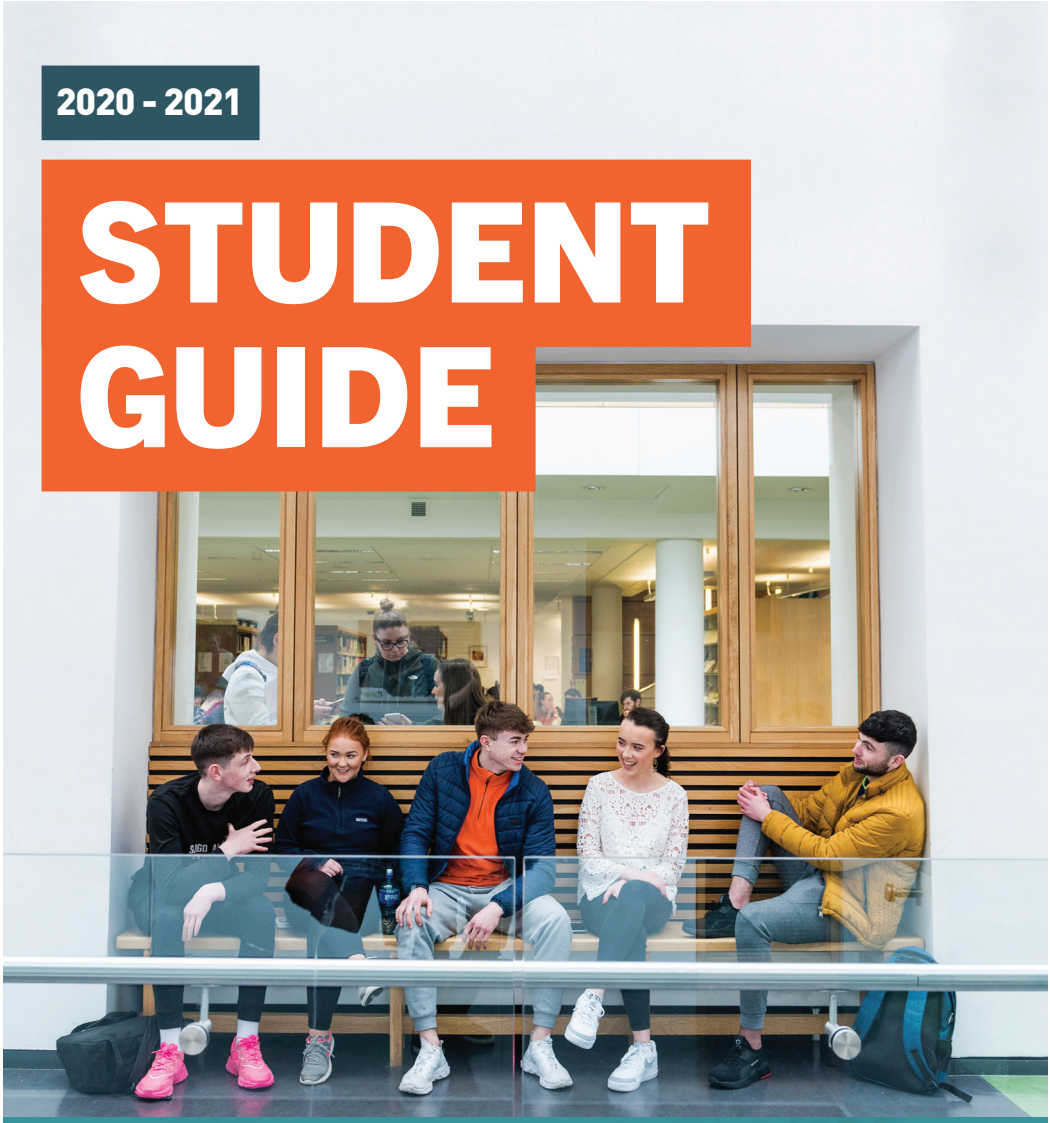
2020 - 2021

STUDENT GUIDE



IT Sligo

An Institiúid Teicneolaíochta, Sligeach

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WELCOME TO IT SLIGO

On behalf of everyone in Student Support Services, I would like to welcome you to IT Sligo whether it is for your first year or if you are returning into subsequent years.

On behalf of everyone in Student Support Services, I would like to welcome you to IT Sligo whether it is for your first year or if you are returning into subsequent years.

Regardless of what stage you are at this Guide has been prepared as a resource for you throughout the year, read it, keep it carefully and use it in association with the ITSSU Handbook and Diary.

Third level education is about more than academic study and passing exams, it is about widening your personal and social experience. This guide provides you with information on Student Life in general, the fun stuff as well as the equally important rules and regulations and also the Student Support Services that are there to help you and support you in reaching your potential.

There are many wonderful facilities and supports available for students in IT Sligo, detailed in this guidebook, but ultimately our greatest resource is our student population, Most students face the same challenges and have similar experiences - reach out to your class, house mates and across the college and your IT Sligo experience will be all the richer for it.

The Student's Union along with Clubs and Societies run many activities which will help you participate in college life, becoming a member of a club or society is a great way to get to know other people. During the year, please keep us updated of your achievements with your Club or Society.

In addition to your college friends and academic staff, there are a range of people in IT Sligo here to help, and you can speak to many of these in total confidence. Contact details can be found in the Directory of Student Supports and Services at the back of this guide.

Please be sure to access the IT Sligo Student Portal available at **https://www.itsligo.ie/student-hub/** throughout the academic year where a wealth of information is at your fingertips.

Wishing you a very happy and successful 2020/21 college year.

Catherine Mc Nelis

Student Support Services Officer

E: studentsupportservices@itsligo.ie

CAMPUS MAP

1	Library, Central Administration, Admissions/ Access/ Learning Support/ Library/ Careers

2	Faculty of Science	**7**	Innovation Centre	**12**	Applied Technology
3	Canteen	**8**	Student Services Centre	**13**	Knocknarea Arena
4	Faculty of Business and Social Sciences	**9**	Aurivo Auditorium	**14**	Main Entrance
5	Faculty of Engineering and Design	**10**	Yeats Academy of Art, Design and Architecture	**P**	Parking
6	Technology Centre	**11**	Yeats Academy of Art, Design and Architecture		

SECTION 01

THE A → Z OF STUDENT LIFE

ACCOMMODATION

Sligo offers a range of purpose-built student accommodation, self-catering as well as full-board(digs) accommodation options for IT Sligo students. The IT Sligo Students' Union (ITSSU) is your first point of contact when it comes to finding student accommodation and Ryan O' Reilly the full-time Welfare Officer manages all accommodation enquiries. Visit **www.itssu.ie/rent** for more information.
If you have any questions or need advice, call 071 914 1887 or email **welfare@itssu.ie**

Note: It is important that you satisfy yourself that the accommodation is suitable before entering into any agreement with a landlord. IT Sligo is not party to contracts between students and accommodation providers.

ALCOHOL IN COLLEGE

College life should include a lot of fun. For some students, moving away from home and participation in a college social life may mean an adjustment in their alcohol intake. It is therefore important to assess what your relationship with Alcohol is. You can take the ITS e-PUB interactive survey on the Student Hub to find out

https://interwork.sdsu.edu/echeckup/epub/alc/coll/index.php?id=itsligo

This is a brief, confidential self-assessment tool that will provide you with accurate and personalised feedback about:

- Your individual drinking patterns
- Your risk patterns
- Your aspirations and goals
- and provide helpful resources at Institute of Technology Sligo and in the local Sligo community.

ePUB is an evidence-based website and is not sponsored or supported by the drinks industry. If you have any concerns after completing the e-PUB quiz and think you might need some further support, details of these are available from within the e-PUB link.

In recognition that harmful alcohol consumption can be a matter for concern amongst students, IT Sligo has developed an Alcohol Policy to proactively raise awareness and to prevent harm. The policy can be found at

https://www.itsligo.ie/wp-content/uploads/2017/08/IT-Sligo-Student-Alcohol-Policy-ADM-018-003.pdf

BANKING

AIB Bank is IT Sligo's on-campus Bank. Branch staff have extensive experience of student banking requirements and arranging student finance including loans with flexible repayment options. To discuss your requirements, call into the AIB Branch located opposite the Canteen in the Science Block. For more information on their student package visit **www.aib.ie/students**

Lending criteria, terms and conditions apply. Credit facilities are subject to repayment capacity and financial status and are not available to persons under 18 years of age. Security may be required.

BOOKSHOP

The Book Nest bookshop is located on the main concourse. You can purchase all your academic books, stationery, computer and engineering supplies (e.g. calculators, T-squares), memory sticks, newspapers, confectionery, healthy snacks, greeting cards, phone credit, postage stamps, and printing/photocopying credit. We provide a second-hand book service, and we sell and redeem One4all vouchers and National Book Tokens. We also stock IT Sligo crested Hoodies.

Books for all courses may be purchased from The Book Nest website, **www.booknest.ie** and next day delivery is available on all in-stock items.

Find them on Facebook **The Book Nest IT Sligo**.

CAMPUS FACILITIES, BREAKAGES OR FAULTS

Please treat the campus and its facilities with respect, this includes furniture and equipment in lecture rooms and social areas as well as the recreational and other grounds of the college. Please do not leave litter around the grounds or in the buildings - use the bins provided.

Please report all breakages or faults to your lecturer or a member of staff so that they can raise a work request on the Estates helpdesk. Examples may include broken seats in lecture rooms, lights not working, faulty doors, blocked toilets, broken hand-dryers, sockets without power, etc.

Remember it is your Institute and everybody will appreciate your cooperation.

CAMPUS WATCH

You should always be aware of your personal security, the security of your residence and your personal property. The Campus Watch Gardaí are Louise Keogh and Enda Devaney who can be contacted on **071 914 2031**.

The campus watch booklet is not only available in English and Irish but is now also available in a range of international languages on the Garda.ie website at the following links:

English: https://www.garda.ie/en/crime-prevention/crime-prevention/garda-campus-watch-2019-english.pdf

Irish: https://www.garda.ie/en/crime-prevention/crime-prevention/garda-campus-watch-2019_gaeilge.pdf

French: https://www.garda.ie/en/crime-prevention/crime-prevention/garda-campus-watch-2019_french.pdf

Arabic: https://www.garda.ie/en/crime-prevention/crime-prevention/garda-campus-watch-2019-arabic.pdf

Chinese: https://www.garda.ie/en/crime-prevention/crime-prevention/garda-campus-watch-2019-chinese.pdf

German: https://www.garda.ie/en/crime-prevention/crime-prevention/garda-campus-watch-2019-german.pdf

Italian: https://www.garda.ie/en/crime-prevention/crime-prevention/garda-campus-watch-2019-italian.pdf

Polish: https://www.garda.ie/en/crime-prevention/crime-prevention/garda-campus-watch-2019-polish.pdf

Spanish: https://www.garda.ie/en/crime-prevention/crime-prevention/garda-campus-watch-2019-spanish.pdf

Malaysian: https://www.garda.ie/en/crime-prevention/crime-prevention/garda-campus-watch-2019_malay.pdf

While within the college grounds, if you have any particular security concerns, please contact our **Security Team** at **087 637 9470**.

CAREERS SERVICE

The Careers Office are available to help you to make decisions and consider your next steps. We can help you to explore progression options with your course and help you to apply for opportunities of interest, whenever and whatever they might be. The Careers Office provide a blended service both on campus and online. We urge all students to register on the online careers services platform via **https://itsligo.jobteaser.com**

Here you will find lots of advice and resources, in addition to an established network of employers advertising student jobs, internships, graduate programmes and more.

CAR PARKING

There are four car parks on campus providing spaces for 950 vehicles, with visitor, pay parking, pay and display and free parking.

Free parking is available in the main car park in front of reception Block A, and the carpark between the Apprentice Building Block F and Knocknarea Arena Block P. There are a very limited number of free spaces adjacent to Building L at the St Columba's complex.

Tariffs apply in the following car parks;

CLARION ROAD PAY AND DISPLAY CAR PARK

€1.00 for 1st hour (or part thereof), €2.00 for 2 hours or €2.50 for full day.

Pay machines are located throughout the car park. Open time is 07:00 and tariff applies 09:00 - 17:00 and machines close at 17:00. Tickets cannot carry over to the following day. Coins Accepted: 10C, 20C, 50C, €1 and €2.

VISITORS CARPARK / PAY ON EXIT ADJACENT TO STUDENT CENTRE BLOCK H

50c per hour (or part thereof) or €3.50 for full day.

The Pay machine is located in the Student Centre Block H. Tariff applies Monday – Friday, 09.00 – 16.00. Ticket will not permit multiple entries/exits. Coins Accepted: 10C, 20C, 50C,

€1 and €2. Notes Accepted: €5, €10, €15, €20 and €50. Credit / Debit Cards Accepted. Ticket must be inserted at the exit barrier within fifteen minutes of payment or it will time-out and the barrier will not lift.

MOBILITY PARKING

Designated parking is provided throughout all carparks for people with limited mobility.

CLAMPING

Please be aware that clamping is in operation. The Clamping Policy applies during all opening hours of the Institute and during academic holidays whilst staff, students or others are using the buildings. A fee of €50 is charged to release the clamp and a €200 charge is applied if the clamp is tampered with. You should contact Security to get the clamp released.

PROHIBITED PARKING AREAS

All areas denoted by double yellow lines

- Entrances & Exits
- Loading bays
- Grassed areas
- Footpaths
- Obstruction of other appropriately parked areas
- Obstruction of traffic
- Parking without due consideration to other campus users
- Parking without a valid ticket clearly displayed in the pay & display carpark at Clarion Road carpark
- Parking in Disabled area without a valid permit
- Anyone involved in practices or actions designed to evade the car park tariff or procedures
- Anyone involved in careless or unsafe driving practices For more details go to IT Sligo wheel clamping & appeal process

For more details go to IT Sligo wheel clamping & appeal process

https://www.itsligo.ie/administration/estates/wheel-clamping-appeal-process/

CLUBS AND SOCIETIES

Institute life is not just about studying and passing examinations. It is also about widening your personal and social experiences. It is important that you make the effort to participate in the social life of the institute. One effective way to get more involved is to join a club or society. There are over 60 clubs and societies to choose from. Nicola Foster McDaid is Clubs and Societies Officer with ITS Students' Union for the 20/21 academic year. For more information on Clubs and Societies you can call the Student Union on 071 914 1887 or email info@itssu.ie.

CODE OF CONDUCT

IT Sligo respects third level students as responsible members of the community and expects that each student will behave in a mature, reasonable and honest manner and this is recognised in the Student Charter and Code of Conduct. Behaviour which damages IT Sligo's good name in the wider community or engaging in behaviour that causes IT Sligo to come into disrepute is not acceptable and IT Sligo's jurisdiction under the Student Charter is not limited to its own property. The Student Disciplinary Procedure allows for formal complaints to be made about a student(s) under the Student Charter by students, staff and members of the public and for that to be dealt with in a serious, fair and professional manner. For more information see Complaints in Section 2 of this guide and https://www.itsligo.ie/student-hub/student-charter.

