Welcome to the Institute of Technology, Tralee (ITT) and welcome to the official ITT Student Handbook.

This handbook will provide you with relevant information regarding the operations of the Institute, as well as giving practical advice. It includes important information and relevant Institute regulations of which you will need to be aware.

Section A explains the structure and operation of IT Tralee, outlines the range of services and facilities available to you and introduces you to the personnel involved in the delivery of academic and student support services. It also includes information on student computer facilities, library facilities, banking facilities and other general information and advice that may be useful.

Section B contains detailed information relating to student Rights and Responsibilities and should be read carefully. All students, on registration are entering into an agreement to abide by the Institutes Rules, Rights and Responsibilities. In addition, students must inform and familiarise themselves with specific or additional Rights and Responsibilities relating to individual programmes, facilities and services.

Fáilte chuig Institiúid Teicneolaíochta, Trá Lí (ITT) agus fáilte chuig an Lamhleabhar Mac Leinn oígiúil de chuid na hInstitiúide.

Sa lamhleabhar seo taimid ag iarraidh an t-eolas a bhaineann le hoibrfochtaf na hInstitiúide a thabhairt duit. Mar aon le comhairle phhaisticiúil gheobhaidh tú eolas tábhachtach ann ar rialacháin na hInstitiúide nach mór duit a thabhairt do d’aire. Tá dhá chuid sa leabhar – Cuid A agus Cuid B.

Cuid A: Mfntear struchtúr agus oibritiu IT, Trá Lf agus tugtar breac-chuntas ar an reimse seirbhísí agus áiseanna atá ar fáil duit. Cuirtear in aithne tú don phearsanra a sholáthraíonn na seirbhísí acadúla agus na seirbhísí tacaíochta do mhic léinn. Lena chois sin tugtar eolas ar na háiseanna ríomhaireachta do mhic léinn, na háiseanna leabharlainne, baincéireachta chomh maith le heolas agus comhairle ghinearálta eile a chabhróidh leat.

Cuid B: Tugtar eolas mionsonraithe a bhaineann le Chearta agus Freagrachtaí na mac léinn. Ba chóir duit iad seo a léamh go cúramach. Ar chlárú dó nó di comhaontaíonn gach mac léinn cló le Rialacha, Chearta agus Freagrachtaí na hInstitiúide. Lena chois sin ní mórdó na mic léinn eolas a chur ar Chearta agus Freagrachtaí ar leith nó ar Chearta agus Freagrachtaí breise a ghabhann le cláracha, áiseanna agus seirbhísí aonair.
## CONTENTS

### SECTION A
- President’s Welcome ................................................................. 2
- Academic Dates 2016/2017 ...................................................... 3
- Office Of The Vice President, Academic Affairs & Registrar .......... 4
- Your Third Level Experience ................................................... 5
- Schools/Departments of Study ................................................ 8
- Campus Maps and Locations .................................................. 9
- Academic Administration and Student Affairs .......................... 10
- Where to go - Get the right help when you need it .................... 22
- Student Support Services ....................................................... 23
  - Student Health Centre ....................................................... 24
  - Chaplain .......................................................................... 25
  - Student Counselling Service ............................................... 26
  - Careers Office .................................................................. 27
  - Access Office .................................................................... 28
  - Traveller Students .............................................................. 29
  - Pathfinder Students ............................................................. 30
  - Officer For Students with Learning Difference ....................... 30
  - Sports .............................................................................. 31
  - Societies ........................................................................... 35
- Students’ Union ......................................................................... 36
- Computer Services .................................................................... 37
- Library Service ......................................................................... 38
- Banking Service ....................................................................... 39
- Catering Service ..................................................................... 40
- Creche Service ....................................................................... 40
- International Student Office .................................................... 40
- Health And Safety .................................................................... 42
- Financial Issues ....................................................................... 43

### SECTION B
- Student Rights & Responsibilities ............................................. 49
- Fees & Fines ........................................................................... 92
- Contact Numbers .................................................................... 97
- Steps taken if concerned about a student .................................. 98
On behalf of the Governing Body and staff of the Institute of Technology, Tralee (ITT), I would like to welcome you to the start of the new academic year. Whether you are attending ITT as first-year student or returning to continue your studies, I hope your time in the Institute will be happy and successful. I would like to extend a very warm welcome also to our growing number of international students, those on Erasmus European Exchange, students from our Middle Eastern partners and to our many mature and part-time students.

We have devoted much of our time and energy over the last number of years growing and developing our programmes and facilities to ensure our students personal and academic success. Our North Campus provides major facilities in Business, Information Technology, Hotel, Culinary and Tourism and Nursing and Health Care. Our Library and Information Resource Centre (LIRC) on the North Campus provides a major learning facility for our students. Our South Campus provides facilities in Science Technology, Engineering & Construction, Health & Leisure Studies and Biological & Pharmaceutical Sciences. An important support for students and parents is provided in our crèche facility which provides 34 full day care places for young children, 17 morning and 17 after school places.

Sports facilities on the North campus include an all-weather synthetic pitch and an all-weather sand based grass pitch with a suite of dressing rooms. The €17m Kerry Sports Academy will open in January 2019 and this will result in a significant enhancement of our North Campus infrastructure.

The Kerry Sports Academy, will have state-of-the-art facilities and when completed, Health and Leisure students from the South Campus will be based in the Kerry Sports Academy from January 2019. Also, the government has recently announced funding for a new €30 million STEM building which is to be constructed in our North Campus. This will significantly add to our campus infrastructure and when completed all students from the School of STEM, currently in our South Campus, will join our North Campus community. Delivering all our activities from North Campus has been a long-term objective of the Institute and we are delighted that our vision is now coming to fruition.

We use email and Blackboard (an e-learning based system) which can be accessed from anywhere via the Internet, to disseminate new and additional information to students throughout the academic year.

The first few weeks in the Institute are critical ones in getting to know your fellow students, lecturers and the student support staff. If difficulties arise, help is readily available from our staff and your fellow students. Details of support services are outlined in this handbook.

Relaxation and integration with students from your own and other courses is also an important part of student life and we encourage students to get active and be involved. There are lots of sports clubs, societies and many volunteering groups to choose from.

Ta suil agam go mbainfadh tu spraoi agus tairbhe as an mbliain romhat anseo san Institiúid Teicneolaíochta, Tra Li. Ma ta ceist no fadhfh ar bith agat i gcaitheamh na bliana, tá go leor daoine anseo san Institiúid a bhfuil fonn orthu cabhrú leat, agus an taithi acu chugige.

Oliver Murphy
President, Institute of Technology, Tralee
Uachtarán, Institiúid Teicneolaíochta, Trá Li
# Planning Your Academic Year

## Key Dates Semester 1 AY 2018/2019

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>First Day of Lectures in Semester 1</td>
<td>Monday 10th September 2018</td>
</tr>
<tr>
<td>FYI Induction Programme</td>
<td></td>
</tr>
<tr>
<td>Careers Fair</td>
<td>26th September 2018</td>
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<tr>
<td>Lifelong Learning Graduation Class of 2018</td>
<td>13th October 2018</td>
</tr>
<tr>
<td>Graduation Class of 2018</td>
<td>19th October 2018</td>
</tr>
<tr>
<td>International Day</td>
<td>14th November 2018</td>
</tr>
<tr>
<td>Last Day of Lectures in Semester 1</td>
<td>Friday, 7th December 2018</td>
</tr>
<tr>
<td>Last Day of Lectures in Semester 1 (De-semesterised Departments Yr1)</td>
<td>Friday, 14th December 2018 (no final exams scheduled)</td>
</tr>
<tr>
<td>Revision/Assessment Period</td>
<td>Monday, 10th December 2018</td>
</tr>
<tr>
<td>Written Examinations Semester 1</td>
<td>Friday 14th December 2018</td>
</tr>
<tr>
<td>Semester 1 Results Available Online</td>
<td>Friday, 25th January 2019 at 2:00pm</td>
</tr>
<tr>
<td>Deadline for applying online re Staff/Student Meetings (see RR 2.5.4)</td>
<td>Tuesday, 29th January 2019 by 2:00pm</td>
</tr>
<tr>
<td>Pre-arranged Staff/Student Meetings (see RR 2.5.4)</td>
<td>Friday, 1st February 2019 (2:00pm)</td>
</tr>
<tr>
<td>Deadline for reviews/rechecks (see RR 2.7.1)</td>
<td>Monday, 4th February 2019 by 1:00pm</td>
</tr>
<tr>
<td>Final EARC Meeting (see RR 2.6.2)</td>
<td>Friday, 15th February 2019 at 2:00pm</td>
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## Key Dates Semester 2 AY 2018/2019

<table>
<thead>
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<th>Event</th>
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<tbody>
<tr>
<td>First Day of Lectures in Semester 2</td>
<td>Monday, 21st January 2019</td>
</tr>
<tr>
<td>First Day of Lectures in Semester 1 (De-semesterised Departments Yr1)</td>
<td>Monday, 14th January 2019</td>
</tr>
<tr>
<td>Mid Term Break</td>
<td>Monday 4th to Friday 8th March 2019 (inclusive)</td>
</tr>
<tr>
<td>Easter Break</td>
<td>Monday, 15th April to Friday, 26th April 2019 (inclusive)</td>
</tr>
<tr>
<td>Last Day of Lectures in Semester 2 (All students)</td>
<td>Friday, 3rd May 2019</td>
</tr>
<tr>
<td>Revision/Assessment Period</td>
<td>Tuesday, 7th May 2019</td>
</tr>
<tr>
<td>Written Examinations Semester 2</td>
<td>Friday, 10th May 2019</td>
</tr>
<tr>
<td>Semester 2 Results Available Online</td>
<td>Monday, 10th June 2019 (2:00pm)</td>
</tr>
<tr>
<td>Deadline for applying online re Staff/Student Meetings (see RR 2.5.4)</td>
<td>Tuesday, 11th June 2019 (5:00pm)</td>
</tr>
<tr>
<td>Pre-arranged Staff/Student Meetings (see RR 2.5.4)</td>
<td>Friday, 14th June 2019 (11:00am)</td>
</tr>
<tr>
<td>Deadline for reviews/rechecks (see RR 2.7.1)</td>
<td>Tuesday, 11th June 2019 (5:00pm)</td>
</tr>
<tr>
<td>Final EARC Meeting (see RR 2.6.2)</td>
<td>Wednesday, 19th June 2019</td>
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</table>
Every effort is made to ensure accuracy of the material contained in this Student Handbook for AY 18/19 at the time of print (August 2018)

<table>
<thead>
<tr>
<th>KEY DATES AUTUMN (REPEAT EXAMS) AY 2018/2019</th>
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<tr>
<td><strong>Autumn Examinations</strong></td>
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<tr>
<td><strong>Autumn (Repeat) Results Available Online</strong></td>
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<tr>
<td><strong>Deadline for applying online for Staff/Student Meetings (see RR.2.5.4)</strong></td>
</tr>
<tr>
<td><strong>Pre-Arranged Staff/Student Meetings (see RR.2.5.4)</strong></td>
</tr>
<tr>
<td><strong>Deadline for reviews/rechecks (see RR 2.7.1)</strong></td>
</tr>
<tr>
<td><strong>Autumn (Repeat) Final EARC Meeting (see RR 2.6.2)</strong></td>
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This Office has the responsibility for all Academic Services and Student Support Services, which are explained in this handbook and also on your blackboard and on the web (www.ittralee.ie).

The services are provided to assist you during your time in IT Tralee. You should avail of them to adapt to Institute life, to support your academic studies and to participate in the sports, social and community spirit of the campus. By doing so, your studies will benefit and any academic, personal or social concerns can be resolved as they arise.

**Brendan O’Donnell,**  
**Vice President, Academic Affairs & Registrar**
YOUR THIRD LEVEL EXPERIENCE

It is our objective to ensure that each student achieves success in their chosen course. The student is responsible for attendance at lectures, completion of assignments and projects on time and organising their study. There will be considerable challenges along the way and success is achieved through self-discipline, with the assistance of your lecturers.

Achieving Success

ALWAYS GO TO CLASS
It is a requirement that you have a satisfactory level of attendance on all elements of your course, including lectures, tutorials and practical/workshop sessions. In order to successfully complete your course, full attendance is advised, especially if you find the material difficult initially. You must ‘swipe in’ using your T-card at every scheduled class/lecture/tutorial/practical. If there are particular reasons contributing to an unsatisfactory level of attendance, such as illness, personal or financial difficulties, etc., please contact the appropriate academic or student support services staff, as soon as possible, who will support and help you, where possible. If your attendance proves unsatisfactory without good reason, the Institute may apply sanctions as detailed in Section RR.B 2.2.2, which may result in you having to repeat the year or leave your course.

