

April 2015

**Service Level Agreement**

**IT Sligo Student Support Services**

**Introduction**

Student Support Services refers to non-academic services available to registered students of the Institute. The scope of the service is outlined below.

This service level agreement is a negotiated agreement between the Student Support Services (the provider) and the Students (the customer, as represented by IT Sligo Students Union).

The purpose of this agreement is to provide information about (i) the range of services, (ii) the people providing those services, and (iii) the expectations for the delivery of the service.

**Guiding principles**

* IT Sligo provides students with a choice in how to access our services - face to face, by telephone or over the web. We accept and reply to queries by e-mail, telephone and in person.
* Our staff respond promptly and politely to students. 
* Our staff treats students fairly and sensitively.
* The main service e-mail address ([admissions@itsligo.ie](mailto:admissions@itsligo.ie)) is a group email, with prescribed query management procedures in place.
* The information and advice we provide to users is accurate, current and impartial.
* Students can always talk to someone during our advertised opening hours.
* If we receive a query which is not in our area of expertise, we refer students to the expert service by forwarding an e-mail, transferring a call or advising who to contact to avail of the service. For telephone and face to face referrals we explain where and why we are referring them.
* Staff will maintain the professional/efficient service outlined in this agreement. During certain times, such as examinations periods, registration of 1st year students, graduation, requesters may experience a longer that advertised response-time to a query.

The following table summarises the areas of student services provided by IT Sligo and the agreed deliverables and response times to specific queries. All students can expect the following response times to various requests for assistance. Response time is defined as communicated acknowledgement of the problem, request, or comment by phone, email, or meeting. Solutions to requests may often require a longer period of time, but requestors can expect to be informed of the needed extra time within these time frames.

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| Service | Definition of the  Service | Responsible Staff | Hours of Availability | Priorities and standards | How to make a  Request | Expected response and status update time |
| Admissions | Processing of applicants to courses; Direct transfer; CAO | **Administrator:**  M Tully  **Administrator:**  F McCann | Business Hours; Drop-in Counter  Service:  Monday-Thursday  11.30am - 13.00pm  14.00pm – 15.00pm  Friday  11.00am - 13.00pm | Respond to all enquiries on programmes  Deal with all applications to programmes, including follow up work such as fees, grants, RPL and transcripts. | On-line Phone Email Post  Face to face | Acted upon immediately. Resolution dependant on  query and may take up to  5 working days. |
| Registration | Registration of all students | **Registration Secretary:**  D. Johnston **Administrator:**  M. Moore | Business Hours; Drop-in Counter Service:  Monday-Thursday  11.30am - 13.00pm  2.00pm – 15.00pm  Friday  11.00am - 13.00pm | Ensure students are registered correctly and fees paid.  Receipts for fees for on- line programmes | On-line Phone Email Post  Face to face | Acted upon immediately. Resolution dependant on  query and may take up to  5 working days |
