

# Student Guide



**Online  
Learning  
IT Sligo**

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## Welcome to Online Learning at IT Sligo

**On behalf of everyone from the Centre for Online Learning, I would like to welcome you to Online Learning at IT Sligo. We are truly delighted that you have selected IT Sligo for your online learning journey.**

Whether you are a new or returning student, our Online Learning Student Guide has been developed as a resource to help you throughout your studies at IT Sligo. From online registration to student support services, timetables and the Yeats Library, this guide will provide you with the necessary information for a great online learning student experience.

In addition to our Online Learning Student Guide, there are a range of people and supports available to you as a student of IT Sligo. We do hope that you fully immerse yourself into academic life at IT Sligo and avail of our wide range of student supports and services. Please be sure to access the IT Sligo Student Portal throughout the academic year where a wealth of information is at your fingertips.

In 2021, IT Sligo ranked no.1 for 'most flexible learning students' in the Good University Guide and we are proud to offer our students fully accredited online qualifications matched to industry demand. Our graduates are equipped with the skills and confidence to progress in their chosen career, with excellent opportunities both nationally and internationally.

There are many advantages to being an online learner, it is more flexible and accessible than traditional full-time courses. However, there are also challenges such as work/life balance and feelings of isolation. We recommend that, in addition to utilising all the supports we provide, you get to know your fellow students, as they will be a great source of support and help during your studies at IT Sligo.

Wishing you a very happy and successful academic year.

**Gavin Clinch**

**Head of Online Learning Student Experience**

**E: [clinch.gavin@itsligo.ie](mailto:clinch.gavin@itsligo.ie)**

## Getting Started with Online Learning at IT Sligo



## Online Student Advisors



**As an Online Learner at IT Sligo, you will receive help and support from our dedicated team of Online Student Advisors who will be there to assist you throughout your studies.**

They will be your first point of contact for any non-academic queries or questions you may have and can provide you with any further information, support or guidance you might require throughout your application process and studies at IT Sligo.

Each Online Student Advisor is dedicated to a different subject area to ensure they have the expertise required when answering your queries.

For the contact details of our Online Student Advisors, please click here [www.itsligo.ie/onlinestudentadvisors](http://www.itsligo.ie/onlinestudentadvisors)

\*Please note that not all programmes have an Online Student Advisor at present. If you do not have an Online Student Advisor assigned to your area of study, please contact your Course Coordinator for any course specific issue or the Admissions team for any other issues you might have.

Contact the Admissions team by calling **071 931 8511** or email [admissions@itsligo.ie](mailto:admissions@itsligo.ie)

## Course Coordinators

**For any course specific support that you may need, we have a team of Course Coordinators who are available to help you.**

The contact details for your Course Coordinator will be available on your Moodle account and instructions for how to access your Moodle account are included in this guide.

You will also be introduced to your Course Coordinator during our virtual Induction programme.

## Student Registration



**Student registration for Online Learners typically opens in mid-August for a September start.**

When registration opens and if the application booking fee or deposit has been processed, the IT Sligo admissions team will send students an email with the relevant information needed to register as an IT Sligo student. This registration email will include:

- Student's User ID (student number)
- Pin
- Link to our registration webpage
- Online Learning Student Guide, your go-to guide to getting started as an online learner

## Next steps for registering as an IT Sligo student:

1. Follow the link in your registration email to register or click here <https://ssb.aneheim.ie/its/>
2. Enter your Student User ID & Pin from your registration email.
3. Select Student Services and Financial Aid.
4. Select Online Registration.
5. Follow the screens to register.

Our Admissions team have also created a 'how to register' video for further help, watch now -

If you need any help or assistance with your online registration, please contact our admissions team by emailing [admissions@itsligo.ie](mailto:admissions@itsligo.ie) or call 071 931 8511.

## Induction

**At IT Sligo, we have a welcoming and supportive environment for all our students, and we have created a comprehensive Online Learning Induction programme to help you settle in and get prepared for your online studies.**

After you have completed registration, you will receive an invite to Induction, which is held virtually for all new online students each year before programmes commence in September.

Induction will help you get off to a great start as an Online Learner at IT Sligo. The self-paced induction programme provides signposts to key information such as how to register, how to access Moodle, information on the student supports available to you, an overview of Yeats Library and much more.

The Online Learning Induction is an online event, meaning you can attend from anywhere. Details on our Online Induction and schedule of events will be communicated with you in early September, but it is likely that Induction will run for one week in mid-September.

### What to expect from our Online Learning Induction?

- Welcome from the Vice President of Online, Jacqueline McCormack.
- Live Q&A session.
- Student support sessions.
- Meet your Course Coordinator.
- Student hub (students supports & facilities).
- Moodle introduction & overview.
- Academic success, integrity and exams.

## IT Services

**When you need support with technical issues, the IT Services team is here to help you. Some of the support services that IT Services can help you with include:**

- Technical support.
- Email facilities.
- Data and phone networks.
- Multimedia.
- Website.
- Printing and photocopying services.
- Computer hardware and software installation.
- Education Technology Development.
- Moodle assistance.

### How to log on to the IT Sligo network

When you become a fully registered student, a user account will be automatically set up for you and you will receive your student number. Your student number will be your login ID and it'll be part of your IT Sligo email address. Your password will be your date of birth, please see an example below.

- Your login ID will be Sxxxxxxx
- Your email login ID will be Sxxxxxxx@mail.itsligo.ie
- Your default password is your date of birth in the format DDMMYYYY. (so if your DOB is 7th March, 1987, then your password is 07031987)

You can then log in to all IT Services including email, Moodle, Yeats Library and much more.

### Microsoft OneDrive storage

Students have an allocation of 1TB storage with Microsoft OneDrive which is accessible via [office365.itsligo.ie](http://office365.itsligo.ie). To download OneDrive go to [onedrive.com/](http://onedrive.com/) download for use on laptops and mobile devices.

### Student Email

It is important for students to regularly check their student email account as lecturers and almost all of IT Sligo correspondence is communicated with students via their student email account. To login to your student email, please use your email login ID ([studentnumber@mail.itsligo.ie](mailto:studentnumber@mail.itsligo.ie)) and your campus password.

Your student email can be accessed through the below links:

- Student Portal – [www.itsligo.ie/student-hub/](http://www.itsligo.ie/student-hub/)
- Directly at <http://mail.office365.com/>

## IT Services Helpdesk

To contact IT Services Helpdesk, you can call 071 930 5584, log an email query to [helpdesk@itsligo.ie](mailto:helpdesk@itsligo.ie) or use the appropriate link below.

- Quick technical support: [itsligo.ie/itservices/technical-support/](https://itsligo.ie/itservices/technical-support/)
- Report a technical issue: [itsligo.ie/itservices/report-a-technical-issue/](https://itsligo.ie/itservices/report-a-technical-issue/)
- Reset or change my password: [passwordservices.itsligo.ie/base/](https://passwordservices.itsligo.ie/base/)

These links can also be found in our Student Portal on the IT Sligo website - [itsligo.ie/student-hub/](https://itsligo.ie/student-hub/)

## Yeats Library

**Located at the heart of the campus, the Yeats Library is an architectural space with student focus at the core of its design. Spread over three floors, this world-class facility provides all the resources a student needs to excel in their programme of study.**



### Library services available for Online students:

- **ID student cards**  
For information on how to obtain a student ID, click here [libguides.itsligo.ie/idcards](https://libguides.itsligo.ie/idcards)

- **Live Chat:**

Live Chat is available 10am -12pm and 2pm-4pm Monday to Friday or we might already have the answer, please visit:

- Libask, our contact forum - <https://libask.itsligo.ie/>
- Libguides, our library guides portal - <https://libguides.itsligo.ie/>

- **Appointment**

Make an appointment with a school liaison librarian. We can help you in person, over the phone or by email. Please email [library@itsligo.ie](mailto:library@itsligo.ie) at any stage if you need assistance or use the contact form at [libask.itsligo.ie/](https://libask.itsligo.ie/)

- **Referencing Help**

We can help you with your referencing.

- **Searching help**

We can help you find information.

- **Tutorials**

We can record tutorials according to your specific query and provide tuition live online or over the phone.

- **Virtual Meetings**

Library staff will invite you to join Microsoft Teams meetings during the year. Please feel free to make this request for yourself or your class.

- **Book Postal Service**

The Yeats Library team can post books from the main collection to Online Learners who live outside Sligo. Please check EOLAS (<https://libsearch.itsligo.ie/>) to see if the book is available. If the book is on loan to another user, you can reserve it through your library account. To borrow, email us with the details and your postal address. Books can be borrowed for three weeks. They can be renewed for a further three weeks online through your Library Account, by email or by phone. It is your responsibility to return the book by post using this address:

**Yeats Library,  
Book Returns,  
Institute of Technology Sligo,  
Ash Lane,  
Sligo,  
F91 YW50**

## How do I connect to the library's resources from home?

As a registered IT Sligo student, you can access the library databases and the past exam papers or log in to renew books or place holds on books. If you are accessing one of the resources from off-campus you will have to authenticate using your student email address. (example: S00XXXXXX@mail.itsligo.ie) and password.