PARTICIPATE
In third level, participation is really important and we strongly encourage you to get involved in all aspects of student life and fully engage in order to succeed. So ask questions and get to know your lecturers.

STUDY
Organised and regular study throughout the year provides the basis for examination success. Watch out for study skills, time management or stress management events.

ACADEMIC INTEGRITY
On registration to each stage of your academic programme of study, you pledge to adhere to the student rights and responsibilities in the conduct of all written examinations, continuous assessment, project work, presentations, dissertations, thesis, etc. You are expected, as a student of higher education to be responsible in your approach to all academic pursuit to ensure the integrity of your academic work. The regulations pertaining to such work fall under the jurisdiction of the academic department in which you are a student. You will receive for example (if applicable) a copy of project guidelines prior to commencing your project work and you are advised to refer to this at the initial stages of planning your project/research work. As you progress your project work you should continue to refer to the guidelines. The guidelines together with the institute handbook clearly defines important terms such as plagiarism, collusion and fabrication and provide examples of what to avoid and positive guidance about how to do your work. (See Section B.RR.B .2.1)
USE THE LIBRARY
It is a fact that students who use the library regularly are more likely to pass their examinations.

ACCOMMODATION
It is important that your accommodation is comfortable with adequate study and living space. Be responsible with your budget and take care of your personal safety and welfare.

GET THE RIGHT HELP
Get help if you need it. Go to your class tutor/lecturer/school administrator if you are worried about exams or your study. For personal or financial concerns, go to the student support services.

NUTRITION & EXERCISE
Part of college life is learning how to take care of yourself. Regulate your diet by eating healthy foods and resisting the temptations of the unlimited and unsupervised dining options. Get some regular exercise. Do not forget to sleep. A balanced lifestyle will help you stay healthier and be more successful academically.

JOINING A CLUB OR SOCIETY
Sports Clubs and Societies take on a larger, more energetic meaning in college. You should jump in with both feet, even if it means getting outside your comfort zone a little bit. It is a way of meeting new friends with common interests. Being involved will dramatically increase your enjoyment and experience.

KEEP IN TOUCH
Check your student email and blackboard daily.

HAVE FUN
Life as a student is incredibly enriching and full of activity and opportunity. Take it all in - you will cherish the memories forever!
LIVE ITT

IT Tralee’s health promotion project has been established to coordinate proactive student focused health promotion activities to support, empower and motivate students to make informed positive lifestyle choices and enable them to flourish at third level. Learning and wellbeing are inextricably linked. When students are well, they can better engage with their learning and living experience, embrace and enjoy the full student experience both inside and outside the classroom, and reach their full potential.

PRESIDENT’S CIVIC SPIRIT AWARD & STUDENTVOLUNTEER.IE

The President’s Civic Spirit Award has been established to recognise and acknowledge the significant contribution of IT Tralee’s student volunteers to the Institute and the wider community. Engaging with one’s community as a volunteer brings a benefit to both student and community. This award seeks to encourage student community engagement, active citizenship and build on the established work that is being carried out by students.

In order to be eligible for this award, a student must demonstrate their commitment to a voluntary organisation/project. This may be on campus, within local community or in their hometown. All students who submit their work will be awarded an IT Tralee President’s Civic Spirit Certificate. A Gold, Silver and Bronze Award will be bestowed on three candidates displaying outstanding volunteering experience and impact, as adjudged by the award selection panel. Applications will be processed through www.studentvolunteer.ie Find volunteering opportunities at the Institutes VOLUNTEER FAIR due to be held in September 2018.

StudentVolunteer.ie is a network of Irish Higher Education institutions that have come together to create an online resource to connect students and community groups, charities, schools, hospitals, public bodies and NGOs across Ireland. Students who register with StudentVolunteer.ie can find and manage volunteering activities, earn a certificate of recognition for their volunteering experience and develop connections through community groups and higher education for further research or study.

Student Engagement and Retention Officer,
North Campus, Institute of Technology, Tralee. Phone: +353(0)66 719 1776
SCHOOLS/DEPARTMENTS OF STUDY

You are registered on a course in one of the three Schools of Study within the Institute. Each School has a Head of School and one or more Heads of Department who are responsible for the management and administration of the courses in that School.

You will have an opportunity to meet staff during your Orientation Programme. The Head of School/Department will be happy to meet you to discuss any aspect of your course and to assist you where possible.

<table>
<thead>
<tr>
<th>SCHOOL OF HEALTH &amp; SOCIAL SCIENCES</th>
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<tbody>
<tr>
<td>Seamus O’Shea</td>
<td>Margaret Cronin</td>
</tr>
<tr>
<td><strong>Head of School</strong></td>
<td><strong>School Administrator</strong></td>
</tr>
<tr>
<td>E: <a href="mailto:seamus.oshea@staff.ittralee.ie">seamus.oshea@staff.ittralee.ie</a></td>
<td>E: <a href="mailto:margaret.cronin@staff.ittralee.ie">margaret.cronin@staff.ittralee.ie</a></td>
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<tr>
<td></td>
<td>T: 066 719 1770</td>
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<tr>
<td>Aisling Sharkey</td>
<td>Patricia O’Halloran</td>
</tr>
<tr>
<td><strong>HOD: Social Sciences</strong></td>
<td><strong>School Secretary - Social Sciences</strong></td>
</tr>
<tr>
<td>E: <a href="mailto:aisling.sharkey@staff.ittralee.ie">aisling.sharkey@staff.ittralee.ie</a></td>
<td>E: <a href="mailto:patricia.Ohalloran@staff.ittralee.ie">patricia.Ohalloran@staff.ittralee.ie</a></td>
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<td></td>
<td>T: 066 719 1655</td>
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<tr>
<td>Gerardina Harnett</td>
<td>Siobhan O’Donoghue</td>
</tr>
<tr>
<td><strong>HOD: Nursing &amp; Health Care Sciences</strong></td>
<td><strong>School Secretary - Nursing</strong></td>
</tr>
<tr>
<td>E: <a href="mailto:geradina.harnett@staff.ittralee.ie">geradina.harnett@staff.ittralee.ie</a></td>
<td>E: <a href="mailto:Siobhan.ODonoghue@staff.ittralee.ie">Siobhan.ODonoghue@staff.ittralee.ie</a></td>
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<td></td>
<td>T: 066 719 1695</td>
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<tr>
<td>Michael Hall</td>
<td>Margaret Roche</td>
</tr>
<tr>
<td><strong>Health &amp; Leisure Sciences</strong></td>
<td><strong>School Secretary - Health &amp; Leisure</strong></td>
</tr>
<tr>
<td>E: <a href="mailto:michael.hall@staff.ittralee.ie">michael.hall@staff.ittralee.ie</a></td>
<td>E: <a href="mailto:margaret.roche@staff.ittralee.ie">margaret.roche@staff.ittralee.ie</a></td>
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<td>T: 066 714 5607</td>
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<tr>
<th>SCHOOL OF BUSINESS, COMPUTING &amp; HUMANITIES</th>
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<tbody>
<tr>
<td>Mary Rose Stafford</td>
<td>Mary O’Riordan</td>
</tr>
<tr>
<td><strong>Head of School</strong></td>
<td><strong>School Administrator - Business Computing &amp; Humanities</strong></td>
</tr>
<tr>
<td>E: <a href="mailto:Mary.Rose.Stafford@staff.ittralee.ie">Mary.Rose.Stafford@staff.ittralee.ie</a></td>
<td>E: <a href="mailto:mary.oriordan@staff.ittralee.ie">mary.oriordan@staff.ittralee.ie</a></td>
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<td>T: 066 719 1716</td>
</tr>
<tr>
<td>Brigid Crowley</td>
<td>Deirdre Ruane</td>
</tr>
<tr>
<td><strong>HOD: Computing, Creative Media &amp; I.T</strong></td>
<td><strong>School Secretary - Computing Dept</strong></td>
</tr>
<tr>
<td>E: <a href="mailto:brigid.crowley@staff.ittralee.ie">brigid.crowley@staff.ittralee.ie</a></td>
<td>E: <a href="mailto:deirdre.ruane@staff.ittralee.ie">deirdre.ruane@staff.ittralee.ie</a></td>
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<td>T: 066 719 1659</td>
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<tr>
<td>Ray O’Connor Desmond</td>
<td>Norma O’Brien</td>
</tr>
<tr>
<td><strong>HOD: Business</strong></td>
<td><strong>School Secretary - Hotel, Culinary and Tourism Dept</strong></td>
</tr>
<tr>
<td>E: <a href="mailto:ray.oconnordesmond@staff.ittralee.ie">ray.oconnordesmond@staff.ittralee.ie</a></td>
<td>E: <a href="mailto:norma.obrien@staff.ittralee.ie">norma.obrien@staff.ittralee.ie</a></td>
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<td>Ray O’Connor Desmond</td>
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<td><strong>HOD: Hotel, Culinary and Tourism</strong></td>
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<td>E: <a href="mailto:ray.oconnordesmond@staff.ittralee.ie">ray.oconnordesmond@staff.ittralee.ie</a></td>
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<table>
<thead>
<tr>
<th>SCHOOL OF SCIENCE, TECHNOLOGY, ENGINEERING &amp; MATHEMATICS</th>
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<tbody>
<tr>
<td>Joseph Walsh</td>
<td>Brenda Clifford</td>
</tr>
<tr>
<td><strong>Head of School</strong></td>
<td><strong>School Administrator - School of STEM</strong></td>
</tr>
<tr>
<td>E: <a href="mailto:joseph.walsh@staff.ittralee.ie">joseph.walsh@staff.ittralee.ie</a></td>
<td>E: <a href="mailto:brenda.clifford@staff.ittralee.ie">brenda.clifford@staff.ittralee.ie</a></td>
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<td>T: 066 714 5606</td>
</tr>
<tr>
<td>Patrick Carney</td>
<td>Claire Horan</td>
</tr>
<tr>
<td><strong>HOD: Technology, Engineering &amp; Mathematics</strong></td>
<td><strong>School Secretary - School of STEM</strong></td>
</tr>
<tr>
<td>E: <a href="mailto:Patrick.Carney@staff.ittralee.ie">Patrick.Carney@staff.ittralee.ie</a></td>
<td>E: <a href="mailto:claire.horan@staff.ittralee.ie">claire.horan@staff.ittralee.ie</a></td>
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<td></td>
<td>T: 066 714 5612</td>
</tr>
<tr>
<td>Noel Mulligan</td>
<td></td>
</tr>
<tr>
<td><strong>HOD: Biological &amp; Pharmaceutical Sciences</strong></td>
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</tr>
<tr>
<td>E: <a href="mailto:noel.mulligan@staff.ittralee.ie">noel.mulligan@staff.ittralee.ie</a></td>
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CAMPUS LOCATIONS

The Institute has two campuses in Tralee.

North Campus (NC) in Dromtacker and South Campus (SC) in Clash.

North Campus (NC)
The North Campus primarily hosts programmes in the following disciplines:

- Business & Humanities
- Nursing & Social Sciences
- Hotel, Culinary & Tourism
- Creative Media, Computing & Information Technology

South Campus (SC)
The South Campus hosts programmes in the following disciplines:

- Science, Technology, Engineering & Mathematics
- Biological & Pharmaceutical Science
- Health & Leisure Studies

Car parking/bicycle shelters there are designated student car parks on both campuses as well as designated bicycle shelters.
ACADEMIC ADMINISTRATION AND
STUDENT AFFAIRS

There are many new and exciting challenges for students as they embark on the journey through third level. The Academic Administration and Student Affairs Department incorporates the administration and student support services to ensure your journey through IT Tralee is enjoyable and successful. The department staff provide information, support and assistance to students across a range of services from the point of application right through to graduation and beyond.

The Academic Affairs (Admissions & Examinations) office, offer help and support on student admission, registration and examination related processes.

Student Support Services offer advice, support and information on a range of non-academic issues including access, careers, chaplaincy, counselling, sports & societies, finance, disability support, learning support and issues relating to general health and welfare.

