



UCD Registry
Clárann UCD

How to use the **UCD Applications System**

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Overview

Description

The purpose of this manual is to provide a comprehensive guide to UCD Applications system.

Aimed at

Admissions Tutors, School Administrators and any other staff involved in the applications process.

Learning outcomes

By the end of this document, you should be able to:

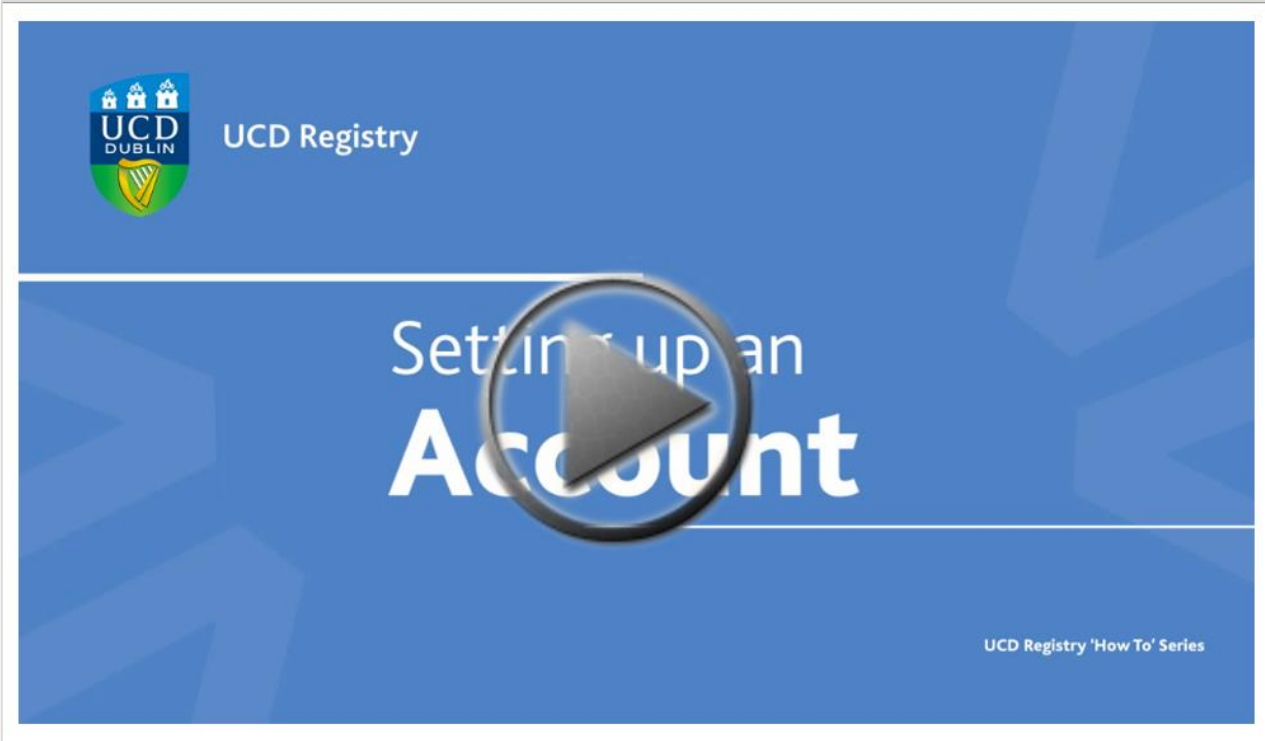
- See if a particular course is open on the system
- Review requirements against individual major codes
- Review applications and documents
- Merge an applicant's documents into a single pdf file
- Invalidate documents
- Add new requirements to an existing application
- Use the applications reporting options
- Enter decision codes.

Section 1: The Applications System

Video tutorial

Tip #1: Video not playing? Click here to watch on YouTube

This video demonstrates how an applicant sets up an account and applies for a course in UCD. A text version of these instructions, which includes additional information, is available on [pages 4 and 5](#).





Section 1: The Applications System

Making an application

Step 1 – Accessing the system

New applicants can access the UCD applications system by going to www.ucd.ie/apply, clicking on 'Apply to UCD' and then 'Start a new Course Application'.

There are two other ways an applicant can access the system:

- by using the direct link via SISWeb: https://sisweb.ucd.ie/usis/W_HU_MENU.P_PUBLISH?p_tag=APPLY
- by using a 'deep link' – this is a direct link to the application form for a specific course (i.e. the applicant does not have to search for the course they're applying for). For example:
https://sisweb.ucd.ie/usis/!W_HU_MENU.P_PUBLISH?p_tag=DEEP&MAJOR=W114&TYPE=GRAD&TERM=201400

These links can be used for online marketing purposes. In order to activate a 'deep link' for your own courses, you need to substitute your own major code(s) in each case (i.e. instead of W114, in the example above, include your own major code and you will then have a deep link for that course). When doing so make sure that both the correct term and application type (GRAD above = Graduate Taught) is also included. If you are using this facility please contact the [Applications team](#) regarding the correct application type code to use.

N.B. The deep link should only be used to create the initial application. Applicants returning to an application should use the standard link: https://sisweb.ucd.ie/usis/W_HU_MENU.P_PUBLISH?p_tag=APPLY

Step 2 – Setting up an account

New users create an account using their email address and a password of their own choosing. Current UCD students or alumni should use their student account details to log into the system.

Step 3 – Entering personal information

Once the account has been created, the applicant can begin to enter their personal information. When all the relevant information has been provided, an automatic confirmation email is sent to the applicant with their applicant ID number and account details.

Section 1: The Applications System

Making an application (continued)

Step 4 – Applying for a course

Applicants can choose their preferred course(s) using the **Course Finder** facility. Applicants can search for a programme by **keyword** or **phrase** which can be refined by category. There are a number of sections in each application. The specific sections which appear will vary depending on the course. The different options available are outlined on the following pages.

Step 5 – Filling in course details

Academic record: This section is for third-level results only. If the institution which the applicant attended does not appear on the drop down list, the applicant can enter the name of their institution manually.

