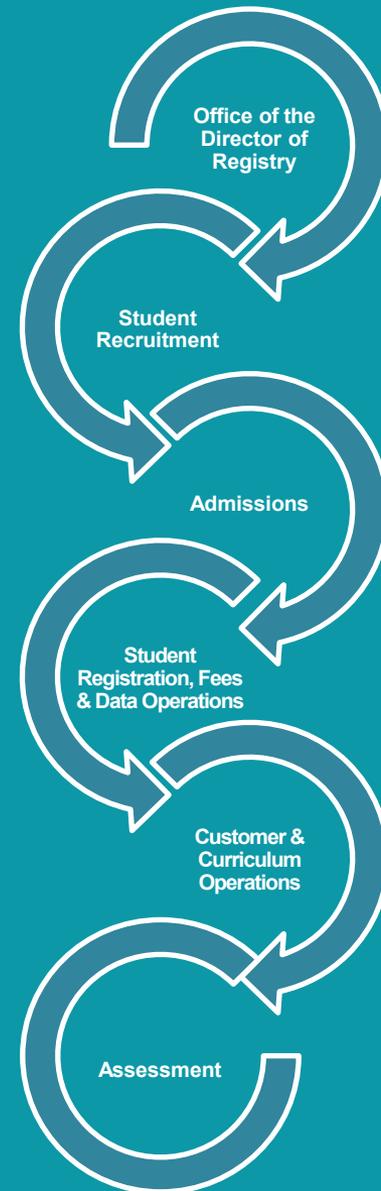




Clárlann UCD  
UCD Registry

# A Guide to UCD Registry

For Colleges, Schools and  
Support Units



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# About UCD Registry



**UCD Registry delivers a broad range of student and academic administrative services to the University. Registry comprises the Office of the Director of Registry and five internal units: Student Recruitment, Admissions, Student Registration, Fees & Data Operations, Customer & Curriculum Operations, and Assessment.**

**Our mission** is to develop and deliver the highest quality student-centred professional services, support and advice to prospective students, current students, alumni, faculty and professional staff in respect of the key administrative functions relating to a student's life cycle in the University.

**Our vision** is to be recognised nationally and internationally as a centre of excellence, noted as a team of adaptable, highly skilled and talented staff sought out and referenced by other institutions as an example of best practice in our core functions. We will cultivate and uphold an environment which is diverse, socially inclusive and where all are equally valued.

We strive towards a culture that believes in empowering our staff. We will offer our staff the development opportunities and creative freedom to progress in their career and acknowledge their contributions and achievements.

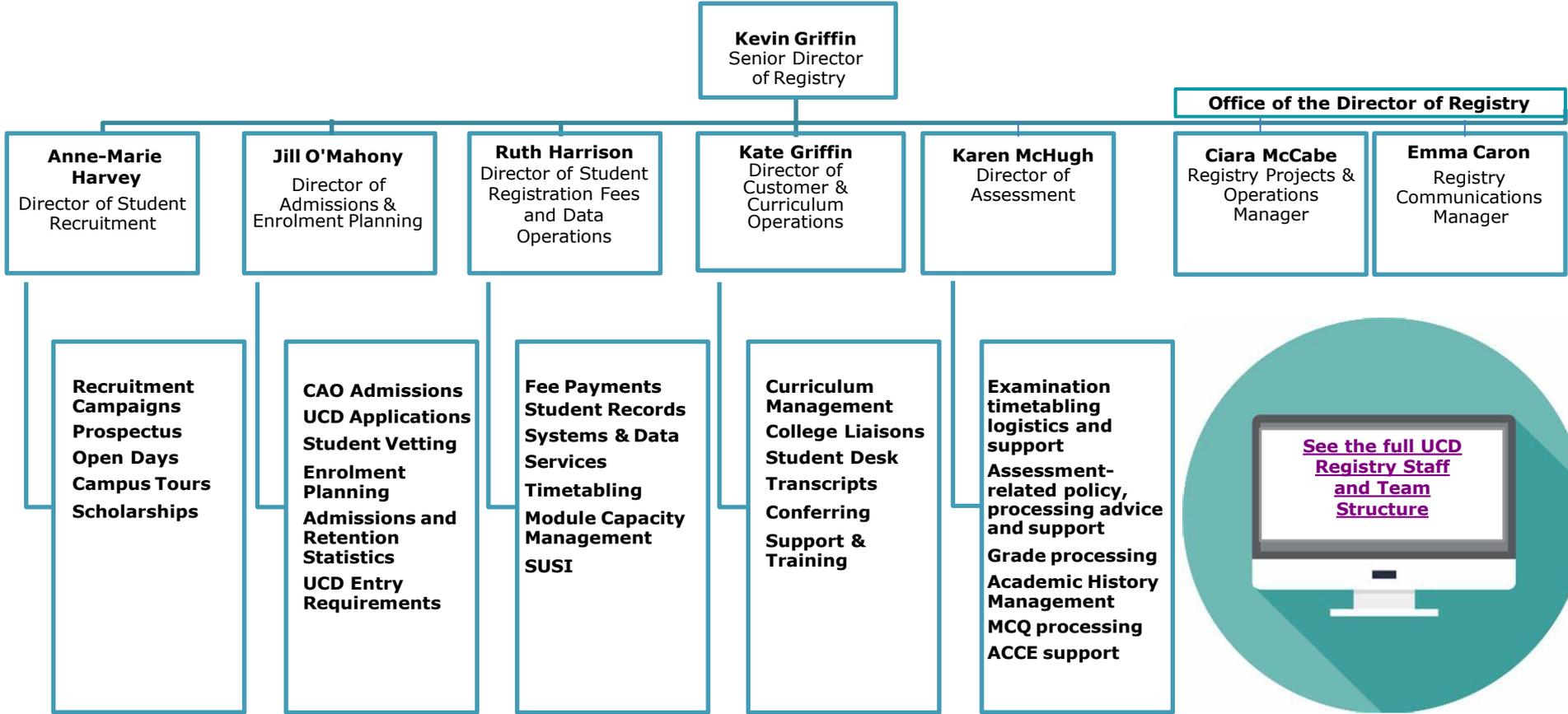
**Our values** are:

