Trinity College Dublin

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Coláiste na Trínóide, Baile Átha Cliath
The University of Dublin

HEA | An tÚdarás um Ard-Oideachas
The Higher Education Authority

Tutorial Service/Senior Tutor's Office

Overview of Initiative

The Trinity Tutorial Service (dating from Trinity's foundation and developed as a pastoral support service in the 1950s) led by the Senior Tutor comprises approximately 300 members of academic staff who volunteer to provide academic and pastoral support to undergraduate students. On entry, students are placed into a chamber under the care and responsibility of a tutor for the duration of their studies. The tutor provides a confidential, personal service to students, advising them on their academic progress. The tutor acts as an advocate, where appropriate, on matters relating to Trinity regulations and decisions and provides a gateway to a range of student services, such as the Student Counselling Service, the Health Service, and financial assistance where required.

The Senior Tutor's Office (STO) manages the service. STO administers the Student Assistance Fund, enabling the intertwining of academic solutions with financial assistance where appropriate. STO works closely with all Student Support Services in TCD to support students individually.

Key Features

- Academic & Curriculum focus
- Student wellbeing, experience, & success focus

Aims & Objectives

Aim: To ensure students are provided with an advocate to help them access support in navigating academic and personal matters that may arise during their course of study.

Objective 1: To provide students with assistance on College policies and procedures that enable them to remain as students and progress through their Trinity degree.

Objective 2: To provide advice and guidance to students on personal and academic matters and advocate for students in specific circumstances, and to refer students to professional services, and disburse Student Financial aid, where appropriate.

Data & Evidence of Impact

- In 2023/24, there were 3,246 formal student cases raised with the Academic Registry and tutors are involved with approximately ~80% of cases.
- In 2022/23, the attrition rate for undergraduate students was reported at 3%. Tutors directly contribute to this low attrition rate through supporting students in making appeals to remain on their programme of study and through facilitating student transfers to other programmes where applicable.
- Recipients of the Student Assistance Fund are surveyed to obtain information on the impact of supports on academic performance.
- Quality reviews of the Tutorial Service.

Monitoring & Oversight

- The Senior Tutor is a member of University Council and is a member of the Undergraduate Studies Committee and the Student Life Committee.
- Student representation on academic committees of Council enables discussion of matters arising.
- An annual report on the Tutorial Service is presented to the Student Life Committee for consideration.
- The Tutorial Service undergoes a quality review once every ten years.
- Financial activities are subject to audit.

Additional Information

https://www.tcd.ie/seniortutor/