Link to access library resources from home:

<https://idp.itsligo.ie/idp/profile/SAML2/Redirect/SSO?execution=e1s2>

Please take the time to explore the Yeats Library website and guides

<https://libguides.itsligo.ie/online>

## Academic Calendar

**The academic calendar is published on the Student Portal on the IT Sligo website and can also be viewed here - [www.itsligo.ie/academic-calendar/](http://www.itsligo.ie/academic-calendar/)**

On the academic calendar, students can find key dates for the forthcoming academic year including:

- Induction week.
- Teaching weeks per semester.
- Examination weeks.
- Publication of exam results.
- Repeat examination weeks.
- Academic holiday dates.

\*Please note, the academic calendar is subject to minor changes throughout the academic year.

## Timetables

**Online Learning timetables will be given at Induction and will also be made available on your programme page in Moodle.**

Programme pages on Moodle will give an overview of the module's that students have in each semester and the days/times of live lectures, workshops, project deadlines and much more.

You can also access your timetable through our student portal or by clicking on the following link - <http://timetables.itsligo.ie:81/studentset.htm>

For further information on timetables, please contact your Online Student Advisor. Contact details can be found here [www.itsligo.ie/onlinestudentadvisors](http://www.itsligo.ie/onlinestudentadvisors)

## Study Hours

**At IT Sligo, the types of attendance for our online courses are categorised as part-time online, blended or full-time online.**



- **Part-time online** courses schedule live lectures and these usually take place in the evening time.
- **Blended learning** is offered where students may be required to attend labs or workshops, combined with online lectures.
- **Full-time online** courses are available through the CAO for students who wish to earn a degree but are not able to attend campus.

Whether you are studying part-time online, blended or full-time online, it is very important that you allocate enough study time to your online course to stay focused, reduce stress and achieve your goals. For part-time online or blended learning, it is recommended that you should try to allow for 5-6 hours per week per 5 credit module to your studies. Most online courses typically involve 3 x 5 credit modules per semester which leads to an average 15 – 18 study hours per week. Our online courses have about 3 hours of live lectures per week (but this can vary per programme). The rest of your study time consists of independent learning, communicating with your lecturers and classmates and carrying out assignments.

Live lectures normally take place between 6pm and 10pm, Monday to Thursday but this may vary depending on the availability of specific lecturers. If the scheduled times for the live online lectures do not suit you, recordings will be made available through Moodle.

Please note, you may be required to take some time off work for the below:

- **Exams**  
Christmas Exams: 2 – 4 days in January each year.  
Summer Exams: 2 – 4 days in May each year.
- **Workshops/Practical Classes**  
Approximately 2 - 4 days per year depending on the course you are studying.  
You will receive notification of the dates from your lecturer for each specific subject requirement.

## Moodle

### What is Moodle?

Moodle (Modular Object-Oriented Dynamic Learning Environment) is the learning management system you will use to access much of the learning resources during your studies at IT Sligo. Every student has a Moodle account personalised to their programme of study and active use of your account is important in preparing you for success.

The programme in which you are studying, will be made up of modules and you will be able to study each module through Moodle. All modules will have its own section on Moodle which you can select from a menu. Here you will be able to find lectures, notes, assignment briefs, communication forums, reading lists, resources and much more.

Each module will be broken down into teaching weeks and each each week will have a link to lecture notes, resources, reading materials etc. Depending on your timetable, you may have live lectures to attend each week via Live Classroom. If you cannot attend a live lecture, a recording of the lecture will be made available to you on Moodle.

### When will you get access to Moodle?

The personalised content to reflect your course of study will become visible on Moodle 24 hours following the completion of registration with IT Sligo. This normally takes place between August/September. Access to individual study modules on a specific programme is controlled by the lecturer or Course Coordinator who may be editing/updating the content prior to actual delivery. Moodle can be accessed through the link below or please visit the 'Student Portal' section on the IT Sligo website.

Link to Moodle - <https://vle.itsligo.ie/login/index.php>

Your Moodle username is your IT Sligo student ID number.  
Your password is the same as your IT Sligo login.

## Live Classroom



**Our live classroom is a virtual learning platform for online learners to access, watch and interact with lectures.**

### How to access the Live classroom?

Access for your live classroom will be available from your module page on Moodle. At IT Sligo, we use a software called 'Adobe Connect' for delivery of live classes and/or 'Microsoft Office Teams' depending on the individual lecturer. No matter what software your lecturer chooses to use, a link to your live lecture will always be placed on each module page in Moodle.

Please use the test links provided to make sure that your PC or laptop is set up correctly, particularly your audio. This will ensure you can hear the lecturer speaking prior to any live class.

Please note, you will need to download 'Adobe Connect' prior to your first lecture. For instructions on how to do this, please visit - <https://www.itsligo.ie/itservices/onlinedigital-learning/>

### How to access recorded lectures?

All live lectures will be recorded and uploaded to your module Moodle page. These will be stored under the relevant learning week and will remain here until the end of semester/year. Lecturers will also add links to any resources or reading material that may be relevant to that live lecture or topic.



At IT Sligo, some lecturers use a software called Panopto to record live classes. If you are unable to attend a live class, you can view the recording at another time that suits you. If your lecturer records your class, the recording will most likely be stored in the 'Panopto block' on the top left-hand side of each of your Moodle module pages. The main benefit of Panopto is that it enables downloading of live class recordings to different devices for your study.

All recorded classes will be stored under 'Completed Recordings'. If your lecturer records your class using Microsoft Teams you will find the recording in your Teams channel for that class.

If you need further assistance on any of the above, IT Services helpdesk will be able to help you - <https://www.itsligo.ie/itservices/>

## Laptop & Equipment



**As an Online Learner, you will need to have access to a PC or laptop that is connected to the internet. Your PC or laptop should have speakers. Access to a web camera is beneficial for engaging with lecturers and peers, but not essential.**

Many students opt to use headphones for listening to live or recorded lectures, but again this is optional. Once you have an internet connection, all the applications you need for accessing lectures, the library, course materials and submitting assignments are web-based.

## Reading Materials

**Throughout your studies at IT Sligo, your lecturer may recommend reading materials to help and assist you with assignments, projects etc. As a student of IT Sligo, you will have online access to the Yeats library as well as being able to visit the library on campus.**

For online access to the Yeats Library, please visit the 'Student Portal' and select Yeats Library from the 'Campus and Facilities' menu or visit the link below. Here you will be able to create and login to your Library account where you will have full access to ebooks, ejournals and many more supports available for Online Learners.

When accessing Yeats Library online, you will be prompted to login using your IT Sligo email address (studentnumber@mail.itsligo.ie) and password.

Login to Yeats Library using the following link: [library.itsligo.ie](https://library.itsligo.ie)

For help and support, please visit this webpage: [libguides.itsligo.ie/online](https://libguides.itsligo.ie/online) or contact the library team on [library@itsligo.ie](mailto:library@itsligo.ie)

## Assessments & Assignments

**Exams and assessments are a necessary part of college life. The types of assessments will vary by course and even by module, but each module will have assessments or assignments built in to evaluate your learning within that semester.**

At the beginning of each academic year or semester, your lecturer will outline the assessments you will need to complete through Moodle. Types of assessments can vary but can take the form of report writing, presentations, open book exams, essays and practical assessments including workshops and laboratory sessions. All assessments will be either individual or group structured assignments meaning that you will have to complete the work yourself or in a group scenario.

Please watch this video detailing how to upload an assignment through Moodle - [itsligo.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=c3dd1e58-1cbc-4a95-a0cd-ad130095ac3d](https://itsligo.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=c3dd1e58-1cbc-4a95-a0cd-ad130095ac3d)

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## Examinations

**While continuous assessment occurs throughout modules, many modules also have scheduled exams at the end of each semester. The methods of assessment can be found on the module links on the course web pages on our website.**

IT Sligo has three exam centres in Ireland – Sligo, Dublin and Cork. Students can choose which centre they wish to sit their exams. Currently, due to the pandemic all exams are assessed online. Students based outside of Ireland may be able to avail of remote proctoring examinations and should contact the Examinations Office for further information on this service at [examinations@itsligo.ie](mailto:examinations@itsligo.ie) or call 00353 719137317

Students with a disability, requiring extra time or other specific accommodations, please contact [learningsupport@itsligo.ie](mailto:learningsupport@itsligo.ie)

Please read this document for further information about our online examinations, how to get started, things to remember during an exam and much more here: <https://www.itsligo.ie/wp-content/uploads/2021/01/Online-Exams-FAQs.pdf>

### Examination Timetables

Examination timetables are posted on the website at IT Sligo Examination Timetables and updated on a regular basis. Please check details regarding your examinations yourself as timetables are provisional and subject to change daily.

