious CIPD HR Staff Well-Being Award (joint application with Human Resources).

Next Steps

- College Health has applied to Board to extend Trinity's tobacco-free zones across most of the campus from June 2018.
- Drawing on Trinity's strategic aim to promote student-led activity (Strategic Plan Theme A2.4) we will continue to engage students and staff in creating a culture of wellness in Trinity. The Health Promotion Working Group will be open to all students and staff in the areas of Tobacco, Smarter Travel, Healthy Eating and Health & Sports Week.
- Collaboration with Dublin City Council and the National Transport Authority to promote a better cycling infrastructure between Trinity sites (e.g. from Trinity Hall to Main Campus and from Main Campus to St. James' Hospital).

7. <https://www.tcd.ie/collegehealth/promotion/smoking/tobacco-free-trinity.php>

8. http://www.tara.tcd.ie/bitstream/handle/2262/79864/smoking%20Health_2017031016225034.pdf?sequence=1&isAllowed=y

9. <https://www.tcd.ie/collegehealth/promotion/living/>

10. <https://www.tcd.ie/collegehealth/promotion/breastfeeding/>



Day Nursery

The Day Nursery caters for children from 6 months to school age, with a maximum capacity of 52 places. TCD Day Nursery is registered with TUSLA and has approval from POBAL and the Department of Education to offer the following childcare grants: ECCE, CCS & CETS.

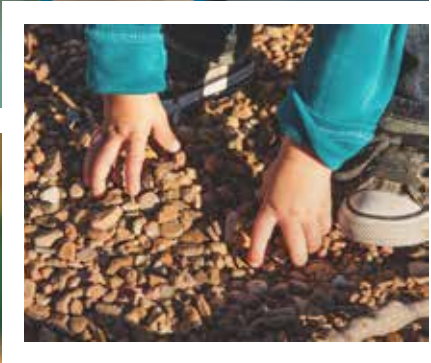
Key Achievements

- Launch of our new website.¹¹
- Increased training using in-house offerings and the Dublin City Childcare Committee.
- Revision of all policies and procedures, ensuring compliance with government funding programmes.
- Introduction of nursery meetings with parents as a feedback mechanism on service delivery.
- Engagement with the government Better Start programme. The aim of this is to improve the quality of play and learning opportunities for children. The Day Nursery achieved this by:
 - Reviewing current room layouts and changing play areas to better reflect the children's play patterns
 - Adding to existing play areas with the introduction of more open-ended materials
 - Moving equipment together to create a more cohesive learning area.
- Children engaged with the materials well and that this had a positive impact on their play behaviours, with children being able to focus for longer periods of time
- In 2016/17 the nursery provided childcare for 25 children of TCD students, the majority of whom (approximately 72%) were EU students.

Next Steps

- The Day Nursery has recently received funding for the development of the outdoor play area. This will focus on the use of natural materials and is designed so that the play area is a fun, learning space. Estates and Facilities staff will be assisting with the development of this area.

¹¹. <https://www.tcd.ie/about/services/daynursery/>



Student 2 Student (S2S)

Student 2 Student (S2S) is a student-led initiative designed to facilitate student engagement, transition and progression. We offer trained student mentors to every incoming undergraduate and visiting student at orientation, in groups who continue to support them throughout the year. S2S also delivers the Peer Support programme; skilled one-to-one listening and support for all undergraduate and postgraduate students in Trinity College, available on request.

Key Achievements

- Collaboration with the Student's Union to provide Peer Support cover in the Welfare Office.
- Implementation of a pilot graduate internship in the S2S office (with funding from the SU).
- Peer supporters contributed over 169 hours to drop-ins and individual casework mentors took a key role in disseminating the new Trinity in 12 Weeks orientation programme.
- Over 1,300 trained S2S Mentors delivered orientation tours and social transition support to over 7,000 undergraduate and visiting students.
- 43% of volunteers signed up because of their positive experience with their own mentors and/or peers supporters.
- Students who had S2S Mentors reported that the mentor had a positive impact on their transition. Specifically:
 - 779 students credited S2S with their persistence in university
 - 1,268 students said that S2S helped improve their academic performance
 - 1,678 students said that S2S improved their overall experience in TCD.
- We surveyed current and graduate volunteers about the contribution S2S made to their graduate attributes. Of 204 respondents:
 - 90% said that it helped them to think independently
 - 99% said that it helped them to communicate effectively
 - 94% said that it helped with continuous personal development
 - 99% said that it helped them to act responsibly.

Next Steps

- Revise intake and orientation strategies to accommodate academic year restructuring.