- ✓ **Excellence** (Professional and Efficient, Innovative and Curious, Adaptable and Passionate)
- ✓ **Integrity** (Fair and Equitable, Trustworthy and Transparent, Open and Engaged)
- ✓ **Diversity and Collegiality** (Respectful and Supportive, Accepting and Inclusive, Collaborative and Encouraging)

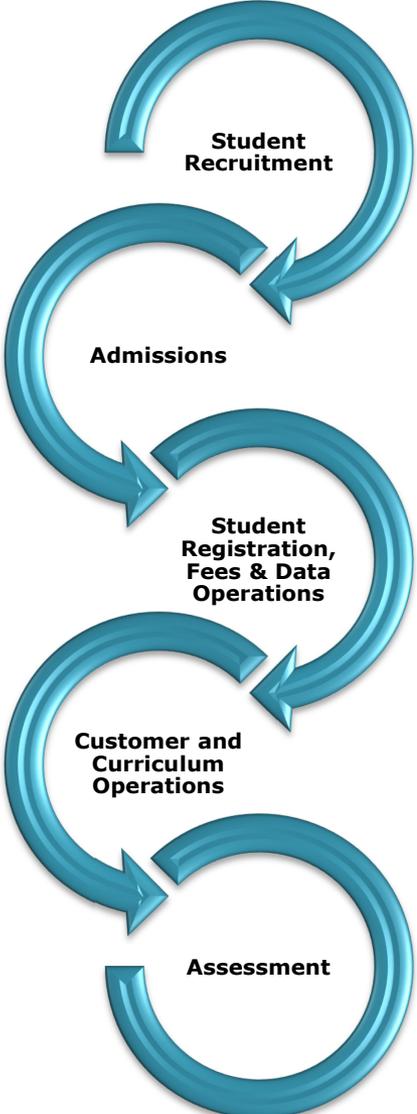


**Kevin Griffin**  
**Stiúrthóir Sinsearach na Clárlainne**  
**Senior Director of Registry**

# Structure of UCD Registry



# Supports for Students



Provides information and support to prospective students via the UCD prospectus, online information, UCD Summer Schools, open days and campus tours. Recruits and trains Student Ambassadors who give campus tours and assist at orientation and other UCD student events.