In IT Tralee, every student is treated as an individual with their own unique talents and challenges and we take great pride in the support we offer our students to help them navigate their journey through third level and beyond. From academic, financial and personal support to the provision of health services and extra-curricular opportunities, we ensure that our students are supported to develop personally as well as academically during their time with us.

Gillian O’Sullivan
Academic Administration and Student Affairs Manager (AASAM)

STUDENT SERVICES HELPDESK (NON-ACADEMIC ISSUES)

Location: U215, North Campus
Opening Times: Monday to Thursday 9.30am - 4.30pm

Staff can be contacted using any of the red phones situated throughout the facilities by dialling the extension (Ext) number (all internal extensions are available next to the red phones) or by calling into Room Q108 during opening times.

ADMISSIONS/EXAMS HELP DESK (ACADEMIC ISSUES)

Location: Room U117 – BIT Building, North Campus
Opening Times: Monday to Friday 10.30am to 12.30pm

Staff can be contacted using any of the red phones situated throughout the facilities by dialling the extension (Ext) number (all internal extensions are available next to the red phones) or by calling into Room U117 during opening times, or by emailing admissions@ittralee.ie OR exams@ittralee.ie depending on the query.
Academic Affairs Admissions

Academic Affairs Admissions Office is responsible for your application and registration to the institute and any subsequent registration for each stage of your course.

The services include:
- Registration
- Garda Vetting (if applicable)
- Student I.D Cards (T-Cards)
- Stamping Forms/Registration Letters
- Deferrals
- Withdrawals
- Fees
- Policy & Procedure
- Repeat & Attend Process
- Exit awards

Examinations

The Examinations Office is responsible for the central administration of the end of term or final semesterised examinations.

The services include:
- Scheduling and timetabling examinations
- Provision of suitable venues and materials or examinations
- Recruiting, training and managing invigilators
- Final examinations scheduled for students with special needs or learning difficulties
- Managing the examination review and recheck process
- Managing repeat examinations process
- Policy & Procedure

Student Support Services

The Student Support Office is responsible for supporting students from their first day of college to their graduation.

The services include:
- Orientation
- ESF Student Assistance Fund (SAF)
- Appointment Service for Counselling, Chaplain & Access Officer
- Drop In Help Desk
- Reasonable Accommodations for Students with Disabilities
- Loan of Assistive Technology
- CA Accommodations
- Student Handbook
- Policy & Procedure
- Student Accommodation
Registering on your programme for the first time

New students will register on their course online prior to Orientation week. You may have to provide other material necessary to register, e.g. copy of your birth cert (Mandatory) Garda Vetting forms, evidence of prior college attendance, EU status, IELTS or other certificates if English is not your first language. However, if this is required you will be advised in your initial registration pack. Registration is not complete until you have met all the requirements of the Institute’s Registration Process.

MOVING INTO THE NEXT YEAR OF YOUR COURSE/PROGRAMME

Continuing students will register online following successful completion of the previous stage of their programme (that means meeting the progression requirements, e.g., passing exams, successfully completing placements etc.) Eligible students are invited by email (normally in late July after exam results are released) to register for the next year of their programme.

REPEATING A YEAR OF YOUR PROGRAMME

Repeat & Attend Students are required to register at a date and time specified by the Admissions/Examinations Office (details issued to respective students.)

ACCEPTING TERMS & CONDITIONS OF STUDENT RIGHTS AND RESPONSIBILITIES

On registering as a student at the Institute regardless of your registration status, you are entering an agreement to abide by the Student Rights and Responsibilities of the Institute. As part of this online registration process, you are required to acknowledge and accept electronically the Institutes’ Terms and Conditions.

CONFIRMATION OF REGISTRATION LETTERS/GETTING FORMS STAMPED

If you need a letter confirming registration or if you need to have a form stamped (i.e. Children’s Allowance Forms, Rent Forms, Social Protection etc.), you should call to the Student Helpdesk (Academic Affairs) in Room U117. All students must present their t-card to avail of the service.

YOUR PERSONAL DETAILS ON OUR STUDENT DATABASE/ CHANGING YOUR PERSONAL DETAILS

Our student database holds your personal details, your application details, registration to the programme, including the modules you are registered on and your examination details including results obtained. Our Student Database also holds details of self-declaration for disabilities, Garda vetting, ESF Student Assistance Funding applicants, individual learning, scholarships, bursaries, etc.

If any of your personal contact details change e.g. your mobile number, phone number, email address or mailing/home address, you are required to complete a “Change of Address” form available online in Blackboard or at the Student Helpdesk in U117. It is very important that you notify the Admissions Office if you change your mobile phone number, as we use SMS/texting on a regular basis to contact students.

HEA (Higher Education Authority) Student Data Collection

At registration, you will complete the HEA Equal Access Information form. The information provided by you forms part of your HEA student record. While completing the form is optional, the data collected is used to measure equality of access to higher education and to help to put in place the resources needed to attract and support
students of all backgrounds. For this reason, the Institute encourages all new students registering for the first time in Third Level to complete the form.

During your studies, you will be invited to participate in the Irish National Survey of Student Engagement. Some of your information may be sent to the HEA to ensure that the survey is offered only to intended target groups of students. Your information may be matched to your survey responses in order to allow for analysis of results, for example, by gender or full-time / part-time. Your responses will be treated confidentially and no individual student will be identifiable in any reports or results generated as a result of this survey.

About nine months after you graduate, you will be contacted and asked to fill in the HEA ‘First Destination of Graduates Survey’ questionnaire.

Your Rights
Under the General Data Protection Regulation (GDPR), you have rights of access to the data the HEA holds about you. More information can be found under Policies & Procedures section in your Blackboard e-learning tool.

DATA PROTECTION

Data Protection safeguards the privacy rights of individuals in relation to the processing of personal data. The Institute of Technology Tralee is subject to the General Data Protection Regulation (GDPR) which came into force as of the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive. As a condition of enrolment, students must provide relevant information as requested by the Institute. Information provided is necessary to enable the Institute to properly administer its registration and enrolment processes, collect fees and other charges, arrange applicable payments (i.e S.A.F, Scholarships etc), organise examinations, graduations, and generate statistics etc. Our Student Data Privacy Statement is available on the IT Tralee website at: http://www.ittralee.ie/en/InformationAbout/InstituteandDepartments/StudentDataPrivacyStatement/

IT Tralee will treat all personal information relating to you as confidential and will not disclose such information except as permitted by law. Information provided will be held by the Institute on computer and/or hardcopy.

Under GDPR, you have a number of rights including: Right to Access, Right to Rectification and Erasure, Right not to be Profiled and a Right to Data Portability. To request access to your details, send a letter or email to the Data Protection Officer and ask them for a copy of this information. The details should be easy to understand and you should receive them within 30 days of your request. You should also include any additional details that may be necessary to enable the Institute to locate your record; e.g. Student T-number, date of birth, or PPS number (if you are writing to a public-sector organisation).

FOR DATA PROTECTION/FREEDOM OF INFORMATION QUERIES
Brenda Clifford, Data Protection Officer
Ext: 5606   E: brenda.clifford@staff.ittralee.ie
RELEVANT INFORMATION FOR VETTING STUDENTS (GARDA VETTING)

Applicants for programmes which involve a work placement in environments with children or vulnerable adults are required to undergo the Institute’s Vetting Procedure. In addition, students of the Institute who engage with children or vulnerable adults as part of their programme of study are also required to undergo the Institute’s Vetting Process.

The Institute procedure for vetting students for placement in environments with children and vulnerable adults is available online at: www.ittralee.ie/en/InformationAbout/GardaVetting/

YOUR STUDENT CARD

An identity card (T-card) will be issued to you when you register. You must carry this card with you at all times and present it if requested by a member of staff, or by another authorised person contracted by the Institute (e.g. security guards.) You will also receive your eight digit T-Number (e.g. T98765432 and a network password (which you should never share with another person/student.)

You are required to use your student T-card to register in designated classes each day for recording of attendance.

Your T-card is required to avail of the Library, Computer/Lab, specialised facilities and Computer Services Helpdesk. You will need to present it if you need a letter of registration or if you need a form stamped. You need it also when attending any of the support services such as the nurse, doctor, counsellor, etc.

Failure to carry your T-card/present your T-card as requested by staff or contractor of the Institute will be subject to imposition of a fine. Any authorised officer of the Institute may request and/or confiscate your T-card temporarily for breaches of regulations as explained in Section B of this Handbook. The card will be returned to you on payment of the appropriate fee or fine (see RR.B.5 Fees and Fines).

The T-card is issued to you for the duration of your course, and in the event of loss, you will be required to pay a fee for the re-issue of same (see RR.B.5 Fees and Fines). Replacement T-cards are issued through an online service - https://tcard.ittralee.ie

YOUR CLASS TIMETABLE

Students can access their timetables at https://classtimes.ittralee.ie/
Students should check the timetable regularly in the event that changes are made.
 EMAIL
All registered students are provided with an Institute email account. The easiest way to get started using your email is to login to Blackboard or the web and select the email link. Enter your tnumber and password (issued at registration) and you can view incoming and send outgoing emails. It is essential that you check your student email account on a daily basis as this is one of the main forms of communication used by your lecturers, the exams department, admissions, support services etc.

LOG INTO EMAIL
1. Go to ITT Website: www.ittralee.ie
2. Select ‘Current Students’
3. Select ‘Email’
4. Select type of connection (is it broadband, landline or mobile)
5. Type in your t-number (use your Tcard e.g. T00123456) then your password (issued at registration)

The Blackboard Virtual Learning Environment
The Blackboard Virtual Learning Environment (VLE) is used to provide e-learning services to staff and students. It allows lecturers to share lecture notes or course materials, post announcements for students, and run quizzes and surveys, hold discussions, etc. Students can also use it to access and view their email, view calendar, announcements, or attendance.

You will see the modules you are registered for in your Blackboard. If you are unable to see a module you are taking, then you will not be able to see the module notes either and you should contact the School Office without delay to have the module registration corrected.

You can also find other student information about services such as policies, exam procedures, support services, financial help, health (physical, mental or emotional) advice and help, disability, help with computers and library and lots more on your blackboard.

LOG INTO BLACKBOARD
1. Go to ITT Website: www.ittralee.ie
2. Select ‘Current Students’
3. Select ‘Blackboard’
4. Select type of connection (is it broadband, landline or mobile)
5. Type in your t-number. T00123456) then your password (issued at registration)
FREQUENTLY ASKED QUESTIONS FOR STUDENTS USING BLACKBOARD

Q1. I cannot log in to Blackboard.

Go to [https://online.ittralee.ie](https://online.ittralee.ie) and put in your T-number and password

Logged in to Blackboard?

**YES 😊**

**NO 😞**

Check you can log into your email at: [http://www.ittralee.ie/en/InformationFor/CurrentStudents/Email/](http://www.ittralee.ie/en/InformationFor/CurrentStudents/Email/)

Logged in to Blackboard?

**YES 😊**

Please contact Helpdesk at [helpdesk@ittralee.ie](mailto:helpdesk@ittralee.ie) or call to **S200 (NC)**

**NO 😞**

Then your logon details are correct.
Next check Self-Service Banner at: [https://ssb.ancheim.ie/ittralee/app/twbkwbis.P_WWWLogin](https://ssb.ancheim.ie/ittralee/app/twbkwbis.P_WWWLogin) using the PIN you were provided, as you may have a hold on your account by Finance, Library, etc.

Q2. I cannot see my module on Blackboard.

Check Self-Service Banner (at [https://ssb.ancheim.ie/ittralee/app/twbkwbis.P_WWWLogin](https://ssb.ancheim.ie/ittralee/app/twbkwbis.P_WWWLogin)) using the PIN you were provided, to see if you are enrolled on correct modules. If you are not enrolled on a specific module that you should be, please use contacts below:

Distance learners (off campus) contact the Life Long Learning Department at [lifelonglearning@ittralee.ie](mailto:lifelonglearning@ittralee.ie)

Traditional classroom based students contact admissions at [admissions@ittralee.ie](mailto:admissions@ittralee.ie)

Q3. I am a distance learner, I can log into Blackboard but unsure of where the link to my first online class is?

Check Self-Service Banner (at [https://ssb.ancheim.ie/ittralee/app/twbkwbis.P_WWWLogin](https://ssb.ancheim.ie/ittralee/app/twbkwbis.P_WWWLogin)) using the PIN you were provided, to see if who your lecturer is. Please contact the lecturer via email provided.

