Registry Start of Term Information Session Agenda for 15 July 2024

- Welcome (Kevin Griffin).
- Registry Communications (Emma Caron).
- CAO Information (Jill O'Mahony).
- Key Registration Dates (Caroline Barrett).
- Student Desk Supports (Catherine McDonald).
- UCD Residences (Conor Devoy).
- Orientation (Nadia Clarkin).

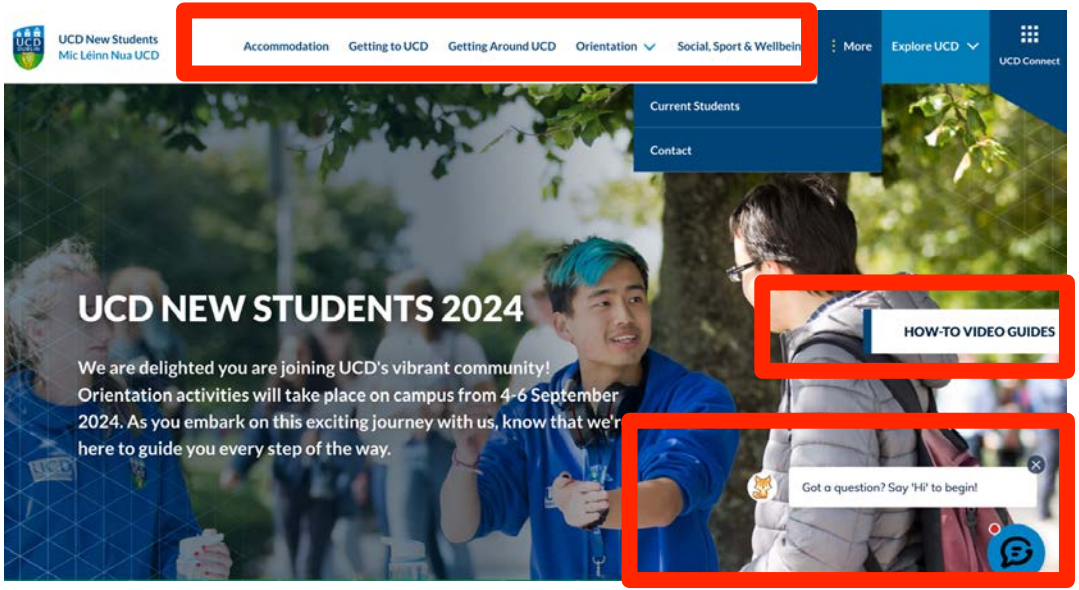
Start of Term Communications 2024

Emma Caron, UCD Registry

Student Information

UCD New Students Site

https://www.ucd.ie/newstudents/



- ✓ Information tailored based on student feedback.
- ✓ Orientation information & timetables.
- ✓ Student Supports information.
- ✓ Wayfinding.
- ✓ Sports, Social and Wellbeing.
- ✓ Video guides.
- ✓ Chatbot widget.

Welcome to UCD - Stage 1 Undergraduates

- ✓ 28 August - Welcome Email from Registrar
  - Signposting to key information.
- ✓ Digital version of Guide
  - Updated for 2024/25.
  - Key information from across the University to get started in UCD.
  - Start of Aug - Available on New Students Website.
  - https://www.ucd.ie/newstudents/