### Examination Results

Examination results for all exam sessions are released to your student account as per the dates on the academic calendar. Please click on the link below for further information: [itsligo.ie/student-hub/examinations/examination-results/](https://www.itsligo.ie/student-hub/examinations/examination-results/)

No information regarding results is given over the telephone, and results will not be released if there are fees outstanding. All transcripts will be released by Digitaly CORE and students will be advised of the release dates by email to their IT Sligo student email account. It is important to regularly check this email account.

Following the issuing of exam results, feedback days are provided to allow students to discuss results with their lecturer - these are an important opportunity for students to receive feedback to help them prepare for the next semester or possibly repeat assessment and should be availed of.

Please click on the following link for further information on exams [www.itsligo.ie/student-hub/examinations/](https://www.itsligo.ie/student-hub/examinations/)

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## Repeat Examinations

Students who are sitting repeat examinations must register for their exams online here - [https://ssb.ancheim.ie/its/app/twbkwbis.P\\_WWWLogin](https://ssb.ancheim.ie/its/app/twbkwbis.P_WWWLogin)

Once logged in, click on the link directly underneath your results and follow the screens through to register and pay the €50 repeat registration fee. Please note, if you are asked to enter your telephone number for verification purposes at the payment stage, ensure you enter your international dial code.

For further information, please visit the examinations webpage on our Student Portal - <https://www.itsligo.ie/student-hub/examinations/repeat-examinations/>

### Understanding your exam results

#### MERIT 1, MERIT 2:

This means that you have been awarded a Higher Certificate (Level 6), or Ordinary Degree (Level 7) with Merit 1 or Merit 2, depending on your performance and may be conferred with this Award in due course.

**MERIT 1:** A GPA (Grade Point Average) of at least 60% of the total available marks.

**MERIT 2:** A GPA (Grade Point Average) of at least 50% of the total available marks.

#### DISTINCTION:

This means that you have been awarded a Higher Certificate (Level 6), or Ordinary Degree (Level 7) with Distinction, and may be conferred with this Award in due course. A GPA (Grade Point Average) of at least 70% of the total available marks.

#### FIRST CLASS/SECOND CLASS HONOURS:

This means you have been awarded a Bachelor's Degree (Level 8) at First Class or Second Class Honours and may be conferred with this degree in due course.

#### FIRST CLASS HONOURS:

A GPA (Grade Point Average) of at least 70% of the total available marks.

#### SECOND CLASS HONOURS, GRADE 1:

A GPA (Grade Point Average) of at least 60% of the total available marks.

#### SECOND CLASS HONOURS, GRADE 2:

A GPA (Grade Point Average) of at least 50% of the total available marks.

#### EXEMPTIONS GRANTED:

This means that you have gained exemptions in the subjects indicated on the statement as exemption and these subjects do not need to be retaken. However, you are required to retake all other subjects in order to complete this stage of your studies.

#### **FAIL:**

This means that you have failed to achieve any exemptions and must retake all subjects you took at this examination sitting before you can complete this stage. Students with an overall result of fail, withheld, deferred or exempt must repeat those subjects which they have not passed or not yet presented in.

#### **WITHDREW:**

This result indicates that you have formally withdrawn from the course. The results on your statement represent results achieved in examinations and continuous assessment completed in those subjects prior to your departure.

## **Graduation**

**Graduation is an important milestone; it is a time to celebrate your achievements with friends and family. Online students who complete a major award at Level 6, Level 7, Level 8 and Level 9 will be invited to attend graduation at IT Sligo.**

Online students who study a minor award or special purpose award of 30 credits or less with exams will be issued with certificates from IT Sligo.

Normally, our graduation ceremonies take place in Autumn on campus but due to the pandemic, they will be taking place virtually until further notice. If you are invited to attend graduation, a schedule will be available to view in advance and if the ceremony is virtual, you will be able to download the graduation booklet and watch the ceremony live via a link.

All original award parchments will be available digitally following graduation with detailed information being forwarded to your student email.

You will be able to access your parchment here:

<https://core.digitary.net/#/user/login>

If you would like to request a duplicate hard copy parchment, please refer to the EXAM020 Duplicate Parchment procedure available at the following link:

<https://www.itsligo.ie/student-hub/examinations/documents-and-policies-contacts/>

If you wish to order an academic gown for either the on-campus ceremonies or virtual ceremony (gown posted to your home), we will provide information on how to order a gown on our website in advance of graduation.

## **Springboard Student Information**



**Once you have enrolled on your chosen programme through the Springboard+ website, you can then register as a student at IT Sligo.**

If you are an employed participant, you will have to pay a 10% course fee contribution for level 7, 8 and 9 courses and this must be paid to IT Sligo. All level 6 programmes are free to all participants and there are no tuition fees for DEASP customers or returners but any subsequent costs such as travel and course materials must be borne by the participant.

If you are availing of a Springboard+ course, we are required to deliver a 10 credit Level 6 "Personal Effectiveness and Employability" module as part of our Springboard+ funded programmes. This module is mandatory for all Springboard funded participants and outlines the skills needed for effective engagement in the workplace. This module only needs to be undertaken once by Springboard students.

For further information, please visit: [itsligo.ie/springboard](https://www.itsligo.ie/springboard)

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## Deferrals

**Requests for a deferral of examination subjects must be made through the appropriate deferral request form.**

This should be lodged with the Examinations Office, with the appropriate fee and relevant third-party documentation no later than 4 days after the last timetabled exam. Information on the procedure and the timescale for applying for a deferral is available at IT Sligo Documents and Policies. Incomplete applications will not be accepted.

Students who are awarded a deferral of examination subject/subjects are automatically registered for the next appropriate examination session by the Examinations Office. The cost of a deferral application is €150 which includes the deferral fee of €100 and the Autumn registration fee of €50. This fee must be paid by the student via their student account.

## Student Portal



**The Student Portal on the IT Sligo website focuses on improving your student experience by hosting all the information that you'll need.**

You can visit the Student Portal here - [www.itsligo.ie/student-hub/](http://www.itsligo.ie/student-hub/)

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### Some of essential links found on the Student Portal include:

- Induction.
- Student email.
- Moodle.
- Academic Calendar.
- Online registration.
- Student supports.
- IT Services.
- Campus facilities.
- Examination information.

## Student ID Card

### How to order a student card online?

Once you are registered as a student at IT Sligo, you can visit the IT Sligo Yeats Library website and follow the instructions provided on how to order your Student ID card online. You will need to upload an ID photograph to complete the order. Once the upload is successful, you should receive your ID card to the postal address that IT Sligo has on file for you.

Link to order an IT Sligo Student ID card online: [libguides.itsligo.ie/idcards](http://libguides.itsligo.ie/idcards)

- When on campus, you are required to have your Student ID Card.
- You must produce your Student ID Card to any member of staff if requested to do so (this includes academic, administrative, library, technical and other support staff, caretakers, cleaners).
- You must produce your Student ID Card to use the student health and counselling Service.
- You may have to produce your Student ID Card during examinations.
- You may have to produce your Student ID Card during workshops, laboratories or any practical class scenario that you must attend campus for.
- Your student card will also stand you to great benefit. You can use your student card in various shops to avail of a student discount. As a student of IT Sligo, you will be able to subscribe to UNIDAY'S which will also give you discount codes that can be used while you are online shopping.

If you have any issues when applying for your Student ID Card, please contact the Yeats Library team on [library@itsligo.ie](mailto:library@itsligo.ie)

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## Fees & Funding

### Self-Funding Students

This covers students who opt to pay fees directly to IT Sligo. On receipt of a formal offer of a place, students are asked to pay a booking fee/deposit of €250. To secure the place on the course, the booking fee must be paid within 2 weeks of receiving the offer. The booking fee is non-refundable and is deducted from the total course fee. Due to the popularity of many online courses, if booking fees are not paid within the timeframe, IT Sligo cannot guarantee a place will be reserved on the course.

### Employer Funded Students

An employer may assist in partly or fully funding the course fees. In this case, applicants must request that their employer completes a supplier invoice form and return this to IT Sligo for processing. The employer is then invoiced for the participants fees. These fees can be the full programme amount or partial fees agreed directly with the student. We recommend applicants indicate on their application form if they will be employer funded.

### Springboard+ Funded Students

Springboard is a government funded programme providing fully or partially funded places on 1-year part-time programmes at Certificate, Degree and Master's level leading to qualifications in areas where there are employment opportunities in the economy.

Springboard programmes are open to all applicants; employed, unemployed and returners who meet the eligibility criteria at the time of course commencement.

