**University Supports for Students:**

All students have access to the many Student Services offered on campus. These services assist students during their time at Maynooth University and ensure that any difficulties that arise do not affect the students’ success in University.

|  |  |  |  |
| --- | --- | --- | --- |
| **Supports Available:** | **Support Description:** | **Contact Details:** | **Location:** |
| **Academic Advisory Office** | * First point of contact for students wishing to seek advice or assistance with their general experience of University life.
* It provides a front office for students seeking to access information on regulations and progression routes to their degree.
* The office provides an ombudsman-like role for students who may be encountering difficulties in their programme of study.
* **Life@NUIM App:** This app provides a centralised repository of key information that could be used to support first year students as they adjust to University life. The app will allow students to easily access tailored information, resources and upcoming events within the University.
 | **Telephone:** (01) 708 3368**Fax:** (01) 708 4523**Email:** advisory.office@nuim.ie | First Floor,Education House,North Campus. |
| **Supports Available:** | **Support Description:** | **Contact Details:** | **Location:** |
| **Academic Writing Centre** | * To support student academic writing.
* The Academic Writing Centre offers free, friendly, non-judgemental writing help to any student, undergraduate or postgraduate, regardless of course, degree or level.
* Students can drop in on their own or in groups to work with tutors on course work or material/topics with which they may be having trouble.
* Students may also book one-to-one appointments to discuss their writing with peer tutors.
* The centre offers writing workshops, support writing groups, engages in discipline specific work and carries out research.
 | **Email:** writingcentre@nuim.ie | Rye Hall, North Campus. Also co-located with the Mathematics Support Centre.  |
| **Supports Available:** | **Support Description:** | **Contact Details:** | **Location:** |
| **Career Development Centre** | * The career development centre are happy to assist and work with students as they progress through planning their careers.
* Other services include:
* A help-desk to ask questions.
* Running seminars and employer presentations.
* Providing free take away material including employment directories and sector career guides.
* Online resources including information sheets, seminar handouts, sample CV’s / applications / interviews.
* A range of self assessment and careers interest tests.
* Individual guidance – meeting with a careers adviser to discuss career options, CV feedback and interview preparation.
* Advertising job listings on website and notice-board.
* Visiting speakers giving presentations providing information on a range of career areas.
* Employers on campus.
* Careers and Postgraduate Study Fairs.
 |  **Telephone:** (01) 708 3592**Fax:** (01) 708 3508**Email:** careers@nuim.ie | Career Development Centre, Arts Building, North Campus.  |
| **Supports Available:** | **Support Description:** | **Contact Details:** | **Location:** |
| **Clubs and Societies** | * Clubs (sporting) and societies (non-sporting) are groups run by students for the benefit of their fellow students.
* There are a wide variety of groups to get involved with during your time on campus. It is an opportunity to enhance your experience in University and develop new skills like financial planning, events planning, health and safety, etc. thus ensuring you are well prepared for the working world.
* As well as being a welcome break from academic studies, clubs and societies are also a great way of meeting friends and having fun.
 | Student Activities Officer: **Ian Russell****Telephone:** (01) 708 6071 **Email:** ian.russell@nuim.ie  | Student Centre and Sports Centre, North Campus. |
| **Computer Centre** | * The Computer Centre Student Information pages contain information on the services provided by the Computer Centre for members of the student population. These services range from training courses to manuals on supported software and facilities provided in the PACR’s.
* The User Support group provides computer related support to all staff and registered students. These services include a helpdesk service and training courses.
 | **Telephone:** (01) 708 3830**Fax:** (01) 628 6249**Email:** ccadministration@nuim.ie User Support:**Telephone:** (01) 708 3388**Email:** helpdesk@nuim.ie  | Near the Aula Maxima, South Campus.  |
| **Supports Available:** | **Support Description:** | **Contact Details:** | **Location:** |
| **Crèche** | * The Crèche is available for the children of all college students and employees.
 | **Telephone:** (01) 708 3319**Email:** creche.care@nuim.ie  | Rye Hall, North Campus.  |
| **Examinations Office** | * The Examinations Office is responsible for the running of the examinations in the University.
* This work includes organisation of staffing, venues and material for the examinations, proper provision of special facilities for candidates who are indisposed in any way, compilation of results, organising Examination Board meetings and the issuing of judgements.
 | **Telephone:** (01) 708 3820**Email:** exams.office@nuim.ie  | Room 27/28,Humanity House,South Campus.  |
| **Supports Available:** | **Support Description:** | **Contact Details:** | **Location:** |
| **Library** | * The Library helps students to make the most of their time working and studying in Maynooth.