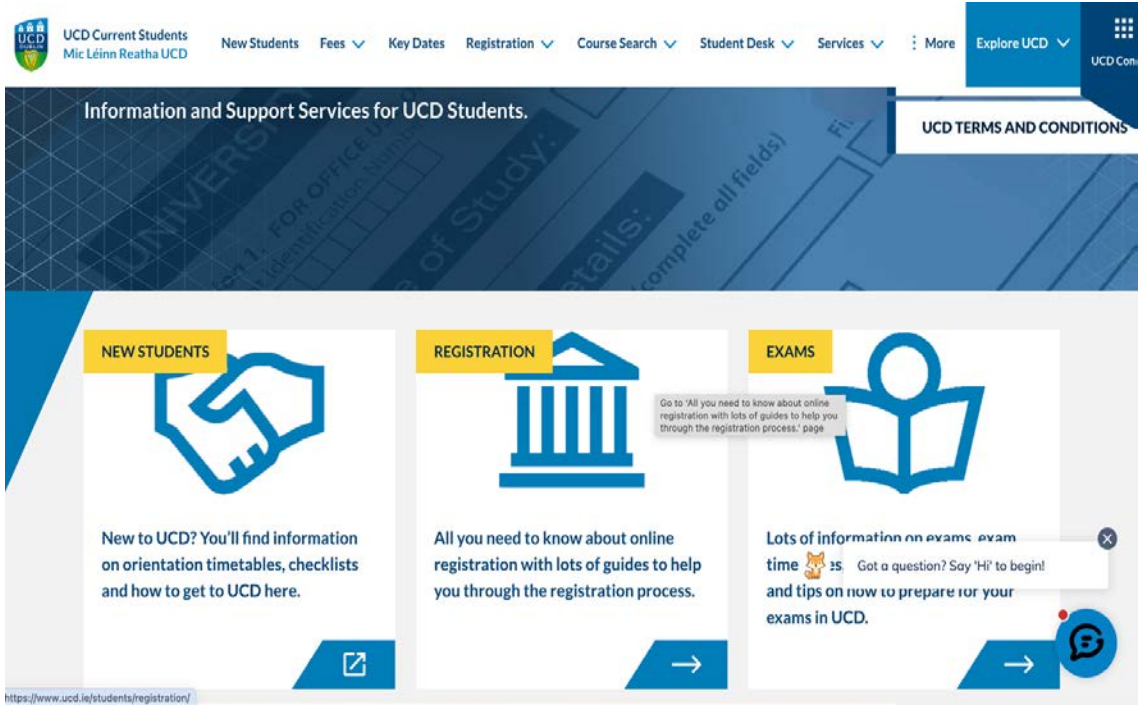
Video Guides

https://www.ucd.ie/students/videos/

- ✓ Information on key administrative functions (registration, fees, official documents etc).
- ✓ Phase 1 published August 2023
  - Over 20k views.
  - 83% of the Start of Term survey respondents rated them as "EXCELLENT" or "GOOD“.
- ✓ Phase 2 published this week
  - 9 topics.
- ✓ Available on the Registry YouTube Channel (RegistryUCD) and the Current Students website.

