Welcome

Welcome to Dublin City University! We are delighted that you have joined us. We hope that you find your time here exciting, challenging and enriching and we look forward to getting to know all of you better over the coming weeks and months.

This handbook contains information which is very important to your start at DCU. It is essential that you read the following pages carefully so that you are up to date with the latest information on academic immigration matters, money matters, health and safety and the support available to you at DCU. We have also included some helpful advice and information such as local transport and working.

The International Office works very closely with colleagues in Student Support and Development, Registry and the academic schools to ensure that students are supported throughout their journey at DCU. Detailed information on the range of supports and services available to students through Student Support and Development is available on the DCU website. For queries regarding your programme of study you should speak directly with your Programme Chair or Module Lecturer. If you are not sure where you should direct your query or require any other help or information please contact the International Office by one of the methods listed below.

Wishing you every success over the coming months!

The International Office Team

Student Advice Desk (Open Monday to Friday 9.30am – 5.00pm)
Henry Grattan Building – Glasnevin Campus
00353 (1) 7007411 international.office@dcu.ie
DCU.International.Office @DCUIntl

Disclaimer: Every effort has been made to ensure the accuracy of all information and the University is not bound by any error or omission therein. We advise students to check relevant websites and their DCU student email account for any updated information, particularly regarding immigration.
Where am I? DCU Campuses

DCU is a multi-campus university located to the north of Dublin City.

The DCU Glasnevin Campus is our largest campus and this is where many of our students are located for their lectures. In 2016, DCU expanded to include new campuses in the local area with the inclusion of St Patrick’s College, Drumcondra (SPD), Mater Dei Institute of Education (MDI) and Church of Ireland College of Education (CICE) to the University. DCU Students are now part of a stronger, more comprehensive university with facilities and services available in multiple locations. Students may have some lectures on the St Patrick’s College, Drumcondra (SPD) campus and the All Hallows Campus.

For information on public transport and cycling routes to get you to and from the different DCU campuses and to the City Centre and for maps of the DCU campuses please visit:

www.dcu.ie/info/get_to.shtml
Your DCU International Office

The International Office at DCU is made up of a team of people experienced in advising and supporting international students. We provide a service to students taking full-time undergraduate or postgraduate degrees at DCU as well as students who join us on their Exchange or Study Abroad year. In 2015, DCU welcomed students from 109 different countries around the world.

During your time at DCU, the International Office will continue to support you in a number of ways. You can contact us by telephone or email or you can come to the Student Advice desk in the Henry Grattan building (Glasnevin Campus) where a member of the International Office team will be located Monday to Friday 9.30am to 5.00pm. If you wish to meet with a specific member of the International Office team please email us to make an appointment.

Online Letter Request service

All students will need to request a number of letters from the DCU International Office to support your application for things such as GNIB registration, opening a bank account in Ireland or applying for a PPS number or simply to confirm your attendance at DCU for the coming year. Requests for such documents must be made through the Online Letter Request service. Please go to:

www.dcu.ie/international/letter-request.shtml

You should keep in mind that the University is required to post some letters to your new address in Ireland (for instance a Bank Letter or PPS letter) and some letters will only be valid for a certain number of days. Please consult the information on the web link above carefully.

For letters which need to be posted please allow a minimum of 5 working days.

For letters which need to be collected from the international office please allow 2 working days.
Registering at DCU

By now, you should have registered as a student of DCU through the online registration process. You should also collect your DCU student card during Orientation week or the first week of term. Completing the registration process and collecting your student card will mean you will have full access to all facilities and services on the DCU campuses including the library and your DCU student email account.

Important reminders!

Please remember to add your **new address in Ireland** to the My Details section of DCU Apps at:

[www.dcu.ie/iss/studentapps.shtml](http://www.dcu.ie/iss/studentapps.shtml)

This is essential if you are to receive important documents from us via post.

Please remember to regularly check your **DCU student email account** for important information, reminders and events from DCU, including the International Office. This is the address that will be used for all official DCU communications.

If you have not yet completed the registration process or if you have any queries regarding your DCU student card, module selection or change or any other query regarding registering for your academic programme you can contact Registry in one of the following ways:

- Use the Support Centre to find an answer to your query [dcuregistry.desk.com/](http://dcuregistry.desk.com/)
- Use the online contact form to post a query to Registry [dcuregistry.desk.com/customer/portal/emails/new](http://dcuregistry.desk.com/customer/portal/emails/new)
- Drop into the Registry Support Desk – please check for opening times on [www.dcu.ie/registry/index.shtml](http://www.dcu.ie/registry/index.shtml)

If you have any queries regarding the payment of your tuition fee please direct your query to the Fees Office in one of the following ways:

- Email fees@dcu.ie
- Telephone: 01-700-5875
- Drop into the Fees office – please check for opening times on [www.dcu.ie/fees/index.shtml](http://www.dcu.ie/fees/index.shtml)
Opening a Bank Account

Students staying for two semesters or more must open an Irish bank account. You are advised to open a bank account within your first two weeks in Ireland as it is required for some immigration processes. You may also be required to pay for your rent via a direct debit from an Irish bank account.

