

## **COVID 19 - Student FAQs Updated Friday 17 April 2020**

### **How do I get the latest news updates?**

As this is a rapidly evolving situation, students of Technological University Dublin should regularly check the links below to keep themselves informed of the latest public health advice. Information at these links is **from trusted sources** and is updated constantly:

- [HSE Website](#)
- [HSE Health Protection Surveillance Centre](#)
- [Frequently asked questions about novel coronavirus](#)
- [International travel advice – Department of Foreign Affairs and Trade](#)

### **How will the University communicate with me to provide latest advice, protocols and decisions information updates, advice, protocols and decisions?**

Communication with Students and staff is provided through:

- a. Regular updates directly to your TU Dublin email account
- b. Student Union briefings and alerts
- c. Local management staff briefings and meetings
- d. Alerts on the TU Dublin website at [www.tudublin.ie/covid19](http://www.tudublin.ie/covid19)

### **I have a problem with my new assignments - who do I speak to?**

If you have a problem with an assignment, please contact the Module Lecturer or your Programme / Course Coordinator to discuss your concerns.

### **How can I make up my missing work placement hours?**

Placements in Early Childhood Education and Social Care settings have been cancelled along with any that take place in HSE facilities. Students with a deficit of hours to make up, can do so later this year. More information about this will be communicated to students affected once the necessary arrangements have been made.

### **How can I make up missing labs that are core to my module?**

If the labs you have missed are core to the learning objectives of your module, your Lecturer or Programme/Course Coordinator will communicate to you how you can make up the work once the necessary arrangements have been made.

### **Will we have Semester Two exams?**

The University will not hold the usual, face to face, invigilated examinations this semester. Alternative assessment formats have been developed and these have been communicated directly to students.

### **I am a final-year student; how will the closure affect my degree?**

The University has worked to develop alternative assessments that maintain the appropriate quality assurance and approval mechanisms that are required to ensure students can move on in their studies and that their final qualification meets the expectations of professional bodies, employers and other academic institutions. These arrangements have been communicated to students.

### **Can I get additional time /extension on my thesis?**

If you believe you may need more time to complete your thesis, please contact your Programme/Course Chair or Lecturer.

### **I am an Apprentice student, what will happen with my exams?**

It is not possible for Phase 4 and 6 apprentice students to complete their exams as planned so these have been deferred to take place at a later date. Given the fluid nature of the public health situation, SOLAS is not in a position to advise apprentices of any new examination dates.

All apprentices have been notified of their Term Three start date. However, given the current public health situation, it may be necessary to adjust this date or to defer the blocks. Further discussions will be required between SOLAS, DES and HEA on this matter, and will be based upon the most up-to-date advice from the authorities on the public health situation.

Should you have any queries on the above, please feel free to contact Mark Deegan, Head of Apprenticeships, City Centre, Technological University Dublin at [mark.deegan@tudublin.ie](mailto:mark.deegan@tudublin.ie)

### **I am an apprentice, what is happening with off-the-job training?**

Further to the temporary closure of educational institutions announced on the 12 March 2020, and ongoing developments in relation to COVID-19, Phase 4 and Phase 6 training which had been due to commence on the 6 April 2020 has now been postponed. Craft apprentices who were due to commence off-the-job training should remain with their employer until training is rescheduled for a later date.

Please monitor [www.apprenticeship.ie](http://www.apprenticeship.ie) for updates. Registered apprentices should ensure that the Authorised Officer in their ETB has up to date contact details to allow for communication by text message/email where possible.

### **Do you expect that lectures will restart this semester? / Are face-to-face lecturers cancelled for this year?**

For the moment, TU Dublin campus buildings are closed for all face-to-face educational activity but TU Dublin is working to ensure that students are supported during the rest of the academic year and that assessments can take place.

If you have any queries related to your programme, please email your Course Coordinator or Chair, and they will respond as soon as possible.

### **I don't have access to a computer or laptop due to the college being closed. What should I do for my assignments/dissertation/project?**

If you do not have access to a computer, please contact your Course Coordinator to find out what alternative arrangements can be made.

### **What do I do if there is software that I need for my laptop, which is only available on a computer in the college that I need to use?**

If you do not have access to specific software, please contact your Programme / Course Coordinator to find out what alternative arrangements can be made.

### **I have lost my job, and I can't afford to buy the parts to build my final-year project now. Can I get an extension?**

If you do not have the funds to purchase materials for a project, please contact your Programme Coordinator to discuss an extension or alternative arrangements.