UCD Current Students Site

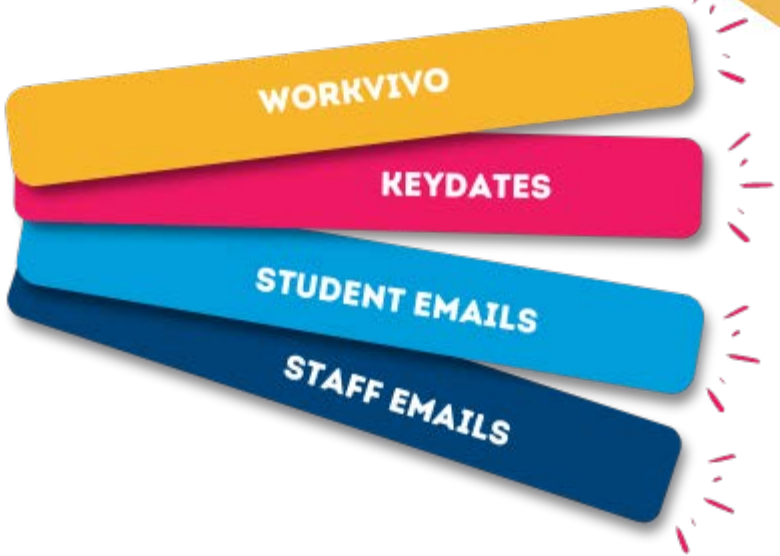
https://www.ucd.ie/students/



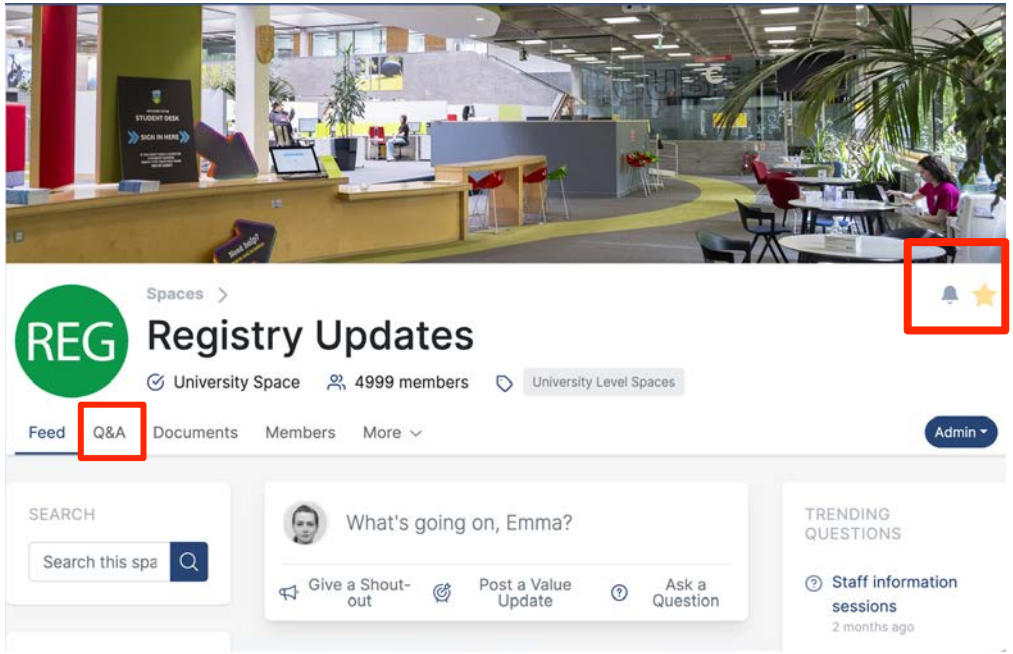
Start of Term Info

- ✓ Key Dates.
- ✓ Registration information.
- ✓ Fees information.
- ✓ Course Search.