There is a Bank of Ireland branch on the DCU Glasnevin campus. They will have advisors to speak to students on the best type of account to open and what documents you are required to take with you to open an account. You must open a bank account in person in a bank branch.

Documentation Required

You must request a Bank of Ireland Letter via the online letter request service on:

www.dcu.ie/international/letter-request.shtml

This letter allows you to open a bank account with the Bank of Ireland on Campus only. To prove residency, the Bank requires that this letter be issued by post only. Please give your full address in Ireland when you request the letter. The letter will be posted to you. Bring the letter plus envelope to the Bank. This will be accepted as proof that you are resident in Ireland.

You will need to take the following documents with you to the bank:

- Photo ID (Passport, National ID card)
- DCU Student Card
- Bank of Ireland letter from DCU (posted to you – this is your proof of address in Ireland)

After opening an account, you will be able to sign up for online banking and link to an account in your home country if necessary.
GNIB Registration

CITIZENS FROM EU/EEA AND SWITZERLAND

It is not necessary to register with the immigration authorities.

ALL OTHER STUDENTS (INCLUDING NON-EU STUDENTS WHO DID NOT NEED A VISA TO ENTER IRELAND)

All non-Irish nationals who are not citizens of the EU/EEA or Switzerland must register in person with the Garda National Immigration Bureau (GNIB). You must be a fully registered student of DCU to register with the GNIB. You must register within the time limit which was stamped on your passport when you arrived at Dublin Airport. The GNIB will issue you with a residence permit/GNIB card. This gives you permission to remain in the State. The fee for this card is €300 and must be paid by credit card, debit card, or bank giro. This fee cannot be paid by cash.

If you are from a non-EU country and you did not need a visa to enter Ireland you are still required to register with the GNIB (e.g. US, Japanese and Malaysian citizens)

Registration Process

1. Log on to http://burghquayregistrationoffice.inis.gov.ie/
2. Click on “Make Appointment” and select your preferred date and time
3. Confirm your appointment and print your appointment confirmation
4. Request your GNIB Registration Letter from the International Office. Request this letter not more than 7 days before your appointment date (see below)
5. Attend your appointment, ensuring that you take the full set of required documentation with you (see below)

You MUST arrive to your appointment at the exact time you have booked.

If you cannot attend your appointment please log in to the above link, cancel your appointment and make a new one.

You MUST bring all required documents with you to your appointment or your GNIB registration will not be processed.

The Garda National Immigration Bureau (GNIB) is located on 13/14 Burgh Quay, Dublin 2.
Documentation Required

You must request a GNIB Registration Letter via the online letter request service on:

www.dcu.ie/international/letter-request.shtml

Please do not request this letter until you have made your appointment with the GNIB.

This letter is only valid for 7 days. Please do not request this more than 7 days in advance of your appointment.

You will need to take the following documents with you for your appointment:

- Your valid passport
- Your DCU offer letter
- GNIB Registration letter from DCU
- Your DCU student card
- Evidence of private health insurance
- Evidence of financial support; e.g., current statement from your Irish bank account showing your name and balance of at least €3000*, or a letter from your sponsoring body confirming financial status.
- €300 fee (must be paid by credit card, debit card or bank giro. No cash accepted)
- Evidence of your appointment with the GNIB

* Single semester students must have €500 for each month of their stay in Ireland. They are not required to open an Irish bank account.

Renewal of GNIB card

If you have been studying in Ireland for the past academic year you must renew your GNIB card. The renewal fee is €300.

Please follow the same process as above to make your appointment with the GNIB and ensure that you take with you all requirement documents.
Re-entry Visa

CITIZENS FROM EU/EEA AND SWITZERLAND AND STUDENTS WHO DID NOT REQUIRE A VISA TO ENTER IRELAND

It is not necessary to apply for a re-entry visa.

ALL OTHER STUDENTS WHO REQUIRED A VISA TO ENTER IRELAND
If you intend to travel outside Ireland (including to Northern Ireland) for holidays or any other reason you must apply for a re-entry visa. There are two types of re-entry visas - Single Entry and Multiple Entry. You are advised to obtain a multiple-entry visa. It will allow you to leave and re-enter Ireland an unlimited number of times within the time frame of your re-entry visa.

