



Student and University FAQs

*Updated 22 September 2020

TEACHING AND LEARNING

What if I have questions related to calculated grades, an appeal to my grades, an offer from MU, or deferral options?

For questions related to calculated grades or an appeal, queries can be directed to the [Department of Education and Skills](#). Queries related to an offer from MU or deferral options can be directed to the MU [Admissions Office](#).

How will teaching operate this year? When will I be on campus and when will I be working remotely?

We would like to return to our normal operation as soon as possible, but given our proximity to Dublin and current heightened restrictions in Dublin we have revised our teaching plans for the beginning of the semester and escalated protective measures to help prevent the spread of Covid-19. We have moved more teaching online and are using technology to provide the best blended learning experience we can offer. We will revisit these measures as soon as is appropriate.

If you are a student, the implications for you are:

- You will be on campus for practical classes, laboratories and small group teaching.
- Larger classes will be delivered online and you will be expected to participate remotely.
- Student societies will begin, but will not have in-person meetings for the moment.
- Sports clubs may continue with outdoor training, but the gym will be closed for the moment.
- The library, computer rooms and the study spaces around the campus will be open for you to study when on campus.
- There will be catering facilities and social spaces open on campus.
- We ask you not to come to the campus unless you need to, to avoid overcrowding of the campus.
- We ask you to wear a face covering when indoors on campus, to wash your hands regularly and to observe the social distancing measures in place.

- We ask you to avoid any social activity which is not compliant with the public health advice, on or off campus.

When will I receive my course timetable?

The provisional timetable for semester one is now available to view on the University's Timetable viewer: <https://apps.maynoothuniversity.ie/timetable/>

This timetable shows the day, time and venue of modules which are centrally scheduled (some additional tutorial or practical classes may be scheduled for your programme by your academic department). Provisional timetable information can also be viewed in the description for each module on Coursefinder.

As always, the timetable is subject to change as the number of students registered for each module changes, and so you should expect some changes after the start of the semester. With the COVID measures in place, in many modules a rota system will operate, and you will be on campus for only a part of the timetabled time. This will vary by module, depending on the size of the module, the topic, and the teaching method. Specific information will be provided through Moodle (our virtual learning environment) for students in each module. You can get an indication of our plans in these two guides. These show the amount of time on-campus we expect in each module when we return to the "level 2" operations in the Government Resilience and Recovery Plan.

First year students can download a guide here;

[Time on Campus: Subject Guide for First Year Students](#)

Students in other years can download a guide here:

[Expected on-campus teaching time for students \(other than First year\)](#)

What if I have back-to-back in-person and online classes? Where on campus can I go to participate in my online class?

There are places around the campus which are open for you to study and to take online classes. These include the public access computer rooms, the study spaces, and social spaces around the campus.

Because of social distancing measures, the number of spaces in these venues has been reduced, so if you do not need these spaces, please leave them for those who do.

Many of the remote lectures will be available asynchronously, so you can watch them at a time that suits you.

If you are planning to attend remote lectures on campus, please remember to get a headset, as the people around you may be taking a different lecture.

What are we doing to help students with limited access to broadband or devices?

Given the mix of remote and face-to-face teaching that will occur this year, you will need access to the internet and a computer. We know this is a challenge for many students so the University has taken several steps to assist. All course materials will be made available online, asynchronously wherever possible, to assist with remote learning. IT Services has answers to many common issues [here](#). Support and information on Moodle, MU's Virtual Learning Environment, is available [here](#).

How will I be supported to adapt to online learning?

Please see a list of supports for students [here](#).

What if I, or someone I live with, has an underlying medical condition? Can I study entirely remotely this year?

The HSE has posted Covid-19 guidance for individuals considered "very high risk" and "high risk" [here](#). If you have been deemed at "very high risk" you should follow HSE advice to "cocoon." In most programmes it is not possible to study completely remotely. You should contact the relevant department(s), who may identify modules which can be taken remotely if necessary.

If you are deemed at "high risk" you should exercise extra precautions and follow medical advice on how to best protect yourself.

Lecture halls and classroom will have some seats spaced 2m apart for students who feel more vulnerable.