CONCOURSE

The Concourse is the name given to the main college corridor which runs along the first floor of the college from the entrance to the Faculty of Engineering and Design, past Admissions, Access, International Office, Aurivo, AIB and the Book Nest on your left, as you turn right at the top of the main staircase. On your right is the Yeats Library, exit towards the Student Centre, ATM, Careers Office, entrance to IT Services, toilets and the main dining area. The width of this corridor allows the area to be used for various exhibitions and events through the college year.

CONSENT

Dating can be amazing when you both click but it can also get a little confusing, especially when it comes to sex. It can be unclear what the other person is thinking or how intimate they wish to get - we are not mind-readers after all. Before you take things any further with a romantic or sexual partner, it's important to obtain their permission, which means their consent. A lack of understanding of what is meant by consent and that consent is crucial in all sexual activity can be a contributing factor for unwanted sexual activity and assault.

WHAT IS CONSENT?

Sexual consent is the voluntary agreement in a relationship with equal power to engage in sexual activity.

This agreement can be verbal or non-verbal but should be given freely by individuals capable of consenting, that is, who are over the legal age of consent and not under the influence of alcohol or drugs.

Consent should never be assumed - it should be a clear, ongoing and continuous process present in every new or repeated sexual encounter.

HOW DOES CONSENT WORK?

Many people worry that talking about consent will be awkward or a mood-killer, but this is not the case. If anything, the mood is much more positive when both of you can freely communicate what you do or do not want.

There are many ways to enhance your sexual communication. First off, you could talk about what terms like "hooking up" or "going further" mean to each of you. You can also talk about how you like to indicate when you're in the mood, and how you'd like your partner to respond to you when you are. Consider having these conversations during a time when you're not being physically intimate.

Communications and consent can even become part of your foreplay, for example by saying things like:

- Are you comfortable?
- Is this ok?
- Does this feel good?
- Tell me what you like.

Listen and respond to their answers and always remember that consent is about more than avoiding abuse - it is making sex safer, healthier, and more pleasurable for everyone involved.

HOW TO KNOW IF SOMEONE IS NOT FREELY CONSENTING

- If someone is not responding enthusiastically or clearly, they may be feeling coerced. Check in with them and if they seem happy not to continue **STOP**.
- If someone is struggling or expressing and sort of discomfort (verbally or non-verbally), notice and STOP.
- If the other person seems frozen or afraid, **STOP**.
- If someone is asleep or falling asleep, **STOP**.
- If someone is under the effects of drugs or alcohol and can no longer indicate their enjoyment and/or willingness, **STOP**.
- If he or she is acting in any other way that suggests they are not up for sex, check it out and be prepared to **STOP**.

SOME FACTS TO KEEP IN MIND

- The legal age of consent in Ireland is 17.
- Engaging in sexual activity of any kind without consent is extremely harmful to the person you are assaulting and is a criminal act.

Excerpt taken from the Rape Crisis Centre, more information can be found at **www.drcc.ie**

CYCLING FACILITIES

The campus cycling facilities are available for both staff and students who cycle to campus. These facilities comprise of the following:

UNISEX SHOWER/CHANGING FACILITY ROOM H0023

This room is located on the lower ground floor of the Student Centre (block H). The room comprises of five shower stalls, sixty heated and ventilated lockers, hair dryers, hand wash facility and mirrors.

INTERNAL LOCKERS ROOM H0023

There are sixty lockers provided to store and air clothing and personal belongings pursuant to the activity of cycling and are not intended for general use. 30 lockers are operated with €1 coins and the other 30 are operated with €2 coins. A coin must be inserted in order to secure the locker and enable the key to be removed. The coin is refunded when the key is replaced, and locker opened.

EXTERNAL LOCKERS CONTAINED IN SHELTERS

There are currently six external lockers located at each of the following bicycle shelter B, D, G, H, L and P. These lockers are operated as per the internal lockers in H0023.

EXTERNAL BICYCLE SHELTERS

These shelters at Blocks B, D, E, G, H, L and P provide a means to lock bikes in a secure manner by locking the bicycle wheel and frame to a secure rail.

EXTERNAL BICYCLE LOCKERS

There are five external bicycle lockers located at both blocks D, H, L and P. These are for use by people with high value bikes to allow them to lock the bike in a separate enclosure. The lockers will be available on a first come first serve basis and can be obtained by contacting the Estates Office in room A1020. It is envisaged that the users use their own padlock.

Lockers are permitted for use for one day only. More details on cycling facility procedures are available at:
www.itsligo.ie/administration/estates/cycling-facilities

DINING

A comprehensive catering service is offered across the campus serving breakfast, lunches and beverages throughout the day and it is the policy of the Institute to focus on increasing the healthy offerings at each location.

Opening hours vary for each location but generally services are available during term time from:

Monday to Thursday:	**8:30am to 8:00pm**
Friday:	**8:30am to 4.30pm**

We also operate vending in certain areas across campus for convenience.

DISABILITY

The Access Office has a specific responsibility to support students attending the college who have a disability or special needs due to chronic illness. It is however the responsibility of any student with a disability or special needs to contact the Access Office at the beginning of each academic year so that their needs can be reviewed. IT Sligo cannot take responsibility for failing to support a student where the student has not identified their needs to the Access Office. Supports for students with disabilities are continuously being developed and it is important that students make themselves aware of these developments. See https://www.itsligo.ie/student-hub/access-office/disability-support for further information.

DYSLEXIA

As part of the Access Office in Institute of Technology Sligo, the Learning Support Tutor provides support to students who have dyslexia or other specific learning difficulties. Students who have been diagnosed as having dyslexia or other specific learning difficulties should contact the Learning Support Tutor early in the academic year to develop their Individual Support Plan. Dyslexia Screening can also be arranged in the college for students who suspect they may have dyslexia or other specific learning difficulties. For more information contact learningsupport@itsligo.ie or go to www.itsligo.ie/student-hub/access-office/students-with-dyslexia

ENERGY AWARENESS AND SUSTAINABILITY

On campus we use gas, heating oil and electricity which produces thousands of tonnes of carbon emissions every year. The Estates Department is working hard to make our campus more energy efficient, but we all have a part to play. By acting together to change small daily habits we can make a big difference.

Remember to turn down thermostats if a room is too hot and switch off lights and equipment when not in use. For more ideas on how you can help, check out our Sustainability Guide www.itsligo.ie/sustainability Please contact **greencampus@itsligo.ie** to share your ideas or get involved.

ERASMUS

Each year IT Sligo welcomes many European students to study here through the Erasmus programme. The Erasmus Programme (EuRopean Community Action Scheme for the Mobility of University Students) is a European Union (EU) student exchange programme established in 1987 and which has now evolved into Erasmus+, or Erasmus Plus.

In addition to students from other EU countries attending IT Sligo, Erasmus also provides opportunities for students from IT Sligo to travel for a study period or work placement in a European country as part of their course of study. Over the year's IT Sligo has developed specific links with colleges in Austria, Belgium, Denmark, Finland, France, Germany, Greece, Holland, Hungary, Italy, Portugal, Spain, Sweden and Romania. This is a wonderful opportunity and will benefit you both personally and academically with many new friends waiting to meet you. Students who go on Erasmus experience an educational system in another country while enhancing linguistic and cultural awareness. While on Erasmus, students are exempt from paying tuition fees at the host institution and receive financial support from the European Commission to help cover their expenses (as there are a limited number of grants, places are limited and there is a selection procedure). Upon completion of their study programme, students receive full recognition of their Erasmus study programme utilising the European Credit Transfer System (ECTS).
For more information contact our International Office by email **erasmus@itsligo.ie**
https://www.itsligo.ie/international/erasmus-study/

EXAMINATIONS

Exams and assessments are a necessary part of college life. The types of assessments used will vary by course and even by module but each module will have assessment built in to evaluate your learning within that Semester. While continuous assessment occurs throughout modules, many modules also have scheduled exams following the completion of teaching. For 20/21 these exams are scheduled in the Academic Calendar https://www.itsligo.ie/academic-calendar for January and May 2021.

Following the issuing of Exam Results, feedback days are provided to allow students to discuss results with their lecturer - these are an important opportunity for students to receive feedback to help them prepare for the next Semester or possibly repeat assessment and should be availed of.
Further information on exams is provided in Section 2 of this Guide and at **https://www.itsligo.ie/student-hub/examinations**

FIRST YEAR EXPERIENCE

At IT Sligo, we have a welcoming and supportive environment for our first year students and have created a very comprehensive Student Induction programme to help first years settle in and learn all about what IT Sligo and the greater Sligo area has to offer. Full participation in the Student Induction programme will answer many questions that you have when starting college.

Following on from Induction, the Peer Mentoring programme runs during Semester One and Two. This programme gives new students the opportunity to create networks between each other and student mentors, who are second- and third-year students trained for this role from the same discipline to pass on the information needed to settle/succeed in college life.

These mentors help first years to access the information they need to begin their studies with confidence. Students are placed in groups based on their programme of study and are assigned a mentor. These groups will meet "virtually" at an assigned time for four weeks in semester one and one week in semester two, giving everyone the opportunity to chat about their new experiences. Each meeting will follow a specific theme on the range of supports and services available to student's and will be supported by both academic and support staff.

Mentors are available to answer basic queries via email, text message or phone call for the duration of the mentoring programme. They will give you important information on the supports available to you and can answer practical questions about timetables, room locations or even just where to buy coffee!!

If you need further help, they will know where best to direct your query.

STUDENT PROFILER

Every first-year student will be given the opportunity to complete the Student Profiling Tool. The Student Profiler will give students a better understanding of their strengths and challenges starting on their journey here at IT Sligo. It will break down skills to support students in being successful in their studies. Students will receive a report at the end of the session providing them with instant guidance and contact details for support staff.

GREEN CAMPUS

Green Campus is a student-led committee that drives environmental awareness and change on campus. We are working towards our first Green Flag for IT Sligo under two themes: Litter & Waste, and Energy. Green Campus is open to all students and a great way to get involved in campus life and meet new people. For more information or to join our team email **greencampus@itsligo.ie**

HEALTH SERVICE

IT Sligo is concerned for the health and wellbeing of its student population and promote and maintain good emotional and physical health amongst its students offering free Medical and Counselling Services.

The Student Counselling Service is a confidential student support which can be contacted at studentcounsellor@itsligo.ie and has further information and a range of resources available at https://www.itsligo.ie/student-hub/student-support-services/counselling/

The Student Medical Services is a student friendly service with attention given to preventative medicine, health promotion and healthy lifestyles. It is intended to provide acute medical care during the week when it is not possible to attend your regular GP. The medical service can be contacted at studenthealthservices@itsligo.ie and further information is available at https://www.itsligo.ie/student-hub/health-services

The Student Health Services are all located in the Student Centre and further information on each service is available in Directory of Supports and Services in the final section of this guide.

INDEPENDENCE

College offers many young people the opportunity to experience independence from family and home for the first time and this is something that is looked forward to and cherished. IT Sligo respects you as the adult that you are – responsible members of the community and the entrepreneur or social leader of the future. If you are over 18, we will not discuss your business with anyone without your expressed permission.

With independence comes responsibility and regardless of what age you are, you are expected to behave in a mature, reasonable and honest manner, meet the requirements of your course of study and have due regard to the rights of others.

LAPTOP AND PHONE CHARGING LOCKERS

There are Laptop and Phone Charging lockers available at the Aurivo Auditorium where your device may be charged securely. These lockers are intended solely for this purpose and are not intended for storage of any other items.

To report a fault or to recover your belongings contact the **Estates Office, Room A1020** or Phone **071 930 5335**.

LOST PROPERTY

The Students' Union provides a Lost Property service. Check for lost items at the SU Office; with the caretaking and cleaning staff; Institute Reception Desk or School Administration Offices.

MONEY MATTERS

The Union of Students in Ireland estimates that it costs approximately €6,400 for a student living away from home for the academic year (36 weeks). Remember that rent on apartments must be paid during term holidays and that a deposit of between €200 to €400 will be required. Costs for a student living at home are about €3,200.

It is a fact of life that most students suffer from a lack of money!
The following points may help you in managing your money:

- Budget carefully
- Remember that you will have most outgoings at the start of the year. You will have to budget for books, class materials, rent deposits etc
- If approved for a grant for the first time, there may be delays in receiving the first instalment

- For free advice on managing your money, contact the Sligo Money Advice and Budgeting Service (MABS) at Westward Town Centre, Bridge Street. Tel. 071 914 1022.
- Talk to the Student Officer in your bank before you get into any difficulties. They are there to help you
- If you feel that you may have to drop out of the Institute because you have serious money problems, owing to a change in your circumstances since coming to the Institute, contact the Access Officer or Welfare Officer of the Students' Union
- If you are short of money, try not to run up credit card bills that you will be unable to repay. Credit cards are amongst the most expensive form of credit available (many have interest rates in excess of 15%). If you must use one, use it for making purchases when you can avail of a period of interest free credit before your next bill arrives. Using credit cards to withdraw money, incurs a withdrawal charge as well as having to pay interest from an earlier date. Try to pay your bill in full each month
- If your course of study includes mandatory field trips and you are in receipt of a maintenance grant, the cost of the field trip (accommodation and transport) can be recouped from the agency awarding your grant. You will be required to submit a letter from the organiser of the field trip detailing costs to SUSI as appropriate
- For advice and information, check out **www.studentfinance.ie**. This is an independent Irish website designed to provide comprehensive information on the range of financial supports available to higher education students.

NOTICES AND POSTERS

There are many noticeboards located throughout the campus which are overseen by the Students' Union. Posters may only be displayed on these noticeboards, provided they have been stamped with the Students' Union stamp.

Unauthorised notices or posters will be removed.

INTERNATIONAL STUDENTS

Dedicated noticeboard with information for our International Students can be found on the ground floor to the right of the main Reception Desk.

STUDENT SUPPORT SERVICES

Information on IT Sligo Student Support Services can be found on the noticeboard positioned opposite the ATM machine on the Central Concourse and in also notice boards in the Student Centre.

CAREERS INFORMATION NOTICES

Located outside the Careers Office on the Central Concourse beside the ATM Machine and available online via the IT Sligo online Careers Services platform:
https://itsligo.jobteaser.com

THE EXAMINATIONS NOTICEBOARD

Located outside the Library on the Central Concourse. In relation to exam timetables please make sure you refer to the examinations website on the Student Hub **https://www.itsligo.ie/student-hub/** daily as they are subject to change.

INSTITUTE REGULATIONS

Available online at **https://www.itsligo.ie/wp-content/uploads/2015/11/Student-Charter.pdf**

Posters and notices affixed to walls or doors will be removed.