IMPORTANT: You must apply for a re-entry visa before you leave the country if you are intending to return to Ireland. It is not possible to apply from your home country. Do not leave Ireland without receiving a re-entry visa as you may have difficulty returning to the country. Please ensure that you make your application well in advance of your intended travel date.

Documentation Required

You must request a Re-Entry Letter via the online letter request service on:

www.dcu.ie/international/letter-request.shtml

This letter is only valid for 7 days. Please do not request this more than 7 days in advance of your application.

You will need the following documents when applying for a re-entry visa:
- A completed application form
- Valid passport (and entry visa)
- GNIB Registration Card
- A passport sized photograph (see instructions on application form)
- The appropriate fee (Bank draft or postal order made payable to the Department of Justice and Equality).
Application Process

You can apply for a re-entry visa in the following ways:

- **Registered Post** (this is the preferred application method)
  - Download and complete an application form from the INIS website
  - Include all required documents
  - Send application by registered post only
  - Applications are normally processed within 10 working days

- **Online appointment system**
  - Visit [http://reentryvisa.inis.gov.ie](http://reentryvisa.inis.gov.ie) to make an appointment
  - Download and complete an application form from the INIS website
  - Bring your application form and all required documents to your appointment

To download a Re-entry Visa Application Form and for more information on the application process you should visit:

www.inis.gov.ie/en/INIS/Pages/Re-entry%20visas

IMPORTANT: Please do not attend the visa office without making an appointment, as your application will not be processed.

The Visa office is located in the same building as the GNIB on 13/14 Burgh Quay, Dublin 2

The Single Entry visa costs €60 and the Multiple Entry visa costs €100. It is possible to reserve an emergency appointment for Single Entry visas in urgent cases. This costs €160. You must pay by bank draft or postal order only. These should be made payable to the Department of Justice and Equality. Credit/debit cards, cash or personal cheques are not accepted.

PLEASE DO NOT MAKE TRAVEL PLANS BEFORE YOU HAVE SECURED YOUR VISA FOR TRAVEL.
Student Health and Safety

Health insurance reminder - It is a mandatory requirement for Non-EU students to have private health insurance. You will be required to show evidence of health insurance in order to register with the GNIB. If you have not arranged private health insurance please visit the following link for details:

http://dcu.ie/international/health.shtml

Health services on campus

The DCU Student Health Service, located in the Henry Grattan Building (Glasnevin campus) is a Nurse-Led service which provides on-campus primary healthcare. It takes care of the physical, psychological and social aspects of student health and health promotion.

DCU’s Healthy Living Centre, located on the Glasnevin Campus, provides a range of healthcare services to students including General Practitioner (GP) services. The Healthy Living Centre offers reduced rates for students.

For more information or to book an appointment please visit:

http://hlc.dcu.ie/

There is a pharmacy on campus.

Other Health Services

The on campus health services do not provide full 24-hour cover and students are advised to register with a general practitioner (GP) on arrival in Ireland. There are several GPs located in the local area. A visit to a general practitioner off campus costs in the region of €50.

If you require the services of a GP out of normal surgery times (i.e. at night) you should contact North Doc Tel. 1850 22 44 77 (www.northdoc.ie). They will provide you with advice over the phone and may arrange an appointment at a medical centre. There is a fee for this service.

In the event of a medical emergency or accident you should go to an Accident and Emergency department of a hospital. The closest hospitals to DCU are Beaumont Hospital and Connolly Hospital Blanchardstown.

If you require an ambulance please call 999.
Safety

An Garda Síochána is the national police service of Ireland. You should call 999 in the case of an emergency which requires an immediate Garda response.

Emergencies include:

- A danger to life
- Risk of serious injury
- Crime in progress or about to happen
- Offender still at scene or has just left

In a non-emergency situation, you should ring your nearest Garda station if you need assistance. The nearest Garda station to DCU is in Ballymun Telephone 016664400

If you require an ambulance or the fire brigade you should also call 999.

In the event of an emergency on the DCU campus please contact Campus Security on 017005999

Please see the last page of this document for more information on safety on campus

Accommodation

We hope that you will have found suitable accommodation for your stay in Ireland. If you have not found long term accommodation we recommend that you visit the following websites:

www.daft.ie
www.collegecribs.ie
http://ie.easyroommate.com/
www.myhome.ie
www.let.ie
www.homestaybooking.com
www.housinganywhere.com

Please be advised that the University does not inspect off campus accommodation and are not responsible for the accuracy of any information on the above listed sites.