If you live with people in the "very high risk" category you should follow [HSE advice here](#). Use seating spaced at 2 metres. Wear a face covering. Wash or sanitize hands thoroughly and frequently.

HEALTH AND SAFETY ON CAMPUS AND IN THE COMMUNITY

What precautions have been put in place to ensure adherence to public health guidelines on campus?

The University has been working very hard to ensure our campus is as safe as possible for our entire campus community and adheres with all public health guidelines. Among the steps we have taken are:

- Overall capacity of the population on campus at any one time is reduced
- At least 1 metre spacing between student seats, with a proportion of seats at 2 metre spacing
- 2 metre spacing between students and the lecturer, with floor marking as a signal
- Maximum room capacity as set by public health guidelines (currently 50)
- Staggered start times; five-minute offsets to reduce congestion in corridors
- All staff and students are required to keep a Contact Log
- All students and staff should download and use the HSE's [Covid Tracker App](#)
- We are developing a MU Contract Tracer app that uses QR code scanning in classrooms and various venues across campus
- Physical modifications:
 - Signage
 - Sanitisers
 - One-way systems and floor markings
 - Physical barriers (Perspex screens etc)
 - Reduced seating in library
 - Reduced seating in social spaces

Are there things I must do as a student before arriving on campus?

You will be required to complete a Return to Campus Induction process as part of registration, prior to attending campus. You will receive this via email prior to registration.

Are face coverings mandatory for staff or students anywhere on campus?

In line with public health guidelines, we ask you to wear a face covering when indoors on campus (or anywhere that maintaining 2m distancing is difficult), to wash your hands regularly, and to observe the social distancing measures in place.

The wearing of face coverings by students is mandatory in all classroom settings, in the Library, and near universal in most settings across the University. In general, all campus users should carry a washable, reusable cloth face covering and wear it as circumstances dictate, unless they have a personal health reason or condition that prevents them from doing so.

They should also be worn in shops and on public transportation as per public health guidelines.

[Link to: Policy and Guidelines: Use of face coverings during the Covid-19 pandemic](#)

Will there be testing facilities on campus?

Testing is managed by the HSE, and at present there is no plan for a testing centre on campus. If you have symptoms and think you need a test, contact your doctor or the Student Health Centre, who will be able to advise you.

What should I do if I see people congregating on campus without social distancing?

Each of us has a personal responsibility to keep ourselves and our campus community as safe as possible from potential exposure to Covid-19. We are asking everyone to take personal responsibility for helping to reduce the risk of spread of this virus. If you see (or find yourself in) a risky situation, you should make your own decision and move away.

How will the university handle student parties on campus or in the local community?

Each of us has an individual responsibility to help prevent the spread of Covid-19. While this means making some adjustments to our daily lives, including and particularly our social lives, there will still be alternative ways to meet new friends and stay connected to one another in the context of Covid-19 throughout this academic year.

Our collective responsibility extends to our family, friends and the community in which we live, work and study. The University believes it is our responsibility to convey and promote the public health guidelines to everyone that is part of our campus community.

Even while off campus, you should adhere to all public health guidelines, including those that limit the number of individuals and households who can gather at a time.

On campus, student ambassadors will help to promote positive behaviours. Security can be called for egregious examples that endanger public health, but we hope that by taking personal responsibility for our actions, collectively we can reduce the risks.

What if I or another student becomes unwell while on campus?

If you or another student becomes unwell on campus and shows Covid-19 symptoms you should contact the COVID-19 Response Team at 01 474 7999 (if you are on campus) or contact your GP or the [Student Health Centre](#) at 01 708 3878 (if you are off campus). You should also stay at least 2 metres away from other people; avoid touching people, surfaces and objects; and, if you are on campus, await arrival of the Response Team.

Members of the COVID-19 Response Team may bring the unwell individual to a designated isolation area. They will facilitate contact to the individual's GP and/or the HSE and assist with subsequent directives. This may include helping to facilitate transportation to the individual's home, HSE facility or other isolation or testing area, per advice of the GP.

What should I do if I am diagnosed with Covid-19?

If you are diagnosed with Covid-19: Follow all advice from the HSE and your GP; inform [the Covid Response Team](#) at 01 474 7999. You should self-isolate for the period they specify until you are cleared by the HSE to return to campus.