- **Programmes at Level 6** are free for all enrolled participants through the Springboard website.
- **Programmes from Level 7 to Level 9** are free for those classified as unemployed and in receipt of a social welfare payment as well as returners. Participants in employment on these programmes must pay 10% of the programme fee. The remaining 90% of the fee is paid by Springboard for these participants enrolled through the Springboard website [www.springboardcourses.ie](http://www.springboardcourses.ie)
- This 10% fee is payable to IT Sligo. The dates by which this payment must be received is confirmed by the Registrar and all participants will get notification of this date in advance.

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## Other Funding Options

Each year a selection of financial supports is made available through IT Sligo and bodies such as Skillnet to assist in meeting programme funding. Students need to contact the funding bodies directly to confirm eligibility and the level of funding available.

Details of any such funding options are available from our admissions team [admissions@itsligo.ie](mailto:admissions@itsligo.ie)

### Fee Payment Options

When registering with IT Sligo, students must confirm their fee payment method.

#### Options include:

- **Payment in-full** - Fees can be paid via Visa Debit or Credit Card using the online payment facility (the details for making these payments are emailed by Admissions).
- **Payment per Semester** - Fees can be paid on a semester basis. The first semester runs from September – December and these fees must be paid on or before 30th September. The second half of the fees to be paid by 31st January. Should these dates change, the Registrar will be contact students.
- **Pay by instalment** - Dates of payments are scheduled as part of this instalment plan and agreed with students. Participants are required to make payments on or before the dates agreed as part of the instalment plan. Failure to make the agreed payments can lead to the deactivation of student accounts. Students must complete an Instalment Request Form and return it to IT Sligo for processing.

### Tax Relief

As the Institute of Technology, Sligo is listed by the Irish revenue as an 'APPROVED INSTITUTION' students are eligible to claim tax relief at the standard rate for tuition fees.

In order to determine if the course you apply for qualifies and your own eligibility for a tax refund, please read the information on the revenue website: <https://www.revenue.ie/en/personal-tax-credits-reliefs-and-exemptions>

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## Progression Paths

**At IT Sligo, we have many progression paths available to students who are looking to upskill or progress their education. Our programmes follow the ladder structure system, meaning you can start and progress at a pace that suits you.**

Some students may choose to start at a Level 6 Certificate for instance, and graduate at that level or progress on to the next level within the same subject matter area. Other students, whose experience and academic history are given higher academic credits, may advance straight into an Ordinary Degree (Level 7), Honours Degree (Level 8) or a postgraduate qualification (Level 9).

For further information on Progression Paths, please contact your Online Student Advisor, Course Coordinator or email our Admissions team on [admission@itsligo.ie](mailto:admission@itsligo.ie)

## Clubs & Societies

**Institute life is not just about studying and passing examinations. It is also about widening your personal and social experiences. It is important that you make the effort to participate in the social life of the institute.**

One effective way to get more involved is to join a club or society. There is a wonderful variety of clubs and societies to choose from, check out [itslife.ie](http://itslife.ie) for more information. Clodagh O'Brien is Clubs and Societies Officer with ITS Students' Union for the 21/22 academic year.

For more information on Clubs and Societies, you can connect directly through [itslife.ie](http://itslife.ie) call the Student Union on 071 914 1887 or email [info@itssu.ie](mailto:info@itssu.ie)

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## Student Support Services

### Careers Service



## Careers Service

Adette Ring  
Deborah Seddon  
E: [careers@itsligo.ie](mailto:careers@itsligo.ie)



The Careers Office provides information, advice and support to help you to plan and progress your career goals. They offer a blended approach to careers guidance, with campus and online services and activities.

### Where to find us?

You can find them online via our careers services platform at [itsligo.jobteaser.com](https://itsligo.jobteaser.com) or through Moodle (Careers Office)

The Careers Office is there to help you to navigate your personal journey to employment. Whatever stage you are at in this process we encourage you to contact the Careers Office for help with your careers guidance, CV writing, application form filling & interview skills.

Appointments can be booked via the online Careers Service platform: [itsligo.jobteaser.com](https://itsligo.jobteaser.com)

### Career talks

**Throughout the academic year, several career talks will be delivered on campus and online. Topics include:**

- Options with your course.
- Effective job search.
- Further study and postgraduate progression.
- Networking and communication.
- CV writing.
- Interview skills.
- Writing a personal/motivational statement.

### Careers Events

The Career Office have well established industry links and organise a variety of campus based and online events throughout the academic year. You will find details of these on your online careers services platform ([itsligo.jobteaser.com](https://itsligo.jobteaser.com)). In semester one, look out for the 'Faculty Careers Fairs' and 'Webinar Wednesday', where you will have the opportunity to connect with employers, voluntary organisations, education providers and professional bodies, online.

## Jobs Board & Resources

The online careers services platform ([itsligo.jobteaser.com](https://itsligo.jobteaser.com)) provides you with access to local, national and international employers. Register to discover graduate programmes, part-time and full-time jobs, internships and summer camps. This platform provides you with instant access to 80,000 employers. Over 20,000 jobs were advertised on the wider platform in 2020-2021, with hundreds being offered locally.

Check out the 'Advice' and 'Resources' sections on the online careers services platform ([itsligo.jobteaser.com](https://itsligo.jobteaser.com), too). This is where you will find popular resources such as: CV examples, interview skill advice, professional networking and more.

## Access Office Disability/Dyslexia

### Access Officer

Linda McGloin  
E: [mcgloin.linda@itsligo.ie](mailto:mcgloin.linda@itsligo.ie)



The role of the Access Office is intended to encourage and support categories of students who have not been traditionally represented in third level education. Specifically, these are students with disabilities or additional needs, those from disadvantaged backgrounds and mature students, to make the transition to third level education and to participate fully and progress within their course of study.

### Disability Officer

Shelley Brady  
E: [disability@itsligo.ie](mailto:disability@itsligo.ie)



IT Sligo provides a comprehensive Disability and Assistive Technology (AT) service that is central to the facilitation of students with disabilities. It is very important that every student with a disability or special need registers with the Access Office at the beginning of first year and makes contact at the beginning of each subsequent academic year in order to keep abreast of developments

in the disability supports on offer. To disclose a disability or special need or to discuss issues of concern, students can make an appointment by emailing [disability@itsligo.ie](mailto:disability@itsligo.ie).

Disability Support Service welcomes students with Autism who require academic and exam supports to register with the service. One to one support is available for students with these needs. Please make an appointment to meet with the Access Office to register with the Disability Support Service.

### Special facilities for examinations

Documentary evidence is required for all supports requested for examinations. To receive approval for exam accommodations, students must first be registered with the Access Office.

## Assistive Technology Officer

Fiona Fox

E: [assistivetechonology@itsligo.ie](mailto:assistivetechonology@itsligo.ie)



Assistive Technology (AT) refers to any tools, devices, applications or features of applications that can assist or help you with your academic work. Assistive Technology may be used by a person with a disability to perform specific tasks, improve functional capabilities and progress towards maximum independence. The AT service at IT Sligo provides ongoing support and information around the use of technology and how to adapt it to study and learning in 3rd level education.

**Our aim is to ensure that technology matches your needs and environment.**

**Assistive technology supports include:**

- Matching person to technology assessment.
- Assistance in selecting appropriate technology to maximise productivity and independence.
- Individual and group training in assistive technology to students.
- Ongoing AT support for students, lecturers, college staff, other educational bodies and potential employers.
- If you feel you have specific requirements in the use of Assistive Technology, you can ask your Disability Officer or Learning Support Tutor to make an appointment with the Assistive Technology Officer or email the Assistive Technology Officer for a full assessment at [assistivetechonology@itsligo.ie](mailto:assistivetechonology@itsligo.ie).

The Assistive Technology Room is available exclusively to students who have disabilities or special needs registered with the Access Office. The room offers a range of equipment available to support the student with a disability in their studies. There are also printing facilities available. Access to the Assistive Technology Suite is provided only through the Disability and the Learning Support Service and it is located upstairs in the Student Centre (H Block), at the top of the stairs, room number: H1002

## Learning Support Service

Andrea Rynn

E: [learningsupport@itsligo.ie](mailto:learningsupport@itsligo.ie)



As part of the Access Office, the Learning Support Service provides learning support to students who have a specific learning difficulty such as dyslexia or dyspraxia. Students who have a prior diagnosis should contact the Learning Support Tutor early in the academic year to discuss their individual needs and devise their LENS (Learning and Educational Needs Summary), which students can share with their lecturers.

There are many supports provided by the Learning Support Tutor to qualifying students including referral to the Assistive Technology Support Service for technological aids and specialised software. In addition, we assist in the organisation of pre-approved reasonable accommodations at end of term examinations and, with student consent, we liaise with relevant staff to ensure that students achieve their full potential at IT Sligo.

Dyslexia screening can also be arranged for students who suspect they may have dyslexia and if necessary, referral for a psycho-educational assessment can be arranged.