PEER TO PEER MENTORING PROGRAMME

This programme gives first year students the opportunity to create networks between each other and with student mentors, who are second- and third-year students trained for this role from the same discipline. These mentors help first years to access the information they need to begin their studies with confidence. Students are placed in groups based on their programme of study and assigned a mentor. These groups then meet "virtually" at an assigned time for four weeks in semester one and one week in semester two, giving everyone the opportunity to chat about their new experiences. Each meeting will follow a specific theme from the various supports and services available to students which will be supported from both academic and support staff.

Should you wish to volunteer as a Mentor next year then please contact:
Patricia Henry (Student Retention Officer) henry.patricia@itsligo.ie

PERSONAL ACCIDENT INSURANCE

All full-time registered students of IT Sligo are covered for personal accident insurance for the academic year. This is a 24/7 cover, regardless of where the accident occurs. The cover in any one year includes medical expenses in excess of €500 incurred as a result of accidental injury. Please note there are certain exclusions to the policy.

All students involved in sports should wear the appropriate protective clothing and equipment relative to the given sport or activity. This should include protective helmets in the case of cycling, hurling and other appropriate sports. Gum shields should be worn in the case of hurling etc, and the various codes of football.

Students involved in accidents are required to complete the Accident Report Form within 24 hours following the accident and return the form to the Student Support Services Officer.

Accident Report Forms are available from the Student Support Services Officer or from your relevant Team Coach. The Student Support Services Officer can be contacted on 071 913 7369 or email studentsupportservices@itsligo.ie

Students travelling abroad must obtain separate travel insurance cover for every trip they take.

There is limited cover for Erasmus and Apprentice Students whilst they are engaged in Institute activities or representing the Institute.

For further information please read the Personal Accident Policy available at: **https://www.itsligo.ie/wp-content/uploads/2016/07/Student-Personal-Accident-Policy-Document-2018.pdf**

NOTE: In respect of any claim for Medical Expenses these shall be limited to such expenses incurred within 12 months of the date of injury.

PERSONAL POST

Any post sent to the Institute on your behalf will be sent to the Students' Union Office for distribution. You should contact the Students' Union if you are expecting a letter.

Please note the Students' Union will not accept any packages on behalf of students and that any post uncollected within one month will be returned to sender by the Students' Union.

PERSONAL PROBLEMS

If you are experiencing personal problems, please contact one of your lecturers, the Student Support Services Officer, Access Officer, Student Health and Counselling Service, Pastoral Care Service, those listed under the Examinations section or the Students' Union. Please see the Directory of Supports and Services at the end of this guide to see which will provide the most appropriate support for you.

Remember, you are not alone however bad your problems may seem, and we are here to help.

PLACES OF WORSHIP IN SLIGO

CHURCH	TEL	GPS	DAY	TIMES
Catholic Churches				
St Mary's Cathedral Temple St	071 9162670	54.269778, -8.478725	Saturday Sunday	19:30 08:30, 10:30, 12:00, 19:00
St Joseph's Ballytivnan Road	071 9142422	54.281234, -8.469231	Saturday Sunday	19:30 11:00; 12:30; 19:00
St Anne's Cranmore Road	071 9145028	54.269392, -8.466740	Saturday Sunday	19:30 10:00; 12:30; 19:00
Dominican Friary High St	071 9142700	54.269240, -8.473397	Saturday Sunday	19:30 09:30; 11:00; 12:15
Church of Ireland				
St John's Cathedral John St	071 9162263	54.270299, -8.477487	Sunday	10:30 Morning Worship
Calry Church The Mall	071 9146513	54.272644, -8.467083	Sunday	11:00 Morning Worship
Islamic Prayer Service				
Sligo General Hospital The Mall		54.274299, -8.462041	Friday	13:30pm Friday Prayer
Methodist Church				
Methodist Church Wine St	071 9142346	54.272300, -8.477820	Sunday	10:15 Morning Service

CHURCH	TEL	GPS	DAY	TIMES
Presbyterian Church				
Presbyterian Church Church St	071 9162337 086 0752137	54.269530, -8.475899	Sunday	11:30 Morning Worship
Sligo City Church (Pentecostal)				
Sligo City Church Mercy College, Chapel Hill	086 2434047	54.267850, -8.469079	Sunday	11:00 Morning Worship 19:30 Student Life Group
Seventh Day Adventist Church				
Seventh Day Adventist Church	087 1120238	54.269530, -8.475899	Saturday	11:00
Redeemed Christian Church (Pentecostal)				
Redeemed Christian Church Presbyterian Hall, Church St	087 6839778	54.269530, -8.475899	Sunday	14:00 - 16:00 19:00 - 20:30 18:00 - 19:00
Baptist				
Sligo Baptist Church Cartron Village, Sligo, F91 XE42	087 7199253	54.282328, -8.476385	Sunday Tuesday	11:00 – 12:30 20:00 – 22:00
The Redeemed Evangelical Mission (TREM) Church				
TREM Church Unit 9, Cartron Village, Sligo	086 2552343 071 9173465	54.282328, -8.476385	Sunday Worship Tuesday Bible Study	10:45 – 13:00 18:00 – 19:30

PUBLIC TRANSPORT

IT Sligo campus is served by a variety of bus companies that provide a daily service for those who live convenient to Sligo and a weekly service for those who travel home at weekends. The Sligo City Bus Service has an official stop on campus near the Main Canteen and a weekly ticket is available. Local Link services from a wider radius in Co Sligo and surrounding counties also use this stop.

Many students who are not from Sligo live here during the week and commute home at weekends. Special transport arrangements, both public and private, facilitate this to a variety of destinations including Mayo, Donegal, Leitrim, Roscommon, Cavan and Galway. There are also excellent private and public bus and rail links to Dublin via Longford and Mullingar.

Bus and train timetables are posted on the Students' Union noticeboard on the ground floor in the Student Centre. Timetables are also available at: **www.locallink.ie**, **www.irishrail.ie** and **www.buseireann.ie**

RECYCLING, COMPOSTING AND GENERAL WASTE

IT Sligo wants to be a more sustainable campus and reduce the amount of waste we send to landfill. Here are some simple tips so you can play your part:

- Avoid waste where possible. Select products with the least amount of packaging, and packaging that can be recycled.
- Know what can be recycled: Rigid plastic, paper and cardboard, cans and tins can be placed in the recycling bins, if they are dry and clean.
- Know what cannot be recycled: Disposable coffee cups are not recyclable and must be placed in the general waste or compost bin (if compostable). Wet or food contaminated packaging, light plastic film or soft plastic wrapping are not recyclable.
- Please respect our campus by not littering. General waste and recycling bins are available throughout the campus and compost bins can be found in the canteen areas.
- Remember waste cannot be brought to campus from home. Our bins are monitored and regularly audited against our Green Campus reduction targets. ·
- Share your ideas! Please contact us at greencampus@itsligo.ie with your suggestions and help us create a more sustainable campus.

REMOTE LEARNING

If national or local health and safety concerns require us all to study and work remotely, you can be assured that IT Sligo in general and the student supports that it offers to you while on campus are equipped and ready to help and support you if required to study from a distance. During the CoVid 19 Lockdown, staff immediately continued to teach and provide support to students who were unable to attend campus. As a result of that experience, additional expertise and contingency plans have been developed to ensure that any return to such conditions will occur with minimum disruption and anxiety for our students.

SEMESTER

The academic year is divided into two equal parts with 12 teaching weeks each, called Semesters. The modules delivered within that Semester are examined at the end of that period and new or follow on modules are delivered in the next Semester. For the 20/21 academic year Semesters in IT Sligo will run as follows:

September 28th 2020 – January 16th 2021

January 25th 2021 – June 18th 2021

More information can be found at **https://www.itsligo.ie/academic-calendar**

IT Sligo Knocknarea Arena

SPORT AND RECREATION FACILITIES

KNOCKNAREA ARENA

Opened in January 2007, this impressive hall can be easily divided into two independent sections by netting and rebound boards, providing two full-sized basketball/5-a-side courts, in effect providing two sports halls. A wide variety of sports are provided for, including basketball, badminton, 5-a-side, volleyball, circuit training and many more.

The opening times for the Knocknarea Arena Gym are:

- Monday -Thursday: 8am-8pm
- Fridays: 8am-8pm
- Saturday and Sundays: 10am-4pm

The Gym fees for students are:

- Full Academic Year: €100
- Term: €60
- One Session €4

GYMNASIUM

This is a 32-station, state-of-the-art facility available to students during the academic year. The equipment includes a full range of high quality aerobic and resistance equipment, including free weights. The Knocknarea Arena staff provide individual training programmes.

MULTI-ACTIVITY STUDIO

This versatile facility provides for a variety of uses including spinning, aerobic/yoga classes, martial arts and small group functions to name a few.

SPINNING CLASSES

- €5 per class
- €25 for 6 classes

BOOTCAMPS

- €6 per class
- €50 for 10 classes

ATHLETICS TRACK

The Institute has built an all-weather synthetic athletics track with floodlights. This is a state-of-the-art facility offering excellent training and competition conditions and is available to all Institute students and staff, community groups and the general public.

PLAYING FIELDS

We have fully flood-lit Gaelic, soccer, rugby and training pitches that cater for a variety of teams; a 3G astro pitch with three 7-a-side soccer pitches allows for a variety of other sporting activities.

The Knocknarea Arena management and staff look forward to meeting you and making your visit an enjoyable experience. For more information, phone **071 915 5211** or log onto **www.itsligo.ie**

Please look for updates on our facebook page as times could possibly change with the Covid-19 regulations **https://www.facebook.com/ITSligoKnocknareaArena**

SPORTS SCHOLARSHIPS

IT Sligo is offering a Sports Scholarship Scheme aimed to assist talented student athletes reach their sporting potential. The Sports Scholarship Programme is designed to nurture talented sports people who are prepared to make the commitment to the IT Sligo sports clubs in their chosen discipline and if you are a keen sportsperson competing at an elite level, we want to hear from you

Under the scheme, up to 20 new scholarships and bursaries are awarded each year. The Gold Scholarship Award is €1,750. If successful, you will also have to balance your participation in your chosen sport and representing IT Sligo with your studies.

The closing date for entries is September 15th, 2020.

For more information please contact the Student Support Services Officer or visit the IT Sligo website at:

www.itsligo.ie/cao/about-it-sligo-getting-started-scholarships/it-sligo-sports-scholarships-2020-21

STUDENT CENTRE

The Student Centre is the building removed from others, to your right as you go towards "The Fish", the main entrance and reception area. The Student Centre is home to ITSSU – IT Sligo Students' Union and many of the Student Support Services, including the Health Services, Pastoral Care Services and The Sanctuary detailed in this guide. In addition, the Student Union Shop, Clubs and Societies Room and a social area are all located on the ground floor. Hume Hall and a restaurant are located on the first floor and the Payment Kiosk for the Visitors Carpark is located on entry to the building. All of which make this building a hub of activity and student life during the academic year.

STUDENT IDENTITY (ID) CARD

You will be issued with a Student ID Card as soon as possible after induction. This card is intended only to facilitate your studies at IT Sligo. If you lose your Student ID Card, you can order a replacement card, but you may be required to pay a replacement charge.

- You are always required to have your Student ID Card on campus.
- You must produce your Student ID Card to any member of staff if requested to do so
  (this includes academic, administrative, library, technical and other support staff, caretakers, cleaners).
- You must produce your Student ID Card to use the Student Health and Counselling Service.
- Your Student ID Card must be on your desk during ALL examinations.
- Your Student ID Card must be on your desk in the computer laboratories

Your student card will also stand you to great benefit. You can use your student card in various shops to avail of a student discount. As a student of IT Sligo you will be able to subscribe to UNIDAY'S which will also give you discount codes that can be used while you are online shopping.

STUDENTS' UNION

IT Sligo Students' Union, or ITSSU, is the only recognised representative organisation for the student body in IT Sligo. When you register as a full-time student, you automatically become a member of ITSSU. ITSSU is also a member of the Union of Students in Ireland (USI), the national Students' Union of Ireland. The Students' Union exists to represent you the student on a range of issues throughout your college experience and sits on various committees relating to student welfare, education and recreation.

Your Students' Union is located on the bottom floor of the Student Centre and is a lively social spot for students to visit and receive valuable information about student rights, health, different clubs and societies and, most importantly, confidential advice. The Students' Union provides you with the most up-to-date information of what is happening around the college. As well as giving sound advice, it runs several services for students including a non-profit shop, binding services, tickets to major student events and much more. The Students' Union also provide "The Lounge", a chill out area for students with comfy couches, bean bags, led lighting and wide screen TV.

At the beginning of the academic year, in-class elections will take place to elect representatives from each class to sit on the Student Representative Council.

Training is provided to those selected for the post. Representatives will be required to be the eyes and ears of the Union in the classroom and will be required to attend six meetings throughout the course of the year. In March of the academic term, elections are held for full time sabbatical and part times posts within the Union. The candidates elected into the Union will represent you for the forthcoming academic year.