Referees: Applicants can be requested to supply a specific number and type of referee details (e.g. one academic and one professional, etc.). It is also possible to make the entry of these details compulsory prior to submission of the application. This is done by the [Applications team](#).

Employment details: Here the applicant can enter details of prior employment, including employer name and contact details and a summary of experience.

General questions: All course application forms will contain a certain number of questions, some of which are general and others which can be tailored per course. Questions can be made compulsory from either the submission or assessment stages.

Application checklist: The Application checklist allows both payment (i.e. application fee and deposit) to be made and any required documents to be uploaded.

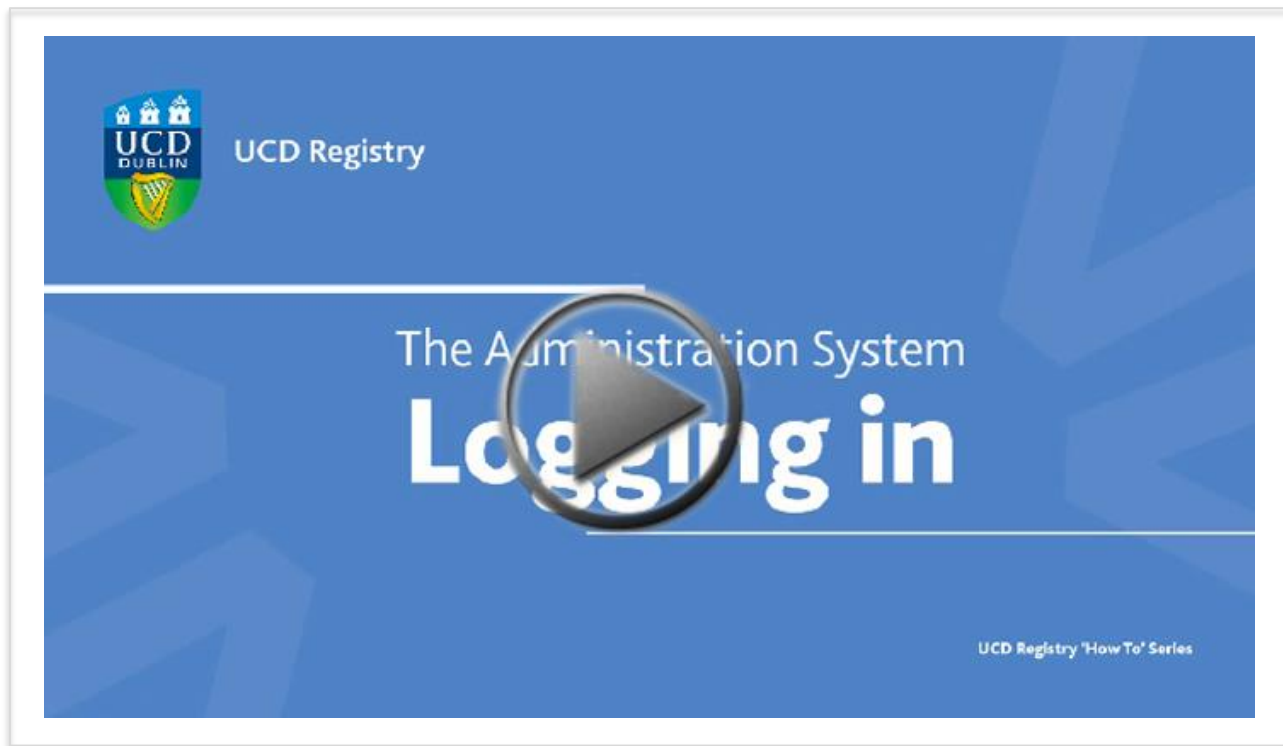
Declaration: The above stages can be completed in any order. It is also possible for the applicant to log out of the application and complete it at a later stage. Once the application form has been submitted it is no longer possible to amend any course specific information. Personal details, however, can be changed if necessary. It is still possible to upload supporting documentation after submission.

Section 2: The Administration System

Video tutorial

Tip #3: Video not playing? Click here to watch on YouTube

The following video demonstrates how to use the administration system. A text version of these instructions, which includes additional information, is available on the following pages.



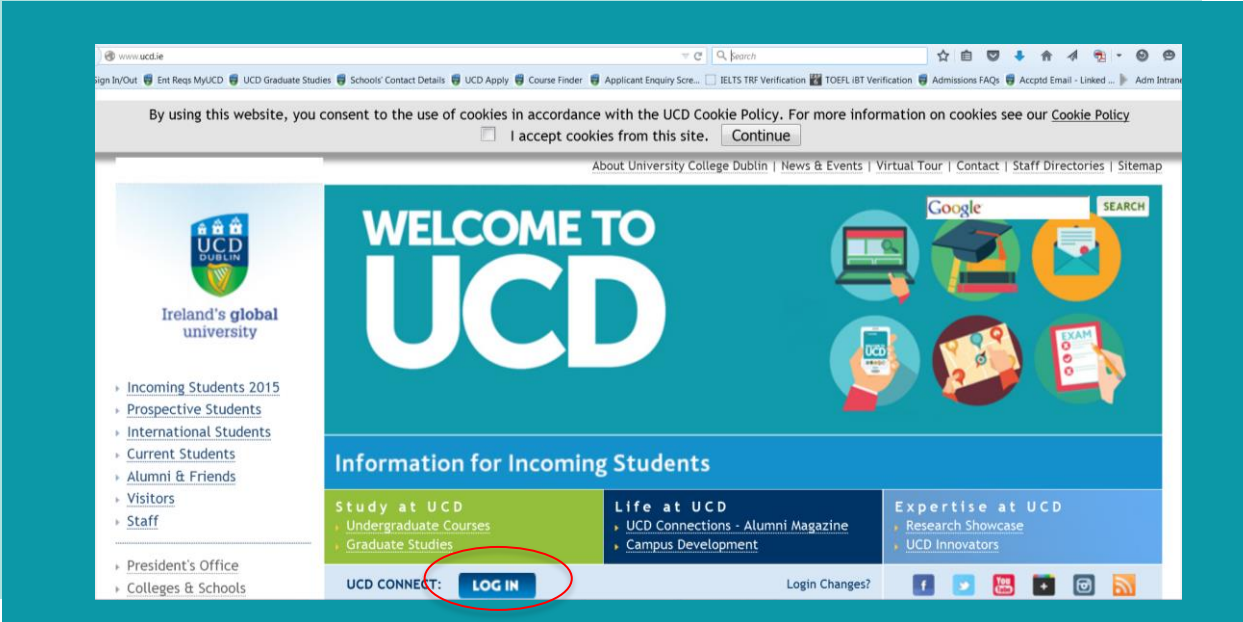
Section 2: The Administration System

Accessing the system

Administrators can access the system through UCD Connect. If you require access, please contact the [Applications team](#) quoting your Connect Login ID, Personnel number and School code.

