

Dr Rose Ryan, Maynooth University, 13th December 2022



An Roinn Breisoideachais agus Ardoideachais,
Taighde, Nuálaíochta agus Eolaíochta
Department of Further and Higher Education,
Research, Innovation and Science

NATIONAL STUDENT & RESEARCHER HELPDESK (NSR)

Національна Служба Підтримки Студентів
і Науковців з України

01.
Role of NSR

02.
Challenges

03.
Achievements

04.
Stakeholders



What is the role of the National Student & Researcher Helpdesk?

1. Guide Ukrainian students and researchers who were covered by the EU's Temporary Protection Directive to **explore suitable study options in the Irish education and training system** for the academic year commencing in September 2022, and to explore suitable options for continuation of research activity.





What is the role of the National Student & Researcher Helpdesk?

2. Guide Ukrainian students and researchers in relation to processes and supports e.g. **applying to higher education, English language requirements, translation of documents, student finance, funding, and student supports.**



What is the role of the National Student & Researcher Helpdesk?

The **sole point of contact** for qualified persons seeking to access HE in Ireland.

Sole provider of **translation services**.

A central resource for the **assessment of English Language** for academic purposes.

The provider of a **separate application process/system** to allow the NSR to transfer completed applications to relevant HEIs.

Consistency and efficiency and **student focused approach** in the application processes.

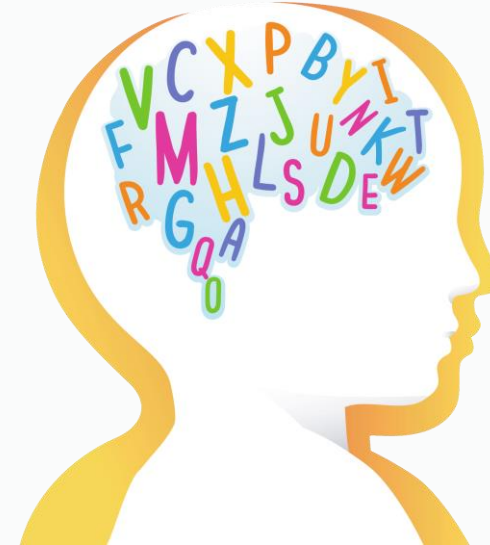
Challenges Faced



Translation of documents



Qualifications



English language competency



Application platform/
process



Helpdesk team –
holistic approach



Temporary
administrative Tuition
Fee Scheme



Guidance re operationalising
of funding & EAP supports



National approach

15 Sectoral Achievements



President Maynooth University Eeva Leinonen, Minister Simon Harris, Vice President EDI Dr Gemma Irvine and Dr. Rose Ryan, Director of Access

01

National Approach

Led by DFHERIS, governance, Tuition Fee scheme.

02

Institutional Support

Support from IUA, THEA, QQI, HEA, NCGE, HEIs

03

Staff Volunteers

Staff seconded across the sector

04

Single Points of Contact

All HEI's included, connection between national and institutional policy. Source of support and learning for each other.

15 Sectoral Achievements



President Maynooth University Eeva Leinonen with Vice President EDI Dr Gemma Irvine and NSR Helpdesk team

05

Admissions Officers

Processes and policies reviewed by all, national approach

06

Translation Services

All documents translated by one national service.

07

Platform

One platform built (PAC) that provided single application process, students/HEIs.

08

Language Proficiency

English for Academic Purposes (EAP) Working Group established, national approach agreed.

15 Sectoral Achievements



Minister Simon Harris and NSR Helpdesk team

09

Academic English Tests

3,500 free tests Duolingo, 1st time adopted a national approach

10

Qualifications

Review and validation process

11

Entrance Examinations

351 Ukrainian entrance examinations DCU and TCD

12

Accommodation

1959 beds provided between May and August 2022

15 Sectoral Achievements



Minister Simon Harris, President Maynooth University Eeva Leinonen, Ambassador Gerasko Larysa with NSR Helpdesk Team

13

Fast Tracking

Fast tracked applications and supports

14

Ukrainian Enrolments

305 new students across HE sector Sept 2022

15

Shared Aim Achieved

Collective national achievement. Our shared aim leading to future initiatives!

NSR Helpdesk Sectoral Partners

“The NSR Helpdesk acted **as a conduit and a helpful ‘coordinator’** between several parties e.g. HEIs, DFHERIS, IUA, Springboard+. Furthermore, through this platform all HEIs points of contact across the sector had the opportunity to get to know each other too, support each other. **Lasting helpful professional connections were built**, which will serve us all well in any future national initiatives in the education sector.”

Lenka Forrest | Head of Student Recruitment University College Cork NSR Helpdesk Point of Contact UCC

“So often HEIs are in competing mode, and this was a **genuine collaboration for us to come together for a public good** which should be the main purpose of higher education.”

Professor Lorraine McIlrath, Director Equality, Diversity, Inclusion and Interculturalism (EDII), Mary Immaculate College, Limerick

“The capacity for potential applicants to have a **single channel to access third level opportunities across the country** was an example of a rapid cross-sectoral response to a genuine need. ”

Dr John Mc Ginnity, Admissions Officer/ Assistant Registrar, Maynooth University

“ It was a super project to be involved in and should be **a test case for how to project manage such a large-scale transformational initiative in education.**”

Róisín O’Connell, Head of Communications, THEA

Student Experience

Valeriia
Danylenko

Dear NSR Helpdesk, my **experience using your platform and service was excellent!** Easy use, including assistance with document translation, has made my admission process extremely smooth.

Krystyna
Mikava

The people from the Helpdesk literally became **the most significant people in my life**. They gave me the opportunity to rebuild my future..

Zakhar
Ladnytskyy

I am very grateful to the Helpdesk team for making it possible for me and other Ukrainian students to enter the Irish university, and for **everyone helping throughout this process.**



THANKS СПАСИБІ