- Investigate an IT solution for the recruitment, training and quality assurance of volunteer activity that would increase efficiency and release resources for volunteer support.
- Seek funding to research and implement a suitable mentor system for Postgraduate students.
- Alongside Student Learning and Development, seek funding to pilot a Peer Assisted Study Support (PASS) programme. This would expand the S2S model to include peer-based learning support and transitional study skills (e.g. self-directed learning, how to take notes, how to revise, organising time, concentration and focus on personal and professional development within curricular and co-curricular activities)
- Embed ability to build and reflect on graduate attributes within the S2S volunteer programmes and as a PASS deliverable (TEP strand 5 objective).



Student Counselling Service (SCS)

The Student Counselling Service provides free, confidential and professional mental health supports. We offer a range of groups, workshops and online support programmes as well as one-to-one appointments. The service utilises a stepped-care model, ensuring that students get the level of intervention required.

Key Achievements

Our strategy emphasised preventative practices and positive mental health promotion, including:

- Launch of the Lean On Us¹² campaign.
- Increase in the number of workshops and Wellbeing Wednesdays.
- Training and upskilling staff and tutors to proactively support their students' mental health.
- E-Pub Online Drink Survey¹³ and behavioural change activation.
- Roll-out of one-to-one and group counselling provisions for Trinity Hall student residents.
- Increase in evening opening hours.
- Increase in the use of trained counsellors working voluntarily or in training/ placement posts.
- Development of a procedures document, Responding to Trinity International Student Crisis, in partnership with the Postgraduate Advisory Service, Disability and Global Relations.
- Development and pilot of consent workshops in partnership with the Student's Union & Senior Tutor's Office.
- Provision of 509 emergency appointments (compared to 430 in 2015/16)
- 7,400 one-to-one appointments, 1,160 group appointments and 1,300 online sessions offered to students, reaching over 10% of the total student body (2016/17 annual figures only).
- Students who accessed counselling (one-to-one, group and online) reported that it had a positive impact on their academic life. Specifically:
 - 219 students reported that counselling was an important factor in their progression/retention giving a net benefit to Trinity of €1.1 million in 2016/17
 - 59% said that counselling was a factor in improving their academic performance
 - 70% of students said that counselling was a factor in helping them develop life skills for future employment.

¹² https://www.tcd.ie/Student_Counselling/support-services/lean-on-us/

¹³ <https://interwork.sdsu.edu/echeckup/epub/alc/coll/index.php?id=TCD>

Next Steps

- Development of consent workshops and materials with the SU and the Senior Tutor's Office.
- Staff and student training; how to respond to disclosures of sexual violence/ assault.
- Contribution to the development of TCD's Mental Health Strategy under the auspices of Healthy Trinity.
- Continued expansion of outreach and prevention activities.
- Securing additional rooms for service provision.
- Elucidation of SCS' contribution to the development of graduate attributes.



Student Learning Development (SLD)

Student Learning Development (SLD) offers a range of services to help students improve their academic study skills, including one-to-one consultations and workshops on writing skills, time management, procrastination, critical thinking, thesis writing and presentation skills. We also provide support through webinars, Skype and email for students who are off campus.

Key Achievements

- Collaborated with the Careers Advisory Service on the Trinity Employability Award¹⁴, delivering career development and critical thinking skills for 50 Junior Sophister STEM students.
- Hosted the Trinity Writing Day. In 2017 we delivered 6 workshops over the day to an accumulated total of 227 attendees (approximately 57 unique clients).
- Collaborated with the TCD community on joint workshop delivery (including Library HITS, Graduate Students' Union, Careers Advisory Service, Postgraduate Advisory Service, Information Technology Services, Student's Union and academic departments).
- We provided 415 one-to-one sessions and 93 drop in sessions in 2016/17.
- We delivered 79 workshops in departments, reaching 3324 attendees (an increase of 58%).
- We ran 57 Academic Skills workshops, reaching a total of 884 students.
- 760 students registered on SLD's Blackboard module.
- 11 online Academic Skills workshops took place, reaching 61 attendees.

Students interacting with SLD reported that it had a positive impact on their academic life. Specifically:

- SLD helped to support the development of Graduate Attributes; 61% of survey respondents credited us with the development of their self-management skills.
- 42% of students said that SLD was an important factor in helping them to improve their academic work.
- 92% of students said that they would make positive changes to their practice as a result of a workshop that they attended.

Next Steps

- Leading out on the Wellbeing Module that will run in the Business School in 2018/19 (see page 22).
- Working with S2S in relation to piloting a Peer Assisted Study Support Programme (see page 12).

¹⁴. http://www.tcd.ie/Careers/students/trinity_employability_award.php



Transition to Trinity

The new post of Transition to Trinity Officer was filled in 2016. This role emphasises the importance that Trinity places on high quality student support from transition onwards, consolidating the varied orientation activities that traditionally happen across TCD and re-structuring provision so that information and support is available to all students from the acceptance of their offer right through to the end of their first semester. There is now a three-phased model designed to help new students engage with their academic and co-curricular activities as quickly and effectively as possible.

