UCD SCHOOL OF PSYCHOLOGY
DECISION TREE FOR STUDENT SUPPORT

Programmes & courses

Concerns or complaints

Labs & School Equipment

Support for studies

Modules

General questions

Sharing feedback

The UCD School of Psychology (SoP) Decision Tree aims to help students in the SoP know where to go when they have queries, questions, complaints or feedback they want to provide. There's lots of information available on the UCD website relating to modules, programmes, and general policies and procedures in UCD and we recommend you use the online material as a first port of call. This guide provides an overview in one place to help make sense of it all.

Here are seven questions we have the answer to!
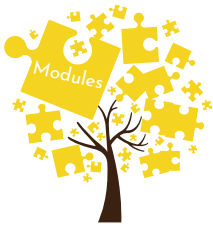
1. I have a question relating to a module...

PROGRAMME/COURSE ADMINISTRATOR

• Each programme or course has a member of the Administration Team that works specifically with that course. They are the first point of call if your query relates to registration for a module, issues with signing up for tutorials, etc. A list of administrators can be found at the link at the end of this document.

MODULE LECTURERS

• In the School, members of staff, adjuncts (i.e., associated staff), and visitors deliver lectures on modules. If your question relates to the specific content of a lecture, the best person to talk to is the person who gave the lecture. However, be sure to check Brightspace or the module syllabus to see if there is an answer to your question online.

MODULE COORDINATOR

• If you have an academic query specific to a module you are taking, the module coordinator is the first person to contact. This might include questions about content or assignments. If you are having difficulties with the module, for example, if you cannot make an assignment deadline or you are going to miss a class, you should contact the coordinator. If you are experiencing extenuating circumstances relating to a single module, again the module coordinator can advise you. Be sure to check Brightspace or the module syllabus to see if there is an answer to your question online.

2. I have a question that relates to several modules or my programme/course...

PROGRAMME/COURSE ADMINISTRATOR

• The programme/course administrator would be the first point of call if your query relates to administrative issues such as registration for a programme, timetabling issues, etc. A list of administrators can be found at the link at the end of this document.

BSc PROGRAMME YEAR COORDINATORS

• Each year of the BSc programme has a distinct Year Coordinator. You can go to them for academic issues specific to your year, for example, if two assignment deadlines are clashing across different modules or if you are experiencing difficulties that are impacting on multiple modules. They will be able to advise on academic issues and coordinate any discussions with module coordinators. They also refer students to the UCD Student Advisors for support with personal difficulties. A list of Year Coordinators can be found at the link at the end of this document.

PROGRAMME/COURSE DIRECTOR

• Each course at undergraduate and postgraduate level in the School has a Director, or Co-Directors. They will respond to queries about the course, particularly those that relate to a number of modules. This might involve questions about performance on the programme, requesting a leave of absence, if you are considering withdrawing from the programme, or considering transferring to or from another programme. A list of Programme/Course Directors can be found at the link at the end of this document.

3. I would like to share my feedback ...

STUDENT FEEDBACK FORMS

• UCD operates a student module feedback survey that allows you to provide feedback on modules at the end of each trimester. This system allows you to provide anonymous feedback. For example, if you really liked an assessment type or indeed if you felt there were things that could be strengthened in a module this is where you can give that feedback that will be sent directly to the module coordinator.

SCHOOL STAFF STUDENT COMMITTEES (UG AND PG)

• The School has two staff student committees (SSCs) made up of staff and student members. Student members include Student Union representatives and other students who have applied to become involved. The SSCs allows for discussion between representatives of the staff team and student body on School of Psychology related issues. For example, recording of lectures, provision of tutorials, etc. Any student can approach the Director of Teaching and Learning to ask that an issue be discussed by the SSCs. Contact details for the Director of Teaching and Learning are provided via the link at the end of this document.

4. I have a question about the School of Psychology Labs or School Equipment...

PSYCHOLOGY LAB MANAGER

• The Lab Manager is responsible for management of the School's Lab space, including room bookings for undergraduate research activity. Lab bookings for postgraduate research activity is via your supervisor. Queries about undergraduate lab attendance and assignments should also be directed to the Lab Manager. Contact details for the Lab Manager can be found at the link at the end of this document.

TECHNICAL TEAM

• Our Technical Team are available to support students with aspects of technology, software and equipment withing the school, including undergraduate and postgraduate research support. The general email for support in these areas is PSYIT@ucd.ie.   Please note the School's Technical Team cannot assist with queries relating to UCD's online systems such as SISWeb, Brightspace, or UCDConnect.

5. I have a general question about the School of Psychology...

HEAD OF SCHOOL

• The Head of School (HoS) has overall responsibility for many aspects of activity in the School. However key duties are assigned to other staff, who may be better placed to act as a first point of call. In cases where students have a serious concern, or wish to discuss making a complaint under the UCD Student Complaints Procedure (see below), the HoS would be the best person to contact. A list of all administrative staff can be found at the link at the end of this document.

SCHOOL MANAGER

• The School Manager is responsible for administrative activities in the School and leads the administrative team. They have responsibilities for supporting key committees within the school and activities such as overall timetabling. However, key duties such as programme support are assigned to other members of the team, who may be better placed to act as a first point of call. A list of all administrative staff can be found at the link at the end of this document.

DIRECTOR OF TEACHING AND LEARNING

• The Director of Teaching and Learning (T&L) is responsible for queries related to the development of the SOP's Learning, Teaching and Assessment Strategy. Communication with the Director of T&L typically occurs via the Staff Student Committee where the student members bring their voice to decisions around general teaching strategy, for example, issues with assessment integrity, new plans for tutorials etc. Contact details for the Director of T&L can be found at the link at the end of this document.

6. I need some general support for my studies...

STUDENT ADVISORS

• UCD Student Advisers provide a space for students to explore the challenges to learning which they encounter and support students to find resolutions right for them. They advise students on UCD policies, procedures and services and guide and support them through the policy process. Further details are available here https://www.ucd.ie/studentadvisers/

7. I would like to raise a concern or discuss making a complaint...

The UCD Student Complaint Procedure (see https://www.ucd.ie/secca/studentcomplaints/) outlines the steps involved in raising a concern or making a complaint, including the issues covered by the policy. In the first instance students are encouraged to raise concerns with the relevant person. If this is difficult, or you are unsure who to discuss your concern with, the appropriate person to approach is the Head of School. They will be able to provide information on next steps.

For a list of roles and contact details visit https://www.ucd.ie/psychology/contact/