The DCU Students Union also runs a Facebook Group (DCU Accommodation) which you can join. Available accommodation in the area could be advertised here.
**Part-Time Work / PPS Number**

CITIZENS OF EU/EEA AND SWITZERLAND are entitled to work in Ireland without a GNIB card or work permit.

NON-EU/EEA, FULL-TIME FULL YEAR STUDENTS on a valid immigration stamp 2 can work a maximum 20 hours per week during term time or full-time (up to a maximum 40 hours per week) during the months of June, July, August and September and from 15 December to 15 January.

Students should remember that studying at university level, particularly a postgraduate programme, is very intensive and it may not be possible to maintain a part-time job during busy study and exam periods.

To work in Ireland you are required to have a PPS (Personal Public Service) number. You will need to apply for a PPS number and it is issued by the Department of Social Protection.

*Documentation Required*

You must request a PPS Letter via the online letter request service on:

  [www.dcu.ie/international/letter-request.shtml](http://www.dcu.ie/international/letter-request.shtml)

Please give your full address in Ireland when you request the letter. To prove residency, the Department of Social Protection requires that this letter be issued by post only. The letter will be posted to your address in Ireland. Bring the letter plus envelope to your appointment. This will be accepted as proof that you are resident in Ireland.

You will need to take the following documents with you for your appointment:

- Passport
- PPS letter from DCU (this is your proof of address)

*Application Process*

PPS number applications will only be accepted with a pre-booked appointment from the Department of Social Protection. Appointments can be made online at:

  [www.mywelfare.ie](http://www.mywelfare.ie)
Before arriving for your appointment, please ensure you have been allocated a date, time, and desk number. Without these you may not have a valid appointment. Please ensure you take all required documentation with you to your appointment. Following successful registration, customers will be advised of their new number, within 3 to 5 working days, through the issue of a letter of notification sent automatically to the address given on the application form.

Local Public Transport

DCU is well served by public transport with several bus routes running to and from the city centre, the airport and beyond. Dublin Bus is the main bus provider in Dublin city and surrounding areas. Below is a list of services currently serving DCU campuses:

<table>
<thead>
<tr>
<th>Campus</th>
<th>Bus Services</th>
<th>Bus Stop</th>
</tr>
</thead>
<tbody>
<tr>
<td>DCU Campus</td>
<td>4, 9, 11, 13</td>
<td>Ballymun Road (Stop # 37/4680)</td>
</tr>
<tr>
<td>Glasnevin Campus</td>
<td>17a</td>
<td>Ballymun Road (Stop # 92/128)</td>
</tr>
<tr>
<td></td>
<td>44, 104</td>
<td>DCU Helix (Stop # 7571)</td>
</tr>
<tr>
<td></td>
<td>1, 16, 41, 41a,b,c, 33</td>
<td>Swords Road (Stop # 205/213)</td>
</tr>
<tr>
<td>DCU Campus</td>
<td>1, 11, 13, 16, 33, 41, 41a,b,c, 44, 126</td>
<td>Swords Road (Stop # 21/45)</td>
</tr>
<tr>
<td>St. Patrick’s Campus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DCU Campus</td>
<td>1, 11, 13, 16, 33, 41, 41a,b,c, 44, 126</td>
<td>Swords Road (Stop # 21/45)</td>
</tr>
<tr>
<td>All Hallows Campus</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Dublin also have a tram network (Luas), a light rail network (DART) as well as commuter rail services.

All students who plan on using public transport, even occasionally, are encouraged to get a student Leap Card. A Leap Card is a reusable plastic smartcard that can be used instead of paper tickets to pay for transport in Dublin (Dublin Bus, Luas, DART and commuter rail services). Your Leap Card can save you up to 66% on your travel costs. You can also receive discounts at various retail, entertainment and food outlets in Ireland.

You can apply for a Student Leap Card by visiting The Hub in the Students Union on the DCU Glasnevin Campus and completing an application form. The cost of the card is €15.

For further information on the Leap Card visit [www.studentleapcard.ie](http://www.studentleapcard.ie)
Save money – if you are not travelling to the final stop of the bus route, remember to ask the driver to charge your Leap Card to the exact stop you are travelling to – this will save you some money each time!

Student Support and Development at DCU

DCU is committed to offering a safe and supportive learning and social environment for our students. Student Support and Development is made up of a number of different units or offices offering different services across our campuses. These services include a Careers Service, Counselling and Personal Development, Student Learning and Disability and Learning Support.

