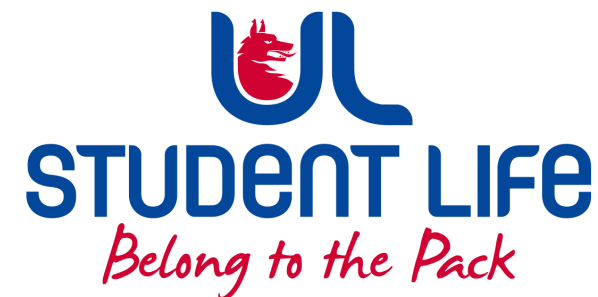
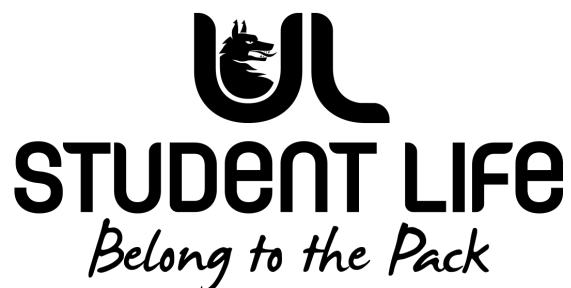


Our Vision

To be a world renowned trailblazing students' body recognised for championing students and delivering the best university life experience.

By taking an open, inclusive and non-judgemental approach, we will create an environment enabling students' foster lifelong relationships during their time in university. We will be known as a home for students, where they are part of a pack, giving them a real sense of belonging.

UL Student Life
Student Centre
University of Limerick
Castletroy
Phone: 061 202324
Email: studentcentre@ul.ie

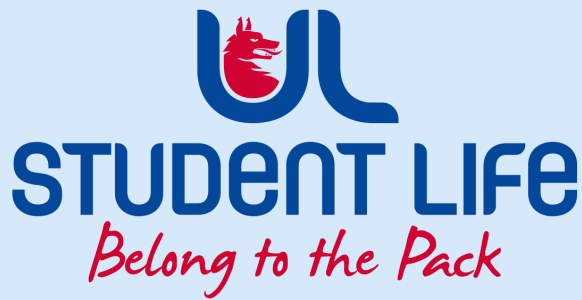


Student Information & Support

CHARTER

STUDENTSUPPORT@UL.IE
061 23 4268

DROP IN
MONDAY 11AM - 1PM
WEDNESDAY 2PM - 4PM



STUDENT INFORMATION AND SUPPORT COORDINATOR

S.I.S.C.

JENNY BLAKE



DROP-IN
STUDENT CENTRE



CALL
061 23 4268



EMAIL
STUDENTSUPPORT@UL.IE

WHEN SHOULD I CONTACT SISC?!

Difficulty Coping

Welfare Issues

Academic Queries

Food Pantry

Financial Support

Childcare Bursary

Accommodation

General Advice

DROP - IN

MONDAY 11AM - 1PM

WEDNESDAY 2PM - 4PM

Jenny's office @ the Student Centre

Our Service

- The Student Information and Support service is open to all students and members of UL Student Life
- Students accessing the service will be treated with compassion, respect and understanding.
- The information and support you receive will be non judgemental, accurate and delivered in a professional manner.
- Information and Support is provided by the Student Information and Support Coordinator and representation is provided by the elected Student Officers.
- We aspire to respond to queries and requests for support within 7 days.
- If we cannot provide you with the support you need then an appropriate referral will be made to the internal or external service required by the student.
- We may withdraw the service if the matters in question are outside of the scope and remit of the SISC/SO role and/or if we have exhausted all options.
- We may withdraw or deny services to students who are acting in a verbally or physically abusive way and/or fail to engage in a courteous, punctual and respectful manner.
- We welcome feedback on our service and aspire to constantly review and improve the information and support service offered to our members. You are welcome to provide feedback in person to the staff member of student officer or you can contact us on 061 202324 or email studentsupport@ul.ie
- As part of our professional service we maintain confidential records of supports and services offered to students. Information and records are maintained in a GDPR compliant way.
- Exemptions to confidentiality include: potential risk to a child (mandatory reporting), risk of self harm, or harm to others and information on a crime which has not yet happened.

Our Mission

Our mission is to continuously improve the lives of students, by welcoming them into a friendly, fun environment that gives them a real sense of belonging.

We are committed to supporting the ever changing needs of students in modern day society. As a team, we work together; listening, adapting and ultimately improving our students' university life experience.

Our Charter

Our Charter outlines the information and support service that we provide to members of UL Student Life. It explains the What, Who and How. The Charter also includes what you can expect from us when receiving support and what we expect of you while you are accessing the service.

Our Student Support Team

Student Information & Support Coordinator
Jenny Blake studentsupport@ul.ie

Welfare Officer
studentwelfare@ul.ie

Academic Officer
studentacademic@ul.ie