| Online Registration | Registration of on-line students | **Administrator:**  Fidelma Conway  Sarah Walsh  Taraneh Mosadegh  Mary McLoughlin | Business Hours | Ensure online students are registered | On-line Phone Email Post  Face to face | Acted upon immediately. Resolution dependant on  query and may take up to  5 working days. |
| Recruitment | Recruitment of  Students | **Marketing Officer:**  Hilary McPartland  **Schools Liaison Officer:**  D McGoldrick | By Appointment | Recruitment of students to all programmes | On-line Phone Email Post | Acted upon immediately |
| Recruitment  (Contd) |  | **Student Ambassadors:**  **Lauren Feeney**  **Carina Monaghan**  **Ivan Feely** |  |  |  |  |
| Service | Definition of the  Service | Responsible Staff | Hours of Availability | Priorities and standards | How to make a  Request | Expected response and status update time |
| Retention Officer | Coordination of Retention Initiatives | **Student Retention Officer:**  Patricia Henry | By Appointment | Retention of students with specific focus on Induction, Peer Mentoring, ISSE, Coordination of initiatives | On-line Phone Email Post | Acted upon immediately |
| Fees and  Grants | Administration of  SUSI grants | **Administrator:**  A Rasmark – Martin | Business Hours;  Drop-in Counter  Service:  Monday - Thursday  11.30am - 13.00pm  2.00pm – 15.00pm  Friday  11.00am - 13.00pm | Ensuring all grant applications are confirmed, the funding is received and that payments to students are processed in a timely manner | On-line  Phone  Email  Post  Face to face | Processing of grants: 1  month (once approval is confirmed from the  funding agency) |
| Examinations | Scheduling of examinations for all registered students.  Processing of exam related requests.  Conferring. | **Examinations Secretary**:  R Rooney  **Administrators:**  L Walsh  Catherine Reilly  Eileen Sheridan | Business Hours; Drop-in Counter  Service:  Monday - Thursday  11.30am - 13.00pm  14.00pm – 15.00pm  Friday 11.00am - 13.00pm | i) Accuracy  ii) Adhering to deadlines  iii) Security | On-line Phone Email Post  Face to face | Acted upon immediately. Response time will vary  depending on query,  typically within 5 working days |
| Careers | Advice, information and support to help plan and achieve student career goals. | **Careers officer**:  A. Ring /  D. Seddon (Job Share) | Business Hours | Support students to make well informed realistic decisions about their future progression  Source and advertise educational progression, internships, employment  Support and advice for interviews, workshops, speakers and fairs. | Email Telephone Face to face | Depends on the enquiry. Urgent issues are dealt  with immediately.  Appointments and workshops are booked at the earliest convenience. |
| Service | Definition of the  Service | Responsible Staff | Hours of Availability | Priorities and standards | How to make a  Request | Expected response and status update time |
| Access | Support for certain categories of students:  - with disabilities or special needs,  - from disadvantaged backgrounds  - classified as mature | **Access Officer:**  L McGloin  **Assistant Access Officer:**  Maureen Haran  **Learning Support Tutor**:  A. Rynn; Niamh Doddy (Job-Share) | By Appointment. | Supporting students with disabilities or special needs, from disadvantaged backgrounds and mature students to participate fully and progress within their course of study. | Make appointment by telephone, email. Submit application according to information supplied on general email inviting applications. | Query dependent. |