If you are not sure which unit can best assist you with whatever query you have, simply contact the central student support services line in DCU Glasnevin Campus at Tel 017007165 or email student.support@dcu.ie or on the DCU St Patrick’s Campus at 018842004 or email spdstudent.support@dcu.ie

For more information on the support services offered at DCU visit:

www.dcu.ie/students/index.shtml

Academic Calendar 2016/17

Term dates and other important dates for the academic year 2016/17 are available at:

www.dcu.ie/registry/timetables.shtml

Please consult the academic calendar before making any travel plans to ensure you don’t miss any classes, examinations or other important events.

Get Involved!

One of the best ways to settle in to life on campus is to get involved with your DCU Students Union. The SU offers over 100 clubs and societies for students to join which is a great way to make new friends, play the sports you love and maybe take up a new interest. There are also several clubs connected to our International student body include the Chinese Society, Indian Society and the Intercultural Society. For more information please visit:

www.dcusu.ie/
There’s an App for That

To help you settle into your time in Dublin we have put together our Top Ten Apps for students.

**Journey Planner** – to help plan your journey on public transport. This app covers all our Ireland.

**Dublin Bus** – this app will give you real time travel information as well as routes and timetables for Dublin bus.

**Groupon** – check out all of the latest deals for Dublin!

**Discover Ireland** - It’s Ireland in your pocket! Get up-to-date info on what’s happening, places to eat and much more.

**Dublin Walls** - Fancy exploring medieval Dublin? The Dublin Walls app uses videos, photos and 3D animation to deftly illustrate the history of the part of the city you’re standing in. And it’s free!

**Skype** – because you really should call home sometimes!

**Entertainment.ie** – this app lists every screen in every cinema in Ireland, along with music, clubbing, theatre and comedy.

**Dublin Culture Trail** - Videos and photographs present Dublin's museums, galleries, and historic buildings, while introducing the people and artists behind them.

**Lovin Dublin** - helps you find the best events, hidden gems and free things to do in Dublin

**Instagram** – because you will need to document all the amazing times you’re going to have!

(p.s. we have included some Dublin apps but there are also some great apps available to help you explore other parts of Ireland such as Cork or Galway!)
An Garda Síochána
Information Sheet

Stay Safe on Campus

Your Personal Safety

♦ Avoid situations, where you are travelling alone at night time.
♦ When travelling on foot, use busy routes and well lit walkways.
♦ Don’t display obvious valuables – jewellery, handbags etc. unless completely necessary.
♦ Always take care when using ATM’s.
♦ When socialising, don’t leave an opened drink unattended, even for short periods.
♦ Don’t leave property unattended in libraries, lecture theatres, restaurants or changing rooms.
♦ If you think you are being followed, go to the nearest place where there are other people, and contact the Gardaí.
♦ If you are assaulted, help is available to you from the Gardaí 24 hours a day.
♦ Remember, no mobile phone credit is needed to make 999/112 emergency calls.

Security of Your Accommodation

♦ Lock your front/back doors at all times. If leaving, check that all windows are locked.
♦ Take care when letting in callers – ask for identification if in doubt.
♦ Take special care of valuables, including laptops, IPods and mobile phones.
♦ Always lock outside doors.
♦ Use your door chain.
♦ If you receive strange or abusive phone calls, contact the Gardaí / Campus Security.

Security of Your Bicycle, Car or Motorcycle

♦ When you purchase a bicycle, make sure you keep a receipt showing ID details.
♦ Secure your bicycle by using a good quality locking device.
♦ Leave your bicycle, car or motorcycle in an area which is supervised or where it can be seen.
♦ Don’t leave valuables in your car. If you must, then keep them out of sight in the boot.
♦ Don’t leave personal documents – driving licences, insurance certificates etc. in your car.
♦ Consider fitting a good quality alarm and/or immobiliser as well as a chain/padlock.
♦ Don’t pick up hitch-hikers.
♦ Secure parking for motorcycles can be difficult to find. ‘U’ shaped pieces of scaffolding pole embedded into concrete, and located in areas, which have good natural surveillance can be the answer to the motor cyclist’s theft problem.

The National Age Card

♦ Remember that you can apply for “The National Age Card” once you have reached 18 years of age.
♦ This is a state of the art identification card which provides you with the means to prove your age when requested.
♦ The card can be applied for through your local Garda station.
♦ Check it out on www.agecard.ie.
♦ Your local Garda station will also be able to give you details.

For additional safety and security advice see the Campus Watch booklet at www.garda.ie

Community Policing Implementation Team
Garda Community Relations and Community Policing Division

visit the Garda website at www.garda.ie

Issued by the Community Policing Implementation Team, Harcourt Square, Dublin 2. May 2009