



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

Student Services

www.tcd.ie/studentservices

Hello,

My name is Alison Oldam and I am the Director of Student Services. It's really important to me that you're aware of the support that's available to you during your time at Trinity. That's why we've put this inaugural Student Services booklet together – so you can see, at a glance, the services that can help smooth your route through college.

Your overall student experience is important to us. I encourage you to access whatever help you need, whenever you need it. As the name suggests, these are your services – so don't be afraid to use them!

With best wishes,



Dr Alison Oldam
**Director of
Student Services**

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Academic Registry

The Academic Registry provides a range of administrative services to undergraduate and postgraduate students, staff and academic departments in support of the following key student life cycle activities: Undergraduate and Postgraduate applications & admissions, fees & payments, annual student registration, lecture timetables, Erasmus and study abroad, examinations, assessments and progression, research degrees & examination and graduation award ceremonies.



From your initial enquiry to Trinity through to your graduation ceremony, the Academic Registry Service Desk Team will be available to answer your questions and direct you toward solutions. The mission of Academic Registry is to provide key centralised administrative services to students and staff supporting the best possible Trinity experience. Our vision is to be an integrated, flexible team with a professional service ethos supporting all stages of the student lifecycle.

The Applications and Admissions Team provide information about admission requirements and administrate applications to undergraduate and postgraduate courses.



The Fees and Payments Team is responsible for the invoicing and collection of course fees and the collection of accommodation charges.

The Assessment, Progression and Graduation team is responsible for the running of all examinations in the University and for all related assessment processes.

"Academic Registry provides a great centralised service. Whether you have an issue with your fees, your registration, your student card, right up to your graduation – you can get all your questions answered under one roof."



John

(B.A) History and Political Science

Contact Details

Questions can be asked via the home page of my.tcd.ie and clicking on the 'ASK AR' button.

The Service Desk is open from:

09:30 – 17:30 on
Mondays - Thursdays,
09:30 – 17:00 on
Fridays

During peak periods, including orientation & registration. There are late opening hours till: 18.00
Tuesday & Thursday

Email:

academic.registry@tcd.ie

Phone:

+353 (01) 896 4500

Website:

www.tcd.ie/academicregistry

Location:

Watts Building

Student Counselling Services (SCS)

At the Student Counselling Services we know that university life can be brilliant, and it can also be tough sometimes. To help you cope better when times are tough, the SCS provide free, confidential and professional mental health services. We value diversity, equality, inclusivity, accessibility and compassion, so no matter who you are or what's going on in your life, we are available, adjacent to the main campus and in Trinity Halls, to support you.



We offer more than just one-to-one counselling. This year we will run a huge range of groups, workshops, and online support programmes to suit your needs. The best way to stay in touch with what's going on at the SCS is to like or follow us on Facebook (TCD Headspace) and Twitter (@TCD_Headspace).

Did you know that over 1 in every 10 TCD students use the SCS each year?

If you'd like to meet an SCS counsellor in-person you first attend a 30-minute initial consultation. This first consult lets you tell us what's happening and helps us recommend the best supports.

We have a number of these consults available each week, some pre-booked and some drop-in (between 1 – 2 p.m.).



Phone us at (01) 896-1407 to discuss what initial consult option works best for you.

You can also check out the upcoming groups and workshops on our web calendar (click "Counselling Services") on our homepage. From Managing Mood and Trekking Thru Anxiety, to the Bereavement Support Group and PG Tips (postgrad support group), there is so much to learn from joining one of our groups. You can also bring your lunch and drop-in to one of our weekly Wellbeing Wednesday Workshops – short, free lunchtime talks designed to upskill you in, well, life.

"A huge weight is lifted when you can tell someone your problems, issues, hang-ups in a non-judgemental atmosphere, beyond what you'd imagined it would feel like from times of despair and anxiety"



Niamh

(B.A) Economics and Social Studies

Contact Details

Student Counselling Services are open throughout the year, including the summer months.