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| Pastoral Care Services | Spiritual and personal growth of students. Pastoral care of students, of all faiths and no faith, such as in times of illness or bereavement. | **Chaplain:**  Ray Cotter  **Roman Catholic:**  Fr Hugh McGonagle  **Church of Ireland**:  Rev P Bamber  **Administrator:**  C McGlashin(shared) | Hours are flexible to accommodate student needs | Spiritual wellbeing of the  IT Sligo community | Phone  Face to face  Email | Urgent issues dealt with immediately.  Other issues as appropriate |
| Counselling | A professional, confidential support, available free of  charge to all registered students, offering support in coping with educational and personal issues, which  may interfere with academic progress | **Counsellor:**  Siobhan McNally  **Part-time Counsellors:**  Geraldine Gilroy  **Administrator**:  C McGlashin (shared) | Hours are flexible to accommodate student needs | Crises mental health issues.  Professional accreditation.  Confidentiality. | By appointment:  email;  telephone, Face to face | Emergencies assessed on day of contact.  Students are placed on waiting list for follow up appointment |
| Service | Definition of the  Service | Responsible Staff | Hours of Availability | Priorities and standards | How to make a  Request | Expected response and status update time |
| Health | Provide students with acute medical care during the week when it is not possible to attend own GP. | **Nurse**  E Corley / C Crawford-Kennedy (Job Share)  **Part-time Nurse**  Nicola Duggan  **GP Service**  Medicentre - 4 hours per day  **Administrator:**  C. McGlashin (shared) | Monday - Thursday  9.00am -12noon  1.30pm - 3.00pm  Friday:  9.00am - 12 noon | Well-being of the student population  Managing acute medical conditions of students | By appointment:  email;  telephone, Drop in (first  come/first  served) | Emergencies assessed on day of contact.  Students are placed on waiting list for follow up appointment |
| Sports  Services | Develop and promote sport within IT Sligo and at a local level.  To increase participation in sport and physical activity across all sectors. | **Knocknarea Arena Staff** | Monday -Thursday  8.00am-10.00pm  Friday  8.00am-10.00pm  Weekends  10.00am-4.00pm | Provide sports facilities and physical activity for staff and students on and off the campus.  To cater for all levels of recreational and elite sport | Phone  Email  Post,  Booking form. Online  Face book | Immediate response to booking forms. Email queries – as soon as read. Phone enquires dependent on request and can vary from 1 -3 working days. Other issues as appropriate |
| Student  Welfare | Help with all non-academic issues one may face throughout college. | **Access officer:**  Linda McGloin  **IT Sligo Students’ Union**  **Welfare officer** | Business Hours | Support, representation and provide awareness for students in relation to sexual, physical and mental health, financial aid, accommodation issues  General welfare issues such as student security and information on grants. | 0719155381 [access@itsligo.ie](mailto:access@itsligo.ie)  IT Sligo Student Union Rep [welfare@itssu.ie](mailto:vicepresident@itssu.ie) or call  0867737456 | Based on request, typically within 5 working days |
| Service | Definition of the  Service | How is the service delivered | Hours of Availability | Priorities and standards | How to make a  Request | Expected response and status update time |
| Student Support Services / FOI Officer | Assist with all non-academic matters related to students | **Student Support Services**  **Officer:**  M. Hargadon  **Administrator:**  C McGlashin (shared) | Business Hours | Ensuring students are aware of all support services available to them.  Ensuring accidents are recorded and reported to H & S Officer and IPB  Dealing with complaints in line with the Disciplinary Procedure as outlined in the Student Charter  Dealing with FOI Requests as outlined in the FOI Act | Email  Post  Telephone  Online  Face to face | Dependent on query. Within 5 to 10 working days.  Response time dependent on student response time and outside body  As per Student Charter  In accordance with FOI Act |
| Library | Provide learning materials to assist students in the learning process | Librarian: J. Foran  Library staff | During Term Time  Monday - Thursday  9.00am-9.00pm  Friday  9.00am-5.00pm  Saturday  10.00am-2.00pm Out of Term Time Monday-Friday:  9.00am-5.00pm | Ensuring that students have access to the latest relevant recommended reading materials and other information related to their learning. Maintain active links with the world wide  sources of information. | Email; Post Telephone Face to face | Upon request, typically within 5 working days |
| Reception | Main reception for  Institute  (also postal service for institute) | Receptionist: Evelyn Glynn  Gillian Goulden  Back up support from School Administrative Staff | Monday - Friday  9.00am-5.00pm. | Reception / information desk  Telephone service  Mail Service | Email;  Post  Telephone Face to face | Immediate response |

