

COVID 19 - Student FAQs Updated Wednesday, 25th March 2020

How do I get the latest news updates?

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

- [HSE website](#)
- [HSE Health Protection Surveillance Centre](#)
- [Frequently asked questions about novel coronavirus](#)
- [COVID-19 information on TU Dublin website](#)
- [International travel advice – Department of Foreign Affairs and Trade](#)

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

Communication with Students and staff is provided through:

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

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

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

How can I make up my missing work placement hours?

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

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

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

Will we have semester Two written exams?

The TU Dublin Academic Council has decided that the University will not hold the usual, face-to-face, invigilated examinations this semester, regardless of when the University re-opens for normal activity.

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

Over the next couple of weeks, the University will work to develop alternative assessments that will maintain the appropriate quality assurance and approval mechanisms that are required to ensure students can move on in their studies. The detail of these changes will begin to be communicated the week commencing Monday, 6 April.

Can I get additional time /extension on my thesis?

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

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

Due to the recent government announcement of school, college and university curtailments designed to contain the spread of Covid 19, it will not be possible for Phase 4 and 6 apprentice students to complete their exams as planned.

Their exams will have to be deferred to a later date. Given the fluid nature of the public health situation, SOLAS is not in a position to advise apprentices of any new examination dates. However, once these dates have been established apprentices will be notified as soon as possible.

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

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

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

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

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

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

For the moment, TU Dublin is closed for face-to-face educational activity until Monday 20 April, but this closure may be further extended in the coming weeks. TU Dublin is working to ensure that students are supported during the rest of the academic year and that assessments can take place.

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

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

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

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

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

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

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

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

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

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

Aungier Street Library	Email: library.ast@TUDublin.ie
Blanchardstown Library	Email: libraryinfo.blanchardstown@tudublin.ie
Bolton Street Library	Email: library.bst@tudublin.ie
Cathal Brugha Street Library	Email: library.cbs@tudublin.ie
Grangegorman Library	Email: library.gg@tudublin.ie
Kevin Street Library	Email: library.kst@tudublin.ie
Rathmines Library	Email: library.rmh@tudublin.ie
Tallaght Library	Email: Library.Tallaght@TUDublin.ie

How can I contact Student Services and Information?

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

In **City Centre**, (Aungier Street, Bolton Street, Cathal Brugha Street, Kevin Street, Rathmines) students can still contact their local Student Services Centre by email at studentservices.city@tudublin.ie.

In **Tallaght**, full-time students can send queries to Registration.Tallaght@tudublin.ie or Fees.Tallaght@tudublin.ie while part-time students can email Lifelonglearning.Tallaght@TUDublin.ie.

How do I contact the Counselling Service?

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

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

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

Can I return books to the Library before I return to my home country?

Our libraries in the City Centre are closed, but you can pop by your Campus, knock on the door to leave your book in the returns bin.

Online resources are fully operational and can be accessed [here](#).

Aungier Street Library

Email: library.ast@TUDublin.ie

Bolton Street Library

Email: library.bst@tudublin.ie

Cathal Brugha Street Library

Email: library.cbs@tudublin.ie

Grangegorman Library

Email: library.gg@tudublin.ie

Kevin Street Library

Email: library.kst@tudublin.ie

Rathmines Library

Email: library.rmh@tudublin.ie

In Tallaght, the library is closed to staff and students until Monday, 20 April. This is subject to review and information will be updated on a regular basis

- For now, any library items due during this time are now due on Monday, 20 April, however, this may change if the University closure is extended.
- Online library services are fully accessible [here](#).
- The library team are monitoring and responding to email; please visit our [website for contact details](#).

In Blanchardstown, the library is closed to staff/students until Monday, 20 April. This is subject to review and information will be updated regularly.

- No new fines will be accrued or charged during the period of closure □ Online library services are fully accessible [online](#).
- The library team are monitoring and responding to email and voicemails, please email libraryinfo.blanchardstown@tudublin.ie or use the [contact form](#).

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

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

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

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

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

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

Are the Maths Learning Centre and the Academic Writing Centre still available for students?

Due to closure of the university buildings to students the Mathematics Learning Support Centre (MLSC - City) drop-in centres are currently closed.

However, the MLSC continues to offer a significant amount of online self-study material. This material can be found on the [MLSC's website](#), and also on the MLSC's Brightspace page, module name: MLSC: Mathematics Learning Support Centre: 2019-20.

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

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

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

The **Academic Writing Centre (City)** is open for **one-to-one appointments and thematic workshops**. Visit our [website](#) to find out more details and resources. To book your one-to-one appointment, please click [HERE](#).