

**STUDENT SUPPORTS AT
MAYNOOTH UNIVERSITY**

**TACAÍOCHTAÍ MIC LÉINN IN
OLLSCOIL MHÁ NUAD**

**A guide for STAFF on the supports available,
including quick-access contact details**

July 2024

Compiled by the Student Skills and Success Office
with contribution from the Student Helpdesk



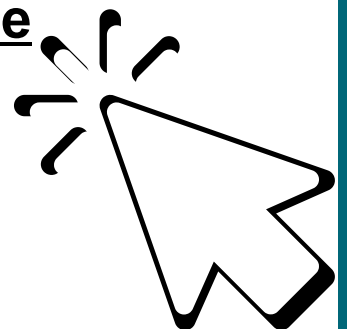
Maynooth University

For Current Students Page

This is a helpful resource to share with your students.



[https://www.maynoothuniversity.ie](https://www.maynoothuniversity.ie/current-students)
[/current-students](https://www.maynoothuniversity.ie/current-students)



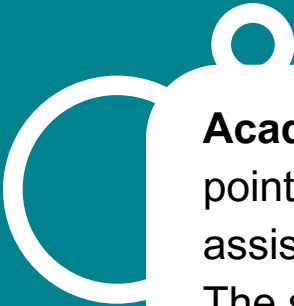
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Many are included on the
For Current Students page:

[maynoothuniversity.ie
/current-students](https://maynoothuniversity.ie/current-students)



Academic Advisory Office: offers a convenient first point of contact for students who wish to seek advice or assistance with their general experience of University life. The service provides an ombudsman-like role for students who may be encountering difficulties in their programme of study.

E: advisory.office@mu.ie

W: <https://www.maynoothuniversity.ie/student-success/your-academic-journey/academic-advisory>

Access Support: encourages under-represented groups to enter third-level education and provides these groups with support through their time at Maynooth. These groups include under-represented school leavers, mature students, students with disabilities and members of the Irish Traveller community.

T: (01) 708 4600

E: access.office@mu.ie

W: <https://www.maynoothuniversity.ie/access-office>



AppsAnywhere: AppsAnywhere is a service which enables students and staff to launch University-licensed software on your own PC from anywhere. There are currently more than 60 software apps available.

W: <https://www.maynoothuniversity.ie/it-services/appsanywhere>

#BeSeptemberReady: A campaign of information and events to support students through the final weeks of semester 2, through the summer to the return to campus.

E (general queries): orientation@mu.ie

E (subject queries): programme.choices@mu.ie

W: <https://maynoothuniversity.ie/student-success/your-academic-journey/programme-advisory-office>

Campus Maps: A variety of handy maps are available for both North and South campus, including maps for bicycle parking, campus social spaces, drinking fountains and more.

W: <https://www.maynoothuniversity.ie/campus-life/campus-map>

Careers and Employability Service: This service collaborates with staff to support students as they imagine and create a better future and develop the skills they need to excel personally and professionally. Together we aim to enhance students' awareness of career pathways, develop their career readiness for the world of work, and equip them with the necessary skills and experiences crucial for future professional success. We also provide support to employers seeking to engage Maynooth students.


E: careers@mu.ie | placement@mu.ie

W: <https://www.maynoothuniversity.ie/careers>

Clubs and Societies: There are currently over 100 clubs and societies - something for everyone. From developing existing skills, trying something different and making new friends, joining a club or society is one of the best things students can do. Clubs and Societies are student-run and are a vital part of the student experience here at Maynooth University.

E: clubsandsocs@mu.ie

W: <https://mulife.ie/>



Computer Science Centre: Provides a free tutoring service to students studying certain modules. (See webpage below for the complete list.)


E: csc@mu.ie

W: <https://portal.cs.nuim.ie/csc/>

Conferring: Conferring ceremonies are one of the highlights of the academic year. They are an opportunity for students to celebrate their achievement with family and friends. For the academic staff, conferring ceremonies are an opportunity to celebrate your success and wish you well in the future. The role of the Conferring Office is to plan and organise the conferring ceremonies.