 * The Library provides a range of information skills and training courses to enable students to identify, obtain, evaluate and use information efficiently, effectively and ethically. The collection includes over 450,000 books / e-books and more than 42,000 electronic journals.
* The Library provides Information Skills Tutorials (called LIST) throughout the year to ensure all library users can find and use the most appropriate resource.
* Help and support is offered by the Library to ensure students can identify appropriate information, access print and electronic resources, avoid plagiarism by citing and referencing material correctly, and make the best use of the Library.
* The Library also has a team of Subject Librarians who are responsible for research support to staff and students, academic liaison, information skills tutorials and the development of information skills programmes.
 | **Telephone:** (01) 708 3884**Fax:** (01) 6286008**Email:** library.information@nuim.ie  | John Paul II Library,South Campus. |
| **Supports Available:** | **Support Description:** | **Contact Details:** | **Location:** |
| **Mathematics Support Centre** | * The Mathematics Support Centre is a free service providing informal, friendly additional support to all undergraduate NUI Maynooth students.
* The Mathematics Support Centre provides a drop-in centre. The sessions provide a relaxed, friendly and non-judgemental atmosphere for students who need assistance with any aspects of Mathematics or Mathematics related subjects.
 | **Email:** supportcentre@maths.nuim.ie Support Centre Manager:Dr. Ciarán Mac an Bhaird.**Telephone:** (01) 708 3992**Email:** ciaran.macanbhaird@nuim.ie Support Centre Director:Dr. Ann O’Shea. **Telephone:** (01) 708 3766**Email:** ann.oshea@nuim.ie  | Logic House, South Campus.  |
| **Supports Available:** | **Support Description:** | **Contact Details:** | **Location:** |
| **Mature Student Office****Mature Student Office****(continued)****Mature Student Office****(continued)** | * The Mature Student Office welcomes mature applicants and encourages their pursuit of study at the University.
* Unique supports for mature applicants and students include:
* Unique selection process with interview for many courses.
* Summer academic skills courses.
* Preparatory courses with guaranteed progression to degrees.
* Advice and guidance on application/selection processes, courses, finance, supports.
* Dedicated Mature Student Office staff.
* A dedicated Mature Orientation Programme.
* MAP Academic Advisors.
* Support for Academic/Personal/Financial issues.
* Career planning and employment opportunities.
* Work placement opportunities in many of our courses.
* Budgeting and finance advice service.
* A two-day orientation programme for mature students takes place each year prior to commencement of lectures. It aims to provide students with a wide range of information which will help them cope with the transition to university life and study. It familiarises students with the campus and the Library, and provides information on finance, accessing support, subject requirements and study skills.
* In order to ensure that students are supported as effectively as possible all academic departments have appointed a lecturer as a MAP Academic Advisor. They can offer academic guidance and support with course related academic issues or concerns and can offer a coordinated point of access and support.
* **Student + :** A unique and innovative module for first years at NUI Maynooth that runs the full academic year. Student + blends learning strategies with educational technology. Students learn about academic principles, study skills, writing techniques, using technology in learning, exam techniques and different learning styles.
* **Technology + :** Technology + is an innovative module that will introduce to you the latest educational technology and show you how to integrate it into your learning. There are several really useful tools that you can investigate during your time in NUI Maynooth. Technology + shows you how to incorporate educational technology into your daily life as a student.
* **Advisory Service:** The Mature Student Office provides an Advisory Service to all registered mature students on an individual and confidential basis. The office can be the first ‘port of call’ for mature students, and can offer assistance and guidance in any area in which a student is experiencing difficulties whether academic or personal.
* **Mature Student Society:** The society organises social events throughout the year and members of the society are always available to help new students settle into University life.