For further information or to arrange an appointment, please email [learningsupport@itsligo.ie](mailto:learningsupport@itsligo.ie)

## Fund for Students with Disabilities

The purpose of the Fund for Students with Disabilities, which is administered by the National Office for Equality of Access to Higher Education, is to provide resources to higher education colleges for the delivery of key services, reasonable accommodations and supports for learners with disabilities on full-time courses. The Fund aims to support the personal, educational and professional development of the participating learner and contribute to the achievement



of their full potential. Following a successful application, funding is given to IT Sligo for the purchase of supports such as specialised equipment, materials or technological aids, targeted transport services, sign language assistants/ interpreters and personal assistants. Equipment purchased through this fund remains the property of the college and is given on loan to the student for the period of their studies at the Institute. The closing date for this fund is early in the academic year and this is one of the reasons why it is important to make contact with the Access Officer of Learning Support Tutor at the commencement of the college year.

The Fund for Students with Disabilities is funded by the Irish Government and co-funded from the ESF Programme for Employability, Inclusion and Learning (PEIL) 2014 -2020

### Assistant Access Officer

Lesley Walsh

E: [walsh.lesley@itsligo.ie](mailto:walsh.lesley@itsligo.ie)



### Student Assistant Fund

The Student Assistance Fund aims to ensure that disadvantaged students receive financial supports to enable them to fully benefit from their studies and to assist them in overcoming financial obstacles which may otherwise cause them to abandon their studies. If you have any queries, please contact Lesley Walsh on [walsh.lesley@itsligo.ie](mailto:walsh.lesley@itsligo.ie)

### Eligible Expenses for Student Assistance

The Student Assistance Fund typically provides financial assistance to students who are having difficulty covering the following kinds of expenses:

- Books
- Class materials
- Rent
- Heating/ lighting bills
- Food
- Travel of an urgent or essential nature
- Medical expenses i.e. doctor or dental visits. Expenses associated with family breakdown Expenses associated with bereavement

- Expenses associated with accidents
- Childcare (non-registered only) - for childcare costs (registered) please apply to the national childcare scheme [ncs.gov.ie/en/](https://www.ncs.gov.ie/en/)

### Ineligible Expenses for Student Assistance

Students requiring financial assistance to help with tuition fees or registration fees cannot be considered under the Student Assistance Fund. All students attending a full-time or part-time undergraduate or postgraduate on campus course of not less than one year's duration are eligible to apply. It is expected that applicants would be experiencing acute or unexpected hardship. Any tuition or registration fees must be paid in full before students can receive funding from the Student Assistance Fund.

### How do I apply?

Watch your student email for information on opening and closing dates, instructions on how to apply, and information on what documents will be required. Information will also be available on all social media platforms and our website. The Student Assistance Fund is funded by the Irish Government and co-funded from the ESF Programme for Employability, Inclusion and Learning (PEIL) 2014 -2020

## Student Medical Centre & Health Services

### Student Health Nurses

Eilish Corley

Caroline Kennedy Crawford  
(Job Share)

Nicola Duggan (Part-Time)

T: 071-9305463 / 071-9305205

E: [studenthealthservices@itsligo.ie](mailto:studenthealthservices@itsligo.ie)



**The Student Health Service in IT Sligo is available to cater for the medical needs of students when it is not possible to visit their own GP. It offers both virtual and face-to-face consultations in a modern health suite, which is conveniently located on the campus grounds.**

The unit is staffed by a team of nurses and doctors who have extensive experience in student health issues and can offer medical care and specialist clinics to students, all completely free of charge.

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The Student Health Service in IT Sligo provides medical care to all registered students and apprentices throughout the academic year.

The mission of the service is to provide quality health care that is tailored to a student's individual needs. It aims to provide a student friendly service with special attention given to preventative medicine, health promotion and encouraging healthy lifestyles. The service operates during office hours but there are provisions in place to ensure that all students can access a medical service 24 hours a day.

Student medical records are completely confidential and maintained in the Health Centre. Consent must be obtained from the student prior to disclosing records to any third party.

#### **Opening Hours:**

Monday to Thursday	9am to 4pm
Friday	9am to 2pm
Closed Daily for Lunch	12.30pm to 1.30pm

#### **Making an appointment:**

The Student Health Service operates on an appointment only basis. We offer both in-person and virtual consultations. If you would like to make an appointment, please contact us by phone or email provided above. Please complete the registration form on our IT Sligo Student Health webpage prior to your first visit.

#### **How the service operates:**

The Student Health Service is a nurse-led service. All students must first be assessed by the Nurse and those requiring referral to the Doctor will be given an appointment for the medical clinics, which are also based in the Student Health Centre. The service is not intended to replace your own GP.

Students with a chronic condition, disorder or disability which may require specific support or monitoring are advised to make themselves known to the Student Health Service as soon as possible after registration so individual care needs can be assessed.

#### **Fees & Payment:**

The Health Service is available without charge to all registered students throughout the academic year. However, students who are late for their appointment or do not attend without cancelling will incur a fine of €20.

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#### **Sick Certification:**

The Student Health Service has stringent guidelines on the issuing of sick certs.

- Certification will only be issued by the Student Health Service if absence from college is medically recommended.
- No backdated certs will be issued.
- If you have been treated by your own GP/ Emergency Department, they should issue the medical cert.

#### **Advise for using the service:**

- Be aware that accidents and medical emergencies will always be given priority.
- Remember to call/email early to the make an appointment as appointments book up quickly. We operate on "a first-come first-served basis".
- Remember to contact the nurse by email for repeat prescriptions at least 1 week before your prescription is due to be renewed.
- Please let us know at least 2 hours ahead if you cannot keep your appointment with the Doctor. Students who fail to do so will be fined €20.
- All prescriptions will be sent electronically to your nominated pharmacy.

#### **Accidents and medical emergencies on campus (office hours):**

The campus nurse can be contacted on 087 996 1873 in the case of a medical emergency. To contact the Emergency Services please contact 999/112.

#### **Out of Hours Medical Care:**

Students requiring GP out of hours medical care can call Caredoc Sligo on 0818 365399 between 6pm and 9am. There is a fee for non-medical card holders. For medical care between 5-6pm please call Medicentre GP surgery on 071 9142550 for details of the doctor on call.

#### **Health Promotion:**

We are keen to actively introduce students to healthy lifestyle choices. We encourage students to access our website to gather information and advice regarding many health issues relevant to student - [itsligo.ie/student-hub/health-services/](https://itsligo.ie/student-hub/health-services/)

### Additional Services on offer at the Health Service include:

- Sexual Health clinics
- Cryotherapy clinics
- Flu vaccine clinics
- Women's health clinics
- Smoking Cessation Referrals
- Referral Service for Alcohol and Drug Misuse
- Referrals to Eating Disorder Service
- Physiotherapy service: Provided by "Fix You Physio" offering student rates of €30 per consultation. To make an appointment call **071 93 17210** or email **info@fixyouphysio.com**
- Optician service available. Free Eye Test. To make an appointment please call **087 431 0344 / 071 91 69090** or email **sweeneyopticians@gmail.com**

for more information on Student Health Service clinics, please access our webpage on the Student Portal at IT Sligo or email **studenthealthservices@itsligo.ie**

### Immunisations and Vaccinations

In the interest of the health and safety of all who work and study in the Institute, we recommend that students have all their vaccinations/immunisations before registration. These vaccinations include Diphtheria, Tetanus, Whooping Cough, Hib, Polio, Meningitis C, MMR (measles, mumps, rubella). Please check your family records and consult with your GP for information and advice. Students who are undertaking specific science and social studies courses may require Hepatitis

B vaccination for work placements. Student are advised to refer to the Institute prospectus and contact their own GP for vaccination recommendations.

## Student Counselling Service

### Counsellors

Dr Siobhán McNally  
Geraldine Gilroy  
Anne Rooney

E: [studentcounsellor@itsligo.ie](mailto:studentcounsellor@itsligo.ie)



**The Student Counselling Service is a confidential student support available free of charge to all registered IT Sligo students.**

Meet our Team: Counsellors Geraldine Gilroy, Anne Rooney and Dr Siobhán Mc Nally and Katie Gilmartin, Assistant Psychologist.

### Opening Hours:

Monday to Friday **9.00am to 4.00pm**  
Closed Daily for Lunch **12.30pm to 1.30pm**

### What is counselling?

Counselling offers students the opportunity to explore any issue which may be impacting on your mental health and wellbeing.

### Confidentiality:

Confidentiality is a central part of the counselling process. All information given by you to your counsellor is confidential and won't be disclosed to anyone outside of the Student Counselling Service. The only exceptions to this would be if there is a concern about immediate risk to you, a third party, or any criminal activity.