On the UCD homepage, click on the **Login** button for **UCD Connect** and then select **InfoHub**.

In **Infohub**, select **Students** and then **UCD Applications System**.

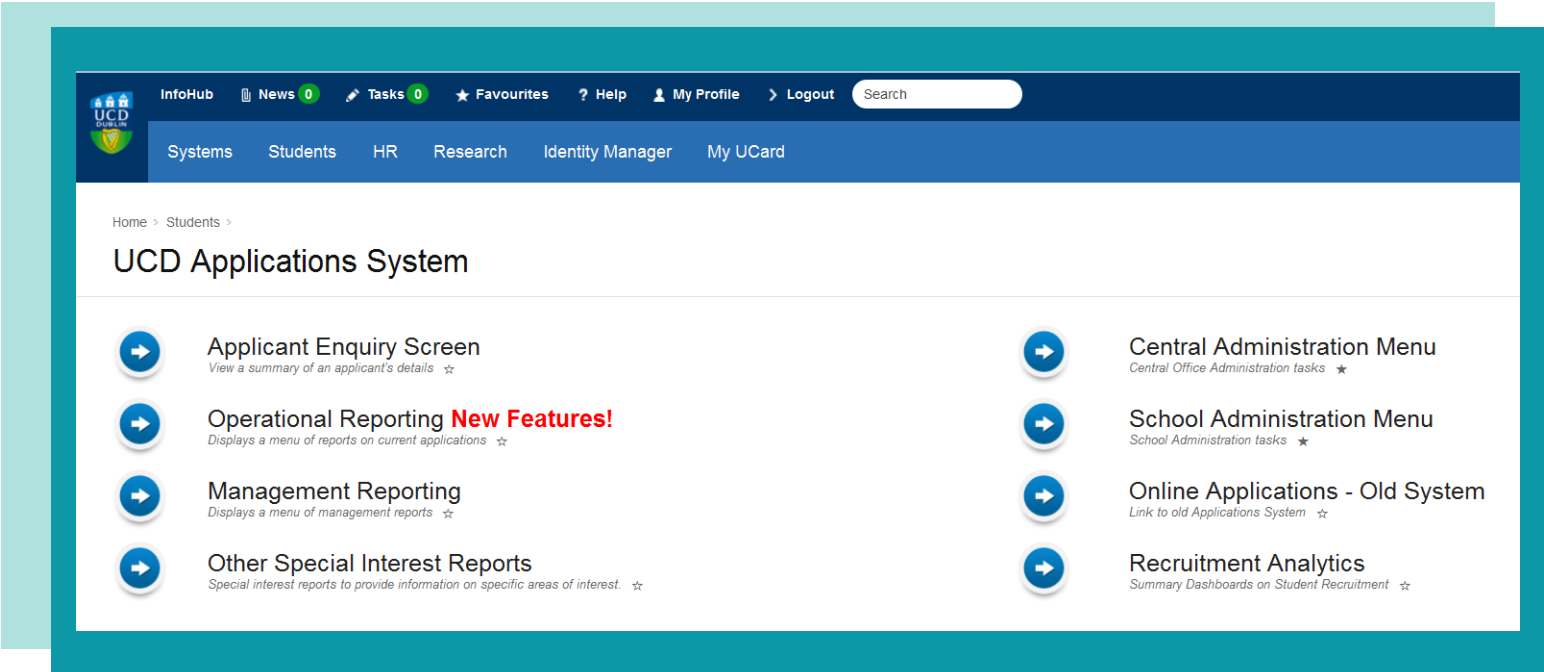


The screenshot shows the UCD website homepage. At the top, there is a navigation bar with various links like 'Sign In/Out', 'Enr Reqs MyUCD', 'UCD Graduate Studies', 'Schools' Contact Details', 'UCD Apply', 'Course Finder', 'Applicant Enquiry Scre...', 'IELTS TRF Verification', 'TOEFL/IBT Verification', 'Admissions FAQs', 'Acceptd Email - Linked ...', and 'Adm Intranet'. Below this is a cookie consent banner. The main content area features the UCD logo and the text 'Ireland's global university'. A large blue banner reads 'WELCOME TO UCD' with several circular icons representing different university activities. Below this is a section titled 'Information for Incoming Students' with three columns: 'Study at UCD' (Undergraduate Courses, Graduate Studies), 'Life at UCD' (UCD Connections - Alumni Magazine, Campus Development), and 'Expertise at UCD' (Research Showcase, UCD Innovators). At the bottom, there is a 'UCD CONNECT: LOGIN' button, which is circled in red. Other elements include a search bar, social media icons, and a 'Login Changes?' link.

Section 2: The Administration System

Accessing the system

This will take you to the **UCD Applications System** menu. Please note that the options which appear may vary slightly from those shown below, depending on your access rights.



Section 2: The Administration System

Viewing applicant details

The Applicant Enquiry screen

You can view individual applicant details by using the Applicant Enquiry screen.