Staff Information

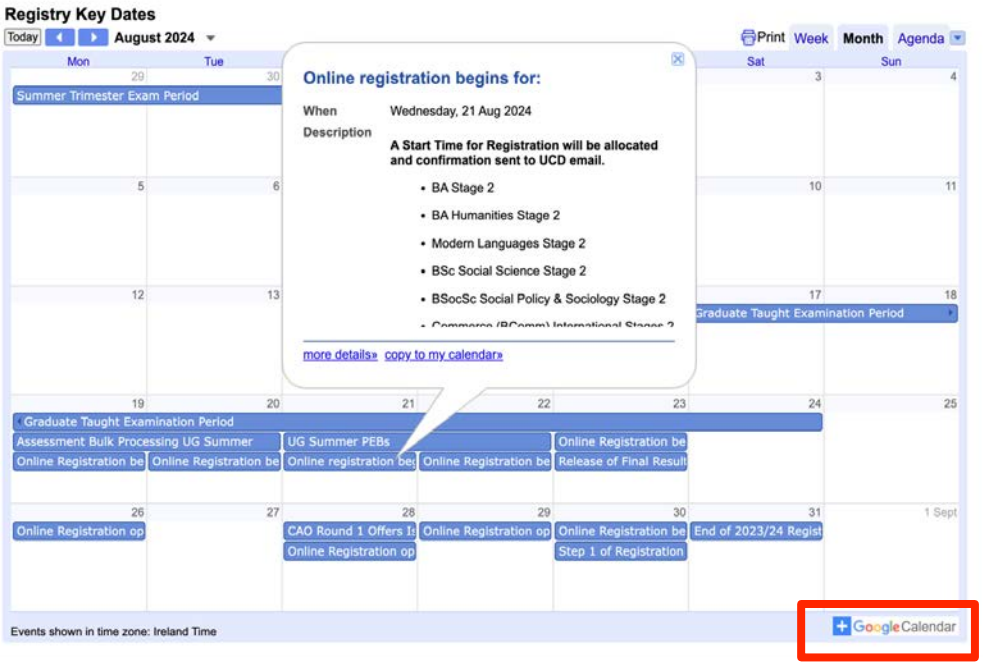


Workvivo



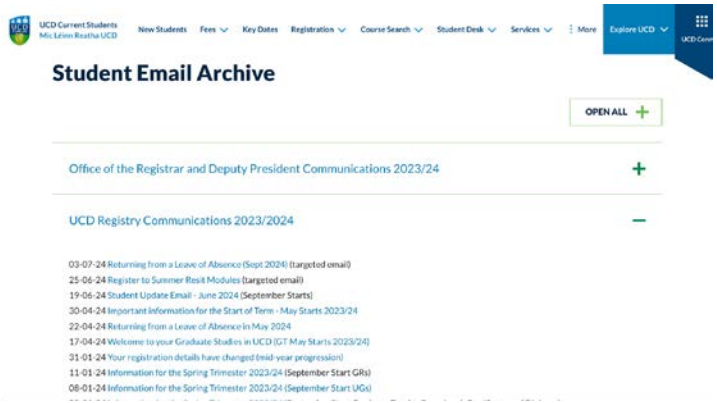
- ✓ All Registry information will be published on Workvivo.
- ✓ Make sure to star the Registry Updates Space and enable notifications.
- ✓ Q&A function - please use it!

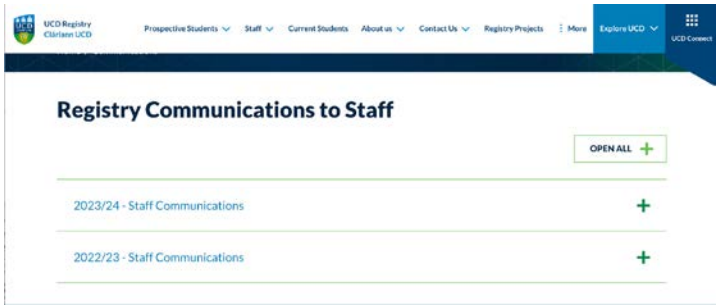
Registry Key Dates



- ✓ All Registry key operational dates.
- ✓ Make sure to add it to your Google calendar.

Registry Emails





- ✓ Email is the official means of communications with students.
- ✓ All emails published online.
- ✓ Student Email Archive.
- ✓ Staff Email Archive.
- ✓ Published on Workvivo.

Contact:
emma.caron@ucd.ie

Admissions – Registry (July 15th, 2024)
Jill O'Mahony

	2023 Applicants	2024 Applicants	Change from 2023
UG - CAO	26,855	26,376	- 1.8 %
UCD - Direct	27,108	30,696	+ 13 %

→ Although Group C which are those requiring manual assessments are slightly up (e.g. EU applicants and Matures).

→ Acceptances up 9.4 %

EU Undergraduate places

	Total Places
2024 Enrolment Plan	4,479
2023 Enrolment Plan	4,543

No new or discontinued courses
Some slight changes to pathways/subjects.

And
Small increases in places in Health Science courses with decreases in some Arts & Humanities, Ag Science & Social Science courses.

2024 CAO Offer and Accept schedule based on Leaving Cert results on Aug 23rd

Offer Round	Offer Types	Offer Date	Acceptance Date
Round A	Mature & Access & Deferrals	5th July	11th July
Round 0	QQI-FET, Open Learning & Grad Entry	8th Aug	13th Aug
Round 0.5	Graduate Entry Medicine	16th Aug	19th Aug
Round 1	EU School Leavers & above groups	28th Aug	3rd Sept
Round 2	All groups	9th Sept	11th Sept
Round 3	All groups	17th Sept	19th Sept
Round 4	All groups	24th Sept	26th Sept
Round 5 *	All groups	1st Oct	3rd Oct

* No date yet for Appeals but hoping they can be included for Round 5 offers.
Received ACEC approval to issue offers in 4th teaching week

Round A	2021	2022	2023	2024
Offers	475	274	300	344
Accepts	385	213	227	257
	81.1%	77.7%	75.7%	74.7%

Other Focus Items

- Transfer Applications
  - No Internal Transfer Applications again this year following close of last CAO offer round as Policy does not allow with teaching term starting on Sept 9th
  - Late Transfer Applications (15th to 19th August) for Stage 2 +
- New CRM/Applications system.
- Recognised Prior Learning (HCI).
- Revised assessment of Mature applications.
- Assessment of large EU volumes.
- EU Qualification equivalencies (including A-level).