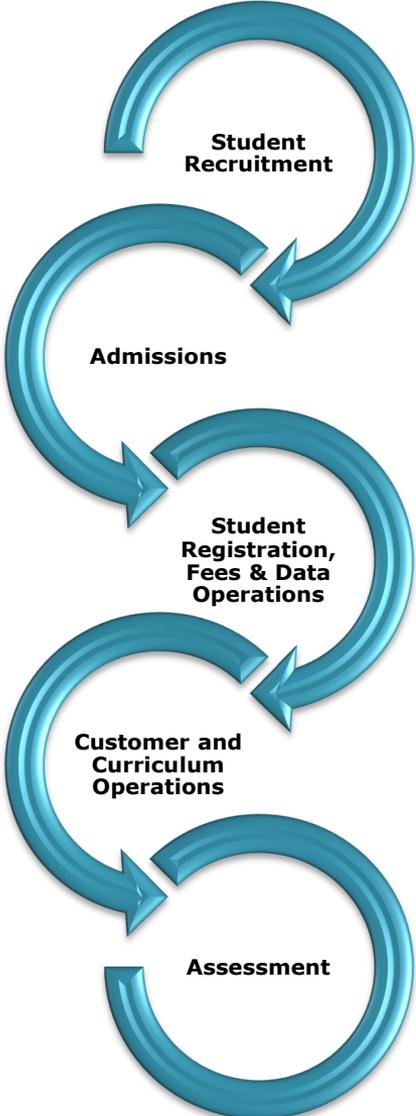
Provides information and advice regarding the admissions process to prospective students e.g., Entry Requirements and application process for CAO, and UCD Apply. Also advises on deferral and transfer options and Student (Garda) Vetting.

Provides information and support in relation to online registration, student records, fee assessment, scholarships, fee payments and grants.

Provides information and support to prospective and current students as well as alumni. Areas covered include registration, fees, grants, transcripts and conferring. The Student Desk also serves as a first point of contact for all students.

Provides assessment-related advice and support to staff and faculty around examination logistics management, grade processing, academic history record management, the administration of research theses and Extern Examiners. Secretariat support to the Academic Council Committee on Examinations (ACCE).

# Supports for Staff



Provides professional advice and guidance to staff engaged in developing college and school student recruitment strategies. Supports UCD’s strategic objective to maintain n position of first choice among prospective students.

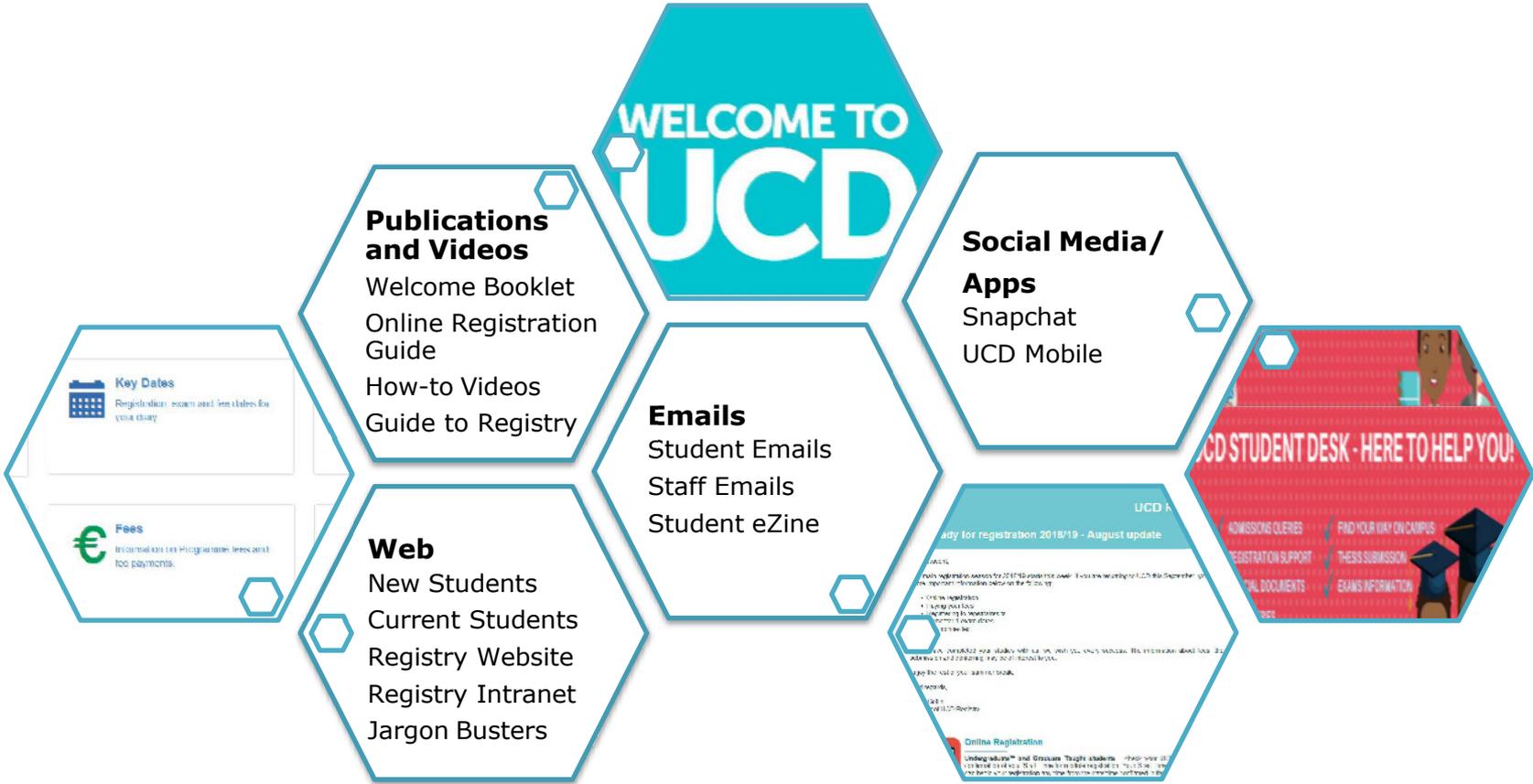
Responsible for assessing applications and allocating places to meet the agreed quotas which are supplied to Admissions prior to entry. Liaises with Programmes about Student (Garda) Vetting. Can also assist with comparison of international qualifications. Transfer and Mature student applications. Oversees UCD Apply system and audits decisions.