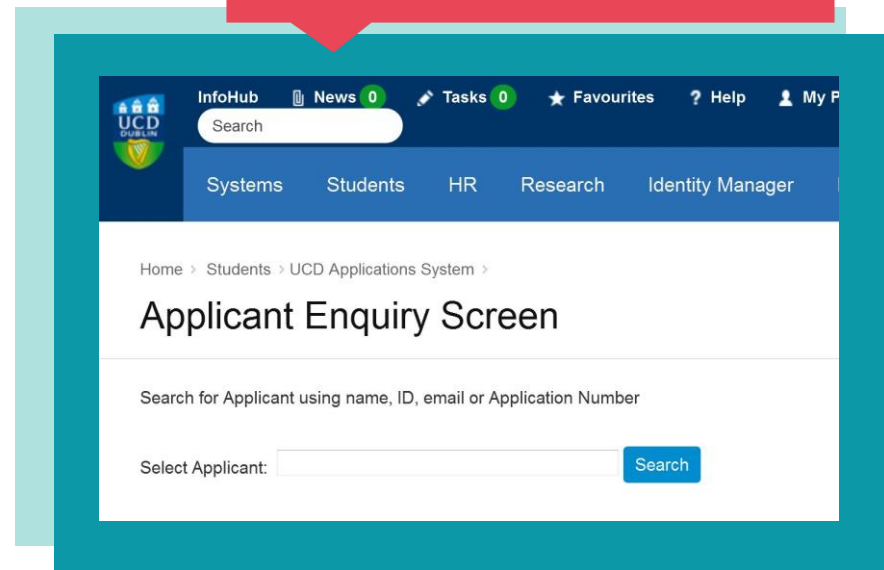
It allows you to search by name, ID number (i.e. A100... number or UCD student number), email address or application number (i.e. the five or six digit number specific to each individual course application).

Please note: only submitted applications can be processed (i.e. applications where the form has been completed and the submit button has been pressed). Therefore, applications with the status of 'Awaiting Submission' cannot be processed.

It is possible, however, to contact applicants with unsubmitted applications **as long as any such contact is specifically and exclusively in relation to the application process itself.**

This is because applicants must now give their consent to be contacted by UCD in relation to their application at the account creation stage.

Tip #4: Click inside the image box to view more images or to enlarge the image

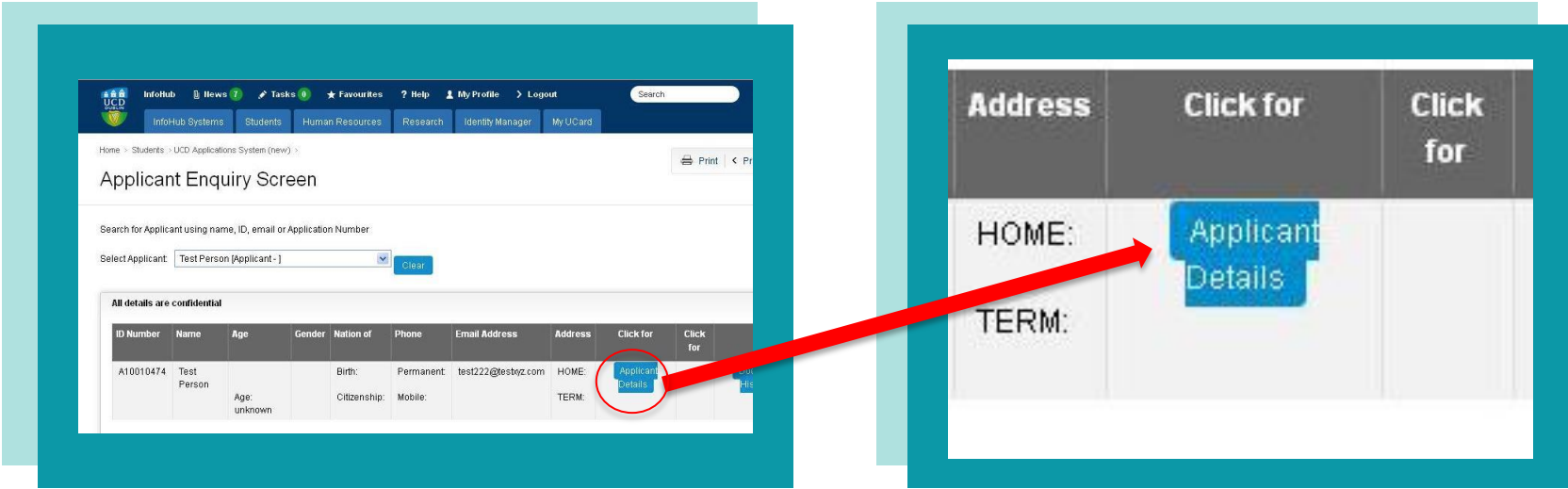


Section 2: The Administration System

Viewing applicant details (continued)

Clicking on the **Applicant Details** button will give you an overview of the course(s) to which that applicant has applied.

When a new application record has been merged with an existing record, if you search using the newly created applicant ID, the search will return the details under the existing record.



Section 2: The Administration System

Entering comments

The applications system has a brand new feature which allows you to record comments against an application. You can access the comments screen by clicking on the Comments button on the Applicant Details screen.

There are four options available:

- 1. Notes on Decision** – comment entered cannot be seen by the applicant.
- 2. Offer Conditions (if applicable)** – you can enter any specific conditions that are attached to a conditional offer. This will appear on the offer letter.
- 3. General Comments** – cannot be seen by the applicant.
- 4. Individual Comment for Offer Letter** – you can add customised text per applicant, which will appear in their offer letter.

When you have entered your comments, click the **Submit** button to save them.

The screenshot shows the 'Applicant Enquiry Screen' with the following sections:

- Applicant Details**: A section with a table for personal details.
- Application Details**: A table with columns for Application Number, Term, Application Type, Major, Date of Completed Application, Application Status (Internal), Checklist Items Outstanding, Unreviewed Documents, Fee Status, and Deposit Status. A 'Click to Comments' button is located at the end of the first row.

| Application Number | Term | Application Type | Major | Date of Completed Application | Application Status (Internal) | Checklist Items Outstanding | Unreviewed Documents | Fee Status | Deposit Status | Click to Comments |
|--------------------|-------------------|---------------------------------------|---|-------------------------------|-------------------------------|-----------------------------|----------------------|------------|----------------|-------------------|
| 173827 | 2014/2015 January | CEOP - Undergraduate Cell and Diploma | X049 - Prof Cell Health Assessment Jan P1 | | Accepted | 3 of 4 | | Paid | Not Paid | Click to Comments |

Section 2: The Administration System

Managing documentary requirements

The **Applicant Checklist screen** allows you to review or manage any documentary requirements.