Key Registration Dates
Caroline Barrett

Registration Key Dates

- Module Registration will follow the same pattern and start time groups as last year with minor changes.
- Registration starts Wednesday, 14 August.
- BSc Sustainability will register with Arts/Social Sciences/Business/Law.
- Elective Allocation – Monday, 2 September.
- Registration will close on Friday, 20 September.
- All dates published on Student Key Dates.

Key Dates Stage 1

- Stage 1 Students will register to modules on 5 and 6 September and will start term on 9 September with continuing students.
- Students that did not progress from stage 1 will register with incoming cohort.
- Grad entry Med/Vet/Radiography will register on 5/6 September.
- Programmes with significant choice at Stage 1 will be prioritised to register on 5 September due to the tight timeline.

Academic Regulations – Key Changes

- Progression – Students may now progress carrying maximum 10 credits from any preceding stage – students are being advanced on this basis at present.
- Workload – a governing board may allow a student to take a resit beyond the 40 credit per trimester limit if academically appropriate.

Questions - Caroline Barrett caroline.barrett@ucd.ie

Clárlann UCD
UCD Registry

Student Desk, UCD Registry

Start of Term/Registration Period Information

Catherine McDonnell
Student Desk Manager

Who are we?

8 Permanent staff members & Hourly paid staff (students/alumni).

- Catherine McDonnell (Team Lead)
- Conor Kelly (Deputy Team Lead)
- Stephen Bowie
- Eamonn O'Mealoid
- Krystyna Zajdel
- Lisa Crossingham
- Claire Murray
- Sarah Connaghan

What do we do?

Support: Current students, alumni, prospective students, parents, NUI, education verification companies, cultural bureaus etc.

Student Queries: admissions, fees, official documents, registration, assessment, SISWeb etc.

Clárlann UCD
UCD Registry

How do we support students?

Walk-in service in Tierney building

Contact Centre for phone calls on 01 716 1555

Connector Service

Rua Chatbot

AskUs page www.ucd.ie/askus

3,257 visitors to the Student Desk in September 2023.

22,817 phone calls answered in 2023.

35,043 email queries logged in 2023.

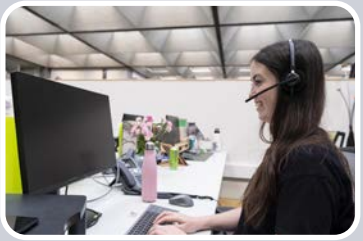
6,658 chatbot conversations from Sept to Dec 2023.

Start of Trimester 2024/2025

Additional hourly paid staff scheduled - from August to October

Increased hours for the Walk-in Service

9:30AM to 4:30PM (open during lunch).



Increased staff on the phone team:

10:00AM to 1:00PM
&
2:00PM to 4:00PM.

Dedicated teams for;
the call centre,
emails,
walk-in service
and official document production.

Email Connector

Wufoo Connector form used instead of direct email – UCD.ie/AskUs

Dedicated email team for the registration period

Service-level agreement: 48 hours.

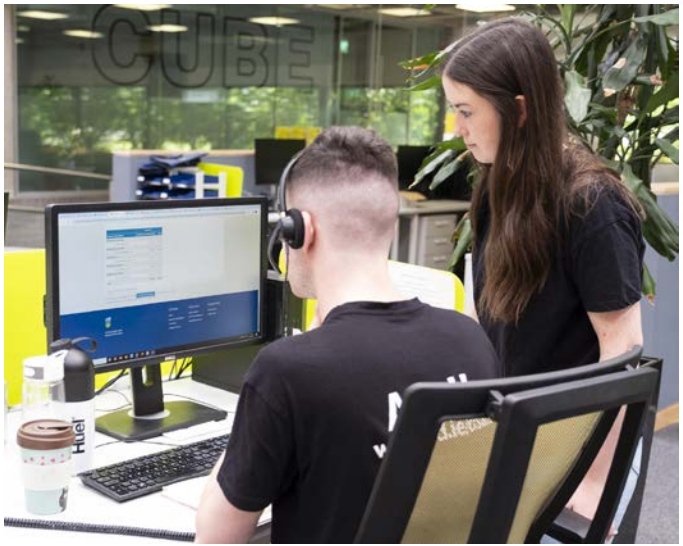
35,000 UniShares logged as emails in 2023