Supports a number of key administrative processes in the University including academic timetabling, module capacity, fees, registration and maintains the student record. Provides support and training in relation to Registry businesses.

Supports a number of key administrative processes in the University including curriculum management, Module Access Management, Programme Approval and conferring logistics. Provides support and training in relation to Registry businesses.

Provides assessment-related advice and support to staff and faculty around examination logistics management, grade processing, academic history record management, the administration of research theses and Extern Examiners. Secretariat support to the Academic Council Committee on Examinations (ACCE).

# UCD Registry Communications



Registry Communications Officer: Emma Caron  
 T: (01) 716 1278  
 E: [emma.caron@ucd.ie](mailto:emma.caron@ucd.ie)



[www.ucd.ie/registry](http://www.ucd.ie/registry)  
[www.ucd.ie/students](http://www.ucd.ie/students)

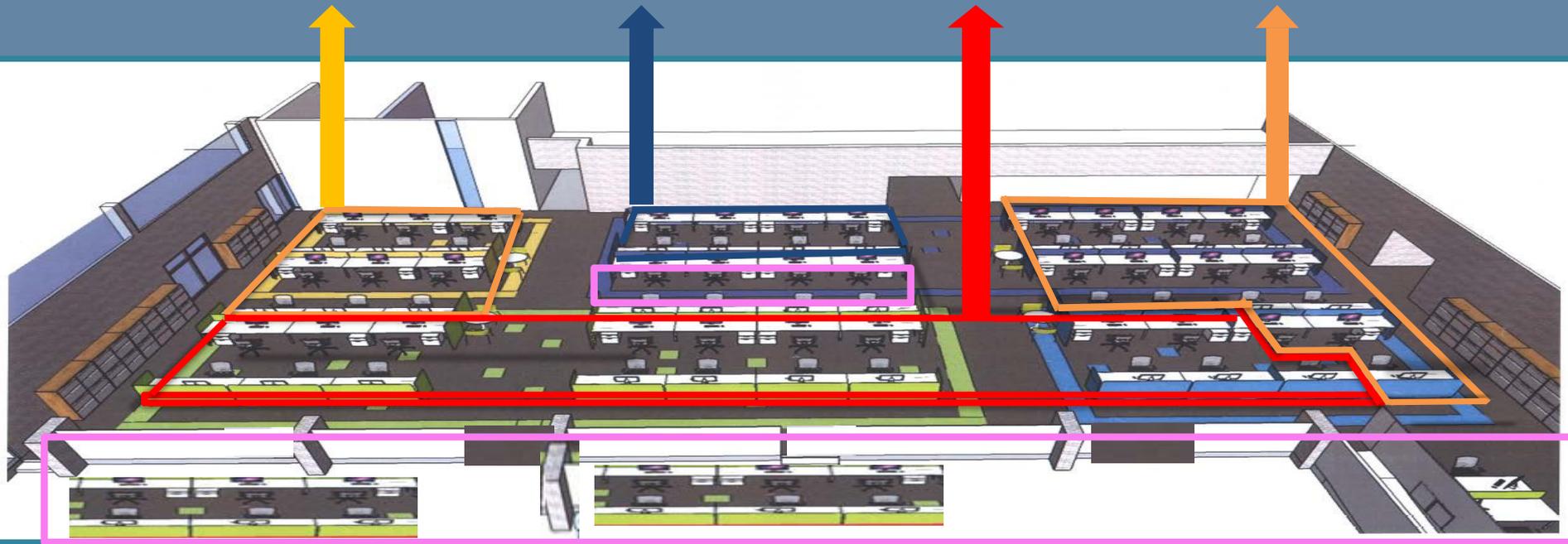
# Open Plan Layout, Ground Floor of Tierney