Here you have the option to **merge all documents into a single PDF**.

Occasionally, incorrect documents may be uploaded by applicants against a checklist item. It is now possible to mark such documents as invalid. This option is available on the **Document Review Screen** in the **Review Notes** section.

Once a document (which previously appeared with a received date) has been marked as invalid it then appears as **outstanding**. This will have a corresponding effect on the status of the application, meaning that an application which formerly appeared as 'complete' will now appear as 'incomplete' (provided of course that this is the only document uploaded against this checklist item).

The screenshot shows the 'Application Checklist' interface. At the top, there are three buttons: 'Document Review Screen', 'Download all in one PDF', and 'Add New Requirement'. Below these buttons is a table with three columns: 'Code', 'Requirement', and 'Status'. The table contains two rows of data.

| Code | Requirement | Status |
|-------|--|------------------------------|
| TRANS | Transcript from Inner Mongolia University of Finance and Economics | Received on 24 December 2013 |
| ADDIT | Additional Documentation | Outstanding |

Section 2: The Administration System

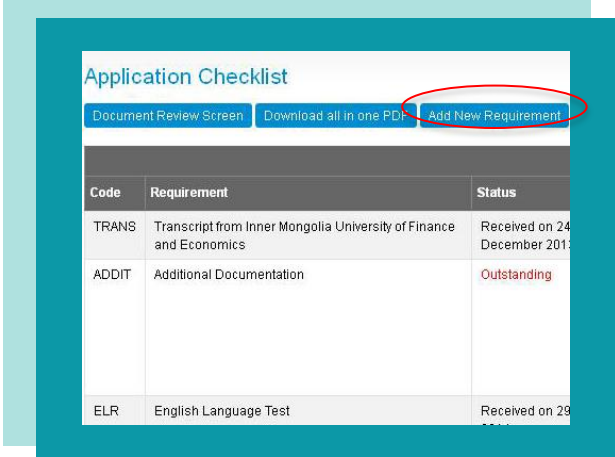
Managing documentary requirements (continued)

Occasionally , it may be necessary to add a new checklist requirement against an individual application account.

This can be done by using the **Add New Requirement** option.

There is also the facility to include a checklist item for administrator use only. This will allow an administrator to upload a document to an applicant’s checklist which is not visible to the applicant. However, this does not affect the applicant’s rights under the Freedom of Information Act. Anyone wishing to avail of this facility should [contact the Applications team](#).

If you wish to add a new checklist requirement to a particular major, please [contact the Applications team](#).



Entering a decision

To **enter a decision**, click on the five or six digit application number relating to that course application and then click on the **Add Decision** button which appears on the bottom of the screen.

Access to enter decisions is not automatic (i.e. just because you can view the applications does not mean you necessarily have decision entry access) so if you require access, please [contact the Applications team](#) quoting your personnel number, UCD Connect login and School code.



Section 2: The Administration System

Offer letter

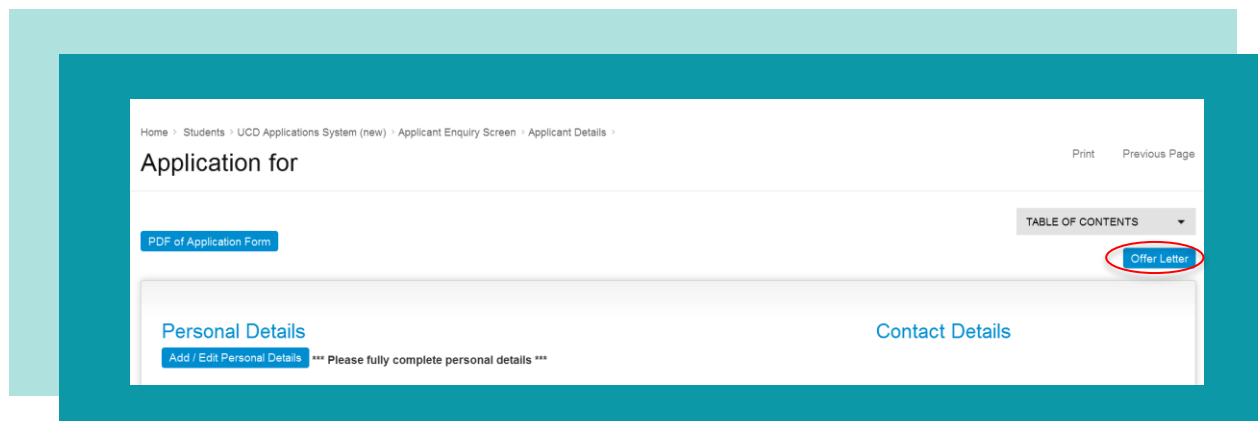
When you enter a Conditional Offer or Offer decision against an application, an offer letter is created and is available in the application as a PDF. It will remain unless a decision of Offer Lapsed is entered against the application.

The offer letter contains information such as relevant contact details, tuition fees, duration and start date of course.

The letter also provides information on what the applicant should do next and an additional page of information for international students.

