

## Supporting the student in your life

Going to college is a major transition in anyone's life. It is a very exciting and positive time that involves a lot of change and adjustment, not only for the student themselves, but for their family and friends. This is often particularly true for mature students. It is not uncommon for students to have doubts about their course or college experience. Here at DkIT, we want to support students to make the best decision for them. We have many supports available to help students do this. Family and friends also provide essential supports for students.

Encourage the student in your life to get off to the best start by attending the induction programme (this is essential). Let them know you are there to listen and encourage them to discuss their experiences at college.

Below is some of the common issues students face over the first year with suggestions on how family and friends can help. It is aimed at parents/guardians/carers, partners, siblings and friends.

	Potential experiences	What you can do to support
<b>Academic</b>	Anxiety about coursework demands.	There is plenty of support available at DkIT. Encourage the student in your life to speak to their stage convenor, programme director or their lecturers to discuss any concerns they might have. If necessary contact the Disability Service to arrange a meeting to discuss supports. All of our resources and services are available on the Moodle Student Support Hub. Encourage students to use the services and to log on to the Support Hub.
	Students with learning differences or additional needs may be worried about disclosure	Our Study Skills tutorials can help students feel more confident about their studies and help them achieve their potential. The Student Learning and Development Centre will support any aspect of academic writing or study skills and can arrange one-to-one sessions. Encourage them to use the Library for support with finding, using and referencing information and the Maths Learning Centre for support with maths.
	Anxiety and stress related to exams.	
	Mature students may be anxious about balancing study and other demands.	Support your student by helping them to plan their time and identify their time for study and encourage them to attend all lectures, seminars and labs. Encourage them to take a break from study and relax.
	Students may begin to question if they have made the right choice of course.	Encourage your student to speak with their stage convenor and/or the Careers and Employability Service to discuss course choices.
	Some students may be disappointed with their exam results.	Encourage your student to attend their Exam Consultations. These are 1:1 discussions with lecturers after each examination session. An explanation of the results and further information regarding examinations, online results and repeat examinations can be found on the Examinations webpage.

		If your student is disappointed or concerned with their grades encourage them to contact their First year Convenor, or any other lecturer and/or the SLDC or any of the support services.
<b>Financial</b>	<p>Money/budgeting issues may arise.</p> <p>Students may find it difficult to find a study and work balance</p>	<p>If your students has financial concerns they can speak with the Student Services Officer as there may be financial support available to them. The Fees and Grants Office will also be able to assist with fees queries.</p> <p>Encourage your student to get meaningful work over the summer to support their career choice/finance their studies. The Careers and Employability Service can give useful CV advice and job hunting tips.</p>
<b>Social</b>	Anxiety about residential life	Encourage your student to speak with the Student Union about accommodation.
	Some students may be settling in and becoming involved in student life on campus very quickly. Others will take longer.	Listen supportively to your student and encourage them to discuss new friendships. Encourage them to be open about any concerns they may have and encourage members of the family/household to discuss concerns in a positive and constructive way and to listen to each other. Encourage them to avail of the many supports available at DkIT.
	Some students feel they don't fit in and are lonely	Getting involved with our Clubs and Societies is a great way to meet people and become part of college life. Encourage the student in your life to consider joining one of these and to get involved with events organised by the Students Union. Encourage them also to use the facilities at DkIT Sport.
	Anxiety about social life	If you feel your student needs additional support encourage them to contact the DkIT Counselling Service.
<b>Personal</b>	As winter approaches, colds and flus are common.	The Student Health Unit provides acute medical care for students and may need to refer back to the students GP. If your student is not already registered with a GP, remind them to register. Encourage your student to get plenty of sleep, eat well and keep vaccinations up to date.
	For some of those who have moved to Dundalk to study the holiday periods may be the first time they have spent an extended period at home since beginning college. This is generally a happy time but sometimes conflicts may arise over boundaries, new habits and opinions.	Take the opportunity to discuss the first term with them and listen supportively to what they say. Discuss rules, boundaries and increased freedom with them (if appropriate).
	Students may encounter a change in their personal circumstances or may experience loss or bereavement	Encourage them to engage with the Pastoral Care Service
	The academic workload may cause stress and/or anxiety for some. Some may be finding it difficult to juggle	Encourage your student to seek support from their First year conveners, lecturers, peers and pastoral care and academic support from the Student Learning and Development Centre. Encourage them to contact the

	competing demands (eg. Home, study, work)	Counselling Service if they are finding it difficult to cope.
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Celebrate your student's achievements at the end of their first year. Encourage them to reflect on their year and how they can use this experience to help them in Year 2.

**Students can talk to:**

### Academic Issues

Their stage convenor, programme director or their lecturers.

<b>Student Learning and Development Centre</b>	For support with any aspect of academic writing or study skills	<a href="mailto:tutor@dkit.ie">tutor@dkit.ie</a>
<b>Library</b>	For support with finding, using and referencing information	<a href="mailto:library@dkit.ie">library@dkit.ie</a>
<b>The Maths Learning Centre</b>	For support with maths	<a href="mailto:mic@dkit.ie">mic@dkit.ie</a>
<b>The Disability Office</b>	To access support for a learning difference or disability	<a href="mailto:disability@dkit.ie">disability@dkit.ie</a>
<b>Careers &amp; Employability</b>	To review their options and explore next steps	<a href="mailto:careers@dkit.ie">careers@dkit.ie</a>

### Financial Issues

Student Services Office	To access the Student Assistance Fund or ICT Loan Scheme	<a href="mailto:SAF@dkit.ie">SAF@dkit.ie</a>
Academic Administration Office	For information on fees liabilities and payment instalment plans	<a href="mailto:registration@dkit.ie">registration@dkit.ie</a>
Pastoral Care Co-ordinator	For assistance in accessing all available supports	<a href="mailto:pastoralcare@dkit.ie">pastoralcare@dkit.ie</a>

### Social Issues

Sports and Societies Office	If you want to meet new people and get involved with a sport or society	<a href="mailto:sportsandsocieties@dkit.ie">sportsandsocieties@dkit.ie</a>
Student Counselling	If support is needed	<a href="mailto:counselling@dkit.ie">counselling@dkit.ie</a>
Students Union	For support in all areas or an informal chat	<a href="mailto:info@dkitsu.ie">info@dkitsu.ie</a>

### Personal Issues

Student Counselling	If you want to meet new people and get involved with a sport or society	<a href="mailto:counselling@dkit.ie">counselling@dkit.ie</a>
Student Health Unit	For any health concerns	<a href="mailto:healthunit@dkit.ie">healthunit@dkit.ie</a>
Pastoral Care Co-ordinator	Finding transition to third level difficult and need to chat to somebody	<a href="mailto:pastoralcare@dkit.ie">pastoralcare@dkit.ie</a>



There is information available on all our support services on the online Student Support Hub on Moodle, our Virtual Learning Environment. Students can access Moodle directly via the DkIT website under 'current students'.