09:00 – 17:30 on Mondays & Thursdays,
09:00 – 20:00 on Tuesdays & Wednesdays and
09:00 – 17:00 on Friday
Out of term
09:00 – 17:30 on Mondays - Thursdays
09:00 – 17:00 on Friday

Email:

student-counselling@tcd.ie

(appointments cannot be booked by email).

Phone:

(01) 896 1407

Website:

www.tcd.ie/student-counselling

Location:

3rd floor of 7-9 South Leinster Street
Oldham House, Trinity Hall

Disability Service

The Disability Service provides a confidential and accessible service for any student with a disability. It aims to enable you to identify and support your learning needs during your time in Trinity.

The Disability Service is student centered and is committed in as far as is reasonably possible, to empowering students with disabilities achieve their academic and vocational goals, as well as access all aspects of college life.

If you are an undergraduate or postgraduate student with a disability (a physical or sensory disability, a mental health difficulty, Attention Deficit Hyperactivity Disorder or Autism, or a Specific Learning Difficulty) and you are registered as a student in Trinity, you can avail of support from the Disability Service.

The Disability Service will support you in identifying your learning needs as a student and will offer a number of resources and supports to enable you to engage in university life. These supports may include the provision of assistive technologies, access to respite spaces, or access to reasonable accommodations (such as disclosure of your disability

to your department, extra exam time, low distraction venue etc.). Additionally, students can avail of individual sessions with an occupational therapist who will assist you to develop practical skills and strategies to help you manage your university student life.

We are a team of professionals with expertise in the field of disability, including disability officers, occupational therapists and an assistive technology officer.

"Using the disability service has meant I am able to achieve my best regardless of my disability. It has not been a barrier to my education. If anything, engaging with the disability service has given me a better understanding of how I work and how I learn, which is invaluable."

Contact Details

Email:
askds@tcd.ie

Phone:
(01) 8963111

Website:
www.tcd.ie/disability

Location:
Room 2054 in the Arts Building.

10.00 - 16.00
Monday - Friday



College Health Service

The College Health Service is currently based on campus at House 47, towards the eastern end of the College, opposite the Rugby pitch. The Service will move to the new Development at Oisin House in 2019. The Service provides GP and Nursing care for all registered students, all year round.

The Team at College Health also includes the College Psychiatrist, the College Physiotherapist and the College Health Promotion Officer.



We take a holistic, multi-disciplinary approach to Student Health, working closely with the other Student Services, in the knowledge that Health matters can have a significant impact on a the Academic progress of students.

The Doctors and Nurses see patients in one-to-one, face-to-face consultations. Currently, there is no charge for Consultations although a small fee is payable for some additional procedures. The team comprises 5 General Practitioners, 3 Nurses, College Psychiatrist / Assistant Director, Physiotherapist, Health Promotion Officer and an Administrative unit.

Separate confidential notes are kept for your visit to the Sexual

Health Clinic, and do not appear on your computerized student health records. When you attend the clinic you will be given a number. All samples that leave this clinic have this number, your initials and your date of birth as identification. We do keep computerized records, but you cannot be identified from them.

The most Common Reasons for Consultation are: Contraception, Stress, Physical illness, Sexual health, Mental health, Sports injuries, Travel Medicine, Immunisations, Liaising with tutors on behalf of students with medical problems, Appointments with the College Psychiatrist.

Key Statistics and Figures

We provide almost 20,000 face-to-face Consultations per annum to Students

The College Health Service was founded in 1965.

Lombard Pharmacy, Prices Medical Hall, Boots Pharmacy Trinity Pharmacy and Hickey's Pharmacy all offer a discount on Student Health prescriptions.

Contact Details

The College Health Services are open throughout the year, including the summer months.

Phone:

(01) 8961591 or 8961556

Website:

<https://www.tcd.ie/collegehealth/>

Pre- booked appointments are available from: 9.00 - 16.30 and an Emergency (Sit and Wait) clinic is provided twice a day, at: 9.30 & 14.00

Location:

Trinity Campus in House 47, a residential block adjacent to the rugby pitch.