Q4. I can log into Blackboard but I am unsure how to access course notes or content provided by the lecturer?

Check Self-Service Banner (at [https://ssb.ancheim.ie/ittralee/app/twbkwbis.P_WWWLogin](https://ssb.ancheim.ie/ittralee/app/twbkwbis.P_WWWLogin)) using the PIN you were provided, to see if who your lecturer is. Please contact the lecturer via email provided.
Modules/Electives

The programme that you register on will have a number of modules (subjects) attached to it. All or the majority of these will be mandatory and you will be automatically registered on these, with the completion of your registration. However, there may also be a number of elective modules to be chosen. Students must select their module choices when offered and must complete registration for these online.

Note: Elective modules are available on a first come first serve basis and elective module choice may be restricted by class size.

The list of modules that you are registered for can be viewed when you logon onto your self-service banner (https://ssb.ancheim.ie/ittralee/)

If there is a module missing, then you should contact the School Office to ensure you are registered on the correct modules.

APPLYING FOR MODULE EXEMPTIONS

If you already hold a HEI or alternative qualification, you may apply for a module exemption(s) based on previous study at the relevant/appropriate level.

It is necessary to complete a Module Exemption Form that you can obtain online from Blackboard (https://online.ittralee.ie) or from the School Administrator and return to the School Office. You should continue to attend classes until your application for an exemption has been granted officially (notified to you in writing).

Leaving Your Course

Certain unplanned events may contribute to a student seeking deferral or withdrawal from their programme of study. If at any stage during the year you are considering leaving your course, please make sure you discuss the matter fully with your Class Tutor, Head of School or Department, Access Officer or any member of the Academic or Student Services Support Staff. You must complete the relevant form i.e. either a Deferral Request Form or a Withdrawal Form, in order to change your status on your student record. All forms must be approved by your Head of Department/Class Tutor and handed into the Admissions Office Room U117. Leaving your course may be classified as either deferring or withdrawing as follows:

Deferring

Deferral refers to leaving or postponing your study for a set period (see RR.B.1.8.3). Module deferral refers to postponing one or more modules until the next available examination sitting (set by the Examinations Office) (see RR.B.1.8.4).

Please note: deferred applicants will be contacted in the following July by the Admissions Office to complete their registration on-line

Student Withdrawal

Withdrawal refers to leaving, de-registering and forfeiting your college place completely. Students should familiarise themselves with the procedure involved and the fees implications/cost of same.

A student who wishes to withdraw from a programme must first meet with the Head
of Department and/or Class Tutor. When this is complete, they must contact the Admissions Officer or representative, to complete the Withdrawal Form and the financial implications will be discussed at that stage. The withdrawing student must arrange also for the form to be signed by the relevant Head of Department and class tutor. The Student ID Card must be returned at this point.

Please note that failure to comply with the withdrawal process operated by the Institute may affect future entitlement to free tuition and/or grants throughout the third level sector.

It is the responsibility of the student to complete the appropriate process when seeking deferral or withdrawal from their programme of study.

**Examinations**

It is important that each student is aware of and understands fully the examination procedures and regulations for the course they are studying. The general rules and regulations are explained in full in Section B of this handbook (See RR.B.2).

Generally, the Winter Exam Session is held in December and January, the Summer Exam Session is held in May and the Autumn Exam Session (Repeat/Deferred Exams) is held in August.

Most modules will have a formal end of study block/semester/year examination(s), while repeat examinations are provided where necessary. Candidates are automatically registered for mandatory modules. However, students should check module registration (https://ssb.ancheim.ie/ittralee/) to ensure that any electives are recorded correctly. The results from these examinations are combined with your continuous assessment to obtain an overall result for each module.

**Your Exam Timetable**

Students can access their exam timetables at https://examtimes.ittralee.ie

Student should check exam timetables on a regular basis as they are subject to change.

Students should familiarise themselves with the processes involved following the release of examination results such as:

1. Where to view your results (online) - (Email notice issued by Examinations Office);
2. Understanding results (See next page);
3. Meeting with Lecturers to talk about result achieved (Section RR.B.2.5.4);
4. Having a result achieved re-checked (Section RR.B.2.7);
5. Having a result achieved re-viewed (Section RR.B.2.7)

You should read Sections RR.B.2.4 to RR.B.2.8 carefully in relation to examination matters. Examination Marks and Standards documents are available also for reference in the Institute Library and online (Blackboard).

**DEFERRAL OF EXAMINATION MODULE**

Registered Students can apply for a deferral of an examination module on health or personal grounds. The student must complete the Special Circumstances Form available on Blackboard within three days of the examination explaining with supporting certificate and/or documentation the grounds for the request. Please refer to RR.B.2.4.7 in the Students’ Rights and Responsibilities.
INTERPRETING OF EXAM RESULTS
The results achieved together with credits obtained will be issued to you online at specific dates as per the Institutes Academic Calendar. Eligible students receive a Statement of Results/Comment of Results at the end of the academic year.

MODULE RESULT EXPLANATION

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>P - Pass</td>
<td>You have passed this module</td>
</tr>
<tr>
<td>35P - 39P - Pass</td>
<td>You have passed this module</td>
</tr>
<tr>
<td>F - Fail</td>
<td>You have failed this module</td>
</tr>
<tr>
<td>FW - Fail Work Placement</td>
<td>You have failed this module</td>
</tr>
<tr>
<td>I – Deferred module</td>
<td>You have been granted a deferral in this module. You may sit module at the next relevant examination session.</td>
</tr>
<tr>
<td>NP – (Not present)</td>
<td>Absent from Examination</td>
</tr>
<tr>
<td>WH - Withheld</td>
<td>Your result has been withheld. Contact your Head of School/Department/Lecturer</td>
</tr>
<tr>
<td>X - Exempt</td>
<td>You have an exemption in this module.</td>
</tr>
</tbody>
</table>

EXPLANATION OF OVERALL RESULT

<table>
<thead>
<tr>
<th>Description</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deferral of Results</td>
<td>Results deferred to enable student complete specific outstanding requirements of the course or examination. Your overall result will be considered at the next examination session.</td>
</tr>
<tr>
<td>Exemption(s) Granted</td>
<td>You have failed and/or deferred module(s).</td>
</tr>
<tr>
<td>Fail</td>
<td>You have failed all modules.</td>
</tr>
<tr>
<td>Incomplete</td>
<td>You have not completed all modules in this stage (Or a prior stage).</td>
</tr>
<tr>
<td>Results Withheld</td>
<td>Your Results have been withheld. Contact Head of School/ Head of Department.</td>
</tr>
<tr>
<td>Noted - Not Eligible for Award</td>
<td>You have passed all modules taken in this session. You have not yet completed your programme.</td>
</tr>
<tr>
<td>Noted - Subject(s) incomplete</td>
<td>You have failed and/or deferred module(s).</td>
</tr>
<tr>
<td>Progress with Credit Deficit</td>
<td>You may progress to the next stage of your programme. A letter with conditions will issue from exams office.</td>
</tr>
<tr>
<td>Special Progress 4.4.3</td>
<td>You may progress to the next stage of your programme. A letter with conditions will issue from exams office.</td>
</tr>
</tbody>
</table>
# AWARD CLASSIFICATION

<table>
<thead>
<tr>
<th>LEVEL 6 &amp; 7</th>
<th>OVERALL RESULT</th>
<th>EXPLANATION OF OVERALL RESULT</th>
</tr>
</thead>
<tbody>
<tr>
<td>DISTINCTION**</td>
<td>You have passed all modules. You have an overall average between 70% and 100% (or GPA between 3.25 and 4.00)</td>
<td></td>
</tr>
<tr>
<td>MERIT GRADE 1**</td>
<td>You have passed all modules. You have an overall average of between 60% and 69.9% (or a GPA of between 3.00 and 3.24)</td>
<td></td>
</tr>
<tr>
<td>MERIT GRADE 2**</td>
<td>You have passed all modules. You have an overall average of between 50% and 59.9% (or a GPA of between 2.50 and 2.99)</td>
<td></td>
</tr>
<tr>
<td>PASS</td>
<td>You have passed all modules. You have an overall average of over 40% (or a GPA of over 2.00)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LEVEL 8</th>
<th>OVERALL RESULT</th>
<th>EXPLANATION OF OVERALL RESULT</th>
</tr>
</thead>
<tbody>
<tr>
<td>FIRST CLASS HONOURS**</td>
<td>You have passed all modules. You have an overall average of between 70% and 100% (or GPA between 3.25 and 4.00)</td>
<td></td>
</tr>
<tr>
<td>SECOND CLASS HONOURS GRADE 1**</td>
<td>You have passed all modules. You have an overall average of between 60% and 69.9% (or a GPA of between 3.00 and 3.24)</td>
<td></td>
</tr>
<tr>
<td>SECOND CLASS HONOURS GRADE 2**</td>
<td>You have passed all modules. You have an overall average of between 50% and 59.9% (or a GPA of between 2.50 and 2.99)</td>
<td></td>
</tr>
<tr>
<td>PASS</td>
<td>You have passed all modules. You have an overall average of over 40% (or a GPA of over 2.00)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LEVEL 9 (POSTGRADUATE DIPLOMA)</th>
<th>OVERALL RESULT</th>
<th>EXPLANATION OF OVERALL RESULT</th>
</tr>
</thead>
<tbody>
<tr>
<td>DISTINCTION**</td>
<td>You have passed all modules. You have an overall average between 70% and 100% (or GPA between 3.25 and 4.00)</td>
<td></td>
</tr>
<tr>
<td>MERIT **</td>
<td>You have passed all modules. You have an overall average of between 60% and 69.9% (or a GPA of between 3.00 and 3.24)</td>
<td></td>
</tr>
<tr>
<td>PASS</td>
<td>You have passed all modules. You have an overall average of over 40% (or a GPA of over 2.00)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LEVEL 9 (MASTERS TAUGHT)</th>
<th>OVERALL RESULT</th>
<th>EXPLANATION OF OVERALL RESULT</th>
</tr>
</thead>
<tbody>
<tr>
<td>FIRST CLASS HONOURS**</td>
<td>You have passed all modules. You have an overall average of between 70% and 100% (or GPA between 3.25 and 4.00)</td>
<td></td>
</tr>
<tr>
<td>SECOND CLASS HONOURS**</td>
<td>You have passed all modules. You have an overall average of between 60% and 69.9% (or a GPA of between 3.00 and 3.24)</td>
<td></td>
</tr>
<tr>
<td>PASS</td>
<td>You have passed all modules. You have an overall average of over 40% (or a GPA of over 2.00)</td>
<td></td>
</tr>
</tbody>
</table>

**Special Conditions Apply**
CALCULATING NUMERIC GRADE AVERAGE
A student’s average is calculated by multiplying the grade achieved in the module by the credit for that module (grade X credits). Do this for each module, then add the totals for all module(s) and divide by the total credits.

Some results may not contribute to the average - e.g., exemptions and grades of pass/fail. There may also be special circumstances where a student’s module may not contribute to their overall average.

PROGRESSION TO DEGREE AND HONOURS DEGREE
The course structure in the Institute is designed to permit you to progress from Higher Certificate to Degree and from Degree to Honours Degree, where relevant courses are available. This ladder system allows you to progress to your maximum academic potential, while achieving an award at each stage.

Holders of a Higher Certificate must have a minimum GPA of 40% to be considered eligible for the Add-On Degree.

Holders of Higher Certificate in Science in Biological & Environmental Studies are required to have a minimum of 40% in order to progress to Year 3 of the BSc (Hons) in Wildlife Biology.

Holders of an Degree who have a minimum average of 40% may apply for entry to the relevant add-on Honours Degree.

Places on add-on Degrees and add-on Honours Degrees are offered in July each year on an order-of-merit basis and availability. The running of all programmes is subject to sufficient numbers registering for the programme.

TRANSCRIPTS
You will receive a transcript of results at the end of each academic year which you should keep. Additional copies of academic transcripts are available from the Examinations Office but are subject to an administration fee (see RR.B.5 Fees and Fines).

CONFERRING/GRADUATION
Students who successfully complete the final year of their programme of study will be conferred formally with the relevant qualification on the day of graduation. Students will be advised at the beginning of the academic year of the Graduation dates and Award Ceremonies. Invitations to the Graduation Ceremony will be mailed to the student in advance of the event.

STUDENT ACADEMIC AWARDS
The Institute recognises outstanding academic achievement by students. A number of specific awards may also be presented to the student at the annual Conferring of Awards Ceremony.