SUSTAINABILITY GUIDE

Check out our new Sustainability Guide **www.itsligo.ie/sustainability** for lots of easy to follow tips on how to reduce your environmental footprint. To share your ideas or get involved in sustainability on campus contact **greencampus@itsligo.ie**

Multisport

Thinking of Leaving Your Course Early?
KNOW YOUR OPTIONS

STUDENT

ACADEMIC ISSUE

- Course not what you expected
- Issue with specific subject
- Problems with timtabling
- Subject relevance
- Lacking academic confidence
- Problems with lecturers
- Don't like course
- Problems with course
- Unsure of course choice

Career choice or Programme and Module difficulty

Speak to your Programme Tutor or Co-ordinator

- Time to settle into course
- Attending tutorials
- Transition to 3rd level
- 1st year experience
- Poor experience of 1st year due to wrong career choice

FINANCIAL ISSUE

Student Union Welfare Officer
E: welfare@itssu.ie

Student Assistance Fund
Access Office
E: walsh.lesley@itsligo.ie

Speak to a Careers Officer
Adette Ring/Deborah Seddon
E: careers@itsligo.ie

- Evaluate future career direction
- Reapply through CAO
- Transfer course
- Year out
- Work

PERSONAL OR SOCIAL ISSUE

Student Counselling Service
E: studentcounsellor@itsligo.ie

Student Union Office
E: info@itssu.ie

Disability/Learning Support
Access Office
E: learningsupport@itsligo.ie

Pastoral Care Service
E: pastoralcare@itsligo.ie

STAYING

- Identification of problem plus intervention
- Renewed ability and focus to remain on the course

- Full class attendance
- Attend tutorials
- Study plan for academic success

LEAVING

- Speak to Programme Tutor or Co-ordinator
- Contact Admissions Office to defer/withdraw/ transfer and complete relevant paperwork.
- Reapply through **www.cao.ie**

Be aware of financial implications of reapplying or withdrawing – fees and grants.
Contact Admissions office **E:** grants@itsligo.ie

USEFUL TELEPHONE NUMBERS – IT Sligo

Institute of Technology, Sligo	**071 91 55222**
Access Officer	**071 93 05414**
Registration/Admissions Office:	**071 91 37323 / 071 91 37322**
Careers Officer	**071 93 05403 / 071 93 05729**
Pastoral Care Service	**071 93 05215**
Grants Office	**071 91 37319**
Exams Office	**071 91 37315 / 071 91 37316 / 071 91 37318**
Learning Support Service	**071 93 054000**
Security	**087 637 9470**
Student Assistance Fund	**071 91 55433**
Student Medical Service	**071 93 05205**
Student Support Services Officer	**071 91 37369**
Student Support Services Administrator	**071 93 05463**
Student Counsellor	**071 93 05463**
IT Sligo Students' Union	**071 91 41887**

USEFUL TELEPHONE NUMBERS – Sligo and Beyond

Ambulance/Fire Brigade/Gardai-Emergency	**999/112**
AIB	**071 913 5500**
Aware	**1800 804 848**
BodyWhys	**1890 200 444**
Bus Éireann	**071 91 60066**
Caredoc Sligo	**0818 365 399**
Crime Victims Helpline	**1850 211 407**
Garda Confidential Line	**1800 666 111**
Irish Rail	**1850 366222**
Local Link	**071 965 0437**
LGBT Helpline	**1890 929 539**
Money Advice and Budgeting Service Ltd	**076 107 2730**
North West Hospice	**071 91 43317**
Pieta House	**074 91 26594 / 1800 247 247**
Rape Crisis Centre	**071 91 71188**
Sligo Branch of Cura	**071 91 43659**
Sligo Branch of the Samaritans	**071 91 42011**

Sligo Citizens Information Centre	**076 107 6390**
Sligo Garda Station	**071 91 57000**
Sligo General Hospital	**071 91 71111**
Sligo Railway Station	**071 91 69888**
SMILY LGBT Youth Project	**089 482 0330**
St. Vincent de Paul	**071 91 60713**
SUSI Support Desk	**076 108 7874**
Threshold National Housing Charity	**1800 454 454**
Youth Information Centre	**071 9144150**

TEXT Crisis Textline Ireland:
For free 24/7 support in a crisis text ITSligo to 50808

USEFUL WEBSITES

Bus Éireann - Bus Information	**www.buseireann.ie**
Crime Victims Helpline	**www.crimevictimshelpline.ie**
Institute of Technology, Sligo	**www.itsligo.ie**
IT Sligo Student Support Service	**www.itsligo.ie/student-support-services**
IT Sligo Yeats Library	**www.library.itsligo.ie**
SUSI (Student Universal Support Ireland)	**www.susi.ie**
Financial Support for Higher Education	**www.studentfinance.ie**
Latest college news, events and advice	**www.campus.ie**
Local Link Rural Bus Service	**www.locallink.ie**
Sexual Health Ireland	**www.thinkcontraception.ie**
IT Sligo Students' Union	**www.itssu.ie**
Irish Council for International Students	**www.icosirl.ie**
Irishrail Train Information	**www.irishrail.ie**
North West Tourism	**www.discoverireland.ie/northwest**
Private Residential Tenancies Board	**www.prtb.ie**
Public Services Information	**www.citizensinformation.ie**
Sligo Sport and Recreation Partnership	**www.sligosportandrecreation.ie**
Sligo Tourism	**www.sligotourism.ie**
Threshold (your rights and obligations as a tenant)	**www.threshold.ie**
Tough Times (Health and Lifestyle)	**www.spunout.ie**
Unexpected Pregnancy	**www.positiveoptions.ie**
Union of Students in Ireland	**www.usi.ie**

VALUES AND RIGHTS AT IT SLIGO

IT Sligo's approach to the provision of high-quality education is grounded in the following values:

- EXCELLENCE: Progressiveness, Independence, Courage, Quality
- INCLUSION: Diversity, Equality, Openness, Partnership
- RESPECT: Honesty, Integrity

A student at IT Sligo has the following rights:

1. The right to expect from IT Sligo, tuition of a professional standard on the programme of study for which they are registered and adequate educational and support facilities consistent with the resources available to IT Sligo.
2. The right to study in an atmosphere free of harassment and intimidation, and that promotes personal integrity and dignity.
3. The right to fair and just procedures, including the right of appeal and, where considered necessary, recourse to the Office of the Ombudsman.
4. The right to be treated as a responsible member of a third-level institution, to be able to represent personal views in a reasonable manner and to be treated with normal standards of courtesy by all other members of IT Sligo.
5. The right to be recognised by IT Sligo authorities in a partnership approach to the administration of IT Sligo through open and constructive consultation with students and their representatives, as members of the "college" created by the Institute of Technology Acts 1992 to 2006.
6. The right to have two student members, one male and one female, on the Governing Body of IT Sligo.
7. The right to be represented on Programme Committees for each programme.
8. All statutory rights including, data protection, freedom of information, and the right to be treated equally without fear of discrimination in accordance with the provisions of the Equal Status Acts 2000-2011.

SECTION 02

THE IMPORTANT STUFF

INSTITUTE RULES AND REGULATIONS

IT Sligo is committed to providing students with the best possible experience in higher education. All students are required to familiarise themselves with the policies, regulations and disciplinary procedures of the Institute which students agree to be bound by at registration.

The Institute Rules and Regulations agreed to, are:

- Student Charter and Code of Conduct
  www.itsligo.ie/student-hub/student-charter
- Student Network, Computing and Software Usage Regulations
  www.itsligo.ie/itservices/policies/
- Examination Regulations
  www.itsligo.ie/wp-content/uploads/2016/07/EXAM035-Exam-Regulations-Procedure-1.pdf
- Social Media Policy
  www.itsligo.ie/wp-content/uploads/2009/07/SocialMediaPolicyFinalV.pdf
- Yeats Library Regulations
  www.library.itsligo.ie

STUDENT CHARTER

IT Sligo is committed to providing students with the best possible experience in higher education and the Student Charter sets out the rights and obligations of students. Through a partnership of management, staff and students, IT Sligo works to ensure that its activities are conducted in a fair and equitable manner, which in turn is conducive to good working relations and an efficient and effective academic environment. The Student Charter has been prepared and is implemented in that spirit, and sets out:

- The rights of students, the Standards of Service that they can expect and the Values on which these are based (see page of this Guide);
- IT Sligo's Student Code of Conduct and the Responsibilities of Students;
- IT Sligo's Student Disciplinary Procedure by which complaints against students will be considered (see complaints on page).

The responsibilities of students include that each student is expected to:

1. Be informed about and comply with IT Sligo's regulations and procedures relating to students, including the code of conduct;

2. Respect and treat with dignity all staff, other students, visitors to IT Sligo and members of the local community and to treat every person in a way which is non-discriminatory and respects difference;
3. Attend lectures, practical sessions, tutorials and submit all course work as required, apply yourself to your studies and abide by deadlines for the submission of work.
4. Respect IT Sligo property;
5. Pay all fees required by IT Sligo as they become due;
6. Take all reasonable steps to ensure the Health & Safety of themselves, other students and staff of the Institute. Please access https://www.itsligo.ie/wp-content/uploads/2015/11/Student-Charter.pdf for the latest edition of the Student Charter.

CHILD PROTECTION

Although the population of IT Sligo is predominantly of adults (aged over 18 years), the safety and well-being of children (aged under 18 years) is of paramount importance to the college community. To this end, IT Sligo has developed a Child Protection Policy which can be accessed at **https://www.itsligo.ie/files/2020/03/ADM030-Child-Protection-Policy.pdf** The guiding principle of this policy is that the safety and well-being of children must take priority over any other consideration.

Child welfare concerns can be categorised into four different types as follows:

Neglect which can be defined in terms of an omission of care, where a child's health, development or welfare is impaired by being deprived of food, clothing, warmth, hygiene, medical care, intellectual stimulation or supervision and safety.

Emotional Abuse is normally to be found in the relationship between an adult and a child rather than in a specific event or pattern of events. It occurs when a child's or young person's developmental need for attention, affection, approval, consistency and security are not met due to incapacity or indifference from their parent or caregiver.

Physical Abuse is when someone deliberately hurts a child physically or puts them at risk of being physically hurt.

Sexual Abuse occurs when a child is used by another person for his or her gratification or sexual arousal, or for that of others. It includes the child being involved in sexual acts (masturbation, fondling, oral or penetrative sex) or exposing the child to sexual activity directly or through pornography. The age of consent in Ireland is 17 years old and this is the minimum age at which an individual is considered legally old enough to consent to participation in sexual activity.

The **Designated Child Protection Person** for IT Sligo is Catherine McNelis, Student Support Services Officer (studentsupportservices@itsligo.ie), and any concerns relating to child welfare should be brought to her without delay.

COMPLAINTS

Student complaints in IT Sligo fall into two categories, a) complaints about a service provided by the college and b) complaints about the behaviour of a student(s). These are two separate procedures available as appropriate to any student who has a genuine complaint.

COMPLAINT ABOUT A SERVICE

IT Sligo is committed to providing a learning environment based on equality of opportunity and respect for the dignity of its students and staff. To ensure this, it is important that students should be able to express dissatisfaction about any aspect of the services provided or about the actions or lack of action by our staff.

With this in mind, a comprehensive procedure for students to make a complaint about services provided by IT Sligo has been developed:
www.itsligo.ie/wp-content/uploads/2018/05/ADM019-199-Procedure-for-students-to-make-a-complaint-about-Services.pdf

If a student with a complaint (the complainant) is unsure at any stage of the procedure about who to consult, advice can be sought from any of the following:

- The Student Support Services Officer, **studentsupportservices@itsligo.ie**
- The Students Union
- A Head of Department or a Head of School
- A Programme Chair
- Online Student Advisor (for online students)

The student bringing a complaint under this procedure has the right, in the procedure to seek assistance or to be accompanied during any stage of the process by a member of the IT Sligo Students Union, a fellow student or by a member of IT Sligo staff. Other representation will not normally be allowed.

Following this procedure, if the student feels that they have been unfairly treated or are not satisfied with the decision on the complaint, it is available to them to contact the Office of the Ombudsman. By law the Ombudsman can investigate complaints about any of IT Sligo's administrative actions or procedures as well as delays or inaction in dealings. The Ombudsman provides an impartial, independent and free dispute resolution service.

CONTACT DETAILS FOR THE OFFICE OF THE OMBUDSMAN:

Office of the Ombudsman, 18 Lower Leeson Street, Dublin 2
Lo-call: 1890 22 30 30

COMPLAINTS ABOUT STUDENT BEHAVIOUR

In the same way, complaints can also be made about the behaviour of any student by another student, staff member or member of the public concerning breaches of the IT Sligo Student Code of Conduct. All complaints about a student(s) made under the Student Disciplinary Procedure will be dealt with seriously and fairly in a professional manner.

Serious complaints made under the Student Disciplinary Procedure will be assessed by the Student Disciplinary Committee with due and fair consideration to all parties involved. The Student Disciplinary Committee has 10 members proposed by the Registrar and approved by the Academic Council, 3 of whom are student nominations by the executive body of the Students' Union.

No student will be disadvantaged for making a complaint in good faith. If, however, after investigation, a complaint is suspected to be malicious, such suspicion may be investigated under the terms of the Student Disciplinary Procedure.

Anyone wishing to make a complaint under the Student Disciplinary Procedure should access the Student Charter at www.itsligo.ie/wp-content/uploads/2015/11/Student-Charter.pdf contact the Student Support Services Officer at studentsupportservices@itsligo.ie

DATA PROTECTION

In order to achieve the mission of the Institute and fulfil our statutory obligations we create, gather, store and process large amounts of data on a variety of data subjects such as on students (both potential, current and former), staff, third parties and members of the public. Our use of personal data ranges from CCTV footage, to the processing of student's details throughout their journey, from application to graduation. Our Student Privacy Notice explains how the Institute collects, uses and shares your personal data, and your rights in relation to the personal data we hold. The privacy notice concerns our processing of personal data of past, present and prospective students of the Institute. It is available on the Student Hub at: **www.itsligo.ie/dataprotection/privacy-notices/**

EXAMINATIONS

ASSISTANT REGISTRAR

This area is responsible for conducting examinations, conferring, maintenance of academic policies and procedures, and the implementation of quality management for all programmes.

EXAMINATIONS

All students are required to familiarise themselves with the Examination Regulations which are available at:
www.itsligo.ie/wp-content/uploads/2016/07/EXAM035-Exam-Regulations-Procedure-1.pdf

Examination Timetables are posted on the website at www.itsligo.ie/student-hub/examinations/examination-timetables and updated on a regular basis. Please check details regarding your examinations yourself as timetables are provisional and subject to change daily.

DEFERRAL OF EXAMINATIONS

Requests for a deferral of examination subject/subjects must be made on the appropriate deferral request form. This should be lodged with the Examinations Office, with the appropriate fee and relevant third-party documentation. Information on the procedure and the timescale for applying for a deferral is available at www.itsligo.ie/student-hub/ examinations/documents-and-policies-contacts. Incomplete applications will not be accepted. Students who are awarded a deferral of subject/subjects are automatically registered for the next appropriate examination session. The cost of a deferral application is €150 which includes the deferral fee of €100 and the registration fee of €50. This fee must be paid by the student via their student account.

CONSIDERATION OF EVENTS THAT MAY HAVE AFFECTED EXAMINATION PERFORMANCE

If you believe that your examination performance was adversely affected by bereavement, accident, illness or other serious personal disruption, you may request consideration by the Examination Board(s). You must submit your application to the Examinations Office, using the appropriate form and within the timescale specified. Consideration will not be given to late requests or those that are incomplete. The procedure and form is available at www.itsligo.ie/student-hub/examinations/documents-and-policies-contacts. The fee for this application is €30 and must be paid by the student via their student account.

DISCIPLINARY PROCEDURES FOR STUDENTS (EXAMINATIONS)

This document explains the procedure that will be carried out by the Institute in respect of alleged breaches of student discipline in relation to examinations. This procedure is posted on the IT Sligo website at:
www.itsligo.ie/student-hub/examinations/documentsand-policies-contacts

EXAMINATION ISSUES

If you have concerns regarding your examinations, you should contact:

- Your Head of Department or Course co-ordinator
- Catherine O' Reilly, Examinations Secretary – oreilly.catherine@itsligo.ie
- Examinations Office - examinations@itsligo.ie
- Examination Invigilators in Exam Halls
- Admissions Office Reception (registration) - admissions@itsligo.ie

EXAMINATION EXEMPTIONS Exemptions may apply to you. For further information, please visit **www.myexperience.ie** or contact one of the following:

SCHOOL OF BUSINESS AND SOCIAL SCIENCES:

Administrative Manager 071 930 5252

SCHOOL OF SCIENCE:

Administrative Manager 071 93 05342

SCHOOL OF ENGINEERING AND DESIGN:

Administrative Manager 071 930 5495

The National Qualifications Authority of Ireland introduced a National Framework of Qualifications in October 2003, comprising a set of ten levels that map educational attainment. Each level is benchmarked by standards of knowledge, skill and competence which must be attained by learners before they can obtain an award at that level. Details of the framework are available at **www.qqi.ie**

PUBLICATION OF RESULTS

Examination results for all exam sessions are posted on the IT Sligo website at **www.itsligo.ie/student-hub/examinations/examination-results**

No information regarding results is given over the telephone, and results will not be released if there are fees outstanding. All transcripts will be released by Digitary and students will be advised of the release dates by email to their IT Sligo student email accounts. It is important to regularly check this email account.