### Making an appointment:

Should you require any support the Student Counselling Service remains open and is offering phone and online appointments. If you would like to make an appointment, please email: [studentcounsellor@itsligo.ie](mailto:studentcounsellor@itsligo.ie)

## Outside of office hours:

In the case of an Emergency please access the following supports:

- CALL 999 or 112 in the event of an emergency;
- A & E: visit your Accident & Emergency Department;
- CareDoc Sligo: 0818 365399.
- TEXT Crisis Textline Ireland: For free 24/7 support in a crisis, text ITSligo to 50808.
- Ring the Samaritans 24/7 on Freephone 116 123.
- Pieta House; 1800 247 247 (24 hour helpline) or Text HELP to 51444.

There are lots of ways you can take care of your Mental Health. Whatever your circumstances, there are things you can do to help manage your fear, stress, and anxiety and to protect your mental health:

- Talk to your Family and Friends about how you are feeling,
- Make time to Exercise and Keep Fit,
- Making time to Relax, having some time to yourself everyday as much as possible,
- Having a Healthy Diet and good Sleeping Routine, and
- Being aware when you are very Self-Critical, and practicing being a little bit kinder towards yourself.

For further information click on:

[www.itsligo.ie/student-hub/student-support-services/counselling/](http://www.itsligo.ie/student-hub/student-support-services/counselling/)

## Mental Health Promotion

Throughout the year, the service runs several mental health promotions. The Student Counselling Service hosts a page on the IT Sligo website providing information on a wide range of mental health issues including anxiety/anxiety attacks, depression, loss and bereavement, eating disorders and alcohol/drug misuse.

For further information, visit:

[www.itsligo.ie/student-hub/student-support-services/counselling/](http://www.itsligo.ie/student-hub/student-support-services/counselling/)

## Wellbeing

### Mental Health and Wellbeing

#### Project Officer

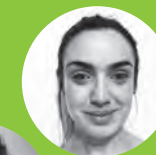
Grace McGee

#### Assistant Psychologist

Katie Gilmartin

#### Health and Wellness Officer

Yvonne Roache



This academic year brings a renewed emphasis on student wellbeing and mental health with two new staff members joining the overall Student Support Services team with specific responsibilities in this area. Their work will build on and complement other initiatives undertaken to date by Healthy Campus and ITSSU.

## Mental Health and Wellbeing Project Officer

### Grace McGee

Email: [mcgee.grace@itsligo.ie](mailto:mcgee.grace@itsligo.ie)

The Mental Health and Wellbeing Project Officer will work in developing partnerships on campus for the promotion and protection of student Mental Health. Grace will lead on supporting the implementation of the National Student Mental Health and Suicide Prevention Framework and the National Framework for Consent at IT Sligo. You will get to know Grace through initiatives such as the delivery of the Active\* Consent programme as well as mental health initiatives recognizing empowerment, participation, and inclusion as key values to supporting students' wellbeing.

## Assistant Psychologist

### Katie Gilmartin

Email: [gilmartin.katie@itsligo.ie](mailto:gilmartin.katie@itsligo.ie)

Katie Gilmartin is an Assistant Psychologist working as part of the IT Sligo Student Counselling Service. You will get to know Katie through the delivery of mental health initiatives and facilitating class talks. She will also be working closely with students and staff to organize events which support student's mental health and well-being.

## Health and Wellness Officer (Healthy Campus)

### Yvonne Roache

Email: roache.yvonne@itsligo.ie

Yvonne co-ordinates the IT Sligo Healthy Campus initiative which aims to create an overall environment and culture that enhances the health, well-being and sustainability of all members of its community and enables them to achieve their full potential. You will get to know Yvonne through her organization and delivery of a range of initiatives focused on a balanced lifestyle, good physical and emotional health, encouraging and supporting everyone to take responsibility for their personal health and wellbeing.

## Academic Writing Centre

### Academic Writing Tutors

Aoife Murray

Dr. John O'Callaghan

E: [writing@itsligo.ie](mailto:writing@itsligo.ie)



The Academic Writing Centre offers advice and support on all aspects of academic writing to Online Learners at IT Sligo. Students can avail of virtual 1:1 appointments with a writing tutor which will be held live online in the tutor's online meeting room. This interactive space allows for live discussion between the tutor and student while document and screen sharing features enable resources to be shared and written feedback to be provided.

The Writing Centre has also developed a range of online writing guides, tutorials and resources covering key aspects of academic writing. These can be accessed on the Academic Writing Centre Page on Moodle: look for it under your My Courses tab.

### We can support you in acquiring the skills to complete your assignments and achieve your academic potential:

- Getting started with an assignment: planning, outline & structure.
- The writing process: generating ideas, drafting, revising & editing.
- Critical reading and effective notetaking.
- Developing an argument and critical thinking.
- Reflective writing, report writing & writing for a literature review.

- Successful writing in exams.
- Avoiding plagiarism.
- Grammar, punctuation and spelling.

### Academic Writing Online Programme

This free, self-directed & interactive programme is designed to develop the academic writing skills of all students at IT Sligo. Whether you are new or returning to writing at 3rd level or want to improve your writing skills, this programme will be relevant for you. Each unit in the programme addresses a key topic in academic writing using a range of examples, activities, quizzes and downloadable resources to support the content:

- **Unit 1:** Introduction to Academic Writing.
- **Unit 2:** Effective reading and notetaking.
- **Unit 3:** Avoiding plagiarism: citation, referencing and paraphrasing.
- **Unit 4:** Writing an assignment: a step-by-step approach.
- **Unit 5:** Critical analysis & critical writing.
- **Unit 6:** Report writing.
- **Unit 7:** Grammar, punctuation & spelling.

Access the programme on the Academic Writing Badge page on Moodle.

## Maths Support Tutors

### Academic Writing Tutors

Kevin Bohan

Fearghus Downes

Nimra Munir

Cillian O'Murchu

E: [maths@itsligo.ie](mailto:maths@itsligo.ie)



The Maths Support Centre is a special inter-school initiative of the Institute. It is now well known that many capable students, for a variety of reasons, may find it difficult to achieve the required standards in mathematics to support their degree studies.

The purpose of the centre is to support students' mathematics learning across all programmes in IT Sligo by:

- Providing a dedicated area with supervised access to help and resources in a relaxed informal environment.
- Delivering appropriate support services for students on service mathematics courses.
- Addressing the mathematics needs of special groups.

To avail of our complete range of services, please visit your Maths Support Centre Moodle Page. There you can:

- Contact our tutors directly.
- See our exam revision timetables.
- Watch videos tailored to your courses.
- Book one to one appointments.
- Book group sessions.
- Book online tutorials.
- Upload problems for correction.
- Test your understanding of mathematical operations via our online quizzes.
- View pdf and video solutions to Moodle quizzes and past exam papers

Note all Maths Support Centre services are provided free of charge to IT Sligo students (both online and campus students).

## Pastoral Care Service

### Academic Writing Tutors

Ray Cotter

**T:** 071 930 5215

**M:** 085 859 0471

**E:** [cotter.ray@itsligo.ie](mailto:cotter.ray@itsligo.ie)

**E:** [pastoralcare@itsligo.ie](mailto:pastoralcare@itsligo.ie)



Fr. Hugh McGonagle

**T:** 071 930 5215

**M:** 086 839 7342

**E:** [pastoralcare@itsligo.ie](mailto:pastoralcare@itsligo.ie)



Rev Patrick Bamber

**T:** 071 914 6513

**M:** 083 365 8066

**E:** [rector@calry.ie](mailto:rector@calry.ie)

**Website:** [itsligo.ie/pastoral-care](http://itsligo.ie/pastoral-care)

**Facebook:** [www.facebook.com/itsligo.chaplaincy.1](https://www.facebook.com/itsligo.chaplaincy.1)

**Instagram:** [instagram.com/itsligochaplaincy/](https://www.instagram.com/itsligochaplaincy/)

### Where to find us?

Please contact us through telephone, email or find us on Facebook or Instagram.

### What is the pastoral care service about?

The Pastoral Care team has a special interest in your total well-being whilst studying here at IT Sligo. We value you as a person with a unique contribution to make to college life. We aim to create a sense of community by reaching out to students and encouraging them to develop their inner strengths in ways that contribute to the life of the Institute and the wider community.

The Pastoral Care team supports students in their spiritual and personal growth during their time in the Institute and offers assistance to students who are experiencing illness, trauma or bereavement. Students are always welcome to drop into the office for a chat or to make an appointment. The Pastoral Care Service is available to students of all faiths and to those who have none.

## IT Services Helpdesk (email & telephone)

When you need some extra help with accessing the IT Sligo computer system, the IT Services Helpdesk is there to help you. Call 071 9305584 or log an email query to [helpdesk@itsligo.ie](mailto:helpdesk@itsligo.ie).