PARCHMENT DOCUMENT
Graduates receive an embossed/sealed parchment confirming the award achieved. It is an important document and should be stored safely. A charge will apply in the event of a replacement being sought. The response process for such requests may take up to three weeks.

Note: Any outstanding academic debt, fees or fines imposed must be paid before graduation.
WHERE TO GO - GET THE RIGHT HELP WHEN YOU NEED IT

It is important that you know where to go and whom to contact if you have any questions.

If you are worried about your academic ability to participate in your programme or for any of the modules within, you should talk to your Class Tutor, Head of Department or contact Admissions Office for advice on your options.

If you want to leave your course it is important that you know your rights and responsibilities. Talk to your Class Tutor, Head of Department and the Admissions Office staff to get the right advice and know your options.

For financial help and advice you should contact the Chaplain or Access Office.

For accommodation advice, contact the Student Services Office in the Q Block.

If you have a question and cannot find the answer in the Student Handbook or other publication, then use any of the red phones situated throughout the Institute Buildings.

<table>
<thead>
<tr>
<th>EMERGENCY SERVICES</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>EMERGENCY OPERATOR</td>
<td>999 or 112</td>
</tr>
<tr>
<td>GARDAI</td>
<td>999</td>
</tr>
<tr>
<td>GARDA CONFIDENTIAL</td>
<td>1800 666 111</td>
</tr>
<tr>
<td>TRALEE GARDA STATION</td>
<td>066 710 2300</td>
</tr>
<tr>
<td>AMBULANCE</td>
<td>999</td>
</tr>
<tr>
<td>COLLEGE DOCTOR</td>
<td>1679</td>
</tr>
<tr>
<td>FIRE BRIGADE</td>
<td>999</td>
</tr>
<tr>
<td>HOSPITAL</td>
<td>999</td>
</tr>
<tr>
<td>UNIVERSITY HOSPITAL KERRY</td>
<td>066 718 4000</td>
</tr>
<tr>
<td>SECURITY - NORTH CAMPUS</td>
<td>1676</td>
</tr>
<tr>
<td>SECURITY - SOUTH CAMPUS</td>
<td>4181</td>
</tr>
</tbody>
</table>
STUDENT SUPPORT SERVICES

The Institute has comprehensive Student Support Services to cater for the needs of a diverse student population. Considerable personnel and financial resources are devoted to the services to facilitate the fullest participation by all students in the academic and social life of the Institute.

The aim of this service is to provide the necessary support to enable students to successfully transition to third level, offer advice and assistance with retention issues and support the students to develop both academically and professionally in preparation for a successful career and life outside IT Tralee.

Our Student Services Support team are keenly focused on providing professional individualised support across an array of areas. It is important that you avail of these services, should the need arise, during the year.

LOCATION OF STUDENT SERVICES CENTRE

There is a dedicated Student Services Centre in U215, North Campus and the Student Services Centre is located in the A-Block of the South Campus. Members of staff in the area are available on different days of the week in both the North and South campus and details of how to make appointments are detailed further in this section.

STUDENT SUPPORT SERVICES AVAILABLE

- ACCESS & DISABILITY
- COUNSELLING
- CAREERS
- CHAPLAINCY
- HEALTH CENTRE
- SPORTS AND SOCIETIES
- TRAVELLER ACCESS
- STUDENT SERVICES
Student Health Centre

A comprehensive medical service is available to students through the Health Centre. The service should not replace a student’s own GP as the primary medical practitioner. It is intended to provide students with acute medical care during term-time if it is not possible to attend the students own GP.

Students wishing to avail of the medical services provided by the Student Health Centre must register with the service to become a patient. It is strongly recommended that students with a known medical condition that may require medical support during their time in IT Tralee register early with the service. You are strongly advised to notify the Head of School if you have a medical condition that may affect your attendance or academic performance.

MAKING AN APPOINTMENT

The Triage Nurse Service is available during term time only. The service opening hours are from 9am to 5pm Monday to Thursday as follows:

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>DAY(S)</th>
<th>TIMES</th>
<th>ROOM NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>NORTH CAMPUS</td>
<td>Mon, Wed, Thurs, Tues, Thurs</td>
<td>9.00am to 5.00pm, 11.30am to 5.00pm</td>
<td>U215</td>
</tr>
<tr>
<td>SOUTH CAMPUS</td>
<td>Tues, Thurs</td>
<td>9.00am to 12.00pm</td>
<td>A119</td>
</tr>
</tbody>
</table>

(Note: The Doctor’s Surgery is based in the North Campus)

A Doctor is available by appointment Monday to Thursday (during class-timetabled weeks only). All appointments to meet with the Doctor must be arranged through the Triage Nurse. If you are unable to attend your pre-arranged appointment with the Doctor, you should contact the Health Centre as early as possible to cancel or rearrange.

HOW MUCH DOES A VISIT COST?

The nursing service is available free of charge to all registered students (who present a valid IT Tralee Student t-Card). There are costs associated with some visits such as administration of vaccinations, blood tests, pregnancy tests, bandages, etc.

The doctor service is free to students who already are registered with the GP Service Provider (Fuchsia Medical Centre) and who present a valid medical card per visit. Students who are non-medical cardholders are charged a nominal fee per visit (£10.00). A student who holds a medical card with a different GP, i.e., at their home address will have to pay the fee also. Students should present their t-Card at each visit.

SICK CERTIFICATION

The service has stringent guidelines on the issuing of sick certs. Certification will only be issued by the service if absence from college is medically recommended. No backdated certs will be issued.

MAKING CONTACT

Student Health Centre
Ext: 1679
M: 087 8275982 (emergencies only)
E: nurse@ittralee.ie
The Chaplain provides a range of services to students, including pastoral care, personal support and faith development.

The Chaplain operates an open-door policy, welcoming all students. Contact is maintained with representatives of all faiths in the Institute community. Chaplaincy is not just about problems. It is also about creating an atmosphere to facilitate personal growth. It is about friendship - bringing people together, breaking down barriers that sometimes separate us. It is about giving people confidence to discover their real worth and dignity and harnessing human skills and talents, placing them at the service of the wider community. Above all, it is about service, care, and helping students to make the most of their opportunities at third level.

Specifically, the Chaplain can provide support for financial difficulties (Student Assistance Fund and Benevolent Fund).

ILLNESS OR BEREAVEMENT
If you are a student, or you know a student, who is ill, who has been involved in an accident or who has suffered a bereavement, you can contact the Chaplain for support. The Chaplain is always available for a chat or to point students in the relevant direction.

THE INSTITUTE QUIET ROOM
The Institute has a Quiet Room in both the North Campus and South Campus. The Quiet Room can be used as a place to reflect, pray or if you just want to get away and give yourself space in a peaceful environment. The Quiet Room can be found in Room S235 in the North Campus and in Room A124 in the South Campus. Mass times are posted on the doors.

MAKING CONTACT
Fr. Donal O Connor, Chaplain
Ext: 1674
M: 086 8658736 (outside of office hours)
E: chaplain@ittralee.ie
The Student Counselling Service is a free, confidential and non-judgmental support to registered students of the Institute, who are experiencing personal and/or academic concerns. It offers individual counselling sessions so that the student has the opportunity to talk about and explore issues that concern them in a safe and supportive environment. It also offers support to those who may be worried about their friends or members of their family. The Student Counselling Service may help the individual to become more effective and resourceful in their academic, social and personal life.

CONTACTING THE COUNSELLING SERVICE
When you request to meet with the counselling service, an appointment will be made for you to see the counsellor for your initial appointment as soon as possible. At this meeting, we will explore your concerns and a decision will be made with you about how best to meet these needs. This can include counselling, referral to other services within the Institute or outside - whatever is most appropriate to meet your needs. Some students need one or two sessions and others need more.

HOW DO I MAKE AN APPOINTMENT?
You can contact the service by emailing Student Support Services at supportservices@ittralee.ie or phoning 1722. You will be asked for your T-number and Student Support Services will then book an initial appointment with the Counsellor at the office in the campus you are based. Students must complete a registration form and bring it to this first appointment. The form is available online through Blackboard or at the student services office in U215 or it can be emailed to you with your initial appointment.

STUDENT COUNSELLOR HOURS OF WORK
The service operates on an appointment only basis normally within the hours of 9.00am to 5.30pm. However, appointments can be made outside of these times by arrangement only. In general, the service operates in both the North & South Campus, Monday to Friday.

MAKING CONTACT
Clotilde (Clo) O’Keeffe-Lyons,
Student Counsellor / Chartered Psychologist
General enquiries: Ext: 1690 or 0667191690 M: 086 3049966
E: studentcounsellor@staff.ittralee.ie
For appointment: ext 1722 or email: supportservices@ittralee.ie
The Careers Office is a service to Students which provides coaching in Personal and Professional presentation and guidance in Career and Post-graduate pathways.

This service can assist you with:

• Preparation of CVs and Cover Letter
• Interview techniques and guidelines
• Arrangement of mock interviews
• Communication of job vacancies
• Information on post-graduate and further study options
• Information on transferring to other colleges
• Maintenance of a library of Irish and UK college prospectus
• Coordinating Company visits
• Coordinating of the annual Institute Careers Fair

**HOW DOES THE CAREERS OFFICER ADVISE STUDENTS?**
Carol Collins uses a four-step process with each student:

1. **Personal Profile**-understand yourself
2. **Professional Profile**-CV and Cover Letter tips, Interview tips, Social Media tips, etc.
3. **Post-Graduate options**-at home or abroad.
4. **Employability/Careers paths**-job search, SYOB (Start Your Own Business) courses, International Networking.

**CAREERS WEB SITE**
A large online careers information resource is available for students. It includes information relating to job vacancies. To see this resource, go to [www.ittralee.ie/en/CareersOffice/](http://www.ittralee.ie/en/CareersOffice/)

**HOW CAN A STUDENT FIND OUT ABOUT JOB VACANCIES?**
You can find out internally on the IT Tralee website. Just click onto “Current Students”, “Careers Office”, and “Current Vacancies”. You can also find out externally on Job Search Engines. The GradIreland website is another good resource for current job vacancies and graduate programmes.

**CAREERS FAIR**
In IT Tralee, there’s an annual Careers Fair. A wide range of organisations hold stalls at this event. These organisations include:

- Multi-national companies
- Local businesses
- Public Sector group

The career fair is both an opportunity for IT Tralee students to network with prospective employers and inform themselves of career opportunities available in the current market.

**WHEN IS THE CAREERS OFFICE AVAILABLE?**
The Careers Officer is available to meet by appointment in the following campus at the specified locations;

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>DAY(S)</th>
<th>TIMES</th>
<th>ROOM NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>NORTH CAMPUS</td>
<td>Mon, Tues, Thurs</td>
<td>9.30am to 4.30pm</td>
<td>L120</td>
</tr>
<tr>
<td>SOUTH CAMPUS</td>
<td>Wed</td>
<td>9.30am to 4.30pm</td>
<td>C212</td>
</tr>
</tbody>
</table>

**MAKING CONTACT**
Carol Collins
T: 066 719 1783
E: careers@ittralee.ie
The Access Office

The Access Office is committed to supporting access for groups that are underrepresented in higher education and students experiencing difficulties accessing and participating in third level due to their personal, social or financial circumstances.

We offer a range of supports for:

- Mature students;
- Students with disabilities;
- Students from the Traveller Community and students who participated in our Star Pupil Traveller Access to Education Programme;
- Students who entered via our Pathfinders Second Level Schools Access Programme or Pathfinders Second Level Route
- Students experiencing significant financial difficulty

MAKING AN APPOINTMENT

The Access Officer is usually available on the North campus on Mondays, Wednesdays and Thursdays and on the South campus on Tuesdays and Fridays. Students can make contact by using the appointment cards outside the Access Office, by email, phone or text and please include a list of your free times and the campus on which you are based.

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>DAY(S)</th>
<th>TIMES</th>
<th>ROOM NO.</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Mon, Wed, Thurs</td>
<td>9.00am to 5.00pm</td>
<td>U215</td>
</tr>
<tr>
<td>SOUTH CAMPUS</td>
<td>Tues, Fri</td>
<td>9.00am to 5.00pm</td>
<td>A124</td>
</tr>
</tbody>
</table>

MAKING CONTACT

Valerie Moore, Access Officer
Ext: Red Phone 1682 or 0667191682

Students with Disabilities - Physical, Sensory, Mental Health or Significant Health Conditions

The Institute is committed to providing reasonable accommodations to students with disabilities to support your progress through your studies. To register with the service, contact Student Services to make an appointment. Students are encouraged to make contact early to benefit fully from the available supports. For more information see the Disability Services Handbook.