UNDERSTANDING YOUR RESULTS

MERIT 1, MERIT 2:

This means that you have been awarded a Higher Certificate (Level 6), or Ordinary Degree (Level 7) with Merit 1 or Merit 2, depending on your performance and may be conferred with this Award in due course.

MERIT 1:

A GPA (Grade Point Average) of at least 60% of the total available marks.

MERIT 2:

A GPA (Grade Point Average) of at least 50% of the total available marks.

DISTINCTION:

This means that you have been awarded a Higher Certificate (Level 6), or Ordinary Degree (Level 7) with Distinction, and may be conferred with this Award in due course. Distinction: A GPA (Grade Point Average) of at least 70% of the total available marks.

FIRST CLASS/SECOND CLASS HONOURS:

This means you have been awarded a Bachelor's Degree (Level 8) at First Class or Second Class Honours and may be conferred with this degree in due course.

FIRST CLASS HONOURS:

A GPA (Grade Point Average) of at least 70% of the total available marks.

SECOND CLASS HONOURS, GRADE 1:

A GPA (Grade Point Average) of at least 60% of the total available marks.

SECOND CLASS HONOURS, GRADE 2:

A GPA (Grade Point Average) of at least 50% of the total available marks.

EXEMPTIONS GRANTED:

This means that you have gained exemptions in the subjects indicated on the statement as Exemption and these subjects do not need to be retaken. However, you are required to retake all other subjects in order to complete this stage of your studies.

FAIL:

This means that you have failed to achieve any exemptions and must retake all subjects you took at this examination sitting before you can complete this stage. Students with an overall result of Fail, Withheld, Deferred or Exempt must repeat those subjects which they have not passed or not yet presented in.

WITHDREW:

This result indicates that you have formally withdrawn from the course. The results on your statement represent results achieved in examinations and continuous assessment completed in those subjects prior to your departure.

REVIEW OF EXAMINATION RESULTS

Students may request a review of their examination results after the results have been released on the Institute website. You must use the results feedback days that are shown on the academic calendar to get feedback from your lecturer and to deal with any queries before you submit a request for review. The procedure and form for the request for review are available on the IT Sligo website, Student Hub, Examinations section at https://www.itsligo.ie/wp-content/uploads/2020/05/EXAM027-Examination-Feedback-and-Appeal-Procedure.pdf. This gives details of the timescale and fees. Requests for review will not be accepted without the relevant fee. The academic calendar is available at www.itsligo.ie/student-hub - Campus Resources and Facilities.

EXAMINATION REGULATIONS

Please refer to **www.itsligo.ie/student-hub/examinations**

FILMING AND PHOTOGRAPHY

Occasionally IT Sligo Marketing Department commissions filming and photography on campus for promotional purposes. On these occasions' signage will be erected in the public areas to alert students and staff that filming and/or photography is taking place. We ask students if you do not wish to appear in the background of any recording, please do not enter this area at these times. Any student directly participating in a photoshoot will be asked to give their written consent for images to be used in the promotion of IT Sligo, i.e. prospectus, website, social media.

Students who have an interest in Marketing, Media or PR or would like to gain valuable work experience for their CV e.g. event management or social media marketing should contact the Marketing Office, marketing@itsligo.ie. Opportunities are also available for paid Student Ambassador work.

FREEDOM OF INFORMATION

IT Sligo is a body established for a public purpose and thus falls within the scope of the Freedom of Information (FOI) Act 2014. Under the FOI Act, anyone is entitled to apply for access to records held by IT Sligo which are not otherwise publicly available. While the main objective of the Act is to promote a culture of openness,

transparency and accountability in public bodies, it is sometimes necessary to exempt certain types of records from release.

IT Sligo makes personal records available to individual students by arrangement and having regard to privacy, confidentiality and the well-being of the requester in the case of health records. Applications must be made in writing to the relevant section e.g. health service.

Access to records not routinely made available by IT Sligo is facilitated through the FOI process and each person has a right of access to:

- Records held by IT Sligo
- Correction of personal information relating to oneself held by IT Sligo where it is inaccurate, incomplete or misleading; and
- Access to reasons for decisions made by IT Sligo directly affecting oneself.

Requests must be made to the Freedom of Information Officer at foi@itsligo.ie

A valid request must state that it is made under the FOI Act 2014; it must provide enough detail to enable the records to be identified; and it must specify the preferred form of access. For more information please see **www.itsligo.ie/foi**

FITNESS TO PRACTICE

IT Sligo is committed to broadening access to education and to ensuring that learners of all backgrounds, identities and abilities are enabled and encouraged to enter, successfully participate in and complete higher education. Many programmes in the Institute require students to complete aspects of their learning in professional settings, placing them in direct contact with professional practitioners and members of the public. The Institute considers it essential to protect all concerned, including patients, clients, service users, customers or colleagues from harm and to maintain the trust and confidence of the general public in the Institute and its graduates. A policy and procedure on Fitness to Practice has been developed in recognition of the Institute's duty of care to the public as well as to support students in fulfilling programme requirements and to prepare them for future professional practice. While the Student Charter (see above) outlines the expectations of the Institute regarding student conduct and behaviour generally, "Fitness to Practice is concerned with those issues that affect a person's ability to practice in their profession" (CORU, 2015). It includes the skills necessary to undertake and complete a programme with professional practice, experiential learning or clinical work, safely and effectively, so the student can fulfil his/her responsibilities within the scope of practice in their chosen field. For further detail, please see **www.itsligo.ie/wp-content/uploads/2016/07/ADM026-232-IT-Sligo-Fitness-to-Practice-Policy-Procedure.pdf**

GARDA VETTING OF STUDENTS

IT Sligo offers a number of programmes that require students to undertake placements with external agencies, which will bring them into contact with children and/or vulnerable adults and in which they will assume positions of public trust. To meet IT Sligo's obligations under the Acts, registration on these programmes is conditional on students successfully clearing the Student Vetting process. To this end, it is necessary for IT Sligo and the organisation accepting the student's placement to ensure a vetting disclosure is obtained from the National Vetting Bureau (NVB) for every student who is to take part in such a placement. IT Sligo will usually have responsibility for obtaining the vetting disclosure and sharing the outcome with the placement provider concerned.

IT Sligo reserves the right to request any student to undergo the Institute's Garda Vetting procedures. Any student who may be dealing with children and other vulnerable groups may be requested to undergo Garda Vetting even where this is incidental to participation in the programme concerned. Students holding positions of trust (Class reps, Peer Mentors, Officers of Clubs and Societies) may be subject to Garda Vetting so that only suitable candidates will be allowed take up such positions. Students applying for admission to the college who have a criminal conviction should notify the Student Affairs Manager in advance in accordance with the provisions of the IT Sligo Criminal Convictions Policy. Students who fail to do so may encounter difficulties further into their studies that may prevent them from being able to achieve the learning outcomes for their chosen programme. For more information please see **www.itsligo.ie/wp-content/uploads/2016/07/ADM-017-004-Student-Vetting-Policy-and-Procedure.pdf**

GRANTS AND FEES

E: rasmark.annica@itsligo.ie

Visit Fees and Grants on our website, **www.itsligo.ie/study-at-it-sligo/fees-grants**

GRANTS - THIRD LEVEL STUDENT GRANTS

All new grant applications, including students changing their courses or progressing to new courses (be they add-on courses or otherwise), are to be made online through Student Universal Support Ireland, SUSI, www.susi.ie.

Students previously awarded grants by SUSI will be able to renew their application online and SUSI will notify them by email when this facility is available.

FEES

All students are responsible for the payment of a student contribution charge of €3000 per academic year. On registration, students will be facilitated to pay in two instalments, 1st instalment by 30 September 2020 and 2nd instalment by 31 January 2021. Students eligible for grant aid through SUSI will have this refunded.

If a student fails to pay their fees, access to student services such as IT Services, Library, Student Health and Counselling, email and so on may be removed until all fees are paid. Furthermore, where a student has not paid fees, they will not receive a formal transcript of exam results; will not be allowed to progress to the next year of studies and will not be allowed to graduate. If you have any concerns in relation to payment of fees, please contact the Admissions Office at the earliest opportunity.

FREE FEES INITIATIVE (FFI)

The Department of Education pays Higher Certificate (Level 6), Ordinary Degree (Level 7) and undergraduate Hons Degree (Level 8) tuition fees for all full-time students who are citizens of a Member State of the EU and who meet the residency requirements.

The only exceptions to this are repeat students or students who have achieved a qualification at the same level previously. These students must pay their own fees.

The fees set by the Department of Education and Science for the academic year 2020/21 are as follows (subject to change):

- Student Contribution Fee **€3000**
  Composite EU Fees for students not entitled to FFI
  (includes student contribution fee and tuition fees)
- Higher Certificate (Level 6) **€3250**
- Ordinary Degree (Level 7) **€3250**
- Degree (other than Engineering and Architecture) (Level 8) **€3819**
- Architecture or Engineering Degree (Level 8) **€4450**

TAX RELIEF ON FEES

If you do not qualify for free fees you may be entitled to tax relief. Information may be obtained from Revenue, Information leaflet IT31, or www.revenue.ie. The tax relief applies to both undergraduate and postgraduate course fees.

USEFUL LINKS:

www.itsligo.ie/study-at-it-sligo/fees-grants
www.susi.ie
www.studentfinance.ie

STUDENTS WITH CRIMINAL CONVICTIONS

In accordance with the IT Sligo Policy regarding Applicants with Criminal Convictions, students are obliged to notify the Student Affairs Manager of any criminal convictions that they may have. A student with a criminal conviction should note that their conviction could affect their ability to secure placement on relevant courses. As a result, the Institute accepts no responsibility for students who are unable to complete their studies.

Please note that the Institute reserves the right to review participation of any student who has or who gains a criminal conviction on any of its programmes.
For more information, please see **www.itsligo.ie/wp-content/uploads/2010/02/ITSligo-Criminal-Convictions-Policy2.pdf**

IT SERVICES

HOW DO YOU ACCESS THE NETWORK/CAMPUS FOR THE FIRST TIME?

When you power on any PC on campus, you are directed to a login screen, asking for a username and password.

HOW DO YOU LOGIN FOR THE FIRST TIME?

- ENTER YOUR STUDENT ID NUMBER AS YOUR USERNAME
- ENTER YOUR DOB (DDMMYYYY) AS YOUR PASSWORD
- PRESS ENTER OR CLICK ON THE ARROW BUTTON TO LOG ON.

THE FOLLOWING MESSAGE WILL APPEAR ON YOUR SCREEN (THIS IS NOT AN ERROR MESSAGE):

THE USER'S PASSWORD MUST BE CHANGED BEFORE LOGGING ON THE FIRST TIME

PLEASE CLICK OK TO CHANGE YOUR CAMPUS LOGIN PASSWORD.

STUDENT EMAIL

It is important for students to regularly check their student email account as lecturers and almost all of IT Sligo correspondence is communicated with students via their student email account.

HOW DO YOU ACCESS YOUR STUDENT EMAIL ACCOUNT?

CLICK ON

> STUDENT PORTAL

THEN CLICK ON

> STUDENT EMAIL

Go to www.itsligo.ie and the follow the steps below:

CLICK ON ACCESS EMAIL

USERNAME > studentnumber@mail.itsligo.ie
PASSWORD > Same as your IT Sligo campus login

EDUROAM AT IT SLIGO

Eduroam is a service that allows roaming research and educational users to more easily obtain wireless network access at participating sites. When attaching to the Eduroam wireless network at the visited site users will be prompted to authenticate and should provide the credentials that they use at their home site. The user is then authenticated against an authentication server at their home site, and if authentication succeeds the user is granted wireless network access.

HOW TO ACCESS EDUROAM:

- Select Eduroam from the available list of Wi-Fi networks
- To access, you will be prompted for your:
- Username (studentnumber@mail.itsligo.ie)
- Password (Same as Network/Campus, Email, Moodle)

MOODLE

WHAT IS MOODLE?

- Moodle is IT Sligo's current Learning Management System, LMS
- All lecturers & students can access it at vle.itsligo.ie
- IT Services are currently responsible for Supporting Technical Issues in Moodle to Staff and Students
- Moodle enables lecturers to provide learning material (pdf, video, lecturer recordings, web links etc.) to students to access in their own time
- Moodle enables communication between lecturers and students
- Moodle provides assessment tools such as access quizzes
- Students can download assignments and upload solutions. Solutions can be verified using Turnitin.

HOW TO ACCESS MOODLE?

Go to **www.itsligo.ie**

CLICK ON

> STUDENT HUB

CLICK ON

> MOODLE

ENTER YOUR

USERNAME > Student ID number
PASSWORD > Same as your IT Sligo campus login

IT SERVICES STUDENT SUPPORT HELP DESK

The help desk is located downstairs in the Yeats Library in the Learning Zone room 3

IT Support Student Helpdesk	Opening Times	
Monday	10am-12pm	2pm-4pm
Tuesday	10am-12pm	2pm-4pm
Wednesday	10am-12pm	2pm-4pm
Thursday	10am-12pm	2pm-4pm
Friday	10am-12pm	

We can also be contacted by phone on **071 930 5584** or log a query email to **helpdesk@ itsligo.ie**

COMPUTER USE POLICY

Please refer to **www.itsligo.ie/itservices/policies/**

STUDENT HEALTH AND SAFETY GUIDELINES

IT Sligo wishes to ensure that your time as a student here is a safe and healthy one.

IT Sligo H&S Office is located at **B1003** Email: **healthandsafety@itsligo.ie**

LEGAL OBLIGATION

The main piece of legislation which governs health and safety in Ireland is the Safety, Health and Welfare at Work Act 2005. In accordance with Section 14 of the 2005 Act students at the Institute have the following responsibility:

"A person shall not intentionally, recklessly or without reasonable cause - (a) interfere with, misuse or damage anything provided under the relevant statutory provisions or otherwise for securing the safety, health and welfare of persons at work, or (b) place at risk the safety, health or welfare of persons in connection with work activities."