  | Maynooth Access Programme**Telephone:** (01) 708 3307 / 6724**Email:** emer.sheerin@nuim.ie / michael.maguire@nuim.ie **Tweet:** @nuimaccess**Emer Sheerin** (Mature Student Officer) **Telephone:** (01) 708 3307**Email:** emer.sheerin@nuim.ie **Tweet:** @nuimaccess Maynooth Access Programme**Telephone:** (01) 708 3307 / 6724**Email:** emer.sheerin@nuim.ie / michael.maguire@nuim.ie **Tweet:** @nuimaccess**Emer Sheerin** (Mature Student Officer) **Telephone:** (01) 708 3307**Email:** emer.sheerin@nuim.ie **Tweet:** @nuimaccessMaynooth Access Programme**Telephone:** (01) 708 3307 / 6724**Email:** emer.sheerin@nuim.ie / michael.maguire@nuim.ie **Tweet:** @nuimaccess**Emer Sheerin** (Mature Student Officer) **Telephone:** (01) 708 3307**Email:** emer.sheerin@nuim.ie **Tweet:** @nuimaccess | Access Office, MAP Lodge, North Campus.Access Office, MAP Lodge, North Campus.Access Office, MAP Lodge, North Campus.  |
| **Supports Available:** | **Support Description:** | **Contact Details:** | **Location:** |
| **Maynooth Access Programme** | * The Access Office through the Maynooth Access Programme (MAP), supports students with disabilities, mature students and school leavers from socio-economic disadvantages backgrounds.
* The supports are personal, academic and financial in nature and are designed to promote confidence and independence.
* All academic departments have appointed a lecturer as a MAP Academic Advisor. These advisors have a clearly defined role to assist students supported by MAP with academic course related queries and concerns.
 | **Telephone:** (01) 708 6025**Email:** access.office@nuim.ie **Twitter:** @nuimaccess  | MAP Lodge, North Campus. |
| **MyCard** | * Your student ID card is a course long card which means it is valid for the normal duration of your course. You will need your card to gain access to the Library and other Access Controlled buildings, also to enable you to borrow books from the Library and finally to avail of services in the Student Record Office, Fees Office and Students Union.
* The MyCard functionality on the card allows you to put money onto your card either on-line or through top-up machines for print / copy and use of your card for payments in on-campus restaurants.
 |  |  |
| **Supports Available:** | **Support Description:** | **Contact Details:** | **Location:** |
| **Residence Office** | * The Residence Office is open for all students of the University during term and throughout the summer months.
* It provides information to assist students to find suitable accommodation for their stay in NUI Maynooth.
* The office has an open door policy and students are welcome to avail of the drop-in service.
 | **Telephone:** (01) 708 3827 / (01) 708 3826 | In the Student Services Centre, North Campus. |
| **Security Service** | * Security staff provide twenty-four hour service throughout the year with offices located at the Arts Building and South Campus.
* The security team are committed to ensuring a safe and secure environment for all persons working, studying and visiting the University Campus.

  | Their primary point of contact is via the telephone / radio network. **Telephone:** (01) 708 3929 | Arts Building,North Campus. And also office on South Campus.  |
| **Supports Available:** | **Support Description:** | **Contact Details:** | **Location:** |
| **Student Assistance Fund** | * The Student Assistance Fund provides financial support to students who are in significant financial difficulty and whose participation in college would be at risk without support.
* The fund is described as a contributory payment which helps students meet some of the day-to-day costs associated with being in college.
* All students registered on full-time courses at NUI Maynooth, at both undergraduate and postgraduate level, are eligible to apply.
 | **Email:** saf@nuim.ie  |  |
| **Student Budgeting Advice Service** | * Free, confidential service where help can be given with advice on any money issue.
* Advice on budgeting and living costs.
* Help with checking your entitlements.
* Accessing Social Welfare payments.
* Assisting with SUSI process or SUSI appeals.
* Liaising with external agencies such as MABS, FLAC, SUSI, etc. on your behalf.
* Advice on outstanding bills and loan repayments.
 | **Telephone:** (01) 708 4729**Email:** student.budget@nuim.ie  | Student Budgeting Advice Centre, 1st Floor, Student Services Building, North Campus.  |
| **Supports Available:** | **Support Description:** | **Contact Details:** | **Location:** |
| **Student Counselling Service** | * This is a professional confidential counselling service provided to all registered students of NUI Maynooth.
* It provides the opportunity for any student to discuss in private with a professional counsellor any concerns which may be impacting on academic performance or personal health and well-being.
* Other services include: Individual counselling, therapeutic group work, drop-in service, provision of talks and seminars to students, provision of workshop series throughout both semesters, provision of information on relevant self-help resources and literature, and a psychiatric clinic during term-time.
 | **Telephone:** (01) 708 3554 | Top Floor, Student Services Centre, North Campus.  |
| **Student Health Centre** | * Provides students with an efficient, friendly, caring and confidential medical service during their time at University.
* The service is envisaged as an addition to the student’s own family doctor or specialist medical service.
* Other services include: primary care consultations, walk-in clinics, nurse’s consultation, travel immunisation/vaccinations, sexual health consultations and emergency consultations.
 | **Telephone:** (01) 708 3878 | Ground Floor, Student Services Building, North Campus. |
| **Supports Available:** | **Support Description:** | **Contact Details:** | **Location:** |
| **Student Records Office****Student Records Office**(**continued**) | * The Student Records Office provides the following services to students:
* Important dates and deadlines.
* Registration information for all new students.
* Registration schedule for 2014/2015.
* On-line registration for continuing students.
* Registration Guide – quick guide to on-line registration.
* Change of subjects / Modules – read before make any amendments online.
* Academic transcript of results.
* Change of address.
* Change of qualification.
* Extension of registration.
* Letters certifying attendance.
* Replacement of degree parchments.
* Student ID cards.
* Stamping of forms (medical, social welfare, J1-Visa, scholarship applications)
* Student withdrawal / deferrals.

