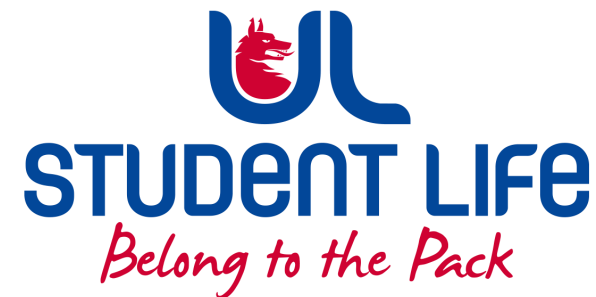
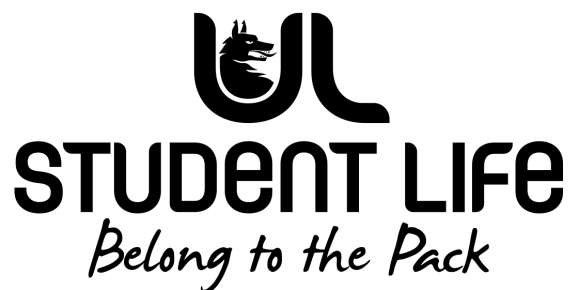
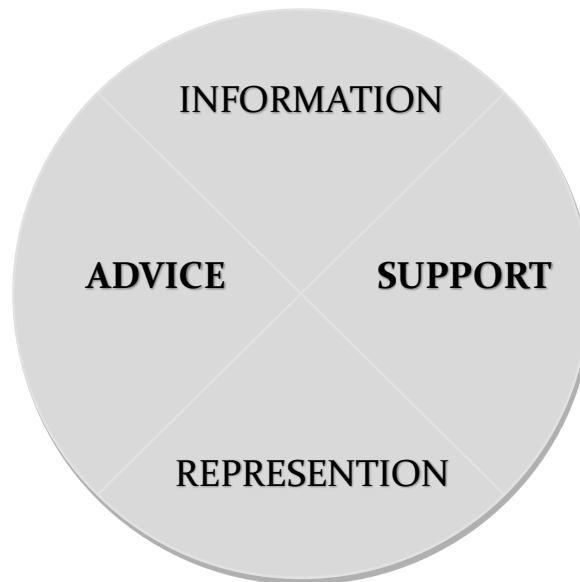


Our Vision

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

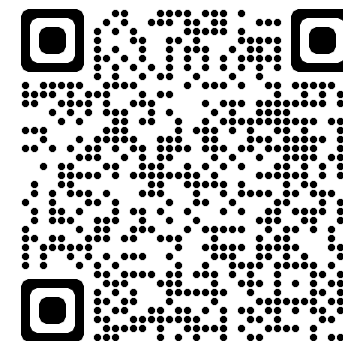
By taking an open, inclusive and non-judgemental approach, we will create an environment enabling students' foster lifelong relationships during their time in university. We will be known as a home for students, where they are part of a pack, giving them a real sense of belonging.

Student Information & Support Model

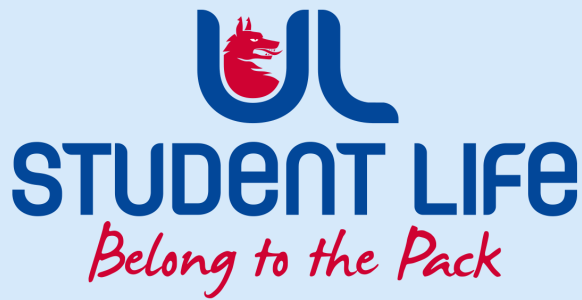


Student Information & Support

CHARTER



SAME DAY BOOK IN ALL YEAR ROUND
**subject to availability*



STUDENT INFORMATION AND SUPPORT COORDINATORS

S.I.S.C.

ELLIE RUSSELL & JENNY BLAKE



BOOK—IN
STUDENT CENTRE



EMAIL
STUDENTSUPPORT@UL.IE

WHEN SHOULD I CONTACT SISC?!

Difficulty Coping

Welfare Issues

Academic Queries

Food Pantry

Financial Support

Childcare Bursary

Accommodation

General Advice

Our Service

- SISC 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 SISC team and representation is provided by the elected Student Officers.
- We aspire to respond to queries and requests for support within 7 working 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. We ask students to engage in a courteous and respectful manner.
- We welcome feedback on our service and aspire to constantly review and improve the information and support offered to our members. You are welcome to provide feedback directly to the staff member or by emailing studentsupport@ul.ie. You can also provide feedback through the student officers or the General Manager Martin Ryan by emailing martin.ryan@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 Info + Support Team

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

Student Information & Support Coordinator
Ellie Russell studentsupport@ul.ie

Manager
Martin Ryan martin.ryan@ul.ie

Same day BOOK - IN: AY 21/22

MONDAY –FRIDAY

Room 2 @ the Student Centre