IT Sligo students are therefore required to:

- Take reasonable care to protect his or her safety and the safety of any other person who may be affected by the student's acts or omissions

- Cooperate with the safety systems and signage in place on campus
- Observe any safety rules and procedures which may be defined for working in laboratories, workshops etc
- Wear personal protective equipment as directed
- Not intentionally, recklessly or without reasonable cause, interfere with or misuse safety equipment
- Report immediately to the academic in charge or the Head of Department any accident resulting in injury which takes place on campus or on a trip organised by the Institute.

HEALTH AND SAFETY RULES:

- Smoking is prohibited in all indoor places and in designated Tobacco Free Zones which are located outside the main exits and entrances on Campus
- Observe the speed signs in the car park which are a maximum of 15 kph and be mindful of the presence of pedestrians
- Park in the approved spaces only and do not block emergency exits

Where indicated, wear the mandatory Personal Protective Equipment (PPE) in laboratories, workshops etc. Students must purchase their own PPE and are responsible to ensure that it is fit for purpose.

- Only use equipment in workshops or laboratories etc that you have been trained to use
- Report all accidents, incidents and near misses immediately to the academic in charge or to the Head of Department
- Ensure an Accident or Incident report form is completed to enable a thorough investigation be undertaken to prevent similar occurrences in the future
- Undergraduate students are not permitted to work in the college buildings outside the designated opening hours, unless their work is directly supervised by a member of staff and in strict accordance with IT Sligo "Out of Hours" Policy.
- At all times, exercise personal security precautions
- When going on field trips, ensure the person in charge has your emergency contact details
- In addition to the above, students must obey the Health and Safety rules of specific work areas such as laboratories, workshops, project rooms etc.

TOBACCO FREE ZONES

In accordance with the Public Health (Tobacco) Act 2002 and the Public Health (Tobacco) Amendment Act 2004:

- Smoking is prohibited in all indoor places at IT Sligo
- Smoking is prohibited in designated outdoor areas and adjacent to the building's exits and entrances
- E-cigarettes are prohibited in all indoor places at IT Sligo.

ACCIDENTS AND EMERGENCIES

You must report all accidents which occur on campus or off campus on an IT Sligo organised activity to the Academic in charge. You should seek medical attention from the Student Health Services if required.

Accidents which occur while playing sports on or off campus with an IT Sligo team must be reported to the Coach in charge or to a member of staff in the Knocknarea Arena.

Ensure you fill out an Accident Report form and forward it to the Student Services Officer as soon as possible.

EVACUATION PROCEDURE

- Please ensure you are familiar with all of the emergency exits
- In the event of a Continuous Alarm you must evacuate the building by the nearest fire exit to one of the designated Fire Assembly points located in the Campus Car parks
- You must obey the instructions given by staff
- You must not re-enter a building until you are told to do so by a member of staff

Students who fail to cooperate with Health and Safety Procedures will be subject to IT Sligo Disciplinary Procedures.

PREVENT THE SPREAD OF COVID 19

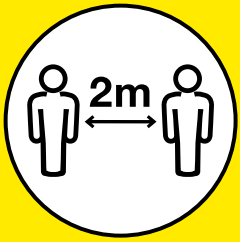
Wash your hands

Cover mouth if coughing or sneezing

Avoid touching your face

Keep surfaces clean

Stop shaking hands and hugging



Keep a safe distance

EXPOSURE TO COVID - 19 IS A PUBLIC HEALTH RISK WHICH EFFECTS ALL CITIZENS.

I.T. SLIGO IS FOLLOWING NATIONAL GUIDELINES AND HAVE COMPREHENSIVE PROTOCOLS IN PLACE TO FACILITATE THE SAFE RETURN TO CAMPUS, FOR ALL STAFF AND STUDENTS.

MORE INFORMATION WILL BE AVAILABLE AT INDUCTION, AND ON THE IT SLIGO WEBSITE.

REGULAR UPDATES IN RELATION TO COVID 19 WILL BE COMMUNICATED THROUGHOUT THE SEMESTER.

IT'S IN YOUR HANDS

www.itsligo.ie/covid

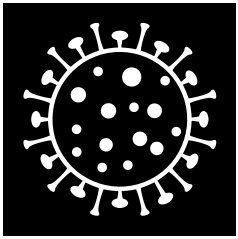
Rialtas na hÉireann
Government of Ireland

IT SLIGO AND COVID 19

COVID 19 IS A PUBLIC HEALTH EMERGENCY.

IT SLIGO CAMPUS IS OPEN IN LINE WITH GOVERNMENT PROTOCOL.

We ask that you do not attend campus if you fall into any of the categories requiring self-isolation. Please familiarise yourself with the latest **HSE guidelines** at this link. **www2.hse.ie/coronavirus/**



Coronavirus
COVID-19
Public Health
Advice

COVID 19 information will be communicated regularly throughout the semesters

SECTION 03

DIRECTORY OF SUPPORTS AND SERVICES

STUDENT HEALTH SERVICES

Eilish Corley

Caroline Kennedy

Nicola Duggan

PASTORAL CARE TEAM

Ray Cotter

Fr. Hugh McGonagle

Rev. Patrick Bamber

STUDENT SUPPORT SERVICES

Catherine McNelis

Karina Conway

STUDENT COUNSELLING SERVICE

Dr Siobhan McNally

Geraldine Gilroy

Anne Rooney

DISABILITY AND LEARNING SUPPORT

Andrea Rynn

Fiona Fox

ACCESS OFFICE

Linda McGloin

Lesley Walsh

CAREERS SERVICE

Adette Ring

Deborah Seddon

INTERNATIONAL OFFICE

Jenette Carson

Patrick Lynch

LIBRARY

Jim Foran

STUDENT RETENTION

Patricia Henry

ACADEMIC WRITING AND MATHS SUPPORT CENTRE

Aoife Murray

Kevin Bohan

Syam Kumar

Cillian O'Murchu

DIRECTORY OF STUDENT SUPPORTS AND SERVICES

The Aim of Student Support Services at IT Sligo is to provide a comprehensive and caring service to help our students achieve their full academic and personal potential.

OUR MOTTO IS "CARING FOR OUR STUDENTS"

- Academic Writing and Maths Support
- Access Office including Disability Support
- Careers Service
- Pastoral Care Service
- Student Assistance Fund
- Student Counselling Service
- Student Medical Service
- Student's Union
- Yeats Library

STUDENT SUPPORT SERVICES OFFICER

The Student Support Services Officer is available to see students about any personal, general or welfare issues.

To make an appointment, call in to the Student Centre, telephone **071 91 37369** or email **studentsupportservices@itsligo.ie**

IT SLIGEACH
7

ACADEMIC WRITING CENTRE AND MATHS SUPPORT CENTRE

ACADEMIC WRITING CENTRE

ACADEMIC WRITING TUTOR:

Aoife Murray

E: Murray.Aoife@itsligo.ie
E: writing@itsligo.ie

The Academic Writing Centre offers advice and support on all aspects of academic writing to all students of IT Sligo, whether you are studying online or on campus. The centre is located on the top floor of the Yeats Library on campus. In this dedicated space, students can avail of 1:1 appointments with experienced writing tutors in a friendly and informal atmosphere.

Ongoing Public health concerns may necessitate the continuation of remote online learning, in this case all 1:1 appointments with a writing tutor will be held live online in the tutor's online meeting room. This interactive space allows for live discussion between the tutor and student while document and screen sharing features enable resources to be shared and written feedback to be provided.

The Writing Centre has also developed a range of online writing guides, tutorials and resources covering key aspects of academic writing. These can be accessed on the Academic Writing Centre Support Page on Moodle: look for it under your My Modules tab.

HOW WE CAN HELP?

We can support you in acquiring the skills to complete your assignments and achieve your academic potential:

- Getting started with an assignment: planning, outline & structure
- The writing process: generating ideas, drafting, revising & editing
- Critical reading and effective note-taking
- Developing an argument and critical thinking
- Reflective writing, report writing & writing for a literature review
- Successful writing in exams
- Avoiding plagiarism
- Grammar, punctuation and spelling

BOOKING AN APPOINTMENT

In order to get the most from your appointment, it is helpful to bring along an assignment brief or a piece of work on which you are currently working or have recently completed. If your appointment is being held online you can upload your piece of work when you book the appointment, or email a copy to **writing@itsligo.ie**

Appointments last 40 minutes and are booked through the Academic Writing Centre support page on Moodle. Further information can be found on the IT Sligo website: **www.itsligo.ie/writing**

Alternatively, please contact us directly to find out more about how the centre can help you.

MATHS SUPPORT CENTRE

MATHS SUPPORT TUTORS:

Kevin Bohan
Syam Kumar
Cillian O'Murchu

E: maths@itsligo.ie
Location: B1086

The Maths Support Centre is a special inter-school initiative of the Institute. It is now well known that many capable students, for a variety of reasons, may find it difficult to achieve the required standards in mathematics to support their degree studies. The purpose of the centre is to support students' mathematics learning across all programmes in IT Sligo by:

- providing a dedicated area with supervised access to help and resources in a relaxed informal environment
- delivering appropriate support services for students on service mathematics courses
- addressing the mathematics needs of special groups

Our Drop-In Centre (schedule below) is our most popular service with students, and there are 9 hours each week when you can come to tutors here with the problems you're facing with maths. Note the following format of the Drop-In Centre:

- You will be helped on a first come, first served basis. Stay for as long or as short as you like. You are welcome to attend any session that suits you and there is no need to make an appointment.
- Bring your lecture notes with you, along with a calculator and any other relevant material, including homework and your attempted work. The Maths Support Centre is designed to be a supplement to lectures and tutorials, not a substitute for these.
- It is important that you come to the centre as soon as you have a query/problem; the earlier you come, the easier it is to sort it out!

Location: B1086*	Mondays	11am-12pm	1pm-2pm	3pm-4pm	
	Tuesdays	11am-12pm	1pm-2pm	3pm-4pm	6pm-7pm
	Wednesdays	11am-12pm	1pm-2pm	3pm-4pm	6pm-7pm
	Thursdays		1pm-2pm		

***subject to change**

To avail of our complete range of services, please visit your Maths Support Centre Moodle Page. There you can:

- contact our tutors directly
- see our drop-in timetables
- see our exam revision timetables
- watch videos tailored to your courses
- book one to one appointments
- book group sessions
- book online tutorials
- upload problems for correction
- test your understanding of mathematical operations via our online quizzes
- view pdf and video solutions to Moodle quizzes and past exam papers

Note all Maths Support Centre services are provided free of charge to IT Sligo students (both online and campus students).

ACCESS OFFICE

ACCESS OFFICE

ACCESS OFFICER:

Linda McGloin

E: mcgloin.linda@itsligo.ie

The role of the Access Office is intended to encourage and support categories of students who have not been traditionally represented in third level education.

Specifically, these are students with disabilities or special needs, those from disadvantaged backgrounds and mature students, to make the transition to third level education and to participate fully and progress within their course of study.

Linda's office is A1060, located in the Library Seminar Room, appointments are by prior arrangement only and Linda will provide you with details on how to find her.

STUDENTS WITH DISABILITIES OR SPECIAL NEEDS

It is very important that every student with a disability or special need registers with the Access Office at the beginning of first year and makes contact at the beginning of each subsequent academic year in order to keep abreast of developments in the disability supports on offer. To disclose a disability or special need or to discuss issues of concern, students can make an appointment by emailing her.

The Disability Support welcomes students with Autism whom require academic and exam supports to register with the service. One to one support is available for students with these needs. Please make an appointment to meet with the Access Office to register with the Disability Support Service.

The Assistive Technology Room is available exclusively to students who have disabilities or special needs registered with the Access Office. The room offers a range of equipment available to support the student with a disability in their studies. There are also printing facilities available. Access to the Assistive Technology Room is provided only through the Disability and the Learning Support Service and it is located on the 1st floor of the Student Centre.

Special facilities for examinations. Documentary evidence is required for all supports requested for examinations. To receive approval for exam accommodations, students must be registered with the Access Office.

ACCESS OFFICE

DISABILITY OFFICER:

To be appointed

E: disability@itsligo.ie

Sligo Institute of Technology provides a comprehensive Disability and Assistive Technology (AT) service that is central to the facilitation of students with disabilities. Assistive Technology (AT) is technology that can assist or help you with your academic work. This refers to any hardware or software that may be used by a person with a disability to perform specific tasks, improve functional capabilities and progress towards maximum independence. The AT service at IT Sligo provides ongoing support and information around the use of technology and how to adapt it to study and learning in 3rd level education.

Our aim is to ensure that technology matches your needs and environment.

ASSISTIVE TECHNOLOGY SUPPORTS INCLUDE:

- Matching person to technology assessment
- Assistance in selecting appropriate technology to maximise productivity and independence.
- Individual and group training in assistive technology to students
- Ongoing AT support for students, lecturers, college staff, other educational bodies and potential employers
- If you feel you have specific requirements in the use of Assistive Technology you can ask your Disability Officer or Learning Support Tutor to make an appointment with the Assistive Technology Officer.

Please email the disability officer for a full assessment at **disability@itsligo.ie**

The Assistive Technology Suite is located upstairs in the Student Centre (H Block), at the top of the stairs, room number: H1002

ACCESS OFFICE

LEARNING SUPPORT SERVICE:

Andrea Rynn & Fiona Fox

Learning Support Tutors
(Job Share)

E: learningsupport@itsligo.ie

As part of the Access Office the Learning Support Service provides learning support to students who have a specific learning difficulty such as dyslexia or dyspraxia. Students who have a prior diagnosis should contact the Learning Support Tutor early in the academic year to discuss their individual needs and devise their Individual Support Plan.

There are many supports provided by the Learning Support Tutor to qualifying students including study skills information, proof reading assignments and projects, referral to the Assistive Technology Support Service for technological aids and specialised software. In addition, we assist in the organisation of pre-approved reasonable accommodations at end of term examinations and, with student consent, we liaise with relevant staff to ensure that students achieve their full potential at IT Sligo. Supports can be delivered on a one-to-one or group basis.

Dyslexia screening can also be arranged for students who suspect they may have dyslexia and if necessary, referral for a psycho-educational assessment can be arranged.

The Learning Support Office is A1017, located in the Access Suite. To arrange an appointment, please e-mail **learningsupport@itsligo.ie**

The Learning Support Service is located in the Access Suite. Look for the Disability Services sign on the main concourse.

FUND FOR STUDENTS WITH DISABILITIES

The purpose of the Fund for Students with Disabilities, which is administered by the National Office for Equality of Access to Higher Education, is to provide resources to higher education colleges for the delivery of key services, reasonable accommodations and supports for learners with disabilities on full-time courses. The Fund aims to support the personal, educational and professional development of the participating learner and contribute to the achievement of their full potential. Following a successful application, funding is given to IT Sligo for the purchase of supports such as specialised equipment, materials or technological aids, targeted transport services, sign language assistants/ interpreters and personal assistants.