Will international students be required to quarantine upon arrival?

All international students arriving into Ireland will be required to follow travel-related requirements from the Department of Foreign Affairs and HSE. The Irish higher education sector is managing a coordinated "Greet and Transfer" process for international students arriving in Ireland to attend any Irish third level institution university. International students headed to Maynooth this year can find more information on this process [here](#) and via email.

In summary:

- Incoming students must track their health and any potential symptoms for 14 days prior to travel to Ireland and for 14 days after arrival.
- Students who have tested positive for COVID-19 should not travel to Ireland until they have been symptom-free for at least 14 days prior to departure.
- Incoming MU students will receive an appropriate briefing the University on how to comply with prevailing public health measures in Ireland.
- Students have been informed of the need to restrict their movements in the 14 days after arrival from a country not on the "Green List" and the need to have accommodation for their first 14 days, which enables them to restrict their movements. This includes returning international students who may have existing accommodation arrangements. We are making arrangements to allow some students to complete this on our campus, with appropriate arrangements for food delivery, and cleaning.

- Incoming MU students will be briefed on the specific protocols for our campus.
- Students will be encouraged to download the HSE Covid Tracker App and the Maynooth University Check-In App.

What will happen if there's an outbreak on campus?

The University will follow all guidance from the HSE related to any cases of Covid-19 among its staff or student population.

Will there be social distancing in the Phoenix Restaurant, Starbucks etc.?

Yes, the cafés will adhere to government guidance, similar to cafés on the high street.

Is the Library open?

Yes, the Library is open with reduced capacity to facilitate physical distancing. The Library also has implemented a series of measures to offer more services remotely and has developed a click-and-collect service. Face coverings must be worn by all of those who can. Read the latest on Library operations, services, guidelines and open times [here](#).



ACCOMMODATION

When will I be able to apply for on-campus accommodation?

All information related to student accommodation is [here](#).

Is flexible or temporary accommodation available?

We have on-campus accommodation available on a per-semester and limited accommodation on a per night basis. Most of the campus residences are apartments with 3 to 6 en-suite bedrooms in each apartment, each apartment operates as a household in terms of Covid-19. These rooms are being let on a semester / academic year basis which facilitates this household approach. There is also short stay accommodation available through MCCA and local off-campus accommodation details available from the Homefinder Service. Further information is available [here](#).

Will I be able to visit friends who are living in student residences?

No, visitors will not be permitted to enter student residences.

STUDENT LIFE

Will sports, clubs and societies be allowed to go ahead this year?

We are planning for clubs and societies to proceed and are putting measures in place to facilitate their activities both online and in person in line with all public health guidelines.

GETTING TO AND FROM CAMPUS

What are my options for getting to and from campus (public transportation, private bus services etc.)?

There are many ways to get to and from the Maynooth University campus. Apart from walking and cycling, the University is accessible by Irish Rail, Bus Eireann, Dublin Bus, and commuter bus services. These are all operating and are subject to public health guidelines. Users should follow all guidelines before and after using a service, including physical distancing, hand washing, and wearing a face covering.



Will there be any restrictions on students going home on the weekends?

Students will be encouraged to follow public health guidance, which could include restrictions on cross-country travel at some point in time.

OTHER QUESTIONS

Is the university reducing fees due to less on-campus teaching this year?

The University has been working extremely hard to plan for an academic year ahead that, while unpredictable and undoubtedly different, still provides a rich and rewarding educational experience for our students. All plans for the delivery of both in-person and remote learning has been extensive. At the heart of that planning is a commitment to ensure that the quality and integrity of student learning outcomes and qualifications are maintained. There will be no diminution in the standards of tuition. Additionally, the resources (both human and financial) required to deliver a high quality educational experience have increased during this period. On that basis there will be no reduction in tuition fee levels for the coming year.

What if I have other questions related to the year ahead?

The University has developed a [Student Help Desk](#) to serve as a one-stop shop for student queries ranging from academic support, financial, mental health, housing and more. They can be reached at www.maynoothuniversity.ie/studenthelp, by calling 01 4747 444 or emailing Studenthelp@mu.ie.