Nursery

The TCD Day nursery provides full time care for children aged 3 months up to 4.5 years of age. Children who attend the nursery and meet the criteria as set out by Department of Children and Youth Affairs, are eligible to apply for the following childcare grants

The Early Childhood Care and Education programme (ECCE)

The Community Childcare Subvention programme (CCS)

The Community Childcare Subvention Plus programme (CCSP)

The Training and Employment Childcare programme (TEC)

The Affordable Childcare Scheme (ACS).

Further information on childcare funding can be found on www.dcy.gov.ie



The Day Nursery can be accessed by staff and students of TCD. As places become available in the Day Nursery they are filled from the waiting list in the following priority:

- Siblings of current nursery users
- Student parents
- Staff parents

To be placed on the waiting list applicant must complete a waiting list application, accompanied with €20 (student) or €30 (staff), which must be returned to the Day Nursery office. Waiting list fees can be paid online using the banking details below; alternatively the Day Nursery will accept postal orders or cheque.

The application for the waiting list is available on the Day Nursery webpage. If one parent is a staff member and their partner is a student the application may be placed on the student waiting list but will be charged the staff member rate.

Contact Details

The Nursery is open throughout the year, including the summer months.

The service opens from:

8:00 – 18:00

(during term-time)

8:00 – 17:30

(outside of term-time)

Email:

Aoife Cox

(coxao@tcd.ie)

Sonya Ahern

(sahern@tcd.ie)

Aga Kaminska

(kaminska@tcd.ie)

Phone:

(01) 896 2277

Website:

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

Location:

College Day Nursery
House No. 49/50
Trinity College

"I had a lovely experience in Trinity creche with my little girl.

The comprehensive service the creche provided helps me to fully focus on my study with zero concern.

Many Thanks! "



Shimeng

(Mphil) History of Art

STUDENT 2 STUDENT (S2S)

S2S is a student-led initiative designed to ensure any student in Trinity can get information and support from another student, find a friendly face to have a chat, talk things through or just ask a few questions when you are not sure who to approach. S2S Mentors are allocated to all incoming undergraduate and visiting students. Peer Supporters are available to any undergraduate or postgraduate student on request.

S2S Mentors are student volunteers who can remember from personal experience what it's like to come to Trinity for the first time. They will normally be on your course of study or a similar area and will organise regular group meet-ups where you can get to know other students on your course. They will also check-in regularly by email and are available for any questions you may have.

New undergraduate and visiting students are introduced to their mentor group during orientation, but if you're not sure who your mentors are you can always email us!

If anything is on your mind and you'd like to share it with a good listener then a Peer Supporter would love to help. Peer Supporters are available for any registered student in the College and are there for anything you might want to talk through with them. You don't need to be in distress or crisis to talk to a Peer Supporter, but they can help with the larger problems as well as the smaller things. Our volunteers are highly trained and confidential; they're also fellow students who can offer some genuine empathy and a friendly ear. You can phone or email us, or request a meet-up online at any stage.

Contact Details

S2S is open throughout the year, including the summer months.

09:00 – 17:30 on
Mondays - Thursdays

09:30 – 17:00 on Friday

Email:

student2student@tcd.ie

Phone:

(01) 896 2438

Website:

student2student.tcd.ie
(to request a one-to-one
meet-up with a Peer
Supporter)

Location:

3rd floor of 7-9 South
Leinster Street

*"No student is alone in feeling
overwhelmed, confused or
frightened, because how
or what you're feeling
somebody else has
or is feeling the
same way - no
question is a silly
question."*



Fergal
(BSc) Mental Health
Nursing



Student Learning Development (SLD)

Studying at university can be a challenge. The skills you need are different to those you used in school or college and may be different to skills you used in other universities, your work or home life. Students often struggle with writing assignments, meeting deadlines, exams, procrastination, maintaining motivation etc.

Firstly, know that you're not alone; students of all ages and backgrounds can face difficulties at some point in their studies. Secondly, SLD is here to help you.

SLD is available for all registered students. We offer a range of services to help you improve your learning and academic study skills. You can attend workshops on writing skills, time management, procrastination, study skills, critical thinking, thesis writing, presentation skills and many more.