Call Centre

Phone number 01 716 1555

Increase in the size of the phone team from 4 to 10 people from 20th August with 2 supervisors.

Answered over 7,000 calls during the 2023/2024 Registration period



Walk-in Service

- No appointment necessary.
- Open all year round, Monday to Friday.
- Increase in the size of the team.
- New system “Qminder” in place.

Chatbot Rua

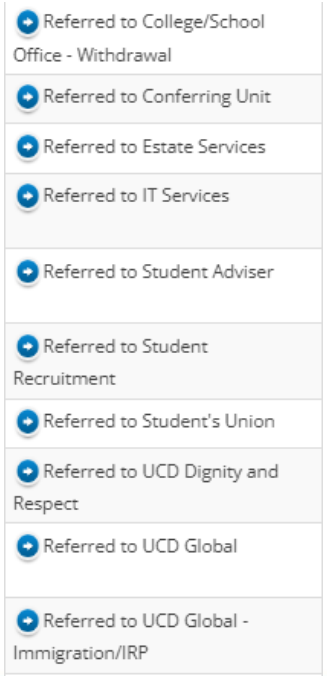
- 24/7 Self-service support available.
- Can not request a chat with a human – must use another support pathway.
- Continuous monitoring and training.
- Will be in place 1 year come August – great reviews!
- Over 3,200 conversations in Reg period 2023.

Logging Interactions

- Every interaction (via phone, email, or face to face) is logged on Unishare as it ensures we have a complete history of what we've helped a student with.

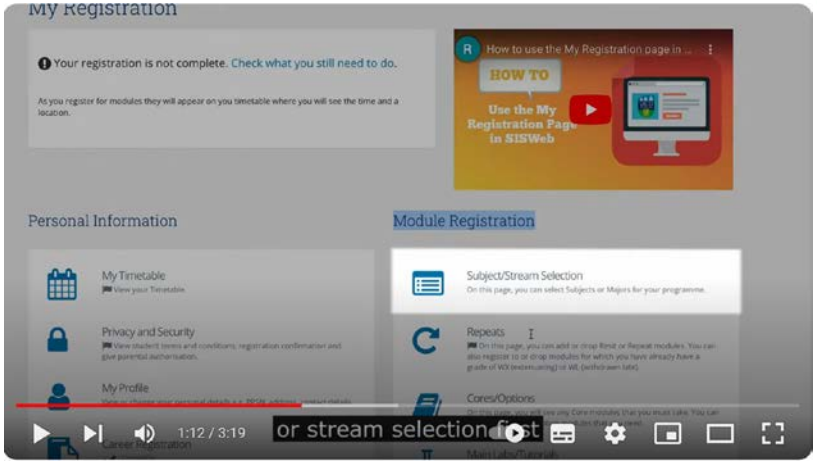
- If we ask a student to contact another area, the quick task "Referred to…" is used along with a supporting comment if needed.

- All Colleges/School offices have a "referred to Student Desk" button, which we encourage people to use if they ask a student to contact us.



Resources

- Direct students to www.ucd.ie/AskUs for help
- Registry Video Guides
- Student Desk FAQ page



Staff Queries

- Call us on ext. 1555
- Use UCD Registry's Staff Connector
- Submitting a query on behalf of a student? Use the Student Desk Connector - Staff query option

Any Questions?

Contact us:

Catherine McDonnell - Catherine.McDonnell@ucd.ie

Conor Kelly - Conor.kelly1@ucd.ie

Student Desk at ucd.ie/askus

UCD RESIDENCES

UCD RESIDENCES

Start of Term

STUDENT CHECK-IN

- Continuing, International (both UG and PG) and PhD students can check in from August 29th 2024.