Key Achievements

- Orientation reached over 5,000 students in 2016/17, across undergraduate, postgraduate and visiting students.
- Work on the pre-arrival phase was completed in 2016/17, with the production of a new welcome guide, the re-design of the orientation website¹⁵ and a strong communication plan.
- A strong social media presence was introduced on Twitter and Facebook.
- The General Orientation key lecture was re-written to ensure the sharing of concise, clear information in an engaging and timely fashion. Close liaison with schools, Global Relations, TAP, the Mature Students Office and Student Services ensured that there was no duplication.
- The locker system was completely re-organised in liaison with Estates and Facilities, leading to an online allocation system which significantly improved the student experience.
- An interactive, student-generated induction workshop was introduced in a number of pilot areas in conjunction with S2S. These sessions give incoming students the opportunity to establish their own priorities, ask relevant questions and to meet their S2S mentors and classmates in larger, more sociable groups. Sessions build a stronger sense of community among the students by encouraging participation and by proving that questions and concerns are not unique to them.
- Settling into College workshops were introduced in the first semester to encourage students to think about academic, personal, social and financial challenges they have experienced and to create personal action plans to tackle these challenges. Students share their challenges with the room and support services are highlighted to let them know where they can ask for help.
- Trinity in Twelve Weeks¹⁶ was introduced; a first semester programme with weekly themes such as Study Skills, Looking after Yourself and Managing your Money, to provide students with useful information about Trinity supports and services

15. <https://www.tcd.ie/students/orientation/>

16. <https://www.tcd.ie/students/orientation/twelve-weeks/index.php>

and advice on how to make the best of their time in Trinity both academically and personally.

Next Steps

- Continued growth of the Trinity in Twelve Weeks programme.
- Review of postgraduate orientation responsibilities and content. Alignment of the postgraduate orientation programme with the three phases of undergraduate orientation: pre-arrival, orientation & transition.



Trinity Sport provides a first class sporting, participation, performance, administration and leadership experience for students, staff, graduates and partners; creating the most engaged communities internally and externally. We offer sport and physical activity opportunities through a variety of programmes, courses and classes and through the 50 student sport clubs. The sports facilities include the Sports Centre, College Park, Botany Bay Tennis and Futsal, and satellite venues at Santry Sports Grounds, at the University residences at Trinity Hall in Dartry, the Boat House at Islandbridge and the recently acquired Iveagh Sports Grounds.

Key Achievements

- Completion of Phase 1 of the outdoor sports facilities, fitness theatre reconfiguration and acquisition of the Iveagh Sports Grounds.
- Distinct Trinity Sport identity (DUCAC & Dept. of Sport) and a new Sports Development Unit.
- Awarded the gold standard White Flag Award for the last 4 years.
- Delivery of key showcase events (most notably the GAA Pitch Opening and the Sports Awards attended by star guests Ed Joyce and Rob Kearney).
- Key sponsorship and support by the Bank of Ireland for Trinity Sport.
- Sixty-eight sport scholarships were awarded across 20 sports.
- Trinity sports clubs had many successes including:
 - The hockey ladies first XI promoted to the top-tier EY league
 - Trinity Rugby consolidated their position in division 1A of the AIL
 - The fencers claimed a 10th consecutive intersarsity win
 - The cricket club celebrated their 1,000th game.
- The annual run series had record turnouts for the Trinity Operation Transformation Run, 60 participants in the annual Reindeer Run and 260 participants in the Campus 5k.
- We were accepted as partners in the European-funded Project ACE, targeting student physical inactivity. Other programmes and initiatives such as the Physical Activity Project strand of the Healthy Trinity Group were established.
- Approximately 10,261 students activated cards to access the Sports Centre. Recorded visits to the Sports Centre were 342,898; approximately 69% of these were students (on average 23 visits per annum).

15. <https://www.tcd.ie/students/orientation/>

16. <https://www.tcd.ie/students/orientation/twelve-weeks/index.php>

Next Steps

- Entire outdoor facilities development review and development plans for the Iveagh Grounds.
- Further funding for Trinity Sport.
- Online bookings for facilities.
- Increased scholarships, extension of the Orthopaedics & Sports Medical Pathway, collaborations with National Governing Bodies, focus sport models and Club development plans.
- Improved Intermural Programme, ACE Project, and promotion of impromptu activity with purchase of sports for hire equipment for student and staff use.