E: graduation@mu.ie

W: <https://www.maynoothuniversity.ie/conferring>



Course Finder: Browse courses at Maynooth University, at all levels, by broad subject area

W: <https://www.maynoothuniversity.ie/study-maynooth/find-course>

Crèche: Modern and friendly purpose-built crèche located on the North Campus. The crèche is available to staff and students of the university, catering to children aged from one year up to school-going age. The crèche aims to provide a safe, secure, stimulating environment, that embraces children, adhering to the Aistear - Early Childhood Curriculum Framework and the Siolta Framework.

E: creche.care@mu.ie

W: <https://www.maynoothuniversity.ie/student-services/creche-facilities>



Email, Wifi and IT Services:

Students' official university email. Access to Office 365, including Email, Calendar, OneDrive for personal storage, Teams for group work, and much much more. Printing facilities across both the North and South campus. Access to the Eduroam Wireless Service. IT Services Online Student Support Team.

W: <https://mu.ie/serviceportal>


W: <https://www.maynoothuniversity.ie/it-services/students>

Examinations: The Examinations Office is part of the University Registry. It is responsible for producing an examination timetable and the running of all university-scheduled examinations in January, May and August including facilitating students with temporary special requirements at exam time. The office is also responsible for Autumn resit registration, PhD and Research Masters theses submissions and releasing student results. Further information on all of our activities including dates of when timetables and results will be released is available on our website.

T: (01) 708 3820

E: exams.office@mu.ie

W: <https://www.maynoothuniversity.ie/exams>



Exam Results Information Centre: This service is available for two weeks for all students looking for information or advice following the release of results. During this time, staff will be available to answer queries, explain how the results have been combined and offer advice for how best to progress within the student's degree.

E: examresultsinfo@mu.ie


W: <https://www.maynoothuniversity.ie/student-success/your-academic-journey/academic-advisory>

Fees and Grants: The Fees and Grants team are available Monday to Friday, to provide guidance and advice, to answer any questions, queries or concerns specific to a student's fee account.

E: fees.office@mu.ie

W: <https://www.maynoothuniversity.ie/student-fees-grants>





Health and Safety: Maynooth University supports the aims and provisions of the Safety, Health and Welfare at Work Act 2005 and other relevant legislation. It recognises that it has a responsibility and duty to provide, as far as is reasonably practicable, to its staff and students a safe and healthy work environment.

T: (01) 708 4720

E: healthandsafety@mu.ie

W: <https://www.maynoothuniversity.ie/health-safety>

Healthy Campus: The Healthy Campus Team promotes health and well-being for all students/staff. We want to create a safe, supportive culture where healthy choices are available and accessible for everyone, and where individuals have the opportunity to improve their own health and well-being knowledge, skills and health status.

E: healthycampus@mu.ie

W: <https://www.maynoothuniversity.ie/student-services/healthy-campus>

International Office: The International Office provides assistance to incoming international students and also facilitates and provides information to students with regard to outgoing Study Abroad and Erasmus programmes.

E: international.office@mu.ie

W: www.maynoothuniversity.ie/international


Key Term Dates: Important dates for students.

W: <https://www.maynoothuniversity.ie/registrar/key-term-dates>

Lárionad na Gaeilge / Centre for Irish Language:

Whether you loved Irish at school and want to maintain your skills while in college, or you feel that you never grasped the language properly, the Centre for Irish Language has courses for all levels! Evening courses and optional exams are available for MU students at a reduced fee from beginners to advanced levels.

W: <https://www.maynoothuniversity.ie/larionad-gaeilge-centre-irish-language/ranganna-gaeilge/languages-all-students>



Library: The Library can help students to make the most of their time working and studying in Maynooth. We have over 450,000 books/eBooks and more than 42,000 electronic journals. We also provide a range of information skills and training courses to enable students to identify, obtain, evaluate and use information efficiently.