**University Secretariat**

**Admissions\***

**Student Registration, Fees and Data Operations\***

**Assessment\***



← Front door of Tierney

**Customer and Curriculum Operations\***

**Student Recruitment\***  
is located on the first floor of Tierney

\* Part of UCD Registry

# Student Registration, Fees and Data Operations teams\* Customer and Curriculum Operations teams\*\*

\*Fee Payments

\*\*Curriculum Team

\*\*Project Lead Support & Training



\*Student Records

\*\*Student Desk

\*Systems & Data Services

\*\*Conferring



# UCD Registry - Key Businesses

Area	Key Businesses	Who do I Contact?	Website
Admissions	<ul style="list-style-type: none"> <li>• <a href="#">CAO Applications (UG)</a></li> <li>• <a href="#">UCD Applications (Graduate Taught, International and Transfer)</a></li> <li>• <a href="#">Student Vetting and Fitness to Practice</a></li> <li>• Enrolment Planning</li> <li>• Admissions and Retention Statistics</li> <li>• <a href="#">Qualification Check</a></li> </ul>	<p><a href="#">General enquiries: admissions@ucd.ie</a></p> <p>For specific enquiries, use the <a href="#">contacts list</a>.</p>	<a href="http://www.ucd.ie/admissions">www.ucd.ie/admissions</a>
Assessment	<ul style="list-style-type: none"> <li>• Exam Timetables</li> <li>• Exam Logistics</li> <li>• Alternate Exam Arrangements</li> <li>• Grading Support/Grade Changes/MCQs</li> <li>• <a href="#">Grade Approvals Process</a></li> <li>• Intern/Extern Examiners</li> <li>• Invigilation</li> <li>• Theses/<a href="#">eTheses</a></li> <li>• <a href="#">ACCE Support</a></li> </ul>	<p>Grading Support <a href="mailto:grading.support@ucd.ie">grading.support@ucd.ie</a></p> <p>Examination Logistics <a href="mailto:aeads@ucd.ie">aeads@ucd.ie</a> <a href="mailto:invigilation@ucd.ie">invigilation@ucd.ie</a> <a href="mailto:examlogistics@ucd.ie">examlogistics@ucd.ie</a></p> <p>Policy and Graduate Support <a href="mailto:acce@ucd.ie">acce@ucd.ie</a> <a href="mailto:externexaminer@ucd.ie">externexaminer@ucd.ie</a> <a href="mailto:ethesis@ucd.ie">ethesis@ucd.ie</a> <a href="mailto:assessmentpolicy@ucd.ie">assessmentpolicy@ucd.ie</a></p>	<p><a href="http://www.ucd.ie/registry/staff/registryservices/assessment/">www.ucd.ie/registry/staff/registryservices/assessment/</a></p> <p>Assessment Team: <a href="http://www.ucd.ie/registry/aboutus/registrystaffandteamstructure/">www.ucd.ie/registry/aboutus/registrystaffandteamstructure/</a></p>
Curriculum Management  (Customer & Curriculum Operations)	<ul style="list-style-type: none"> <li>• Curriculum Management System - editing modules, majors and descriptors</li> <li>• Programme Approval (PDARF)</li> <li>• Module Access Management</li> <li>• Programme Browser</li> </ul>	<p>Contact your <a href="#">College Liaison</a> or <a href="mailto:curriculum@ucd.ie">curriculum@ucd.ie</a></p> <p>Team Lead – <a href="mailto:lizanne.hutton@ucd.ie">Lizanne Hutton</a> <a href="mailto:lizanne.hutton@ucd.ie">lizanne.hutton@ucd.ie</a> Ext 1473</p>	<p><a href="http://www.ucd.ie/registry/staff/registryservices/curriculum/">www.ucd.ie/registry/staff/registryservices/curriculum/</a></p> <p>UCD Registry College Liaisons List: <a href="http://www.ucd.ie/registry/staff/registryservices/curriculum/contactthecurriculumteam/">www.ucd.ie/registry/staff/registryservices/curriculum/contactthecurriculumteam/</a></p>