Ancillary services

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| Service | Definition of the  Service | How is the service delivered | Hours of Availability | Priorities and standards | How to make a  Request | Expected response and status update time |
| IT Sligo  Student’s  Union | Represents students requirements during their time as a registered student at the Institute | President  Vice President/ Education  Officer  Welfare Officer Entertainment Officer Campaigns Officer Equality Officer  Irish Language Officer  Clubs and Societies  Officer  Communication Officer | Monday - Thursday  9.00am-5.00pm  Friday  9.00am-4.00pm | IT Sligo Student Union works on behalf of registered students to ensure the best possible services and facilities are provided for students and to bring a student perspective to management decisions.  IT Sligo Students Union also help students with individual issues and queries. | Email;  Post Telephone Face to face | Acted upon immediately. Response time will vary  depending on query,  typically within 2 working days. |
| International  Office | Managing the application and admission process for international students and providing support during their studies at the Institute | International Officer: Eileen Gillen | Monday - Friday  9.00am-5.00pm. | Ease of access to study at the Institute  Professional management of procedures for international exchanges | Email; Post Telephone Face to face | Acted upon immediately. Response time will vary  depending on query,  typically within 5 working days |

Appendix A: Contact Information for Student Support Services

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| Core Post Title | Name | Office Phone | email |
| Registrar | Mr Colin McLean | 071 9137312 | [mcclean.coline@itsligo.ie](mailto:mcclean.coline@itsligo.ie) |
| Assistant Registrar | Ms Marie Moran | 0719137311 | [moran.marie@itsligo.ie](mailto:moran.marie@itsligo.ie) |
| Registrar’s Assistant | Ms Eileen Curley | 071 9137310 | [conway.fidelma@itsligo.ie](mailto:conway.fidelma@itsligo.ie) |
| Student Affairs Manager | Mr Gerry Hegarty | 071 9137324 | [hegarty.gerry@itsligo.ie](mailto:hegarty.gerry@itsligo.ie) |
| Head of Research | Dr John Bartlett | 071 9137359 | [bartlett.john@itsligo.ie](mailto:bartlett.john@itsligo.ie) |
| Administration Support for Research | Ms Ursula Cox/Ms Veronica Cawley | 071 9137360 | [Cox.Ursula@itsligo.ie](mailto:Cox.Ursula@itsligo.ie) |
| Schools Liaison | Ms Dara McGoldrick | 071 9137325 | [mcgoldrick.dara@itsligo.ie](mailto:mcgoldrick.dara@itsligo.ie) |
| Retention Officer | Ms Patricia Henry | 0719305806 | [Henry.patricia@itsligo.ie](mailto:Henry.patricia@itsligo.ie) |
| Registration Secretary | Ms Deirdre Johnston | 071 9137322 | [johnston.deirdre@itsligo.ie](mailto:johnston.deirdre@itsligo.ie) |
| Fees and Grants | Ms Annica Rasmark-Martin | 071 9137319 | [rasmark.annica@itsligo.ie](mailto:rasmark.annica@itsligo.ie) |
| Registration Staff Officer (ODL coordinator) | Ms Fidelma Conway | 071 93 05549 | [Conway.fidelma@itsligo.ie](mailto:Conway.fidelma@itsligo.ie) |
| Registration Staff Officer (add-ons Transfers, masters) | Ms Michelle Moore | 071 9137320 | [moore.michelle@itsligo.ie](mailto:moore.michelle@itsligo.ie) |
| Registration Staff Officer (Garda Vetting / CAO) | Ms Fidelma McCann | 071 9137321 | [mccann.fidelma@itsligo.ie](mailto:mccann.fidelma@itsligo.ie) |
| Registration Staff Officer (Admissions Desk) | Ms Mary Tully | 0719155379 | [tully.mary@itsligo.ie](mailto:tully.mary@itsligo.ie) |
| Examinations Secretary | Ms Rosaleen Rooney | 071 9137318 | [rooney.rosaleen@itsligo.ie](mailto:rooney.rosaleen@itsligo.ie) |
| Examinations Officer | Ms Lesley Walsh | 071 9137316 | [walsh.lesley@itsligo.ie](mailto:walsh.lesley@itsligo.ie) |
| Examinations Support | Ms Eileen Sheridan | 0719137317 | [Sheridan.eileen@itsligo.ie](mailto:Sheridan.eileen@itsligo.ie) |
| Staff Officer (Reception) | Ms Evelyn Glynn | 0 | [glynn.evelyn@itsligo.ie](mailto:glynn.evelyn@itsligo.ie) |
| Staff Officer (Reception; 0.5) | Ms Gillian Goulden | 0/0719155335 | [goulden.gillian@itsligo.ie](mailto:goulden.gillian@itsligo.ie) |
| Access Officer | Ms Linda McGloin | 0719155381 | [mcgloin.linda@itsligo.ie](mailto:mcgloin.linda@itsligo.ie) |
| Assistant Access Officer | Ms Maureen Haran | 071 9137355 | [Haran.maureen@itsligo.ie](mailto:Haran.maureen@itsligo.ie) |
| Learning Support Tutor | Ms Andrea Rynn/ Ms Nianh Doddy (Job Share) | 0719305400 | [learningsupport@itsligo.ie](mailto:learningsupport@itsligo.ie) |
| Careers | Ms Adette Ring / Deborah Seddon (Job Share) | 0719305403 | [careers@itsligo.ie](mailto:careers@itsligo.ie) |