T: (01) 708 3884


E: library.information@mu.ie

W: <https://www.maynoothuniversity.ie/library>

Marks and Standards: Describes the marks and standards for programmes at Maynooth University.

E: exams.office@mu.ie

W: <https://maynoothuniversity.ie/university-policies/academic-policies-procedures>



Mathematics Support Centre: The Maynooth University Mathematics Support Centre (MSC) is a free service providing informal, friendly additional support to Maynooth University undergraduates and secondary school students.

E: msc@mu.ie

W: <https://www.maynoothuniversity.ie/mathematics-and-statistics/mathematics-support-centre>

MILO Learning and Wellness: Milo is an intuitive user-friendly site where students can work on their study skills and wellbeing in a self-directed way, with interactive activities, quizzes, videos and downloadable eBooks. The topics are designed to have maximum impact and to make life at university a little bit easier.

E: milo@mu.ie

W: <https://www.maynoothuniversity.ie/access-office/inclusive-learning-project>

Moodle Support: Moodle is the Virtual Learning Environment (VLE) used at Maynooth University. It is an online environment where students and staff interact with each other, and with learning resources for programmes and modules delivered at Maynooth. For help with Moodle, students and staff can contact the Moodle Support Helpdesk by emailing moodlesupport@mu.ie

E: moodlesupport@mu.ie

W: <https://moodle.maynoothuniversity.ie/>

MyMaynooth Orientation: The MyMaynooth Orientation website and Moodle course aid new students in the transition to university life. They provide key resources that they will need as they start their university journey.

E: orientation@mu.ie

W: <https://my.maynoothuniversity.ie/>

Offices A - Z: A listing of all major administrative offices here at Maynooth University.

W: <https://www.maynoothuniversity.ie/departments/offices>

Parking: All students who need to be on campus during the core hours of 8.30am to 5pm Monday – Friday will be eligible to apply for permits.

E: parking@mu.ie

W: <https://www.maynoothuniversity.ie/location/parking-traffic-management>

People Finder: This service can be used to find contact details of a member of staff, or associate, from any Academic Department or University Office.

W: <https://www.maynoothuniversity.ie/people>

Postgraduate Studies: Details on postgraduate courses at Maynooth University and supports for current postgraduate students.

T: (01) 708 3467

E: pgstudies@mu.ie

W: <https://www.maynoothuniversity.ie/study-maynooth/postgraduate-studies>

Programme Advisory Office: The Programme Advisory Office is available to assist and advise undergraduate students, including incoming first year students, with programme-related decisions they may be unsure about before and after the registration period. The Programme Advisory Office staff will guide and assist students in understanding their options as they navigate their way through their programme.

E: programme.choices@mu.ie

W: <https://www.maynoothuniversity.ie/student-success/your-academic-journey/programme-advisory-office>

Records and Registration: The Office of Student Records and Registration is responsible for the registration of the entire student population and the subsequent maintenance and update of the Student Records Database system. They are located in the Central Registration Area on the ground floor of Humanity House.

T: (01) 708 3813

E: records.office@mu.ie

W: <https://www.maynoothuniversity.ie/records>

Rules and Regulations: Rules and regulations for students.

W: <https://www.maynoothuniversity.ie/university-policies/rules-regulations-students>

Student Advisory Service: This service offers practical and friendly advice, guidance, and ongoing support to all students during their time at Maynooth University. No concern/challenge is too big or small.

E: student.advisor@mu.ie

Students should include their student number in the email.

W: <https://www.maynoothuniversity.ie/student-services/student-advisory>

Student Budgeting Advice Service: The Student Budgeting Advice Service offers a free, friendly and confidential service to Maynooth University students with help, guidance and advice on any money issue. The Student Budgeting Advisor can also work with students on their financial planning for University.

E: student.budget@mu.ie

W: <https://www.maynoothuniversity.ie/student-services/student-budgeting-advice-service>

Student Complaints: In general, and where possible, students are advised to resolve issues at the most local level possible. Students are also required to use certain university procedures and processes that are in place for addressing and resolving specific student issues (such as exam appeals). Student complaints is a separate process that enables students to express dissatisfaction about the University's action or lack of action, or about the standard of service provided by or on behalf of the University (exclusions apply). Further information on the student complaints process is available on the website below.