# UCD Registry - Key Businesses

Area	Key Businesses	Who do I Contact?	Website
Conferring (Customer & Curriculum Operations)	<ul style="list-style-type: none"> <li>Plan and coordinate the conferring and awards ceremonies</li> <li>Distribution of scrolls</li> </ul>	General queries <a href="mailto:conferring@ucd.ie">conferring@ucd.ie</a>  Manager – Imelda Delap <a href="mailto:imelda.delap@ucd.ie">imelda.delap@ucd.ie</a>	<a href="http://www.ucd.ie/confer/">www.ucd.ie/confer/</a>
Fees  (Student Registration, Fees & Data Operations)	<ul style="list-style-type: none"> <li>EU Fees</li> <li>International (Non-EU) Fees</li> <li>Billing</li> <li>Student Payments</li> <li>Debt Collection</li> <li>Refunds</li> <li>Visa</li> </ul>	General queries: <a href="mailto:student.payments@ucd.ie">student.payments@ucd.ie</a>  Specific enquiries: <a href="#">contacts list</a>  Team Lead – Ian Millichip <a href="mailto:ian.millichip@ucd.ie">ian.millichip@ucd.ie</a> Ext1074	<a href="http://www.ucd.ie/students/fees/">www.ucd.ie/students/fees/</a>
Registry Communications	<ul style="list-style-type: none"> <li>Website – Registry and Current Students</li> <li>Emails and Mailing Lists</li> <li>Student eZine</li> <li>Social Media</li> <li>Registry Branding</li> <li>Publications</li> <li>Registry Communications Group</li> </ul>	Emma Caron Registry Communications Officer  <a href="mailto:emma.caron@ucd.ie">emma.caron@ucd.ie</a> Ext 1278	<a href="http://www.ucd.ie/registry/">www.ucd.ie/registry/</a>  <a href="http://www.ucd.ie/students/">www.ucd.ie/students/</a>  <a href="http://www.ucd.ie/students/services/emailarchive">www.ucd.ie/students/services/emailarchive</a>  <a href="http://www.ucd.ie/registry/communications/">www.ucd.ie/registry/communications/</a>  <a href="http://www.ucd.ie/students/services/ezine/">www.ucd.ie/students/services/ezine/</a>
Registry Masterclasses  (Registry Staff Development and Training Group)	<ul style="list-style-type: none"> <li>Providing information to colleagues in College Offices, Schools and Support Units</li> </ul>	Ciara McCabe  <a href="mailto:ciara.mccabe@ucd.ie">ciara.mccabe@ucd.ie</a> Ext 1446	



# UCD Registry - Key Businesses

Area	Key Businesses	Who do I Contact?	Website
Student Desk (Customer & Curriculum Operations)	<ul style="list-style-type: none"> <li>• Help students with:               <ul style="list-style-type: none"> <li>• Fees queries</li> <li>• Official documents</li> <li>• Form stamping</li> <li>• Registration queries</li> <li>• Exam information</li> <li>• Thesis Submission</li> </ul> </li> <li>• Manage UniShare and Wufoo</li> </ul>	Catherine McDonnell (Student Desk Manager)  <a href="mailto:catherine.mcdonnell@ucd.ie">catherine.mcdonnell@ucd.ie</a> Ext 1558	<a href="http://www.ucd.ie/students/studentdesk/">www.ucd.ie/students/studentdesk/</a>
Student Records (Student Registration, Fees & Data Operations)	<ul style="list-style-type: none"> <li>• Managing student records</li> <li>• Registration preparations</li> <li>• EU/Non-EU Fee assessment</li> <li>• Staff Fee Concessions</li> <li>• Degree Compliance</li> <li>• Leave of Absence</li> <li>• Programme Withdrawal</li> <li>• Scholarships and Awards</li> <li>• Delegated Authority</li> </ul>	General enquiries: <a href="mailto:student.records@ucd.ie">student.records@ucd.ie</a>  Team Lead – Lee O'Farrell  <a href="mailto:lee.ofarrell@ucd.ie">lee.ofarrell@ucd.ie</a>	<a href="http://www.ucd.ie/registry/staff/registryservices/registration/studentrecords/">www.ucd.ie/registry/staff/registryservices/registration/studentrecords/</a>
Student Recruitment	<ul style="list-style-type: none"> <li>• UCD Prospectus</li> <li>• Open Days - Undergraduate and Graduate</li> <li>• Campus Tours</li> <li>• Student Ambassadors</li> <li>• Higher Options</li> </ul>	Susan McAlinden Deputy Director <a href="mailto:susan.mcalinden@ucd.ie">susan.mcalinden@ucd.ie</a>  For specific enquiries, use the <a href="#">contacts list</a> .	<a href="http://www.myucd.ie/">www.myucd.ie/</a>



