

TU DUBLIN STUDENT CONCERN GUIDE

WHEN TO ACT



- ~ If a student has approached you while being in distress; however, they are not in immediate danger and there is no risk to others.
- ~ For students where the student is in immediate danger and/or there is risk to others, refer to "Student in Distress" Guide.

ACADEMIC /EXAM RELATED ANXIETY



- ~ **Anxiety:** Refer to TU Dublin Counselling Service/Year Tutor/TU Dublin Student Hubs and TU Dublin Students Union
- ~ **Discuss Results/ Options/Next Step:** Refer to Year Tutor/ Programme Coordinator/ Head of Discipline/TU Dublin Career Coach/ Disability Support Service (if student registered with DSS)
- ~ **Query/Challenge Grades:** Refer to TU Dublin Students' Union/Lecturer/ Year Tutor/Head of Discipline/School. local Examinations Office/TU Dublin Student Hubs

ACADEMIC CONCERNS



- ~ **Unhappy In Course/ Thinking of Leaving:** Refer to 'Thinking of Leaving' Guide. Refer to Year Tutor/Programme Coordinator/Head of Discipline or TU Dublin Career Coach/Disability Support Service (if student registered with DSS)
- ~ **Fee Concerns:** Refer to local TU Dublin Student Hubs
- ~ **Grant Concerns:** Refer to SUSI (0761 08 7874), other grant
- ~ **Bullying Concerns:** Refer to local TU Dublin Student's Union/ TU Dublin Student Counselling Service/TU Dublin Pastoral care.

STUDENT SUPPORT SERVICES



- ~ **Disability/Learning Support Concerns:** Refer to Disability Support Service or local Learning Support Office
- ~ **Mental Health/Well-being:** Refer to TU Dublin Student Counselling Service/TU Dublin Student Health Centre/ TU Dublin Pastoral Care
- ~ **Physical Health/Illness:** Refer to TU Dublin Student Health Centre, Contact Emergency Services (Ambulance 999/112)
- ~ **Addiction/Substance Abuse or Pregnancy Concerns:** Refer to TU Dublin Student Health Centre/TU Dublin Student Counselling Service

PERSONAL CONCERNS



- ~ **Financial Concerns OR Homelessness:** Refer to TU Dublin Financial Aid/TU Dublin Accommodation Services. TU Dublin Student Hubs/TU Dublin Students Union
- ~ **Sexuality:** Refer to TU Dublin Counselling Service or TU Dublin Student Health service
- ~ **Discrimination/ Racism:** Refer to TU Dublin Students' Union or TU Dublin Student Counselling Services.
- ~ **Family/Relationship Issues or Isolation/ Loneliness/ Homesickness:** Refer to TU Dublin Counselling Service/TU Dublin Pastoral Care

CONTACT DETAILS

Internal

- ~ Student Counselling Service Hours: Monday to Friday 9am - 1pm and 2pm - 5pm
Phone **+353 86 082 0543**
- ~ Student Health Centre Hours: Monday to Friday 9am - 1pm and 2pm - 5pm
Phone **01 220 5700**
- ~ Student Hubs:
studenthubdesk.city@tudublin.ie
+353 1 220 6003
studenthubdesk.blanchardstown@tudublin.ie
+353 1 220 8088
studenthubdesk.tallaght@tudublin.ie
+353 1 220 8490
- ~ Campus Security:
General **01 220 7666**
Out of Hours **01 220 7615 / 7616**

External

- ~ The Samaritans: 24 hour free telephone line **116123**
- ~ Pieta House 24 hour suicide helpline **1800 247 247**
- ~ Text About It' 24 hours text TUDUB to **50808**
- ~ In the case of an emergency, please contact your local medical service or Emergency Department