E: student.complaints@mu.ie

W: <https://www.maynoothuniversity.ie/student-complaints>

Student Counselling Service: The Counselling Service is a professional, confidential service, which is available to all registered students of the university and is provided free of charge. Contact us via the call-back request link: www.maynoothuniversity.ie/node/394198/

T: (01) 708 3554

W: <https://www.maynoothuniversity.ie/campus-life/student-wellbeing-support/counselling>

Student Health Centre: The Student Health Centre is an acute care/advisory service. The service is envisaged as an addition to the student family doctor or specialist medical service.

T: (01) 708 3878

W: <https://www.maynoothuniversity.ie/student-services/student-health-centre>

Student Helpdesk: The aim is to help resolve any queries students might have, provide general information and guidance, or help students understand the area of the university or support services they might connect with to help them overcome difficulties or challenges they might be experiencing.

T: (01) 474 7444


E: studenthelp@mu.ie

W: <https://www.maynoothuniversity.ie/studenthelp>

Studentpad: The official Maynooth University free off-campus student accommodation search engine.

E: maynoothstudentpad@mu.ie

W: <https://www.maynoothstudentpad.ie/accommodation>



Student Support Officer: The Student Support Officer (SSO) leads the student support division (Student Advisory, Student Budgeting Advice, The HUB) within Student Services. The SSO works with students over a range of complex issues around academic support, accommodation, mediation, bereavement, integration, mental health as well as many others.

E: student.support@mu.ie


W: <https://www.maynoothuniversity.ie/student-services/student-support-officer>

Students' Union: Maynooth Students' Union (MSU) is an unincorporated association formed to represent the students of Maynooth University and St Patrick's Pontifical University.

T: (01) 708 3669

E: frontdesk@msu.ie

W: <https://www.msu.ie>



Student Web: All students are required to complete registration formalities at the beginning of each year of their course. These registration formalities can be completed through the Student Web.

T: (01) 708 3813

E: records.office@mu.ie

W: https://studentweb.maynoothuniversity.ie/pls/prodi41/w99pkg.mi_startupAD


Timetable: The Timetabling Office is responsible for the central administration of the University's Academic Timetable.

T: (01) 708 3579

E: registrar@mu.ie

W: <https://www.maynoothuniversity.ie/timetabling>

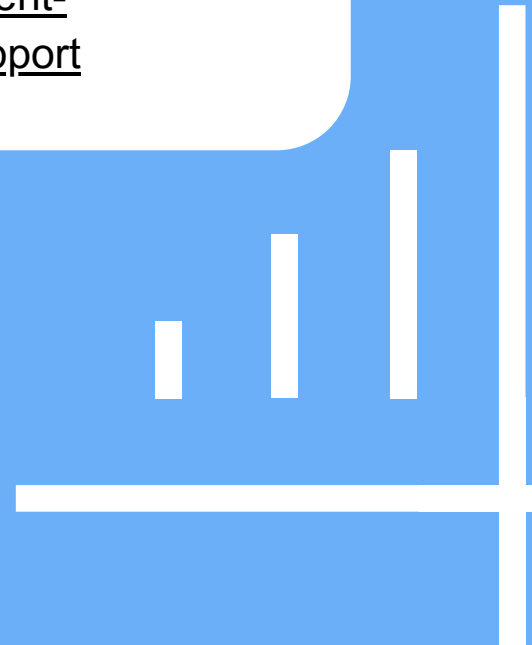





Writing Support: Academic Writing Support (formerly known as the Writing Centre) offers free, friendly, non-judgemental writing help to any student, undergraduate or postgraduate, regardless of course, degree or level. Our support is primarily through one-to-one appointments, where students can discuss their writing with peer/expert tutors.

E: writingsupport@mu.ie

W: <https://www.maynoothuniversity.ie/student-success/your-academic-journey/writing-support>







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