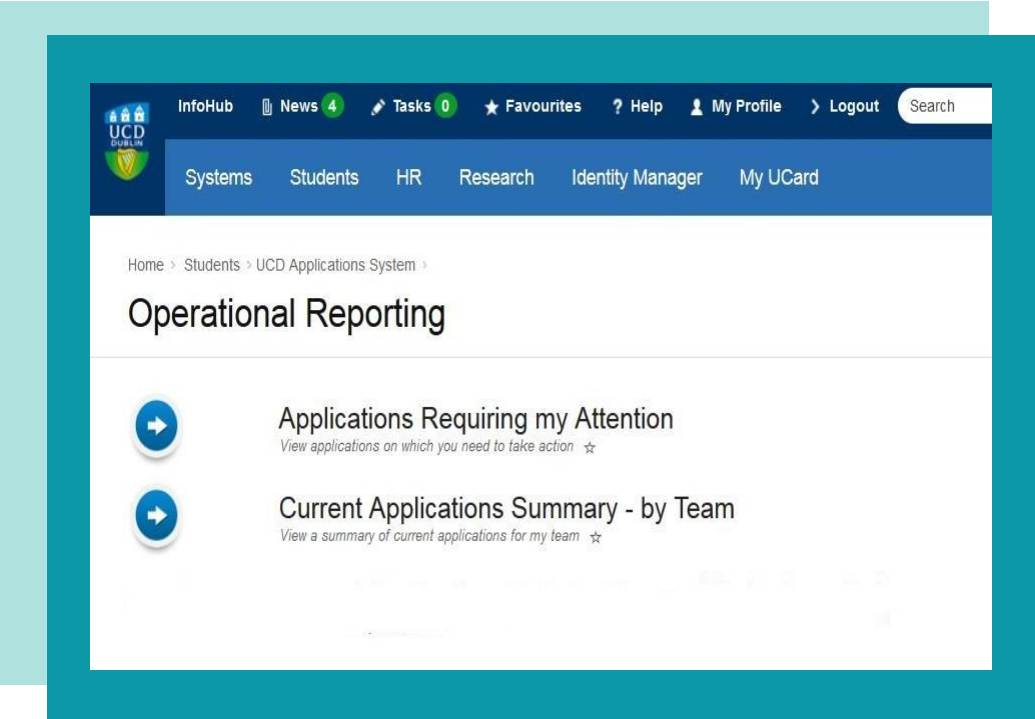
You can add customised text to the offer letter per major code and you can also enter an individual comment for an applicant, which will be included in the offer letter.

If you wish to exclude a particular major code (or codes) from the offer letter facility, please [contact the Applications team](#).



Section 2: The Administration System Reports

In this section we will look at **Operational Reporting**. These are reports that relate to current applications.

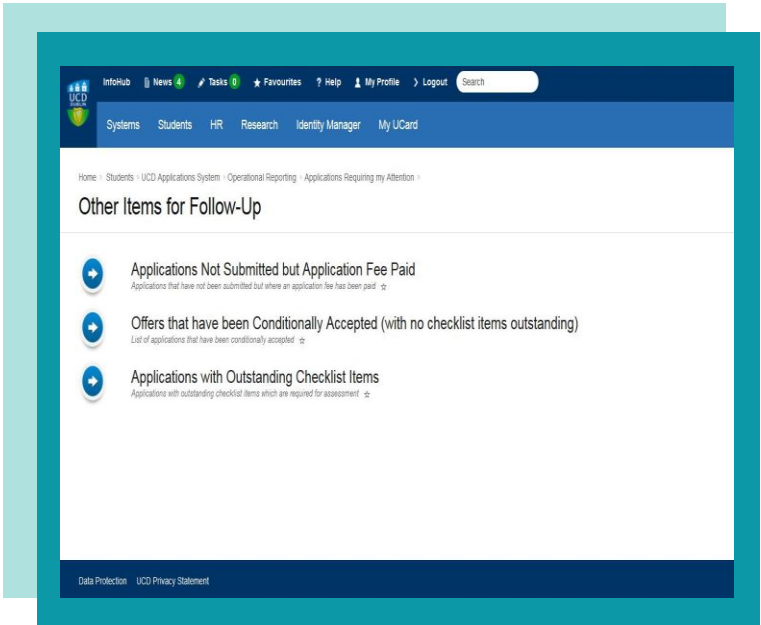
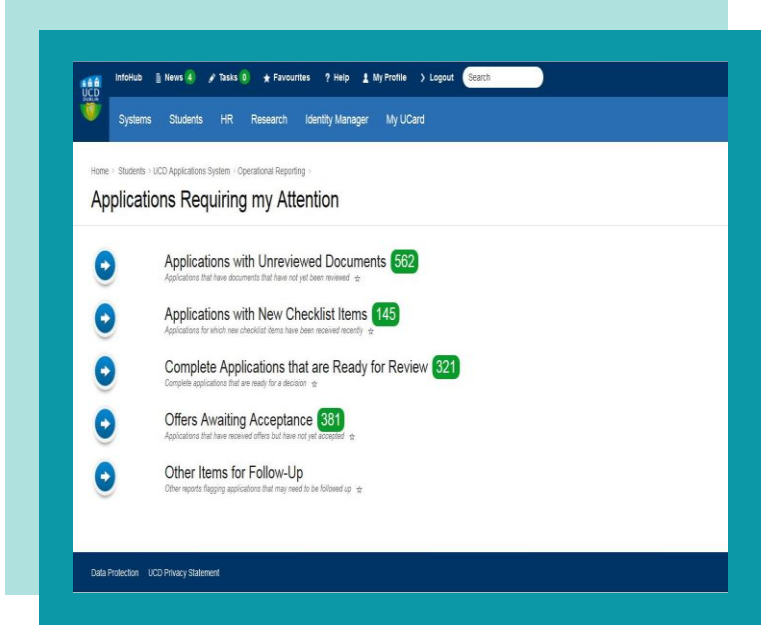


Section 2: The Administration System Reports

Applications Requiring my Attention

This folder contains five sections. The first four reports allow you to view your applications divided into each of the categories indicated by the report name.

The **'Other Items for Follow-Up'** sub-folder currently contains three reports. Additional reports will be included if and when required.



Section 2: The Administration System Reports

Current Applications Summary by Team

This report contains information on applications, offers and acceptances at Team level. Information on unsubmitted applications is also available.