- Students do not have to arrive on this date exactly, but can check-in any time from the morning of August 29th

- Some students can avail of an early check-in. Namely the Campus Assistants (RAs) and some Smurfit students that have an earlier orientation

CAO BOOKINGS

- In Order for CAO students to receive room offers, they must first be registered and be given their UCD Connect login details. They log in with these details to our housing portal to pay their deposit and accept the room offer.

- Once CAO students are given a Registered or Active status, this will appear on our booking system, and we can proceed with room offers

- CAO Students will have 48-72 hours to pay their booking deposit to accept the room

CAO BOOKINGS

- Following from CAO offers on August 28th, we anticipate that we can begin sending offers of accommodation on August 29th through to September 1st for 1st round CAO students, and continuing with the other rounds from then on.

- CAO students can check in from September 3rd, in time for the beginning of their orientation.

- Room offers will continue as further rounds of CAO offers go out

CAMPUS ASSISTANTS

- Our new Campus Assistants will be on-hand to help students settle in and answer any questions they have.
- This team is made up of current students, many of whom have lived in Res before
- There will also be refreshments provided for parents and can help deliver lugagge for students

OUR ON-CAMPUS COMMUNITY

- UCD ResLife will be running an extensive events programme during the start of the academic term.
- Led by our new team of Campus Assistants we aim to make UCD the most welcoming place it can be.
- The aim of these events is to help people get to know their roommates and neighbours and lay the ground work for continuing to build a vibrant and diverse on-campus community throughout the year

THANK YOU!

IF YOU HAVE ANY QUERIES PLEASE EMAIL RESIDENCES@UCD.IE OR CALL 01 716 7000

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UCD 2024 ORIENTATION
#helloucd

Orientation & Peer Mentoring

Nadia Clarkin

University College Dublin
An Coláiste Ollscoile, Baile Átha Cliath

UCD 2024 ORIENTATION
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Orientation

- Orientation Week 0
- Wednesday 4th to Friday 6th September
- 4 President's Welcomes in O'Reilly Hall + 1 in Theatre L
- Programmes are populating Programme Orientation plans

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UCD 2024 ORIENTATION
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Orientation

- Advantage of Week 0
  - Enhanced Student Experience
  - 12 week teaching term
  - Peer mentors will be available
  - Rooms available

- Societies and Clubs organising events

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UCD ORIENTATION 2024
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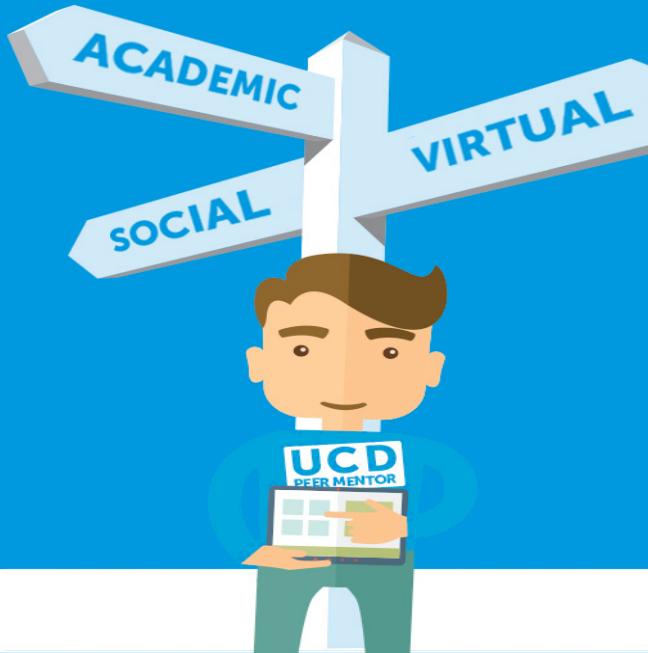
Peer Mentoring

730 peer mentors signed up.

- Ratio c 7:1 mentees:mentors - differs by programme based on number of mentors

14 Peer Mentor Senior Leaders.

- Support peer mentors, provide student voice to the peer mentoring committee, design Instagram comms and updates