Use these links to overcome some of the more frequent issues encountered:

- Quick technical support: [itsligo.ie/itservices/technical-support/](https://itsligo.ie/itservices/technical-support/)
- Report a technical issue: [itsligo.ie/itservices/report-a-technical-issue/](https://itsligo.ie/itservices/report-a-technical-issue/)
- Reset or change my password: [passwordservices.itsligo.ie/base/](https://passwordservices.itsligo.ie/base/)

## Useful Phone Numbers

### USEFUL TELEPHONE NUMBERS – IT Sligo

Institute of Technology, Sligo	071 91 55222
Access Officer	071 93 05414
Registration/Admissions Office:	071 91 37323 / 071 91 37322
Careers Officer	071 93 05403 / 071 93 05729
Pastoral Care Service	071 93 05215
Grants Office	071 91 37319
Exams Office	071 91 37315 / 071 91 37316 / 071 91 37318
Learning Support Service	071 93 05400
Security	087 637 9470
Student Assistance Fund	071 91 55433
Student Health Service	071 93 05205
Student Support Services Officer	071 91 37369
Student Support Services Administrator	071 93 05463
Student Counsellor	071 93 05463
IT Sligo Students' Union	071 91 41887

### USEFUL TELEPHONE NUMBERS – Sligo and Beyond

Ambulance/Fire Brigade/Gardai-Emergency	999 / 112
AIB	071 913 5500
Aware	1800 804 848
BodyWhys	1890 200 444
Bus Éireann	071 91 60066
Caredoc Sligo	0818 365 399

Crime Victims Helpline	1850 211 407
Garda Confidential Line	1800 666 111
Irish Rail	1850 366 222
Local Link	071 965 0437
LGBT Helpline	1890 929 539
Money Advice and Budgeting Service Ltd	076 107 2730
North West Hospice	071 91 43317
Pieta House	074 91 26594 / 1800 247 247
Rape Crisis Centre	071 91 71188
Sligo Branch of Cura	071 91 43659
Sligo Branch of the Samaritans	071 91 42011
Sligo Citizens Information Centre	076 107 6390
Sligo Garda Station	071 91 57000
Sligo General Hospital	071 91 71111
Sligo Railway Station	071 91 69888
SMILY LGBT Youth Project	089 482 0330
St. Vincent de Paul	071 91 60713
SUSI Support Desk	076 108 7874
Threshold National Housing Charity	1800 454 454
Youth Information Centre	071 9144150

### TEXT Crisis Textline Ireland:

For free 24/7 support in a crisis text ITSligo to 50808

## Useful Websites

Bus Éireann - Bus Information	<a href="http://www.buseireann.ie">www.buseireann.ie</a>
Crime Victims Helpline	<a href="http://www.crimevictimshelpline.ie">www.crimevictimshelpline.ie</a>
Institute of Technology, Sligo	<a href="http://www.itsligo.ie">www.itsligo.ie</a>
IT Sligo Student Support Service	<a href="http://www.itsligo.ie/student-support-services">www.itsligo.ie/student-support-services</a>
IT Sligo Yeats Library	<a href="http://www.library.itsligo.ie">www.library.itsligo.ie</a>
SUSI (Student Universal Support Ireland)	<a href="http://www.susi.ie">www.susi.ie</a>
Financial Support for Higher Education	<a href="http://www.studentfinance.ie">www.studentfinance.ie</a>
Latest college news, events and advice	<a href="http://www.campus.ie">www.campus.ie</a>
Local Link Rural Bus Service	<a href="http://www.locallink.ie">www.locallink.ie</a>
Sexual Health Ireland	<a href="http://www.thinkcontraception.ie">www.thinkcontraception.ie</a>
IT Sligo Students' Union	<a href="http://www.itssu.ie">www.itssu.ie</a>
Irish Council for International Students	<a href="http://www.icosirl.ie">www.icosirl.ie</a>

Irishrail Train Information	<a href="http://www.irishrail.ie">www.irishrail.ie</a>
North West Tourism	<a href="http://www.discoverireland.ie/northwest">www.discoverireland.ie/northwest</a>
Private Residential Tenancies Board	<a href="http://www.prtb.ie">www.prtb.ie</a>
Public Services Information	<a href="http://www.citizensinformation.ie">www.citizensinformation.ie</a>
Sligo Sport and Recreation Partnership	<a href="http://www.sligosportandrecreation.ie">www.sligosportandrecreation.ie</a>
Sligo Tourism	<a href="http://www.sligotourism.ie">www.sligotourism.ie</a>
Threshold (your rights and obligations as a tenant)	<a href="http://www.threshold.ie">www.threshold.ie</a>
Tough Times (Health and Lifestyle)	<a href="http://www.spunout.ie">www.spunout.ie</a>
Unexpected Pregnancy	<a href="http://www.positiveoptions.ie">www.positiveoptions.ie</a>
Union of Students in Ireland	<a href="http://www.usi.ie">www.usi.ie</a>

## Student Health & Safety

### COVID-19

**IT Sligo Campus is open in line with government protocol.**

We ask that you do not attend campus if you fall into any of the categories requiring self-isolation or restricted movement. Please familiarise yourself with the latest HSE guidelines at this link. [www2.hse.ie/coronavirus/](http://www2.hse.ie/coronavirus/)

COVID 19 information will be communicated regularly throughout the semesters and all students will complete a mandatory IT Sligo COVID 19 Induction.

## Policies & Procedures

### Code of Conduct

**IT Sligo respects third level students as responsible members of the community and expects that each student will behave in a mature, reasonable, and honest manner.**

This is recognised in the Student Charter and Code of Conduct. Behaviour, which damages IT Sligo's good name in the wider community or engaging in behaviour that causes IT Sligo's reputation to come into disrepute is not acceptable.

IT Sligo's jurisdiction under the Student Charter is not limited to its own property. The Student Disciplinary Procedure allows for formal complaints to be made about a student(s) under the Student Charter by students, staff and members of the public and for that to be dealt with in a serious, fair and professional manner. For more information see 'Complaints' in Section 2 of this guide and [itsligo.ie/wp-content/uploads/2015/11/ Student-Charter.pdf](http://itsligo.ie/wp-content/uploads/2015/11/Student-Charter.pdf)

## Values & Rights @ IT Sligo





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**IT Sligo's approach to the provision of high-quality education is grounded in the following values:**

- **EXCELLENCE:** Progressiveness, Independence, Courage, Quality
- **INCLUSION:** Diversity, Equality, Openness, Partnership
- **RESPECT:** Honesty, Integrity

A student at IT Sligo has the following rights:

1. The right to expect from IT Sligo, tuition of a professional standard on the programme of study for which they are registered and adequate educational and support facilities consistent with the resources available to IT Sligo.
2. The right to study in an atmosphere free of harassment and intimidation, and that promotes personal integrity and dignity.
3. The right to fair and just procedures, including the right of appeal and, where considered necessary, recourse to the Office of the Ombudsman.
4. The right to be treated as a responsible member of a third-level institution, to be able to represent personal views in a reasonable manner and to be treated with normal standards of courtesy by all other members of IT Sligo.
5. The right to be recognised by IT Sligo authorities in a partnership approach to the administration of IT Sligo through open and constructive consultation with students and their representatives, as members of the "college" created by the Institute of Technology Acts 1992 to 2006.
6. The right to have two student members, one male and one female, on the Governing Body of IT Sligo.
7. The right to be represented on Programme Committees for each programme.
8. All statutory rights including data protection, freedom of information, and the right to be treated equally without fear of discrimination in accordance with the provisions of the Equal Status Acts 2000-2011.

## Institute Rules & Regulations

**IT Sligo is committed to providing students with the best possible experience in higher education.**

All students are required to familiarise themselves with the policies, regulations and disciplinary procedures of the Institute which students agree to be bound by at registration.

The Institute Rules and Regulations agreed to at registration are:

- Student Charter and Code of Conduct

- Student Network, Computing and Software Usage Regulations
- Examination Regulations
- Social Media Policy
- Yeats Library Regulations

## Student Charter

**IT Sligo is committed to providing students with the best possible experience in higher education and the Student Charter sets out the rights and obligations of students.**

Through a partnership of management, staff and students, IT Sligo works to ensure that its activities are conducted in a fair and equitable manner, which in turn is conducive to good working relations and an efficient and effective academic environment. The Student Charter has been prepared and is implemented in that spirit, and sets out:

- The rights of students, the Standards of Service that they can expect and the Values on which these are based (see page 50 of this Guide).
- IT Sligo's Student Code of Conduct and the Responsibilities of Students.
- IT Sligo's Student Disciplinary Procedure by which complaints against students will be considered (see complaints on page).

The responsibilities of students include that each student is expected to:

- Be informed about and comply with IT Sligo's regulations and procedures relating to students, including the code of conduct.
- Respect and treat with dignity all staff, other students, visitors to IT Sligo and members of the local community and to treat every person in a way which is non-discriminatory and respects difference.
- Attend lectures, practical sessions, tutorials and submit all course work as required, apply yourself to your studies and abide by deadlines for the submission of work.
- Respect IT Sligo property.
- Pay all fees required by IT Sligo as they become due.
- Take all reasonable steps to ensure the Health & Safety of themselves, other students and staff of the Institute. Please access Student Charter - <https://www.itsligo.ie/wp-content/uploads/2015/11/Student-Charter.pdf> for the latest edition of the Student Charter.