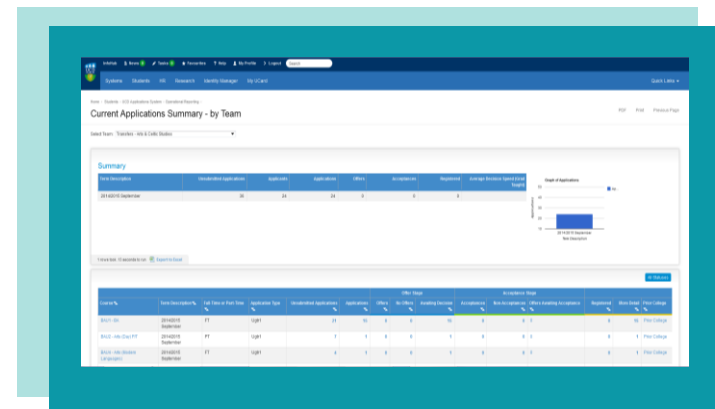
The default 'team' is the School. To cater for those who look after a group of majors (where the majors are either within the same school or from a number of Schools), individual teams can be set up on request. If you require the creation of a team please contact the [Applications team](#).

An overview and graph at the top of the report provide information on decision speed for Graduate Taught applications.

Decision speed is based on the length of time from the receipt of a **complete application** (i.e. one which has been both submitted **and** for which all required documents have been received) until the entry of one a number of **specific decisions** (full offer, conditional offer, no offer, provisional offer, deferred offer, course cancelled, interview, reserve, superseded, withdraw application).

NB Please note that an application can be counted as 'complete' even if required documents are outstanding - if any of the following status codes appear against it (i.e. manual entry of any of the following codes will also 'start the clock'):

- Application Complete ready for Review
- Forward to Board for Approval
- Application Being Processed
- Further Review
- Application Complete & Documents Reviewed



Section 2: The Administration System Reports

Current Applications Summary by Team

There may be occasions where it is appropriate to temporarily reassign an individual application to a different team (e.g. in cases where the International Office wish to seek the advice of the relevant School). This can be facilitated using the 'Reassign to another Office / School' option which appears in the 'Assigned Office / School' section at the bottom of the screen in the application account. Once an application has been reassigned, it then appears in the Operational reports of the new team. When it has been assigned back to the original team it will appear on their Operational reports once more. The 'Assigned Office / School' section also displays the reassignment history, where one exists, of the application.

Assigned Office / School

| Full Name | Reassign Comments | Click to | Last Modified | Last Modified By |
|----------------------------------|-------------------|---|---------------|------------------|
| UCD Global Centre Southeast Asia | | Reassign to another Office / School | | |
| REASSIGNMENT HISTORY | | | | |
| UCD Global Centre Southeast Asia | | | 13 Feb 2015 | |
| UCD International Dublin Centre | | | 13 Feb 2015 | |

Section 2: The Administration System Reports

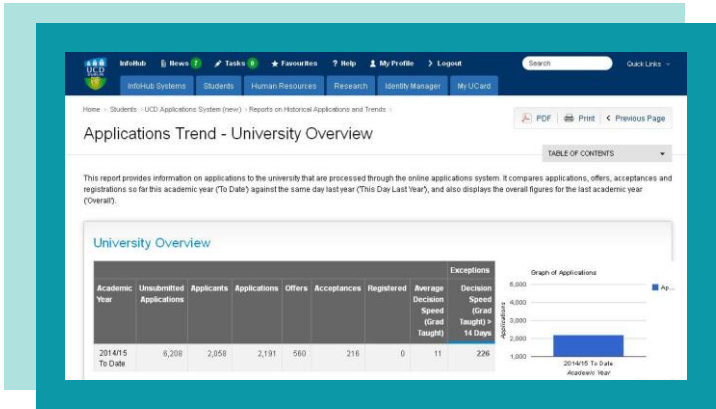
Management Reporting

Applications will only appear on the standard reports as that course is active (this is defined by the closing date of the course plus a specified number of days).

Applications for previous terms can be viewed by clicking on **Management Reporting** on the UCD Applications menu list in Infohub.

The **Applications Trends - University Overview** report is intended for Senior Management who wish to be informed of general trends in relation to applications across the university. Not all staff will have access to this report.

However, a similar report is available at the School level (titled **Applications Year on Year - by School**). As well as providing an overview of applications, it also provides a breakdown in terms of nationality (defined in terms of citizenship).



Section 2: The Administration System Reports

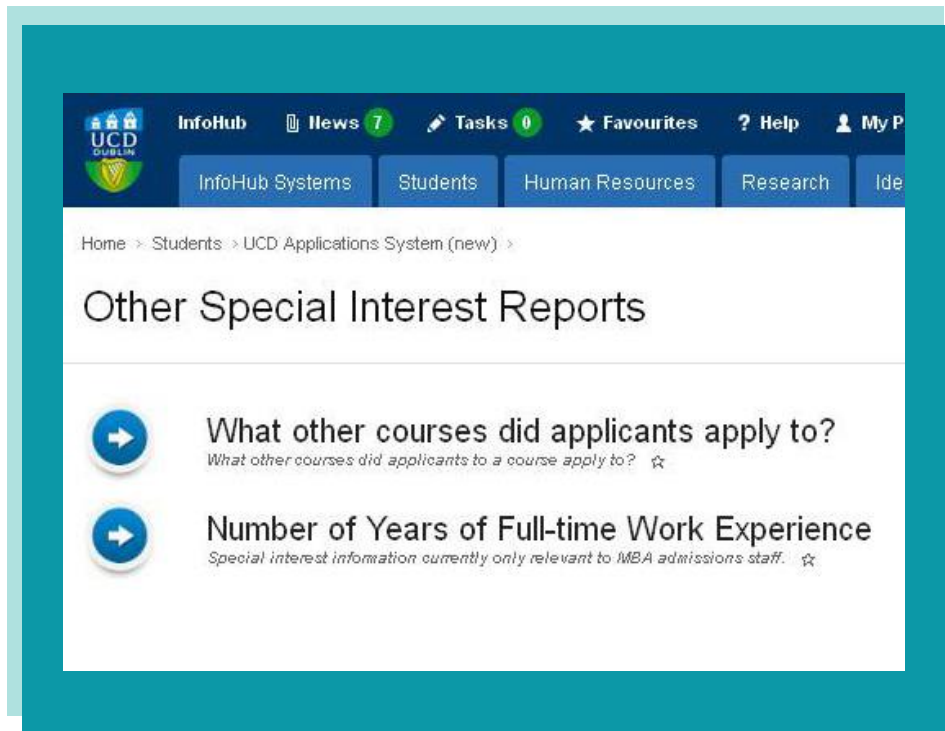
Historical Applications with Decisions - by School