Contact Information for Student Support Services continued…

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| Core Post Title | Name | Office Phone | Email |
| Student Support Officer/FOI | Ms Marian Hargadon | 0719137369 | [hargadon.marian@itsligo.ie](mailto:hargadon.marian@itsligo.ie) |
| Staff Officer (Student Support Services) | Mr Stephen Aitken | 0719305463 | [aitken.stephen@itsligo.ie](mailto:aitken.stephen@itsligo.ie) |
| Nurse | Ms Eilish Corley/Ms Caroline Kennedy (Job  Share) | 0879961873 / 071 91305205 | [corley.eilish@itsligo.ie](mailto:corley.eilish@itsligo.ie) / [kennedy.caroline@itsligo.ie](mailto:kennedy.caroline@itsligo.ie) |
| Part-time Nurse | Ms Nicola Duggan | 071 9137366 | [studenthealthservices@itsligo.ie](mailto:studenthealthservices@itsligo.ie) |
| Student Counsellor | Dr Siobhan McNally | 071 9305542 | [mcnally.siobhan@itsligo.ie](mailto:mcnally.siobhan@itsligo.ie) |
| Doctor | Dr Damien Tiernan | Contact Nurse |  |
| Chaplain | Ray Cotter | 0719155215 | [cotter.ray@itsligo.ie](mailto:cotter.ray@itsligo.ie) |
| International Office | Ms Eileen Gillen | 0719137347 | [International.office@itsligo.ie](mailto:International.office@itsligo.ie) |
| President, IT Sligo Students Union | Appointed Yearly | 071 9141887 | [president@itssu.ie](mailto:president@itssu.ie) |
| Vice President Education, IT Sligo Students Union | Appointed Yearly | 071 9141887 | [education@itssu.ie](mailto:education@itssu.ie) |
| Vice President Welfare Officer, IT Sligo Students Union | Appointed Yearly | 071 9141887 | [welfare@itssu.ie](mailto:welfare@itssu.ie) |
| Entertainment Officer, IT Sligo Students Union | Appointed Yearly | 071 9141887 | [entertainment@itssu.ie](mailto:entertainment@itssu.ie) |
| Campaigns Officer, IT Sligo Students Union | Appointed Yearly | 071 9141887 | [campaigns@itssu.ie](mailto:campaigns@itssu.ie) |
| Equality Officer, IT Sligo Students Union | Appointed Yearly | 071 9141887 | [Equality@itssu.ie](mailto:Equality@itssu.ie) |
| Irish Language Officer, IT Sligo Students Union | Appointed Yearly | 071 9141887 | [irishlanguage@itssu.ie](mailto:irishlanguage@itssu.ie) |
| Clubs and Societies Officer, IT Sligo Students Union | Appointed Yearly | 071 9141887 | [Clubsandsocities@itssu.ie](mailto:Clubsandsocities@itssu.ie) |
| Communication Officer, IT Sligo Students Union | Don Donoghue | 071 9141887 | [communications@itssu.ie](mailto:communications@itssu.ie) |
| Student’s Union Office – Administrator | Emma Louise Evans | 071 91 41887 | [info@itssu.ie](mailto:info@itssu.ie) |
| General Manager, IT Sligo Student’s Union | Padraic Ryan | 071 9141887 | [pryan@itssu.ie](mailto:pryan@itssu.ie) |
| Institute Librarian | Jim Foran | 071 9137343 | [foran.jim@itsligo.ie](mailto:foran.jim@itsligo.ie) |
| Collection Development, Library | Sinead Kelly | 071 9137341 | [kelly.sinead@itsligo.ie](mailto:kelly.sinead@itsligo.ie) |

Contact Information for Student Support Services continued…

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| Core Post Title | Name | Office Phone | email |
| Bibliographic Services, Library | Siobhan Conry / Jennifer Flynn | 0719137346 | [conry.siobhan@itsligo.ie](mailto:conry.siobhan@itsligo.ie) |
| Library Systems & Website | Aine Meehan | 0719137351 | [meehan.aine@itsligo.ie](mailto:meehan.aine@itsligo.ie) |
| Order Queries Library | Maureen Egan | 071 9137338 | [egan.maureen@itsligo.ie](mailto:egan.maureen@itsligo.ie) |
| Interlending & Document Supply, Library | Fiona Fox | 071 9137336 | [fox.fiona@itsligo.ie](mailto:fox.fiona@itsligo.ie)  [interlibraryloans@itsligo.ie](mailto:interlibraryloans@itsligo.ie) |
| Serials, Library | Lisa Moore | 071 9137337 | [moore.lisa@itsligo.ie](mailto:moore.lisa@itsligo.ie) |
| Library Attendant | Stephen Fahy | 071 9137345 | [fahy.stephen@itsligo.ie](mailto:fahy.stephen@itsligo.ie) |
| Distance Learning & Access Students, Library | Geraldine Fahey | 071 9137342 | [fahey.geraldine@itsligo.ie](mailto:fahey.geraldine@itsligo.ie) |
| Information and Education Services, Library |  |  |  |
| School of Business & Social Sciences, Library | Sinead Kelly | 071 9137341 | [kelly.sinead@itsligo.ie](mailto:kelly.sinead@itsligo.ie) |
| School of Engineering & Design, Library | Siobhan Conry / Jennifer Flynn | 071 9137346 | [conry.siobhan@itsligo.ie](mailto:conry.siobhan@itsligo.ie) |
| School of Science, Library | Áine Meehan | 071 9137351 | [meehan.aine@itsligo.ie](mailto:meehan.aine@itsligo.ie) |