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## Complaints

**Student complaints in IT Sligo fall into two categories, a) complaints about a service provided by the college and b) complaints about the behaviour of a student(s). These are two separate procedures available as appropriate to any student who has a genuine complaint.**

### Complaint about a service:

IT Sligo is committed to providing a learning environment based on equality of opportunity and respect for the dignity of its students and staff. To ensure this, it is important that students should be able to express dissatisfaction about any aspect of the services provided or about the actions or lack of action by our staff.

With this in mind, a comprehensive procedure for students to make a complaint about services provided by IT Sligo has been developed. Please view <https://www.itsligo.ie/wp-content/uploads/2018/05/ADM019-199-Procedurefor-students-to-make-a-complaint-about-Services.pdf>

If a student with a complaint (the complainant) is unsure at any stage of the procedure about who to consult, advice can be sought from any of the following:

The Student Support Services Officer - [studentsupportservices@itsligo.ie](mailto:studentsupportservices@itsligo.ie)

The Students Union - [support@itssu.ie](mailto:support@itssu.ie)

A Head of Department or a Head of School

A Programme Chair

Online Student Advisor (for online students)

The student bringing a complaint under this procedure has the right, in the procedure to seek assistance or to be accompanied during any stage of the process by a member of the IT Sligo Students Union, a fellow student or by a member of IT Sligo staff. Other representation will not normally be allowed.

Following this procedure, if the student feels that they have been unfairly treated or are not satisfied with the decision on the complaint, it is available to them to contact the Office of the Ombudsman. By law the Ombudsman can investigate complaints about any of IT Sligo's administrative actions or procedures as well as delays or inaction in dealings. The Ombudsman provides an impartial, independent and free dispute resolution service.

### Contact details for the office of the Ombudsman:

Click on the 'Make A Complaint' link at [ombudsman.ie](http://ombudsman.ie)

Address: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02W773

Telephone: 01 639 5600

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### Complaints about student behaviour:

In the same way, complaints can also be made about the behaviour of any student by another student, staff member or member of the public concerning breaches of the IT Sligo Student Code of Conduct. All complaints about a student(s) made under the Student Disciplinary Procedure will be dealt with seriously and fairly in a professional manner.

Serious complaints made under the Student Disciplinary Procedure will be assessed by the Student Disciplinary Committee with due and fair consideration to all parties involved. The Student Disciplinary Committee has 10 members proposed by the Registrar and approved by the Academic Council, 3 of whom are student nominations by the executive body of the Students' Union.

No student will be disadvantaged for making a complaint in good faith. If, however, after investigation, a complaint is suspected to be malicious, such suspicion may be investigated under the terms of the Student Disciplinary Procedure.

Anyone wishing to make a complaint under the Student Disciplinary Procedure should access the Student Charter or contact the Student Support Services Officer at [studentsupportservices@itsligo.ie](mailto:studentsupportservices@itsligo.ie)

## Data Protection

**In order to achieve the mission of the Institute and fulfil our statutory obligations we create, gather, store and process large amounts of data on a variety of data subjects such as on students (both potential, current and former), staff, third parties and members of the public.**

Our use of personal data ranges from CCTV footage, to the processing of student's details throughout their journey, from application to graduation. Our Student Privacy Notice explains how the Institute collects, uses and shares your personal data, and your rights in relation to the personal data we hold. The privacy notice concerns our processing of personal data of past, present and prospective students of the Institute. It is available on the Student Hub.

## Film & Photography

**Occasionally IT Sligo Marketing Department commissions filming and photography on campus for promotional purposes. On these occasions' signage will be erected in the public areas to alert students and staff that filming and/or photography is taking place.**

We ask students if you do not wish to appear in the background of any recording, please do not enter this area at these times. Any student directly participating in a photoshoot will be asked to give their written consent for images to be used in the promotion of IT Sligo, i.e. prospectus, website, social media.

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Students who have an interest in Marketing, Media or PR or would like to gain valuable work experience for their CV e.g. event management or social media marketing should contact the Marketing Office, [marketing@itsligo.ie](mailto:marketing@itsligo.ie). Opportunities are also available for paid Student Ambassador work.

## Freedom of Information

**IT Sligo is a body established for a public purpose and thus falls within the scope of the Freedom of Information (FOI) Act 2014.**

Under the FOI Act, anyone is entitled to apply for access to records held by IT Sligo which are not otherwise publicly available. While the main objective of the Act is to promote a culture of openness, transparency and accountability in public bodies, it is sometimes necessary to exempt certain types of records from release.

IT Sligo makes personal records available to individual students by arrangement and having regard to privacy, confidentiality and the well-being of the requester in the case of health records. Applications must be made in writing to the relevant section e.g. health service.

Access to records not routinely made available by IT Sligo is facilitated through the FOI process and each person has a right of access to:

- Records held by IT Sligo
- Correction of personal information relating to oneself held by IT Sligo where it is inaccurate, incomplete or misleading; and
- Access to reasons for decisions made by IT Sligo directly affecting oneself.

Requests must be made to the Freedom of Information Officer at [foi@itsligo.ie](mailto:foi@itsligo.ie)

A valid request must state that it is made under the FOI Act 2014; it must provide enough detail to enable the records to be identified; and it must specify the preferred form of access.

For more information please see <https://www.itsligo.ie/foi/publications/>

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## Students with criminal convictions

**In accordance with the IT Sligo Policy regarding Applicants with Criminal Convictions, students are obliged to notify the Student Affairs Manager of any criminal convictions that they may have.**

A student with a criminal conviction should note that their conviction could affect their ability to secure placement on relevant courses.

As a result, the Institute accepts no responsibility for students who are unable to complete their studies.

Please note that the Institute reserves the right to review participation of any student who has or who gains a criminal conviction on any of its programmes.

For more information, please see <https://www.itsligo.ie/wp-content/uploads/2010/02/ITSligo-Criminal-Convictions-Policy2.pdf>.

## Sexual Violence and Harassment

**IT Sligo promotes an environment where everyone is treated with dignity and respect, however students may experience sexual harassment and violence in their lives on or off campus.**

Sexual harassment refers to any form of unwanted verbal, non-verbal or physical conduct of a sexual nature which has the purpose, or effect, of violating a person's dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the person. It can take different forms which are often based on gender or sexual orientation and is a form of sexual violence.

### It includes:

- Sexist hostility – being treated differently because of your sex.
- Sexual hostility – repeatedly being told sexual stories or jokes.
- Harassments via electronic communications.
- Unwanted efforts to establish a sexual relationship despite efforts to discourage it.

Sexual violence occurs when there is non-consent and means any sexual act or attempt to obtain a sexual act by violence or coercion. Verbal pressure, intoxication or use of force are tactics used in perpetrating sexual violence.



# Campus Map



1	Library, Central Administration, Admissions/ Access/ Learning Support/ Library/ Careers
2	Faculty of Science
3	Canteen
4	Faculty of Business and Social Sciences
5	Faculty of Engineering and Design
6	Technology Centre
7	Innovation Centre
8	Student Services Centre
9	Aurivo Auditorium
10	Yeats Academy of Art, Design and Architecture
11	Yeats Academy of Art, Design and Architecture
12	Applied Technology
13	Knocknaree Arena
14	Main Entrance
P	Parking

**IT Sligo EMERGENCY NUMBER**  
 071 9305333 (Mobile) 5333 (Internal Phone) Emergency Services 999 or 112

**Fire Assembly Points**  
 Route out to Assembly Point  
 Assembly Point Number  
 Fire assembly point

**First Aid and AED Locations**  
 Location  
 Main Reception  
 Library Opposite Main Desk  
 Outside the POD

**Building Location**  
 A Main Reception, Administration & Yeats Library  
 B Science & Mac Munn Building  
 C Business & Social Sciences  
 D Business & Social Sciences  
 E Engineering & Design  
 F Engineering & Design  
 G Innovation Centre  
 H Student Services Centre & Medical Centre  
 J Academic Centre  
 K Creative Design  
 L Creative Design  
 M Applied Technology  
 P Knocknaree Arena



**Online  
Learning  
IT Sligo**

# CONTACT

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## **IT Sligo Admissions**

**Tel:** +353 71 93 18510

**Email:** [admissions@itsligo.ie](mailto:admissions@itsligo.ie)

**[www.itsligo.ie](http://www.itsligo.ie)**

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## **Attend a Virtual Event**

**[www.itsligo.ie/online-virtual-events](http://www.itsligo.ie/online-virtual-events)**

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**Institute of Technology Sligo, Ash Lane, Sligo, Ireland, F91YW50**