In addition to the standard columns which are displayed, the reports also contain a 'More Detail' option which contains information on registration, previous college details and whether an 'OA (document verification) hold' is still on the applicant's account.

| Course Code % | Course Description % | Term Description % | Full-Time or Part-Time % | Intake Target % | Unsubmitted Applications % | Offer Stage | | | | Acceptance Stage | | | Registered % | More Detail % | Prior College % |
|---------------|----------------------|---------------------|--------------------------|-----------------|----------------------------|----------------|----------|-------------|---------------------|------------------|-------------------|------------------------------|--------------|---------------|-----------------|
| | | | | | | Applications % | Offers % | No Offers % | Awaiting Decision % | Acceptances % | Non-Acceptances % | Offers Awaiting Acceptance % | | | |
| | | 2013/2014 September | FT | | 1 | 60 | 11 | 4 | 46 | 4 | 0 | 6 | 1 | 60 | Prior College |
| | | 2014/2015 September | FT | | 10 | 2 | 2 | 0 | 0 | 2 | 0 | 0 | 2 | 2 | Prior College |
| | | 2015/2016 September | FT | | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | Prior College |
| | | 2013/2014 September | FT | | 0 | 6 | 6 | 0 | 0 | 6 | 0 | 0 | 6 | 6 | Prior College |
| | | 2013/2014 September | FT | | 0 | 54 | 14 | 15 | 7 | 4 | 5 | 0 | 3 | 54 | Prior College |
| | | 2014/2015 September | FT | | 71 | 19 | 12 | 5 | 2 | 2 | 10 | 0 | 2 | 19 | Prior College |
| | | 2015/2016 September | FT | | 13 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2 | Prior College |
| | | 2013/2014 September | FT | | 0 | 25 | 18 | 1 | 7 | 13 | 0 | 4 | 7 | 25 | Prior College |

Section 2: The Administration System Reports

Reports can be added to the **Special Interest Reports** section as and when required.



Section 2: The Administration System Reports

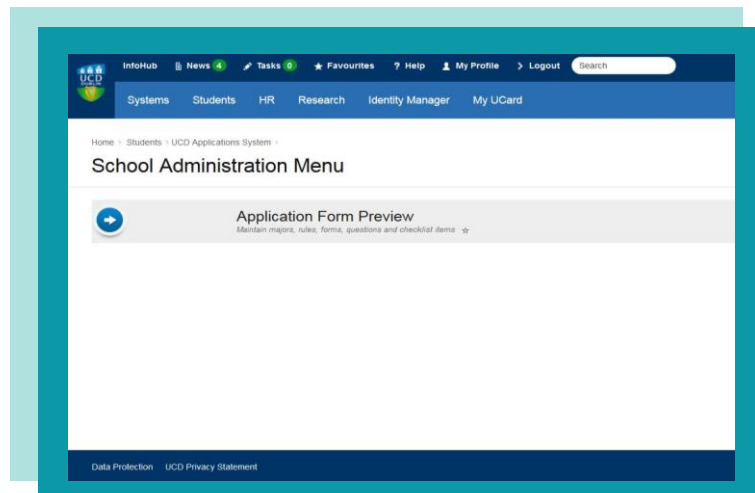
The **School Administration Menu** contains just a single report at present.

The **Application Form Preview** report allows staff to view how a course application appears (including the opening and closing dates) without needing to create an application account.

Similarly, if a major code is set up on the Applications system for the first time, the application can be reviewed by School staff before opening the major for applications.

When there is no date in the '**Application Dates**' column for a particular course, it means that the course has been set up on the Applications system but is not open for applications.

If a new major needs to be set up on the Applications system, please contact the [Applications team](#) with the major code and any course specific questions / documentary requirements. You can also indicate if any of the questions or requirements should be made compulsory , either prior to application submission or assessment.



Have a question? Click here to contact the Applications team

Common issues

| Issue | Explanation |
|---|---|
| I can't find the course. | There is a facility in place to prevent duplicate applications on the system. This means that if someone has already started an application for a specific major code, this major will no longer appear as an option on the Course Finder for them. In such cases the major will appear under the My Applications section and can be edited there. |
| The system won't allow me to enter a decision. | Access to decision entry is only given on request. If you are a staff member and you require decision entry access rights, you should email your personnel number, Connect login and School code to the Applications team . You cannot enter certain decisions in the Decision Entry Screen unless there is an appropriate decision already present. For example, an 'offer' must be made before the 'accepted' decision can be entered. |
| I can't get the documents to merge. | Unless there is a problem with a specific document then all the documents that appear against an application should merge within a few seconds of clicking on the Download all in one PDF link. Unfortunately some pdf files contain specific errors and, while it is generally possible to open these files individually, they cause a problem with the merge process. This is a software issue. The Management Services Unit (MSU) is looking at a long term solution for this. |

Have a question? Click here to contact the Applications team

Common issues

| Issue | Explanation |
|---|--|
| I can't see my applications any more. | Non-EU undergraduate and graduate taught applications, with some exceptions, are assessed by the International Office. This means that they now appear under the appropriate International Office team on the Operational reports and not your School team as previously. You can still view all of your applications (both EU and non-EU) using the Management reports. |
| Why do I need to hit the submit button twice for a decision to record? | You don't. It is simply a timing issue. In order to simplify the decision screen, certain features (such as the conditional offer comment box) will now only appear once the relevant decision code has been entered. This means that when a decision code has been chosen, the decision screen needs a few seconds to refresh. Just make sure that after you enter the decision code you wait until the screen has refreshed before you hit the 'Make Decision' button. |
| Can I change the information that appears on the offer letter? | There is a wide range of flexibility and functionality currently available on the offer letter. This includes both a facility to include additional text per major code and against an individual application. For any advice in relation to this please contact the Applications team. |