The ESF Fund for Students with Disabilities provides grants towards the provision of services and the purchase of equipment for Students with Disabilities attending IT Tralee. To determine whether you are eligible for help through the ESF Fund for Students with Disabilities, you are advised to contact Student Services without delay as applications to this fund are subject to strict deadlines.
**Mature Students**

To support mature students who may be returning to education after a period of time, our Mature Student Orientation Programme gives you the chance to meet other mature students who are just starting out and also to talk to mature students who have completed their first year. It includes a tour of the campus, an introduction to study skills and an opportunity to check that your finances are in order.

It takes place at the end of August/start of September and it is a great opportunity to meet with fellow students and peer mentors. Mature students who are interested in the Lifelong Learning Society should also contact the Societies Officer.

**MATURE STUDENT PEER MENTORING**

Mature Student Peer Mentoring is a support programme to help new mature undergraduate students with the challenges associated with the first year college experience and with the transition to higher education. It links new mature students to other mature students and to an experienced mature student mentor who can offer guidance on general queries that arise during your first year in IT Tralee.

All incoming mature students will be given the opportunity to avail of this support at Mature Student Orientation.

**ENGLISH FOR ACADEMIC STUDY**

Specific support is available to students for whom English is not their first language and are experiencing significant language barriers to participating in their academic programme of study.

For advice and help, contact your Head of Department.

**Traveller Students**

Christina Boland is the Third Level Traveller Access Officer. She is available to offer peer support to all members of the Traveller community who are interested in applying to IT Tralee or who are attending the Institute. This confidential service offers guidance and support on campus and in the community. Support is available to mature learners, secondary school and PLC students, Star Pupil Access Programme participants and any member of the Traveller community who is interested in studying at IT Tralee. Help is available to choose your course, complete your application forms and to support you to progress through your studies if needed.

**MAKING CONTACT**

**Christina Boland, Traveller Access Officer**  
Room U215 (NC)  
Ext 1871  
M: 087 0980400
Pathfinder Students

If you are a student who participated in the Institute’s Pathfinders Access Programme at second level or entered the Institute via the Pathfinders Second-level Route then you can avail of the Pathfinders Orientation Programme throughout your first year of study at the Institute.

MAKING CONTACT
Veronique Lostal-Davern
Ext: 1861
E: Veronique.LostalDavern@staff.ittralee.ie

Students with Learning Difference

Students with dyslexia or any other recognised learning difficulty or learning difference may avail of reasonable accommodation, training in assistive technology, mentoring and other possible supports to facilitate their progress through their chosen course. The Service caters for students with:

- Dyslexia
- Dyspraxia (DCD)
- Asperger’s Syndrome/ ASD
- Borderline Mild General Learning Disability
- Specific Language Disorder
- ADD/ADHD
- Acquired Brain Injury (ABI) or any other diagnosed cognitive difficulty impacting on learning.

A dedicated Officer is available to:
1. Assess student need through individual student interview in consultation with relevant documentation and with reference to the students chosen course of study.
2. Communicate agreed reasonable accommodations and other supports to staff through the confidential Individual Learning Requirement document (ILR).
3. Offer mentoring/guidance/support, where appropriate, to facilitate student engagement with course materials, course supports and fulfillment of course requirements.
4. Liaise with lecturing staff, where appropriate.
5. Co-ordinate study skills/academic reading/writing skills training.

Students with dyslexia or any other recognised learning difficulty or learning difference should advise IT Tralee at the earliest opportunity so that they can be facilitated to participate fully in the academic and social life of the Institute.

MAKING CONTACT
Siobhan Mac Garry, Officer for Learning Difference
Ext 1678 or 066 7191678
M: 086 1532165
E: Siobhan.macgarry@staff.ittralee.ie
## SPORTS

IT Tralee offers a wide range of sports clubs that cater for both competitive and recreational sport. These clubs welcome both the beginner and accomplished athlete.

Students in IT Tralee have a choice of over thirty clubs to choose from and the Institute promotes a policy of ‘Sport for All’. Students are actively encouraged to get involved in the Sports Programme. If students do not wish to get involved in competitive sports there is also an extensive choice of recreational activities. Involvement in sport provides students with many opportunities to meet new friends, develop new skills, travel and generally contributes greatly to academic and personal development while creating an enriched and dynamic student life.

<table>
<thead>
<tr>
<th>Aerobics</th>
<th>Kickboxing</th>
<th>Indoor Soccer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Athletics</td>
<td>Karate</td>
<td>Swimming</td>
</tr>
<tr>
<td>Badminton</td>
<td>Ladies Football</td>
<td>Squash</td>
</tr>
<tr>
<td>Ladies Basketball</td>
<td>Outdoor Pursuits</td>
<td>Racquetball</td>
</tr>
<tr>
<td>Men’s Basketball</td>
<td>Surfing, Sailing</td>
<td>Tae Kwon Do</td>
</tr>
<tr>
<td>Boxing</td>
<td>Kayaking/</td>
<td>Tennis</td>
</tr>
<tr>
<td>Camogie</td>
<td>Canoeing, Rock-</td>
<td>Volleyball</td>
</tr>
<tr>
<td>Cricket</td>
<td>Climbing, Abseiling</td>
<td>Weight Training</td>
</tr>
<tr>
<td>Cycling</td>
<td>Orienteering,</td>
<td></td>
</tr>
<tr>
<td>Darts</td>
<td>Hillwalking, Caving</td>
<td></td>
</tr>
<tr>
<td>Equestrian</td>
<td>Sky Diving</td>
<td></td>
</tr>
<tr>
<td>Hockey</td>
<td>Olympic Handball</td>
<td></td>
</tr>
<tr>
<td>Golf</td>
<td>Rugby</td>
<td></td>
</tr>
<tr>
<td>Handball</td>
<td>Rowing</td>
<td></td>
</tr>
<tr>
<td>Football</td>
<td>Ladies Rugby</td>
<td></td>
</tr>
<tr>
<td>Hurling</td>
<td>Ladies Soccer</td>
<td></td>
</tr>
<tr>
<td>Judo</td>
<td>Men’s Soccer</td>
<td></td>
</tr>
</tbody>
</table>

### Joining a Club

The Institute sports programme is launched on Sports Day in the early days of first term. Students are encouraged to sign up for the sport/club of their choice on this day. However, it is also possible to get involved at any time throughout the year. If you are not involved in competitive sports, you are encouraged to participate in recreational sports where, again, the choice is extensive.
Our sports facilities are available to all students, from casual participants looking for fitness and fun to star competitors aiming for national and international success. Our facilities include:

- Floodlit all-weather synthetic pitches
- Floodlit GAA pitch
- Grass Running Track
- 2 x Aerobics/dance studio
- Gym with the latest cardiovascular and resistance equipment and free weights area
- Extensive walking and jogging routes
- Specialised physiological testing of fitness levels in the Sport, Health and Performance Evaluation Centre (SHAPE Centre).

We also use many facilities in the locality to support our extensive Sports Programme. These include Tralee Regional Sports and Leisure Complex, which is adjacent to the Institute campus and offers excellent facilities for swimming, indoor games and fitness training, Presentation Secondary School, John Mitchels GAA Club and the many wonderful natural amenities presented by our coastal location.

The cultural and sporting aspect of the student experience is a significant dimension to student life. One of the primary goals of the Institute is to facilitate the advancement of this aspect of student life. Reasonable accommodations are made for students who represent the Institute and these are detailed in the official Protocol in relation to Students Representing the Institute.

A student representing the Institute will be recorded by the Institute as an approved absence provided they have submitted the official form completed and signed by the relevant Institute official, e.g. Sports/Societies officer. If students miss academic work covered in lectures the onus is on the student to ensure that s/he makes themselves familiar with the material covered during the designated approved absence. This includes making arrangements to ensure that learning outcomes associated with practicals have been achieved.

Institute staff always endeavor where possible to arrange fixtures/events around student timetables to ensure that they miss as little class time as possible and to minimise disruption to CA schedules. Once a student becomes aware of a clash between an event and a CA, s/he should immediately inform the relevant lecturer and follow the official protocol guidelines.

Further information on this form along with the official protocol document can be found at: http://www.ittralee.ie/en/InformationAbout/QualityAssurance/ refer to section A5 Assessment of Learners (A5.21)
# Sports Scholarships

The Institute offers a number of Sports Scholarship programmes each year across many disciplines, including Rowing, Judo Boxing, Soccer, Basketball, Taekwondo, Rugby and Gaelic Games etc. Eligibility criteria for scholarships vary, as do the closing dates. Students are encouraged to check the information of each individual Scholarship for application requirements and closing dates.

<table>
<thead>
<tr>
<th>NAME</th>
<th>APPLY TO</th>
<th>WHO CAN APPLY</th>
<th>VALUE (PER ACADEMIC YEAR)</th>
<th>PAYMENT TERMS &amp; DURATION</th>
<th>DEADLINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITT Sports Scholarship</td>
<td>ITT Sports Office</td>
<td>All students (new CAO or direct entry or ITT Registered Students)</td>
<td>€1000</td>
<td>Scholarship will be awarded for the duration of your course. (Subject to recipients satisfactory performance in sports and successful progression in their programme of study.)</td>
<td>5pm on Friday 08/03/2019</td>
</tr>
<tr>
<td>Munster GAA Bursary Scheme</td>
<td>ITT GAA Office or Munster GAA Office</td>
<td>ITT Registered Students (from Munster Region)</td>
<td>€750</td>
<td>Scholarship awarded for one academic year. Recipients can re-apply for a second year</td>
<td>Contact ITT GAA Office</td>
</tr>
<tr>
<td>Kerry GAA Bursary Scheme</td>
<td>ITT GAA Office</td>
<td>ITT Registered Students (from Kerry Region)</td>
<td>€500</td>
<td>Scholarship awarded for one academic year. Recipients can re-apply for a second year</td>
<td>Contact ITT GAA Office</td>
</tr>
<tr>
<td>Kennedy Coaches Sports Scholarship</td>
<td>ITT Sports Office</td>
<td>ITT Registered Students</td>
<td>€1000</td>
<td>Scholarship awarded for one academic year. Recipients must re-apply annually</td>
<td>Contact ITT Sports Office</td>
</tr>
<tr>
<td>Tralee Rugby Club Scholarship Scheme</td>
<td>ITT Sports Office</td>
<td>ITT Registered Students</td>
<td></td>
<td>Scholarship awarded for one academic year. Recipients must re-apply annually</td>
<td>Contact ITT Sports Office</td>
</tr>
</tbody>
</table>
Please note that any scholarship or bursary award made to students will be reviewed regularly by the Sports & GAA Office. All scholarship/bursary terms and conditions are reviewed annually. Payments are made at the discretion of the Institute and is subject to meeting the terms of the scholarship/ bursary such as satisfactory performance in sport and good attendance and academic standing.

**MAKING CONTACT:**

Jennifer Healy, Sports Officer  
Ext: 5644 or 066 7145644  
E: Jennifer.healy@staff.ittralee.ie  
Facebook: ITT Sports Office

Eamon Fitzgerald, GAA Games Development Administrator  
Ext: 5642 or 066 7145642  
E: GAA.Officer@staff.ittralee.ie  
Facebook: I.T. Tralee GAA Club
Societies are an integral part of the student experience on campus. They give students the opportunity to experience and organise many different cultural, academic and social events and activities.

- Societies on campus provide a huge range of activities including:
  - Volunteering opportunities
  - Leadership training
  - Trips away
  - Student lead media i.e. Campus Radio Station
  - Guest speakers
  - Social nights
  - Intervarsity’s
  - Exhibitions
  - National Awards

We look forward to seeing you join a society and contribute to the great campus experience!

**RUN BY STUDENTS FOR STUDENTS**

IT Tralee Societies are run by students for students and supported by staff of the Societies Office. Here at the IT Tralee, there are various cultural, academic and social societies. We hope there is something to suit everybody. If for some reason there is an activity not represented here on campus, please contact the Societies Officer who will advise on how start your own society.