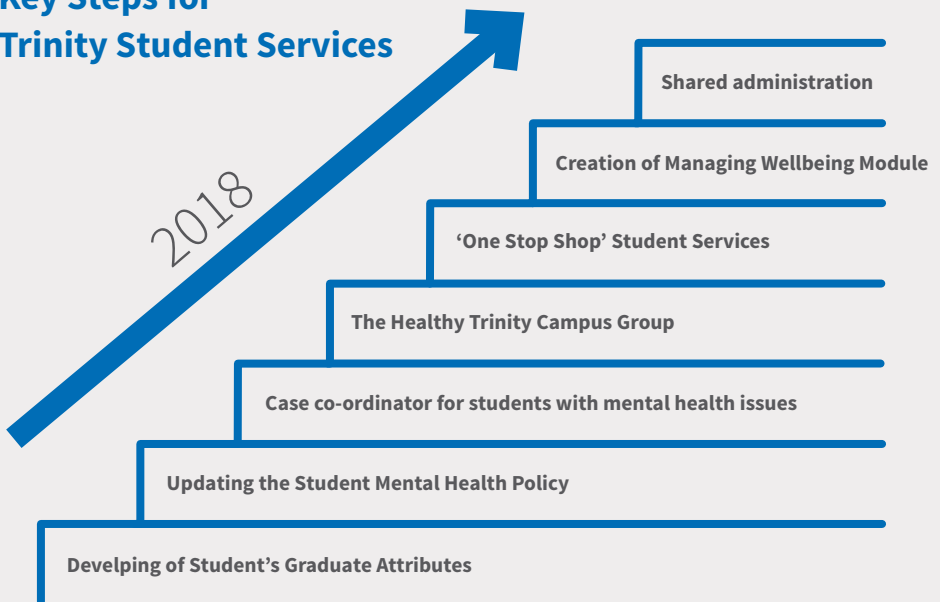
Next Steps for Student Services

- Over the past 18 months staff from SLD and the Director of Student Services have been working with the Business School to create a 5 credit module called Managing Wellbeing in the Business Context. This will be available to Senior Fresh students taking the BBS (Bachelor of Business Studies) from 2018/19. This could form the basis for similar modules in other professional courses, as well as having the potential to be an elective module for students under the Trinity Education Programme.
- This year we have been investigating the possibility of sharing some administrative functions across Student Services. Over the next year we aim to implement some shared service admin in order to maximise efficiency. This will be aided by the exciting move the Health Centre and Disability Service will be making to Oisín House, accompanied by some sports facilities.
- This year we have been researching the possibility of a Student Services ‘One Stop Shop’; one place to direct any student service query to. This would build on current service provision, but the opportunity to book directly with the service concerned (e.g. a counselling session, a GP appointment) would remain.
- The Healthy Trinity Campus Group, formed in response to the Health & Wellbeing (Workplace Wellbeing) Bill (2015), is a collaborative Student Services and academic staff approach to the following three areas:
 - Health Enhancing Physical Activity
 - Mental Health and Wellbeing
 - Healthy Eating
- Working groups for each of these areas will develop significant opportunities for institutional collaboration to support the core objectives of the Student Services in the coming year.
- The new role of Case Co-ordinator was filled in December 2017. This is the first cross-cutting role, with the post holder working across Counselling, Disability and the Health Centre. The post holder will work with students with complex mental health needs who are often seen in all three services and by services externally. They will ensure high quality, co-ordinated services internally and will also work to ensure appropriate engagement with external service providers.
- As noted previously, the Student Counselling Service established a presence at Trinity Hall residences this year, whilst Trinity Sport set up gym facilities. When staffing allows, we would like to expand this, with for example Disability and nursing presence, to support the offering at Trinity Hall.
- Student Services staff will continue to be involved in policy and procedure development, fitness to study practices and management of student crises.
- Next year will focus on reviewing the institutional response to student death, and on

reviewing and updating the Student Mental Health Policy.

- Student Services have a key role to play in the development of students' graduate attributes; we ensure that students can capitalize on the opportunities they have in Trinity to develop these attributes academically and in their extra/co-curricular activities. We also have a responsibility to make sure that they can reflect on those attributes in a meaningful way from an employability perspective.
- Being a member of a sports team, a club captain, holding an organisational role in a society, being a mentor, a Disability Ambassador, engaging in counselling with the self-reflection and learning that this can bring; all these things can enable a student to develop their graduate attributes. With appropriate resourcing and training, S2S mentors could be instrumental in helping students to identify and coherently express this learning.

Key Steps for Trinity Student Services



Why not follow the services via their social media presence at:

	Facebook	Twitter
Academic Registry:	TCDAcademicRegistry	@TCDAcadRegistry
Disability:	TrinityDisabilityService	@TCDdis
Health Promotion:	TrinityHealthPromotion	@TCDHealthP
Student 2 Student:	TCDS2S	@S2Society
Student Counselling:	TrintiyHeadspace	@TCD_Headspace
Student Learning Development:	studentlearning	@StudentLearnin1
Trinity Sport:	TrinitySportDublin	@tcdsports