Equipment purchased through this fund remains the property of the college and is given on loan to the student for the period of their studies at the Institute. The closing date for this fund is early in the academic year and this is one of the reasons why it is important to make contact with the Access Officer of Learning Support Tutor at the commencement of the college year.

The Fund for Students with Disabilities is funded by the Irish Government and co-funded from the ESF Programme for Employability, Inclusion and Learning (PEIL) 2014 -2020

Ireland's European Structural and Investment Funds Programmes 2014-2020
Co-funded by the Irish Government and the European Union

European Union
Investing in Your Future
European Social Fund

HEA HIGHER EDUCATION AUTHORITY
AN tÚDARÁS um ARD-OIDEACHAS

Rialtas na hÉireann
Government of Ireland

ACCESS OFFICE

ASSISTANT ACCESS OFFICER:

Lesley Walsh

E: walsh.lesley@itsligo.ie

STUDENT ASSISTANCE FUND

The Student Assistance Fund aims to ensure that disadvantaged students receive financial supports to enable them to fully benefit from their studies and in particular to assist them in overcoming financial obstacles which may otherwise cause them to abandon their studies. If you have any queries, please contact Lesley Walsh on **walsh.lesley@itsligo.ie**

ELIGIBLE EXPENSES FOR STUDENT ASSISTANCE

The Student Assistance Fund typically provides financial assistance to students who are having difficulty covering the following kinds of expenses:

- Books
- Class materials
- Rent
- Heating/ lighting bills
- Food
- Travel of an urgent or essential nature

- Medical expenses, i.e. doctor or dental visits
- Expenses associated with family breakdown
- Expenses associated with bereavement
- Expenses associated with accidents
- Childcare (non-registered only) - for childcare costs (registered) please apply to the national childcare scheme **www.ncs.gov.ie**

INELIGIBLE EXPENSES FOR STUDENT ASSISTANCE

Students requiring financial assistance to help with tuition fees or registration fees cannot be considered under the Student Assistance Fund.

For further information, please check out **https://hea.ie/assets/uploads/2019/05/SAF_Student-Friendly-Guidelines.pdf**

All students attending a Full-time or Part-time undergraduate or postgraduate on campus course of not less than one year's duration are eligible to apply. It is expected that applicants would be experiencing acute or unexpected hardship. Any tuition or registration fees must be paid in full before students can receive funding from the Student Assistance Fund.

HOW DO I APPLY?

Watch your student email for a message during October inviting applications to the Student Assistance Fund (usually around mid-term in Semester 1). Follow the instructions provided in that email, documentary evidence required to support application includes family / parental income, current bank statement, bills and a rent book for students living away from home and must be submitted when completing your application as incomplete applications will not be responded to. Please note that the responsibility is with the student to submit one completed application form with all the 3rd party documentary evidence attached. Please do not submit more than 1 envelope per application. Applicants are advised to submit their application as early as possible to receive a timely response to their application. No Late Applications will be considered.

The Student Assistance Fund is funded by the Irish Government and co-funded from the ESF Programme for Employability, Inclusion and Learning (PEIL) 2014 -2020

Ireland's European Structural and Investment Funds Programmes 2014-2020
Co-funded by the Irish Government and the European Union

European Union
Investing in Your Future
European Social Fund

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Rialtas na hÉireann
Government of Ireland

CAREERS SERVICE

CAREERS OFFICERS:

Adette Ring & Deborah Seddon

(Job Share)

E: careers@itsligo.ie

The Careers Office provides information, advice and support to help you to plan and progress your career goals. We offer a blended approach to careers guidance, with campus and online services and activities.

WHERE TO FIND US

On Campus: Room B1003, adjacent to the ATM, along the main concourse.
Online via: **https://itsligo.jobteaser.com**

CAREERS APPOINTMENTS

Careers Guidance | CV Writing | Application Form Filling | Interview Skills

We are here to help you to navigate your personal journey to employment. Whatever stage you are at in this process we encourage you to contact the Careers Office to find out how we can help you.

Appointments can be booked via the online Careers Service platform:
https://itsligo.jobteaser.com

CAREERS TALKS

We deliver several career talks throughout the academic year both on campus and online. Topics include:

- Options with your Course
- Effective Job Search
- Further Study and Postgraduate Progression
- CV Writing
- Application Form Filling
- Interview skills
- Writing a Personal/ Motivational Statement

CAREERS EVENTS

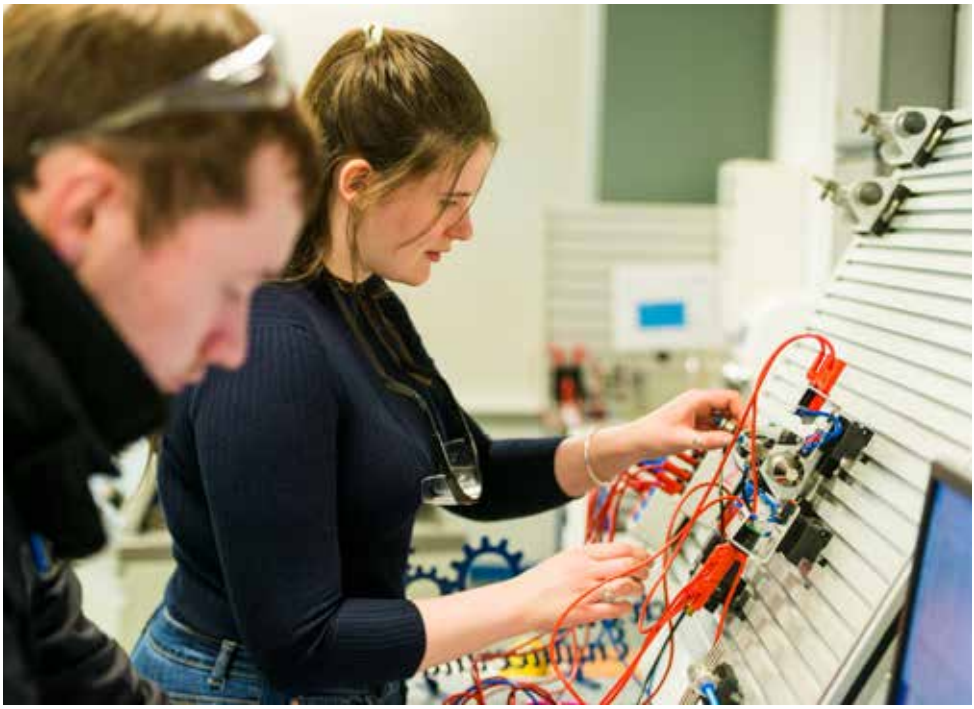
The Career Office have well established industry links and organise a variety of campus based and online events throughout the academic year. You will find details of these on your online Careers Services platform: **https://itsligo.jobteaser.com**

In Semester One, look out for the 'Faculty Careers Fairs' and 'Webinar Wednesday', where you will have the opportunity to connect with employers, voluntary organisations, education providers and professional bodies, online.

JOBS BOARD | RESOURCES

The online careers services platform: **https://itsligo.jobteaser.com** provides you with access to local, national and international employers. Register to discover graduate programmes, part-time and full-time jobs, internships and summer camps. This platform provides you with instant access to 80k employers. Over 40k jobs were advertised on the wider platform in 2019-2020, with hundreds being offered locally.

Check out the 'Advice' and 'Resources' sections on the online careers services platform: **https://itsligo.jobteaser.com**, too. This is where you will find popular resources such as: CV examples, interview skill advice, professional networking and more.



INTERNATIONAL OFFICE

INTERNATIONAL MANAGER:
Patrick Lynch
INTERNATIONAL OFFICER:
Jenette Carson
E: internationaloffice@itsligo.ie
Location: A1019

The aim of the International Office is to support and develop internationalisation at IT Sligo. We encourage all students to study abroad during their academic studies and we support international students who are studying at IT Sligo.

We have a vibrant international community on campus and are keen to make your stay at IT Sligo a memorable and productive one. We understand that there are challenges to studying abroad and we are here to help. We offer guidance and information about many subjects including:

- Erasmus+ & Study Abroad opportunities
- Irish Visa & Immigration
- Irish Residence Permit Cards
- Third Level Graduate Scheme
- Working Part-Time in Ireland

ERASMUS+

The Erasmus+ scheme allows IT Sligo students to study abroad at a partner European university for 1 semester or for a full year. This is a great opportunity to enhance your language skills, make friends and learn in a new and challenging way.

Students study abroad during their third year and complete the application process in their second year. We hold information sessions with each second-year class, but you can also get in contact with us directly if you have any questions or queries.

The Erasmus + programme also funds students on work placement in Europe. So, if you are undertaking a work placement as part of your course (for a minimum of two months) please contact us to see how we can help.

Connect with us through:

Web: **https://www.itsligo.ie/international/international-applicants/**
Facebook: **https://www.facebook.com/ITSligoInternationalOffice/**
Twitter: **https://twitter.com/itsligoglobal**

PASTORAL CARE SERVICE

Ray Cotter
T: 071 930 5215
E: pastoralcare@itsligo.ie or
E: cotter.ray@itsligo.ie

Fr. Hugh McGonagle
T: 071 930 5215
M: 086 839 7342
E: pastoralcare@itsligo.ie

Rev Patrick Bamber
T: 071 914 6513
M: 083 365 8066
E: rector@calry.ie

Facebook: www.facebook.com/itsligo.chaplaincy.1

WHERE TO FIND US

The Pastoral Care Office (Room H1016) and The Sanctuary (Room H1012) are located upstairs in the Student Services Centre. If it is more convenient please telephone or email or find us on Facebook. Remember you don't have to be on the campus to make contact.

WHAT IS THE PASTORAL CARE SERVICE ABOUT?

The Pastoral Care team has a special interest in your total well-being whilst studying here at IT Sligo. We value you as a person with a unique contribution to make to college life. We aim to create a sense of community by reaching out to students and encouraging them to develop their inner strengths in ways that contribute to the life of the Institute and the wider community. The Pastoral Care team support students in their spiritual and personal growth during their time in the Institute and help students experiencing illness, trauma or bereavement. Students are always welcome to drop into the office for a chat or to make an appointment. The Pastoral Care Service is available to students of all faiths and to those who have none.

THE SANCTUARY – ROOM H1012

The St The Sanctuary is the Institute multi-faith prayer room. It is open during regular college hours for students and staff to escape the rush of life and create a space for quiet reflection and prayer.

STUDENT COUNSELLING SERVICE

COUNSELLORS:

Dr Siobhán McNally,
Geraldine Gilroy,
Anne Rooney

E: studentcounsellor@itsligo.ie

The Sudent Counselling Service is a confidential student support available free of charge to all registered IT Sligo students.

Meet our Team: Geraldine Gilroy and Dr Siobhan Mc Nally and Sessional Counsellor, Anne Rooney.

Located: Ground Floor of the Student Centre, just beside the Student's Union.

Opening Hours: Monday to Friday 9.00am to 4.00pm

Closed daily for Lunch: 12.30pm to 1.30pm

WHAT IS COUNSELLING?

Counselling offers students the opportunity to explore any issue which may be impacting on your mental health and wellbeing.

CONFIDENTIALITY

Confidentiality is a central part of the counselling process.

All information given by you to your counsellor is confidential and won't be disclosed to anyone outside of the Student Counselling Service. The only exceptions to this would be if there is a concern about immediate risk to you, a third party, or any criminal activity.

MAKING AN APPOINTMENT

Should you require any support the Student Counselling Service remains open and is offering phone and online appointments. If you would like to make an appointment please email: studentcounsellor@itsligo.ie

OUTSIDE OF OFFICE HOURS

In the case of an Emergency please access the following supports:

- CALL 999 or 112 in the event of an emergency;
- A & E: visit your Accident & Emergency Department;
- CareDoc Sligo: 0818 365399
- TEXT Crisis Textline Ireland: For free 24/7 support in a crisis, text ITSligo to 50808
- Ring the Samaritans 24/7 on Freephone 116 123
- Pieta House; 1800 247 247 (24 hour helpline) or Text HELP to 51444

COVID-19 is a distressing time for all of us. Even if you or your loved ones haven't contracted the virus, your life has been turned upside down by its spread. Whatever your circumstances, there are ways to help manage your fear, stress, and anxiety and protect your mental health:

- Talk to your Family and Friends about how you are feeling,
- Make time to Exercise and Keep Fit,
- Making time to Relax, having some time to yourself everyday as much as possible,
- Having a Healthy Diet and good Sleeping Routine, and
- Being aware when you are very Self-Critical, and practicing being a little bit kinder towards yourself

For further information click on:
www.itsligo.ie/student-hub/student-support-services/counselling

MENTAL HEALTH PROMOTION

Throughout the year, the service runs several mental health promotions. The Student Counselling Service hosts a page on the IT Sligo website providing information on a wide range of mental health issues including; Anxiety/Anxiety Attacks, Depression, Loss and Bereavement, Eating Disorders and Alcohol/Drug Misuse.

For further information click on:
www.itsligo.ie/student-hub/student-support-services/counselling

STUDENT HEALTH SERVICE

STUDENT HEALTH NURSES:

Eilish Corley
Caroline Kennedy Crawford (Job Share)
Nicola Duggan (Part-Time)

T: 071-9305463 / 071-9305205
E: studenthealthserivces@itsligo.ie

The Student Health Service is available to all registered students and apprentices during office hours throughout the academic year. We are located on the ground floor of the Student Centre beside the Students' Union.

We aim to provide a student friendly service with attention given to preventative medicine, health promotion and healthy lifestyles. It is intended to provide you with acute medical care during the week, only when it is not possible to attend your own regular GP.

Student medical records are completely confidential and maintained in the Health Centre. Consent must be obtained from the student prior to disclosing records to any third party.

OPENING HOURS

Monday to Thursday	9am to 4pm
Friday	9am to 2pm
Closed Daily for Lunch	12.30pm to 1.30pm

Patients will be seen on a "first come, first served" basis. Phone the Student Health Centre reception to book an appointment on 071-93 05463.

In the case of a medical emergency on campus during office hours, please call 087 996 1873 or extension 333 for emergency first aid assistance.

GP SERVICE

The Student Health unit is a nurse led service so all students must first be assessed by the Nurse. Students requiring referral to the Doctor will be given an appointment for afternoon Medical clinics, which is also based in the Student Health Service and are free of charge.

FEE

The Health Service is available without charge to all registered students. However, students who are late for their appointment or do not attend without cancelling will be charged a fine of €20 and will not be issued another appointment until the fine has been paid in the Students' Union Shop.

SICK CERTIFICATION

The Student Health Service has stringent guidelines on the issuing of sick certs.

Certification will only be issued by the Medical Service if absence from college is medically recommended.

No backdated certs will be issued.

If you have been treated by your own GP/ emergency department they should issue the medical cert.