 **Please note:*** All first year undergraduate, postgraduate and repeating students must register in person in September.
* First year students must use the on-line change of mind facility in order to change subject / module selections.
* Continuing undergraduate and postgraduate students can register on-line. Check NUI Maynooth e-mail account for dates and details in early September.
* 30th Sept: Latest date for registration without incurring €100 fine.
* 11th Oct: Deadline for change of semester 1 module selections. Change of mind to be made on-line in Student Web Services.
* 14th Feb: Deadline for change of semester 2 module selections. Change of mind to be made on-line in Student Web Services.
* Note: Students taking modules outside their degree discipline must have a permission letter signed by both the Head of Dept. of the module being taken and also the Head of Dept. of the module being dropped. This change cannot be made online.
* First year students: you must take compulsory modules listed in your first year timetable.
* Second and Third year students: you must take compulsory modules listed in your timetable. Please ensure you have the correct amount of optional modules selected.
* \*\* It is your responsibility to check that you have the correct amount of credits.
* Your NUI Maynooth e-mail address which you received at registration will be used as the primary source of communication between the University and you the student. You must check your e-mail account on a regular basis even if using the mail forwarding facility from your NUI Maynooth account to your personal account.
* **Students: it is your responsibility to be registered correctly and to ensure your registration and all subsequent amendments are correct and in order.**

* **Students will incur penalties of up to €100 for any amendments to their subject/module registration record after the above deadlines.**
 | **Telephone:** (01) 708 3813**Email:** records.office@nuim.ie **Telephone:** (01) 708 3813**Email:** records.office@nuim.ie**Telephone:** (01) 708 3813**Email:** records.office@nuim.ie | Registration Central Area, Ground Floor, Humanity House, South Campus.Registration Central Area, Ground Floor, Humanity House, South Campus.Registration Central Area, Ground Floor, Humanity House, South Campus. |
| **Supports Available:** | **Support Description:** | **Contact Details:** | **Location:** |
| **Student Services** | * There are many resources and people in Student Services to help you on your journey of new challenges, meeting new people, exploring opportunities for yourself and discovering who you are.
* Mission statement: “Student Services is an integral part of the University community, enabling the promotion and development of its educational mission. Using a holistic approach, we offer a range of clearly defined services to support and empower students to achieve their personal and academic potentials and so enhance their life’s journey. We strive to create a community which is open and caring and where diversity is expected and respected”.
 | **Telephone:** (01) 708 4694**Email:** aoife.collins@nuim.ie (Executive Assistant for Student Services) | Student Services, North Campus. |
| **Student Web Services****Student Web Services****(continued)** | * There are a number of services available on the web including on-line registration, change of subject/module selections, change of address, on-line payment of fees and a facility to check details of registration, financial statements and exam results.
* In order to access the Student Web Services, go to [www.nuim.ie](http://www.nuim.ie) and click on ‘For Current Students’. Student Web Services is located within this. You will need your student ID number and your password that you received at registration.
* Note: All continuing undergraduates and postgraduates must register on-line for their courses, whereas all first years and all repeating students must register in person. However, first year students must use the on-line change of mind facility in order to change subject / module selections.
 | **Website:** <https://studentweb.nuim.ie/>**Email:** helpdesk@nuim.ie **Website:** <https://studentweb.nuim.ie/>**Email:** helpdesk@nuim.ie | OnlineOnline |
| **Student’s Union** | * Content to follow on their website.
 | **Telephone:** (01) 708 3669 / 1. 708 5819

**Email:** students.union@nuim.ie  | Maynooth Student Union, North Campus.  |