# UCD Registry - Key Businesses

Area	Key Businesses	Who do I Contact?	Website
Support & Training  (Customer & Curriculum Operations)	<ul style="list-style-type: none"> <li>• Banner training</li> <li>• Staff 'How to' guides and videos</li> <li>• Staff information sessions</li> <li>• Online registration guides and videos</li> <li>• Staff and Student emails</li> <li>• Supports for Students Group</li> <li>• Registration Implementation Oversight Group</li> </ul>	Caroline McTeigue (Project Lead - Support and Training)  <a href="mailto:caroline.mcteigue@ucd.ie">caroline.mcteigue@ucd.ie</a> Ext 1556	<a href="http://www.ucd.ie/registry/staff/registryservices/supportandtraining/">www.ucd.ie/registry/staff/registryservices/supportandtraining/</a>  <a href="http://www.ucd.ie/students/services/howtoguidesforstudents/">www.ucd.ie/students/services/howtoguidesforstudents/</a>  <a href="http://www.ucd.ie/students/registration/registrationguides/">www.ucd.ie/students/registration/registrationguides/</a>  <a href="https://intranet.ucd.ie/registry/howtoguides/index.html">https://intranet.ucd.ie/registry/howtoguides/index.html</a>
Systems & Data Services  (Student Registration, Fees & Data Operations)	<ul style="list-style-type: none"> <li>• Bulk data processing</li> <li>• Building the fee rules</li> <li>• Online Registration</li> <li>• General Electives allocation</li> <li>• Banner account set-up</li> <li>• Processing SUSI files/producing returns/invoices</li> <li>• Programme Verification</li> <li>• Module Capacity Management</li> <li>• CMIS (timetabling system) access and support</li> <li>• Student Fitting (registration to labs and tutorials)</li> <li>• Reporting expertise and support</li> </ul>	General queries: <a href="mailto:systems.data@ucd.ie">systems.data@ucd.ie</a>  Team Lead – Caroline Barrett  <a href="mailto:caroline.barrett@ucd.ie">caroline.barrett@ucd.ie</a> Ext 1567	<a href="http://www.ucd.ie/registry/staff/registryservices/systemsanddata/">www.ucd.ie/registry/staff/registryservices/systemsanddata/</a>

# UCD Registry - Key Timelines and Events



Autumn Trimester	Event(s)
Mid August – Late September	<ul style="list-style-type: none"> <li>• Welcome emails to incoming September Start Graduate Taught students (except Smurfit Graduate Business School)</li> <li>• Registration period begins – information and support provided</li> <li>• Online Registration open</li> <li>• Management of <a href="#">Module Places</a></li> <li>• <a href="#">CAO offers</a></li> </ul>
End August	<ul style="list-style-type: none"> <li>• Curriculum Management: Assessment &amp; Remediation &amp; free text fields close for all Trimesters in coming academic year. <a href="#">Check dates on website</a></li> </ul>
Early/Mid September	<ul style="list-style-type: none"> <li>• Student supports for registration</li> <li>• Start of Term email (September Starts)</li> <li>• Allocation of <a href="#">Elective</a> Places for Continuing Undergraduates (week before term starts)</li> <li>• <a href="#">Thesis Submission Deadline</a></li> <li>• Registration to Autumn Trimester labs/tutorials/practicals (<a href="#">Student Fitting</a>) during first week of term</li> <li>• <a href="#">September Conferring Ceremonies</a></li> </ul>
Late September/Early October	<ul style="list-style-type: none"> <li>• Online Registration closes – check <a href="#">key dates</a></li> <li>• <a href="#">Transfer applications</a> for new CAO students</li> <li>• Review of registration process –student surveys and staff feedback</li> <li>• Circulate draft timetable for end of Autumn Trimester exams for review and comment</li> </ul>
Late September/October	<ul style="list-style-type: none"> <li>• <a href="#">Grade Approvals Process</a> (GAP) for Graduate Taught Programmes</li> </ul>
1 October	<ul style="list-style-type: none"> <li>• UCD Applications open for the September intake of next academic year</li> </ul>

