



## **FIRST YEAR FAQ'S**

### **“WHEN DO I START?”**

The University will send you documentation in the post. It has all the detail about start dates, orientation, registration, payment of fees, etc. For information on Registration check out: [www.nuigalway.ie/registration](http://www.nuigalway.ie/registration). During Registration periods the Helpdesk is located on the 1st floor of Áras Uí Chathail in Room 217, which is situated on the main campus. You can contact us by emailing [reghelp@nuigalway.ie](mailto:reghelp@nuigalway.ie) or by phone on 091-493023.

### **“WHAT ABOUT BOOKS, ACADEMIC MATERIALS, ETC.”**

You'll get information in your College Handbook. The Handbook will either be sent to you in the post or given to you at Orientation. There is a Bookshop on campus and the Student Union operate a Second-hand Bookstore: <http://www.su.nuigalway.ie/services/bookstore/>

### **“I HAVEN'T GOT ACCOMMODATION, WHAT DO I DO?”**

Help is available from the University Accommodation Office at <http://www.firstinfo.nuigalway.ie/>, email: [teresa.kelly@nuigalway.ie](mailto:teresa.kelly@nuigalway.ie) or by telephone at 091492364 and 091493540; Location: Áras Uí Chathail (Upstairs). Other sources are the Galway Advertiser (Thursday), Galway Independent (Wednesday)

### **FEES,?**

To be registered you must pay the appropriate fee. The amount of fee payable can vary. Information on fees is in the Registration Handbook.

### **WHERE DO I GET INFORMATION ON GRANTS?**

For enquiries and information on Higher Education Grants contact your Local Authority.

### **“MONEY, COST OF LIVING.?”**

Information on cost of living while at University is available at <http://www.firstinfo.nuigalway.ie/>. Students are advised to carefully manage their money. Part-time work will not be as plentiful as before and too-much part-time work is detrimental to your studies. If you are in severe financial difficulty you may apply to the Student Assistance Fund. Information is available from [http://www.nuigalway.ie/student\\_services/student\\_assistance\\_fund.html](http://www.nuigalway.ie/student_services/student_assistance_fund.html) or you may contact the Student Services Office at Áras Uí Chathail, Tel: (091)492364/493540. Another source on information on student finance is: <http://www.studentfinance.ie/>

### **“ARE THERE BANKS ON CAMPUS?”**

There are two Banks servicing the campus. Bank of Ireland is on Campus and AIB is adjacent to the Campus. Branches of other banks are located in the City centre

### **“WHAT ABOUT PARKING?”**

Car parking space on the Campus is scarce. Information on Parking is available at [www.nuigalway.ie/parking](http://www.nuigalway.ie/parking); you can print off a temporary parking permit from this site.

### **“ASKING FOR HELP?”**

The biggest asset any student can have is the ability to ask for help. University life is new, so asking for help is normal. There are plenty people around to help you: Lecturers, Administrative staff, Student Services Personnel, Student Connect Mentor If you are in doubt, need to know something or if things are 'nt working out, ask for help early and as often as you feel you need it.



**“WHAT ABOUT LECTURE TIMETABLES?”**

Check your College Handbook; it is your primary source of information on everything to do with your course. If you are unsure about anything ask for help. If you misplace your timetable, get another one from a colleague or from your College/school.

**“I HAVE A PROBLEM WITH MY COURSE, WHAT DO I DO?”**

If a difficulty arises in your studies, ask for help. There are many sources of help listed in your College Handbook. Your Student Connect Mentor will also advise you where to go.

**“DO I REALLY NEED TO CHECK MY UNIVERSITY EMAIL ADDRESS?”**

You will receive an email address from the University at Registration. It is via this email that you will be contacted from be it class rep, societies, lectures or about administrative concerns. The college will not communicate to Hotmail, G-mail or any other account. You can log on through webmail on the University website <https://studentmail.nuigalway.ie>.

**“THE LIBRARY TOUR --- DO I HAVE TO DO IT?!”**

The Library Tour takes about half an hour and it is time well spent. You'll be shown where the appropriate books are, how to take them out, how to find journals, where to buy printing credit and how to get past exam papers.

**“I USED TO HAVE SUPPORT FOR MY DISABILITY WHEN AT SCHOOL, IS THERE ANY AT UNIVERSITY?”**

If you filled in the Disability section on your CAO Form. The University Disability Support Service will contact you. If you didn't you should contact the Disability Support Service. A variety of supports are made available to students with Disabilities

Location Room 224 Áras Uí Chathail

Website [http://www.nuigalway.ie/student\\_services/disability\\_office/](http://www.nuigalway.ie/student_services/disability_office/)

Phone No. 091-493541

Email [elizabeth.walsh@nuigalway.ie](mailto:elizabeth.walsh@nuigalway.ie)

**“HOW WILL UNIVERSITY DIFFER FROM SCHOOL?”**

It is entirely different it is much bigger, it is organised differently, you have much more freedom and more responsibility.

**“HOW DO I REASSURE MY PARENTS THAT I'LL BE OK.”**

You have to keep in mind that your parents will always be concerned about your well being. It's a transition period for you both. Even a text message to say your fine will go a long way.

**“IS GALWAY SAFE AT NIGHT?”**

Like any other City the advice is be aware of your safety at all times. Never walk alone after dark.

**“IF I'M SICK OR DON'T FEEL WELL, WHAT DO I DO?”**

There are a variety of different services you can turn to for help. All are completely confidential and the majority are free. A medical doctor service is available at the Student Health Unit. It provides 24 hour emergency cover. More information on support services is given in the First Year Student Handbook.

**“ARE THERE LOCKERS IN THE UNIVERSITY AND WHERE I CAN STORE BOOKS, ETC?”**

Yes there are. The Students Union provides a locker service. Information is available at <http://www.su.nuigalway.ie/services/lockers/>. There is a modest charge for this service.