You can have a one-to-one appointment or a drop-in session with a learning advisor to discuss your individual concerns.

Our Blackboard module has extensive learning resources which you can access 24/7.

We can also help you if you are not on campus, through Webinars, Skype and email support.

Visit our website for more information on our services, upcoming workshops, how to make an appointment and how to enrol on the Blackboard module : www.student-learning.tcd.ie or phone us at 01 8961407.

Contact Details

SLD is open throughout the year, including the summer months.

09:00 – 17:30 on Mondays, Wednesdays & Thursdays

09:00 – 20:00 on Tuesday

09:00 – 17:00 on Friday

Out of term

09:00 – 17:30 on Mondays - Thursdays
12:00 – 17:00 on Friday

Location:

7-9 South Leinster Street

Email:

student.learning@tcd.ie

Phone:

(01) 896 1407

Website:

www.student-learning.tcd.ie

Location:

3rd floor of 7-9 South Leinster Street

"It being my first year at Trinity I didn't really know anything about how I should be studying. The person I spoke to at SLD helped me greatly as I was wasting a lot of time in the library and not getting much done."

Trinity Sport

Trinity Sport is the name for all things sporting within Trinity. The main hub is based in the Sports Centre, which is located at the Westland Row end of campus. The Sports Centre comprises gym, swimming pool, climbing wall, virtual spin, wellness room and functional training zone. The centre is also where the majority of our fitness classes take place. Trinity Sport have additional off-campus locations at Santry Sports Grounds (5km north of college), Islandbridge (3km upstream from college) and in Dartry Hall student residences. It is also set to acquire the Iveagh Sports Grounds (located 5km from college), an impressive 17-acre site of outdoor facilities.



All registered students are automatic members of the sports facilities, you just need to activate your student card each September on your first visit there.

Students are entitled free access to the gym and pool and can avail of preferential rates for classes, courses and other bookings.

The Trinity Sport team takes pride in providing you with the very best university sporting experience. You will find a dedicated, passionate, expert and friendly team awaits you!

Trinity Sport

www.tcd.ie/sport

Trinity Sport Dublin #myTCDsport @tcdsports

In addition to the Sports Centre, Trinity Sport offers a range of other activities including competitive sport, social sport, wellness courses and health initiatives

You can also become a student club officer or volunteer and get involved in helping to organise Trinity Sport events.

There are 50 student sports clubs, which offer activities in everything from fencing to sub-aqua and practically everything in between.

Contact Details

Opening Times:

07:00 – 22:30

Mondays – Thursdays

07:00 – 21:30

Fridays

09:00 – 18:00

Saturdays & Sundays

Email:

sport@tcd.ie

Phone: 01-896 1812

(This number gets you through to the Sports Centre reception desk who should be able to handle or redirect most queries.)

Website:

www.tcd.ie/sport

Facebook and Twitter:

Trinity Sport Dublin

@tcdsports

“Not only does Trinity Sport provide top-quality facilities such as the pool, gym, spinning room and much more, but it also supports those at different sporting levels, from beginners to elite athletes. There is a place for everyone.”



Alexandra

(B.A) Geography and Sociology

Other Student Support Services

Senior Tutor

Email: Stosec@tcd.ie

Phone: 01 8962551

https://www.tcd.ie/Senior_Tutor/

Postgraduate Advisory Service

Email pgsupp@tcd.ie

Phone: 01 8961417

https://www.tcd.ie/Senior_Tutor/postgraduateadvisory/

Careers Advisory Service

Email: careers@tcd.ie

Phone: 01 8961721 or 8961705

<https://www.tcd.ie/Careers/>

Trinity Students Union

www.tcdsu.org

Phone: 01 6468431

Global Room / Global Relations

Email tcdglobalroom@tcd.ie

Phone: 01 8962097

<http://www.tcd.ie/globalrelations/>

Chaplaincy

Email: Chaplaincy@tcd.ie

<http://www.tcd.ie/Chaplaincy/>

Mature Students Office

<https://www.tcd.ie/maturestudents/>