**Get Active, Get Involved**

It is easy to GET INVOLVED! All you have to do is sign up during Clubs & Societies Day, held at the start of the academic year on both campuses. However, if you miss out do not worry; you can join a Society at any time throughout the year by going to one of their events or contacting the society via email or Facebook.

**WHERE TO GO**

Our Societies Officer is on campus five days a week for all your day-to-day society needs and information on events and activities.

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>DAY(S)</th>
<th>TIMES</th>
<th>ROOM NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>NORTH CAMPUS</td>
<td>Mon, Tues, Fri</td>
<td>9.30am to 4.30pm</td>
<td>U215</td>
</tr>
<tr>
<td>SOUTH CAMPUS</td>
<td>Wed, Thurs</td>
<td>9.30am to 4.30pm</td>
<td>C212</td>
</tr>
</tbody>
</table>

**MAKING CONTACT**

Societies Officer: Alice Chambers  
Tel: 066 7191782 Ext/Red Phones: 1782  
E: societiesoficer@ittralee.ie  
F: www.facebook.com/ITTraleeSocieties
The purpose of the Students’ Union is to represent and support the interests of ITT students. Everyone registered on a course of study, be it full-time or part-time and irrespective of which campus they are studying on, is automatically a member and can access the wide range of services and activities of the Students’ Union; such services include referral services, mental health support, grinds, and grants advice amongst others.

**Getting Involved**

The two main decision-making bodies of the SU are the Class Representative Council and the Union Executive. Students elect class reps at the beginning of the year who represent them at class rep council. Class rep council consists of both class reps and the Students’ Union Executive.

The Students’ Union run a number of campaigns throughout the year and students usually get involved in helping out. It is a great way to get to know your union, meet new people and make friends for life.

**Union Executive**

The Union Executive is made up of three full-time positions; President, Education and Welfare Officer, an administrator and 8 part-time officers who are in full time study. Each officer has a specific role from Publications and Communications, Equality and Citizenship, Sports, Societies and more.

**Students’ Union Office**

**North and South Campus**: The SU has offices situated in both campuses and are open from 9am to 6pm (Monday to Friday), throughout the year.

**MAKING CONTACT**

Jessica Murphy, SU President  
Ext 4136 or 0667144136  
M: 083 115 6156  
E: president@ittraleesu.ie

Petrina Comerford, SU Vice President - Welfare  
Ext 4137 or 0667144137  
M: 083 112 2737  
E: welfare@ittraleesu.ie

Joseph Kavanagh, SU Vice-President - Education  
Ext 5628 or 0667145628  
M: 087 739 1829  
E: education@ittraleesu.ie

Mary McCoy, SU Secretary  
Ext 4138 (SC) 1685 (NC)  
E: info@ittraleesu.ie
COMPUTER SERVICES

The Computer Services Department provides IT and communication services for the Institute including the provision of a wide range of Computer, Software, network, web, telecommunications, etc. across North and South Campus to both staff and students.

Computer Services Labs and Facilities

The Institute has always had a proactive approach in the development of Information Technology resources and have invested significantly in developing its IT equipment, systems, services, networks and support teams to ensure that IT Tralee students have access to the latest computer facilities to meet the IT requirements of their chosen course/discipline. The Computer Laboratories are available to students during Institute opening times. In order to ensure that you get maximum benefit from the course, you should avail of the opportunity to gain experience in the various software applications that are used as part of your course.

As the Computer Laboratories are in high demand by students, it is essential that facilities be respected by maintaining order in the laboratories. The rules and regulations for the Computer Laboratories are given in Section B of this handbook.

Computer Services

HELPDESK & COMPUTER TECHNICIANS:
If you experience any problems with Institute Computer hardware, software or Institute systems, please report it to the Computer Services Helpdesk (# 1699 or 066-7191699), by logging a call yourself using the icon on your desktop browser ‘Helpdesk’ or by emailing helpdesk@ittralee.ie. Computer Technician(s) will then investigate the issue.

FREQUENTLY ASKED QUESTIONS

Q: If I enter incorrect account details a number of times I can’t get access.
A: If incorrect details are entered on more than five successive occasions, your account will be locked. Contact the Computer Services Helpdesk to unlock your account as once contacted you should be able to successfully login provided correct account details are used.

Q: I have lost or misplaced my USB memory key/stick. If found where can I collect from?
A: If the finder hands them in they can usually be collected at one of the following locations - Computer Services Helpdesk, library helpdesk or the students’ union. The best way a found key can be returned to you is if you put a text file called “owner.txt” on the key with your name and contact number.

Q: Why are some computer labs locked in the evening?
A: Some Computer Labs are locked in the evenings after 6pm. Power saving measures kick in after 6pm as PC’s and monitors left on after this time in all labs is wasteful when not in use and is also not environmentally friendly. Where there is sufficient demand more labs will be open after 6pm.
Q: Where can I download Microsoft development tools for free?
A: Any student entitled to free software products will receive an email to their student email account at the start of the academic year with details.

Q: Sometimes I receive spam in my student email account. Is there anything I can do to prevent or reduce this?
A: Spam email can be reduced by marking any spam email you receive in your inbox as “Junk”. You should occasionally check the “Junk” folder in case any legitimate email is accidentally marked as Junk. Please note that the Institute will never ask you for your username or password by email so mark any emails requesting this detail as junk and do not reply to them.

MAKING CONTACT
COMPUTER SERVICES HELPDESK
Location: Room: S200 (NC) & C111 (SC) Ext: 1699
E: helpdesk@ittralee.ie

Online & to Self-log an issue: http://helpdesk.ittralee.ie
Further details on the services and other information is available under the “Admin - Computer Services” course on Blackboard (http://online.ittralee.ie) which all students have access to. Orientation presentations given at the start of the academic year will be available from within this course and all students should review this as there is important information contained within.

USEFUL LINKS
http://studentmail.ittralee.ie http://helpdesk.students.ittralee.ie
http://mydocs.ittralee.ie https://examtimes.ittralee.ie
www.ittralee.ie https://classtimes.ittralee.ie
http://online.ittralee.ie https://tcard.ittralee.ie

LIBRARY SERVICE
The Institute library is a key resource and source of information for students. A large selection of textbooks, journals and computer-based data relevant to the course you are undertaking is available.

There are currently two libraries serving the staff and students of IT Tralee:

- **The North Campus Library** serves primarily the needs of business, information systems, computing, nursing and hotel, culinary and tourism students.

- **The South Campus Library** holds material for science, engineering and health and leisure students.

The library’s catalogue contains details of all the books and journals held in IT Tralee Library. The library website and resources on the library catalogue can be searched both on and off-site at www.library.ittralee.ie/

- 30,000 Books, 70 current journal subscriptions;
- 20 full text databases in all module areas;
• Thousands of full-text online journals; A-Z of online journals;
• 130,000 online books available through eBook Academic Collection, SAGE and Safari;
• Past Exam Papers online;
• Research and Study Skills resources online, including Epigeum and ITilt;
• Group Study Area (The Cube), Assistive Technology Room, AV Room;
• Project Room (South Campus) for students that can be booked online;
• The Cube (North Campus) and South Campus Reading Rooms;
• PCs, laptop connectivity and Wi-Fi access;
• Printing and photocopying.

As the library is a place of study, silence is required at all times. The rules and regulations governing the use of the library are contained in Section B of this handbook. See the library website for more details [www.library.ittralee.ie](http://www.library.ittralee.ie)

For Library opening times please refer to website, notices by email or at the library entrances.

**MAKING CONTACT**

**North Campus LIRC Building**  
**South Campus B Block (SC)**  
T. 066 7191700  
Ext. 1700 (NC) Ext. 4101 (SC)  
E: library@staff.ittralee.ie

**BANKING SERVICE**

The Bank of Ireland provides exclusive on-site banking services, including ATM services. The bank has a designated Student Officer who advises students on setting up accounts and other personal financial matters.

<table>
<thead>
<tr>
<th>DAY</th>
<th>SOUTH CAMPUS</th>
<th>NORTH CAMPUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>CLOSED</td>
<td>10:15 to 12:30, 13:30 to 15:30</td>
</tr>
<tr>
<td>Tuesday</td>
<td>10:15 to 12:30, 13:30 to 15:30</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Wednesday</td>
<td>CLOSED</td>
<td>10:15 to 12:30, 13:30 to 15:30</td>
</tr>
<tr>
<td>Thursday</td>
<td>10:15 to 12:30, 13:30 to 15:30</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Friday</td>
<td>CLOSED</td>
<td>10:15 to 12:30</td>
</tr>
<tr>
<td>Sat/Sunday</td>
<td>CLOSED</td>
<td>CLOSED</td>
</tr>
</tbody>
</table>
CATERING SERVICE

The catering service provides a range of food, snacks and refreshments catering for the variety of student needs and tastes. The Institute promotes a programme of healthy eating, including individual food choice and preparation.

RESTAURANT OPENING TIMES:
8.00am to 4.30pm Mon to Thurs and 8.00am to 3.00pm Friday.

FOOD SERVED:
Breakfast served 8.00am until 11.30am
Full Irish, selection of cereals, fresh fruit counter, and selection of breads

Lunch served 12.00pm until 3.00pm
Hot lunches, self-serve salad counter, baps, wraps and paninis made to order.

The Shop is open from 8am to 8pm (Mon-Fri) and some weekends during term time.

CRÈCHE SERVICE

Campus Kids Crèche operates on the North Campus. All staff are fully qualified and provide a high standard of care. Each child's individual needs are met and they are encouraged to grow and develop through the care they receive daily. The Curriculum is based on Aistear and Siolta. Children can receive healthy nutritious meals - dinners are homemade and can cater for any dietary requirements.

The crèche can cater for children aged from 3 months to 12 years old. There is a Baby Room, Wobbler/Toddler Room, Junior Preschool and Senior Preschool and an Afterschool Room.

To reduce childcare fee, the crèche provide (exceptions may apply) CCS, CETS, ECCE and Afterschool Schemes. Holders of a medical card and in receipt of a social welfare payment can reduce the weekly fee

MAKING CONTACT

Location North Campus
Mon-Thurs 8.30am to 6.15pm, Friday 8.30am to 5.15pm
Siobhan & Mairead
T: 066 7194769
E: info@campuskids.ie

INTERNATIONAL STUDENT OFFICE

The Institute has a dedicated International Office in place which facilitates IT Tralee students to take up overseas work placement and study opportunities, and helps incoming International Students, their home Institutes and staff. It provides a range of services including student orientation, academic advice and accommodation services.

Additional services for Non EU students include visa information, fees information and extra orientation services.
The International office also maintain ongoing relations with the network of over 90 partner institutes which features staff exchanges and internationalising academic programmes among other activities.

**Work Placement**

In courses that include a work placement option of at least 2 months duration, students from IT Tralee have the option to find a work placement in another EU country and receive a grant to help cover their travel and accommodations costs.

**Erasmus + Programme**

The EU funded Erasmus + study abroad programme is designed to facilitate students studying in a partner Institute in another EU country for 1 or 2 semesters.

IT Tralee has over 90 partner institutes across the EU. There are also a significant number of partners that deliver programmes in English especially in the Netherlands, Finland, Norway Sweden and Germany.

Where suitable international links do not exist, new ones can be developed - the international office is more than happy to help develop new links where necessary. We have partners in the following countries - Belgium, France, Germany, Finland, Netherlands, Italy, Sweden, Spain, Latvia, Lithuania, Norway, Turkey, Slovakia, Czech Republic, Hungary and the UK.

Please contact the International Office for a full list of ITT’s EU partners.

**IF I GO ABROAD TO STUDY, WILL THERE BE FUNDING AVAILABLE?**

If you qualify and are selected as an Erasmus + student, you will receive a mobility grant to study or do your work placement in another EU or associated Erasmus countries. If you receive a maintenance grant while studying in Ireland this grant will be continued for your study time abroad.

**MAKING CONTACT**

International Office Room T111 (North Campus)
Eddie Scully, International Officer
E: eddie.scully@staff.ittralee.ie
Ext: 1689 or 0667191689

Lila O Donnell, International Office Administration
E: lila.odonnell@staff.ittralee.ie
Ext: 1718 or 0667191718

Maggie Griffin International Office Admin
E: international@ittralee.ie
EXT 1787 or 066 7191787

Louise Laide, IMCP Administration (Medical Commencement Programme)
E: mcp@ittralee.ie
Ext: 1988 or 0667191988
HEALTH & SAFETY

IT Tralee is committed to providing a healthy and safe environment for students and staff in accordance with the current Health and Safety legislation. In the interest of the health, safety and wellbeing of the entire Institute community students are required to behave appropriately both on and off campus. See Section B for guidelines - General Conduct, Health and Safety and Fire Safety.