HELP US TO HELP YOU

- Be aware that accidents and medical emergencies will always be given priority.
- Remember to see the nurse for repeat prescriptions at least 1 week before your medications run out.
- Please let us know at least 2 hours ahead if you cannot keep your appointment with the Doctor. Students who fail to do so will be fined €20.
- Remember to arrive early to the make an appointment with the nurse as appointments are booked up quickly on a first-come first-served basis.
- Out of Hours medical care
- If you require urgent medical care outside office hours or over the weekend, you can call Caredoc Sligo on 0818 365399 between 6pm and 8am (charge for non-medical card holders). For a doctor between 5-6pm and 8-9am, please call 071 914 2550 for details of the doctor on call.

HEALTH PROMOTION

We are keen to actively introduce students to healthy choices in lifestyle and diet.

We encourage students to access our website to gather information and advice regarding many health issues relevant to students. www.itsligo.ie/student-hub/health-services

ADDITIONAL SERVICES ON OFFER AT THE HEALTH SERVICE INCLUDE:

- Sexual Health clinics
- Cryotherapy clinics
- Flu vaccine clinics
- Women's health clinics
- Smoking Cessation Referrals
- Ophthalmology Service
- Referral Service for Alcohol and Drug Problems
- Physiotherapy service: Provided by "Fix You Physio" offering student rates of €30 per consultation. To make an appointment call **074/9121705** or email **info@fixyouphysio.com** | **www.facebook.com/fixyourphysio**
- Optician service available. Free Eye Test. To make an appointment please call **087 4310344/ 071 9169090** or email **sweeneyopticians@gmail.com**

Please access our website on the student hub at **www.itsligo.ie** or email **studenthealthservices@itsligo.ie** for more information on Student Health Service clinics.

IMMUNISATIONS AND VACCINATIONS

In the interest of the health and safety of all who work and study in the Institute, we recommend that students have had all their vaccinations/immunisations before registration. These vaccinations include Diphtheria, Tetanus, Whooping Cough, Hib, Polio, Meningitis C, MMR (measles, mumps, rubella). Please check your family records and consult your GP for information and advice. Students who are undertaking specific science and social studies courses may require Hepatitis B vaccination for work placements. Student are advised to refer to the institute prospectus and contact their own GP for vaccination recommendations.

STUDENT RETENTION

STUDENT RETENTION OFFICER:

Patricia Henry

E: henry.patricia@itsligo.ie

IT Sligo has developed several initiatives aimed at supporting students in completing their course of study which are co-ordinated by Patricia. Two of the initiatives most obvious to students are the Student Induction and Peer to Peer Mentoring programmes aimed at first years. Student Induction is a very comprehensive schedule of events which is aimed at helping first years settle in and learn all about what IT Sligo and the greater Sligo area has to offer to students.

The Peer to Peer Mentoring programme (now in its eight year) was developed to create a welcoming and supportive environment for our first years. This programme gives new students the opportunity to create networks between each other and student mentors, who are second- and third-year students from the same discipline. Full training is provided for this role and should you wish to volunteer as a Mentor next year then please contact Patricia.

The Retention Officer also looks after the National Student Survey of engagement known as Studentsurvey.ie. This survey is open every year for IT Sligo students for a period of three weeks during February & March and it offers the students a chance to have their voice heard. Data is collected by the institute and is then acted upon to help improve the student experience. For more information on the survey go to **www.studentsurvey.ie**

YEATS LIBRARY

LIBRARIAN:

Jim Foran

E: library@itsligo.ie
W: www.library.itsligo.ie

The Yeats Library is situated centrally on campus, just off the main concourse. It holds a stock of over 50,000 books in print. Access is also provided to a further 100000+ electronic books as well as a wide range of journals, electronic databases, films, maps, official publications and other resources.

In the light of the Covid-19 pandemic, the library will be reviewing how it delivers its services. For 2020/21 we will endeavour to provide a wide range of resource material online through the library website. In parallel with this, the Yeats Library building will be assessed with a view to providing access which respects social distancing and other recommendations from health authorities. Guidance will be provided to all students on using the library services.

In this most unusual year, the Yeats Library warmly welcomes all students and wishes them a successful and enjoyable college experience. For more information and updates go to the Yeats Library website at **www.library.itsligo.ie**

STUDENTS' UNION - ITSSU

Make sure you drop in at some stage and visit all the officers in the Union. They are here to help you set the right balance between your studies and your social life.

For more information, you can visit our website at www.itssu.ie

They hope to see you soon and that you have a very successful and enjoyable year.

SABBATICAL OFFICER PROFILES

SABBATICAL OFFICERS

PRESIDENT:

Jason Quinn

T: 071 914 1887
M: 086 773 7456
E: president@itssu.ie

Jason is the Students' Union President for the academic year 2020/21. Jason is originally from Letterkenny Co. Donegal but has called Sligo home for the last six years. He graduated from Bachelor of Business in Marketing and with an interest in politics has taken up both roles as Vice President/ Education and President of IT Sligo Students Union and previously served 2 terms as Entertainments Officer. With his decision to pursue a career in student politics, his aims are to ensure that the student voice is at the epicentre of decision making in IT Sligo.

As the President of the SU it is Jason's job to be the CEO of the Union, he is responsible for implementing all Union Policy in the college. He sits on the Institutes Governing Body, Academic Council and a whole host of additional committees and sub-committees and ensures that the student's voice is heard on all relevant meetings.

If you want to talk to Jason about anything just pop down to his office in the Student Centre(behind the SU shop!) or contact him on the details above.

SABBATICAL OFFICERS

VICE PRESIDENT/ EDUCATION OFFICER:

Keelan Kennoy

T: 071 914 1887
M: 086 773 7457
E: education@itssu.ie

Keelan is the Students' Union Vice President/Education Officer for the 2020/2021 academic year. Keelan is from just outside Sligo town. Keelan has graduated with a Bachelor's degree in Business with Sport and has recently completed his Honours degree in Marketing. Keelan was also Class Rep in his first and second year of study.

Keelan will be responsible for the general education affairs of all students in IT Sligo and is responsible for class representative recruitment and the development and maintenance of an effective Student Representative Council (SRC). Keelan will be sitting in on several committees in the college including Governing Body and Academic Council. As Vice President/ Education Officer Keelan will plan and coordinate all Union education campaigns and promote all Education Union Policy throughout the college.

You can contact Keelan on the above details or you can drop by his office in the Student Centre.

SABBATICAL OFFICERS

VICE PRESIDENT/ WELFARE OFFICER:

Ryan O'Reilly

T: 071 914 1887
M: 086 794 6672
E: welfare@itssu.ie

Ryan is the Student's Union Vice President / Welfare Officer for the academic year 2020/2021, Originally from Cavan, Ryan has lived in Sligo for the past 4 years while he completed an ordinary degree in Business and an Honours degree in Marketing. Throughout his studies, he has been involved with the Students' Union, helping with running campaigns and gaining experience from previous sabbatical officers.

Ryan is responsible for the general welfare of all students in IT Sligo. He will liaise with pastoral care, medical and counselling services in the hope of expanding the general services available to students. Ryan helps to communicate Students' Union Policies as well as general policies on Welfare throughout IT Sligo as well as running all relevant campaigns. Ryan can also help in relation to accommodation queries which students or parents may have.

You can reach Ryan by dropping into his office in the Student Centre or by contacting him on the details above.

PART-TIME OFFICERS

Part-time Officers are elected to positions of key importance to the Students' Union in line with the constitution. If you would like to know anything about these positions, please feel free to contact the Students' Union and talk to any of the Union Officers.

CLUBS AND SOCIETIES OFFICER – NICOLA FOSTER MC DAID

The job of the Clubs and Societies Officer is to assist Clubs and Societies here in the Institute. They help clubs and societies promote events and will help with any activities hosted by the Union. You can contact the Clubs and Societies officer on info@ itssu.ie

ENTERTAINMENTS OFFICER – TO BE FILLED FOR 20/21

The Entertainments Officer is responsible for the organisation and promotion of entertainments both on and off campus. You can contact the Entertainments Officer on info@itssu.ie

CAMPAIGNS OFFICER – JAMES LAWLOR KERR

The Campaigns Officer's job is to provide administrative support for all campaigns the Students' Union chooses to run during the year and will also spearhead any campaigns delegated to the post. So, if you have any ideas for campaigns you would like to see your Union run this year, email info@itssu.ie

IRISH LANGUAGE OFFICER – TO BE FILLED FOR 20/21

The Irish Language Officer is responsible for promoting the Irish language on and off campus and, where possible, tries to communicate Student Union policy in Irish. You can contact the Irish Language officer at info@itssu.ie

EQUALITY OFFICER – TO BE FILLED FOR 20/21

The Equality Officer seeks to prevent any form of discrimination against students in the Institute. To this end, they are responsible for the initiation of relevant campaigns in order to highlight breaches of equality which effect members of the Union within the Institute. You can contact the Equality Officer at info@itssu.ie

MATURE STUDENT OFFICER – SEAMUS BANNON

The Mature Student Officer will liaise with mature students to establish any needs they may have and bring these to the attention of the Students' Union President. They will initiate relevant campaigns in order to highlight issues relating to mature student within the Institute. You can contact the Mature Student Officer at info@itssu.ie

STUDENTS' UNION STAFF

There are three full-time staff members in IT Sligo Students' Union. Padraic Ryan, General Manager; Emma-Louise Evans, Administrator; and Don Donoghue, Communications Executive. These staff members work in support of the Union Officers and can be contacted at the Students' Union on the ground floor of the Student Centre, or by emailing **info@itssu.ie**

STUDENTS' UNION SHOP

The non-profit shop is located in the Student Centre and is managed by Gerry Higgins.
The shop sells all necessary IT Sligo course stationery and equipment. Operating on non-profit basis to ensure students get the best prices, it also sells a range of groceries, smoothies and Starbucks Coffee.

NOTES

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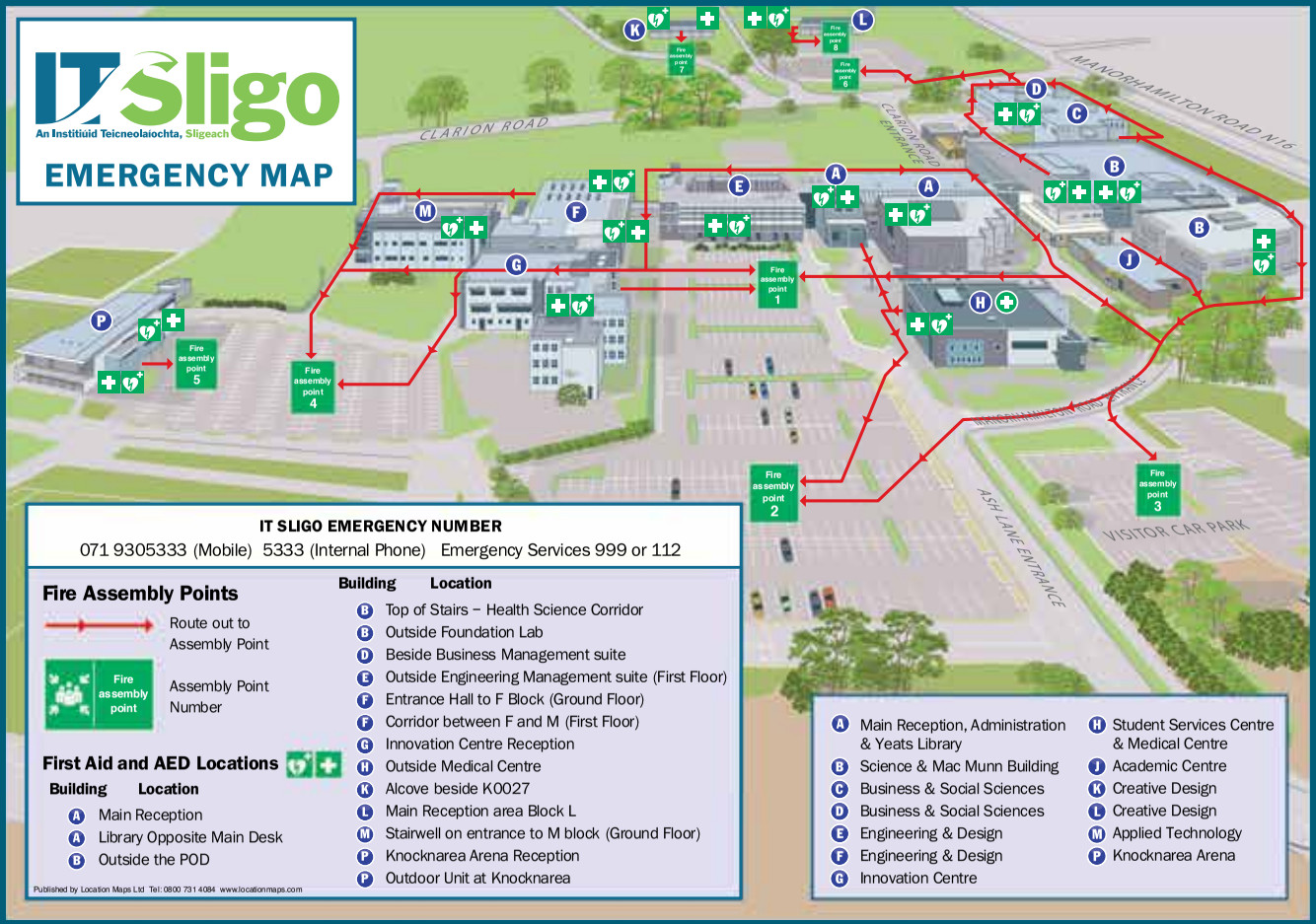
NOTES

IT Sligo
An Institiúid Teicneolaíochta, Sligeach

EMERGENCY MAP



IT SLIGO EMERGENCY NUMBER

071 9305333 (Mobile) 5333 (Internal Phone) Emergency Services 999 or 112

Fire Assembly Points

Route out to Assembly Point

Fire assembly point — Assembly Point Number

First Aid and AED Locations

Building	Location
A	Main Reception
A	Library Opposite Main Desk
B	Outside the POD
B	Top of Stairs – Health Science Corridor
B	Outside Foundation Lab
D	Beside Business Management suite
E	Outside Engineering Management suite (First Floor)
F	Entrance Hall to F Block (Ground Floor)
F	Corridor between F and M (First Floor)
G	Innovation Centre Reception
H	Outside Medical Centre
K	Alcove beside K0027
L	Main Reception area Block L
M	Stairwell on entrance to M block (Ground Floor)
P	Knocknarea Arena Reception
P	Outdoor Unit at Knocknarea

A	Main Reception, Administration & Yeats Library
B	Science & Mac Munn Building
C	Business & Social Sciences
D	Business & Social Sciences
E	Engineering & Design
F	Engineering & Design
G	Innovation Centre
H	Student Services Centre & Medical Centre
J	Academic Centre
K	Creative Design
L	Creative Design
M	Applied Technology
P	Knocknarea Arena

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