For anyone who has lost their job due to Covid-19, the Department of Employment Affairs and Social Protection has introduced a pandemic payment, for which you may qualify. Students can apply for this payment by downloading and completing this [form](#) For more information, please visit the [Gov.ie website](#)

### **I need certain books to help me finish my final year project, how can I get them when the Library is closed?**

If you need a book to finish an essay or project, please email your local library for assistance. TU Dublin Library - City has produced [a guide](#) to advise you on the library services, resources, and supports available to City Centre students and staff during the closure. City Centre online resources can be accessed [here](#) or you can email library staff at the following:

Aungier Street	<a href="mailto:library.ast@TUDublin.ie">library.ast@TUDublin.ie</a>
Blanchardstown	<a href="mailto:libraryinfo.blanchardstown@tudublin.ie">libraryinfo.blanchardstown@tudublin.ie</a>
Bolton Street	<a href="mailto:library.bst@tudublin.ie">library.bst@tudublin.ie</a>
Cathal Brugha Street	<a href="mailto:library.cbs@tudublin.ie">library.cbs@tudublin.ie</a>
Grangegorman	<a href="mailto:library.gg@tudublin.ie">library.gg@tudublin.ie</a>
Kevin Street	<a href="mailto:library.kst@tudublin.ie">library.kst@tudublin.ie</a>
Rathmines	<a href="mailto:library.rmh@tudublin.ie">library.rmh@tudublin.ie</a>

In **Tallaght**, the library online services are fully accessible [here](#) The library team are monitoring and responding to email; please visit our [website for contact details](#).

In **Blanchardstown**, online library services are fully accessible [online](#) The library team are monitoring and responding to email and voicemails, please use [the contact form](#) or email [libraryinfo.blanchardstown@tudublin.ie](mailto:libraryinfo.blanchardstown@tudublin.ie)

### **How can I contact Student Services and Information?**

In **Blanchardstown**, the [Student Information Desk](#) is monitoring emails at [SID@tudublin.ie](mailto:SID@tudublin.ie) , and they will also respond to voicemails left on 01 885 1590. Students who require letters can still request them – PDFs will be sent to their student email account.

In **City Centre**, (Aungier Street, Bolton Street, Cathal Brugha Street, Grangegorman, Kevin Street, Rathmines) students can contact the Student Services Centre by email at [Studentservices.City@tudublin.ie](mailto:Studentservices.City@tudublin.ie)

In **Tallaght**, full-time students can send queries to [Registration.Tallaght@tudublin.ie](mailto:Registration.Tallaght@tudublin.ie) or [Fees.Tallaght@tudublin.ie](mailto:Fees.Tallaght@tudublin.ie). Part-time students can email [Lifelonglearning.Tallaght@tudublin.ie](mailto:Lifelonglearning.Tallaght@tudublin.ie)

### **How do I contact the Counselling Service?**

The Counselling Service is continuing to provide support via phone, email and in some cases through video conferencing. Please visit [our website](#) for contact details.

### **Can I get in contact with the Health Centre about a medical issue? (not a coronavirus matter)**

You can continue to contact the Student Health Centre on your Campus by phone or email; you will find information on [our website](#).

### **I'm registered with the Disability Service - will I continue to get support while the college is closed?**

You can contact the Disability Service by email while the college is closed, please visit [our website](#) for contact information.

### **Is there any financial support for students looking to return home because of this pandemic?**

TU Dublin provides HEA student assistance funding through emergency assistance; please visit [our website](#) for contact details and further information for your Campus.

### **Are international students eligible to apply for COVID 19 unemployment payment?**

All international students – EU and Non-EU – are eligible to apply for the Covid-19 payment if they have lost work or hours as a result of the pandemic. Students can apply for this payment on this [Job Seekers Form](#), or please visit [Gov.ie website](#) for further details.

### **Is the Maths Learning Centre still available for students?**

Due to closure of the university buildings to students the Mathematics Learning Support Centre (MLSC - City) drop-in centres are currently closed. However, the MLSC continues to offer a significant amount of online self-study material. This material can be found on the MLSC [website](#) and **Brightspace page**, module name: MLSC: Mathematics Learning Support Centre: 2019-20.

Topics covered in these resources include: Preliminary Concepts (indices, fractions, logarithms, etc.), Equations (rearranging and solving equations), Functions and Calculus, Matrices and Vectors, Trigonometry and Introductory Statistics.

In addition to these resources, the MLSC website contains a number of links to external selfstudy resources, such as Mathcentre (<http://www.mathcentre.ac.uk>) and the Khan Academy (<https://www.khanacademy.org> )

Should you have any questions on any of the online resources offered by the MLSC, please feel free to email us at [mlsc@tudublin.ie](mailto:mlsc@tudublin.ie)

### **Is the Academic Writing Centre still available to students?**

While face to face appointments are not currently possible, the **Academic Writing Centre (City)** can be contacted for **one-to-one appointments** and **thematic workshops**.

Visit [our website](#) to find out more details and resources. To book your one-to-one appointment, please [click here](#).