Accidents on Campus

In the event of an accident on Institute premises, students should notify Security (Red Phone 1676 or 4181) and/or the Student Health Centre (Red Phone 1679 or 087 8275982).

A number of staff are trained in First Aid and First Aid kits are available throughout the Institute, including the Student Health Centre, Security, Library and the SU Offices.

In the event of an accident or incident occurring on campus an Accident/Incident Report Form (available from the Security Desk) should be completed and returned within one week of the accident.

Personal Accident Insurance

Students are provided with personal accident insurance, which covers accidents while in the Institute or during an Institute activity off-site. There are provisos. For further details, contact the Finance Office.

Freedom of Information

The Freedom of Information Acts, 1997 and 2003 provide for access to official information that is not generally available through other sources.

THE ACT ESTABLISHES THREE STATUTORY RIGHTS:
• Access to records held by the Institute;
• Amendment of records containing personal information where it is inaccurate, incomplete or misleading;
• The reason for decisions made by the Institute affecting oneself

HOW TO MAKE AN FOI REQUEST
An FOI request must be made in writing to the FOI Officer. The request must:
1. State that the request for information is being made under the FOI Acts;
2. Contain enough detail to enable the records to be identified;
3. Specify the manner in which you wish to access the information (see Section 12 of the Act);
4. Give contact details for the requester, i.e. postal address and/or email address and/or telephone number.

The role of the Freedom of Information Officer is to advise and assist with any requests for information under the Freedom of Information Acts.

MAKING CONTACT
Brenda Clifford, Freedom of Information Officer
E: Brenda.clifford@staff.ittralee.ie
FINANCIAL ISSUES

STUDENT CONTRIBUTION CHARGE
All students are liable for Student Contribution Charge of €3000 for academic year 2018/19 to cover non-tuition student services (e.g. examination entry fees, student support services, registration, etc.). If a student is awarded a student grant from Student Universal Support Ireland (SUSI), the Student Contribution Charge will be paid to the value of the award. If the award is less than €3000, the student is liable to pay the difference.

Students who qualify for SUSI should bring with them confirmation letter/current SUSI tracker stating that they qualify for SUSI. If a student pays the Student Contribution Charge and is subsequently awarded SUSI, the student may either be refunded if they are awarded the full amount or charged the difference.

FEE PAYMENT OPTIONS
Full payment of fees can be made online on or before the date specified by the Institute. Where the fee cannot be paid in full within the specified period, a stage-payment of fees facility is available. Students wishing to avail of this option, must apply using the correct form (available online at http://www.ittralee.ie/en/InformationFor/CurrentStudents/OnlineRegistrationPaymentofFees/) and agree that they will pay their respective fees in four equal instalments. Dates of payment must be adhered to – to avoid loss of access to computer and other Institute facilities.

WWW.STUDENTFINANCE.IE
The above website is an excellent resource for information on course fees and details on eligibility requirements for free fees. In addition, you will find out all you need to know about other sources of assistance for students, such as the Fund for Students with Disabilities, Back to Education Allowance, SUSI, Student Assistance Fund. You can find answers to possible questions you may have by accessing the Frequently Asked Questions (FAQs) section. Details and links to a range of other organisations and websites that may be of interest and/or assistance may also be accessed from the site.

STUDENT GRANTS
Administration and granting of student grants are dealt with by Student Universal Support Ireland (SUSI) and all queries relating to them.

SUSI can be contacted by logging on to www.susi.ie
SUSI Support Desk opening hours are Monday to Friday 9.00am to 5.30pm
Email: support@susi.ie
Phone: 076 1087874
Facebook: Susi Support
Twitter: Susi helpdesk

Please note: if you intend deferring or withdrawing from a programme and are currently in receipt of a grant, you should notify SUSI immediately. Failure to do so may result in the loss of part of the grant if you should subsequently return to third level education.

MAKING CONTACT
Áine Brosnan
Students Fees
Finance Office
IT Tralee, South Campus
Ext 5656 or 0667145656
E: grants@ittralee.ie
Budgeting and Money Tips

TIPS ON BUDGETING
The main objective when you are responsible for managing your own finances is to live within your means and to prioritise your expenditure as much as possible. The headings used in the following table will give you an idea of the type of expenditure that you will encounter as a student. When budgeting take into account the following:

**INCOME**
- Do you get a grant?
- Have you your own savings?
- Can your family support you financially? Do you have a part-time job?

**EXPENDITURE**

Make up your own list of expenses. Plan weekly expenditure and compare it to your income. Get into the habit of recording incoming and outgoing finances. Write out a list of what you need before you go grocery shopping.

If you are renting accommodation, and you have agreed with your landlord your weekly rent, take into account the hidden costs such as refuse, TV license, electricity, heating, phone, etc. and budget for these also.

If you are sharing your accommodation with others and if you all know each other well, sharing expenses (e.g. using a kitty) and agreeing a household budget can be an effective way of budgeting.

<table>
<thead>
<tr>
<th>Estimated Weekly Cost of Living Away from Home As a Student</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation (Weekly)</td>
</tr>
<tr>
<td>Food (includes lunches)</td>
</tr>
<tr>
<td>Living Expenses (Laundry, toiletries, etc.)</td>
</tr>
<tr>
<td>ESB, Heating, Phone</td>
</tr>
<tr>
<td>Photocopying and Printing</td>
</tr>
<tr>
<td>Transport (Local)</td>
</tr>
<tr>
<td>Hobbies &amp; Interests (Cinema, Clubs/Societies, Sports, Nights-out)</td>
</tr>
<tr>
<td><strong>Per Week Total approx.</strong></td>
</tr>
<tr>
<td><strong>30 week Academic Year</strong></td>
</tr>
</tbody>
</table>

**FINANCIAL ASSISTANCE**
Students experiencing financial hardship can seek assistance from the ESF Student Assistance Fund (administered by the Access Officer and Chaplain) and ITT Benevolent Fund (administered by the Chaplain). The applications for these funds are administered on a strictly confidential basis.

**ESF STUDENT ASSISTANCE FUND (SAF)**
If you are a full-time or a part-time student experiencing difficulty sourcing or managing finance, you should complete an ESF Student Assistance Fund application form available online (log in to your Blackboard for more details). Applicants will benefit from financial advice and support from the ESF Student Assistance Fund Assessment of Applications Committee.
The Student Assistance Fund is funded by the Irish Government and part funded by the European Social Fund.

**BENEVOLENT FUND (EMERGENCY LOAN FUND)**
Under exceptional circumstances, students might consider applying for a short-term loan from the Benevolent Fund. The form is available on Blackboard at www.online.ittralee.ie or from the Chaplain's Office.

There are some other very useful services you can use to help you with any money difficulties you are experiencing, for example:

- **South Kerry Development Partnership.** Mairead O’Sullivan is the Education and Training Officer and her role is to offer support to people in the South Kerry area entering or returning to education or training. Mairead can be contacted at 066 9761615, 087 9631935, mosullivan@skdp.net.

- **The Kingdom Education Trust Fund.** A LIMITED NUMBER OF Scholarships are available for students who are engaged in accredited full or part-time further/third-level education courses and who may not be in a position to continue their education because of financial difficulties. Applicants must not be in receipt of a scholarship, fees or maintenance grant from any other source and must be resident in Kerry for at least three years prior to the date of application. For further information contact Deirdre Kearin at NEWKD on 066-7180190 or Mairead O’Sullivan at South Kerry Development Partnership on 066-9761615.

- **Cara Credit Union Education Awards** offer €1,500 each to five credit union members towards their chosen course of study. Open to third level students of all years studying a full time course, minimum length of course 2 years. Apply Online from 1st of August to 30th of September at www.caracu.ie. Closing Date: 30th of September 2018.

- **Dan Kellegher Memorial Awards** offer €1,500 each to two Cara Credit Union members undertaking a postgraduate course of study. This award is based on the member doing a full time course or part time postgraduate, masters, doctorate of at least 1 year’s duration. Apply online from 1st of August to 30th of September at www.caracu.ie Closing Date: 30th of September 2018.

- **St Vincent de Paul.** The St Vincent de Paul Society at IT Tralee offer two scholarships to IT Tralee students each year. These scholarships are open to students who are not in receipt of a SUSI fees or maintenance grant or who are not on a Back to Education Allowance from the Department of Social Protection. Contact ittsvpsoc@gmail.com for more information. Contact your local office for information on education and other support.

- **Tax Relief** may be claimed on Tuition Fees and for a second or subsequent Student Contribution Charge. Visit www.revenue.ie or Freephone 1890 222 425

**BTEA AND WORKING**
For those who were in receipt of a Jobseeker’s payment before commencing back to education your BTEA is not paid over the summer period between academic years. (It will be paid from the start of the new academic year provided you continue to satisfy the eligibility criteria).

If you work during the summer period your income from part-time or full-time work during the summer will be not be assessed against you when you resume your BTEA.
However, if your summer work continues into the academic year any earnings will be assessed against your BTEA when you resume your course.

If you are not able to find work during the summer period, you may be entitled to Jobseeker’s Benefit or Jobseeker’s Allowance. You must meet all the conditions including being capable of work, available for work and genuinely looking for work. If you claim Jobseeker’s Allowance (JA) and work part-time, your earnings are assessed against your JA.

For those in receipt of a means-tested payment, you may commence part-time work within the academic year without affecting your rate of payment (it should be noted that this work may affect other entitlements for e.g. rent allowance, partner’s welfare payments). You should contact your local Intreo centre to tell them when you start work.

**MABS**

If you need advice about managing finances, you can contact MABS (the Money Advice and Budgeting Service) for an appointment. The service is free.

**Kerry MABS, Edward Court, Edward Street, Tralee, Co. Kerry, T: +353 761 07 2190 Email: kerry@mabs.ie Web: www.mabs.ie**

Opening Hours: Mon - Fri: 10.00 - 1.00 & 2.00 - 4.00

**Studentfinance.ie:** This website is a user-friendly source of information on financial support for further and higher education. www.studentfinance.ie
Here we come, from all directions like leaves on the wind in autumn lone motes in the ebb and flow of morning traffic.

Hopping off buses, jumping out of our parents’ cars, waving goodbye or just walking.

Some talking to others, most not, this is the first day after all - we don’t know anybody and we’re trying to play it cool.

Looking around at where we are or staring down, at a map, a timetable, a mobile phone.

Drawn towards the same place with that name we’ve been savouring, repeating to our parents, our friends, to anyone who’ll listen.

This morning, we’re going to college.

---

College - Stepping into our tomorrow. Weighed down with back packs, folders, tablets, laptops, pens, coffees, bottled water, for some that’s plenty, maybe too much.

For others - that’s nothing, because we’re carrying something else - anxiety, or something bigger, maybe; the hangover of a one night stand gone wrong, an argument with a cheating lover, a recent death in the family, a problem with drink, or drugs, or both.

Or maybe we’ve once been told that we’re simply the wrong sex, the wrong religion, too old, the wrong colour, not fit enough, disabled in some way that didn’t make the grade before.

Maybe school just never felt right, maybe this is our second try, maybe that’s keeping us back all the time holding us down, like chains or anchors.

Maybe we’re here, but ready to bolt, ready to throw it all away, but we won’t, not yet.

In our hearts we’ve stowed away hope, humanity’s oldest motivation, and like flames inside our ribcages we hold our dreams, some almost extinguished, some undiscovered like distant stars, and all we ask from you is that you see this and give us a few things.

Consistency, an environment that cares for our minds, our bodies, our souls, somewhere to make friends.

A system of mentors we can trust to turn up in both senses of the word. To look for what we can’t see in ourselves.

Experts who are out there, still learning themselves. Eccentric, stern, passionate, always inspiring us to work harder than we want to - harder than we think we can.

And if you want to know how hard it is for, just ask. The best of you always do.

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Give us these things and we all become part of the plan. A connected part of the whole. Like the intricate parts of a watch but less separate.

So much more than just one cog, more like the people who invented the watch itself, or tracked the sun through the sky, plotted the cosmos or mapped the soft machinery of the human heart.

Here we come, from all directions like leaves on the wind in autumn, students who want to to stand as graduates not just of a college but of a way of life, a way of thinking, a way of believing that anyone can be the person they dream of being.