# UCD Registry - Key Timelines and Events

Autumn Trimester	Event(s)
Early October	<ul style="list-style-type: none"> <li>• <a href="#">University Programmes Board</a> (UPB) meeting</li> </ul>
Late October/Early November	<ul style="list-style-type: none"> <li>• Autumn Trimester <a href="#">Withdrawal Deadline</a> for September Start Students</li> <li>• Deadline for responses to draft exam timetable (staff/faculty)</li> </ul>
Late October	<ul style="list-style-type: none"> <li>• Circulate final draft of Autumn Trimester exam timetable</li> <li>• Publish End of Autumn Trimester exam timetable</li> </ul>
Early/Mid November	<ul style="list-style-type: none"> <li>• <a href="#">UCD Open Day</a></li> </ul>
Mid November	<ul style="list-style-type: none"> <li>• Deadline for Schools to upload exam question paper to the Electronic Paper Management System (EPMS) for Autumn Trimester</li> </ul>
Late November	<ul style="list-style-type: none"> <li>• <a href="#">University Programmes Board</a> (UPB) meeting</li> <li>• Deadline for receipt of academic contact details and script delivery details for end of Autumn Trimester</li> <li>• Module Descriptor Form (MDF) on the Curriculum Management System <a href="#">opens for certain edits</a> to Spring and Summer Trimester modules</li> </ul>
1 December	<ul style="list-style-type: none"> <li>• Applications open for mid-stage undergraduate transfer applications</li> </ul>
Early/Mid December	<ul style="list-style-type: none"> <li>• <a href="#">December Conferring Ceremonies</a></li> <li>• Autumn Trimester Exam Period – see <a href="#">Assessment website</a></li> <li>• Welcome emails to incoming January Start Graduate Taught students (except Smurfit Graduate Business School)</li> <li>• Start of term email for January starts</li> <li>• Email to students expected back from leave of absence in January</li> <li>• Publish review of registration report</li> </ul>

# UCD Registry - Key Timelines and Events

Spring Trimester	Event(s)
January – February	<ul style="list-style-type: none"> <li>• <a href="#">Grade Approvals Process</a> (GAP) for Autumn Trimester</li> <li>• <a href="#">Closing date</a> for mid-trimester transfer applications</li> </ul>
Early January	<ul style="list-style-type: none"> <li>• Spring Trimester email for September starts</li> <li>• Online registration reopens for changes to Spring Trimester modules</li> <li>• Registration for repeat/resit/withdrawn modules opens</li> <li>• Management of module places for Spring Trimester</li> <li>• Module Descriptor Form <a href="#">closes for certain edits</a> - Spring Trimester and Summer Trimester modules</li> </ul>
Mid January	<ul style="list-style-type: none"> <li>• <a href="#">Thesis Submission Deadline</a></li> </ul>
Late January	<ul style="list-style-type: none"> <li>• Autumn Trimester Exam Results – <a href="#">see website for details</a></li> <li>• Online registration closes for Spring Trimester changes</li> <li>• Degree Compliance for Autumn Trimester</li> </ul>
31 January	<ul style="list-style-type: none"> <li>• Spring Trimester <a href="#">Programme Withdrawal Deadline</a></li> <li>• Fees payment deadline for all intakes – <a href="#">check website for details</a></li> </ul>
February – May	<ul style="list-style-type: none"> <li>• Curriculum Management System open for edits – <a href="#">check dates on website</a></li> </ul>
Early February	<ul style="list-style-type: none"> <li>• <a href="#">University Programmes Board</a> (UPB) meeting</li> <li>• Academic Timetabling begins</li> </ul>

# UCD Registry - Key Timelines and Events

Spring Trimester	Event(s)
Late February	<ul style="list-style-type: none"> <li>• Draft timetable for end of Spring Trimester exams circulated for review</li> <li>• Graduate Recruitment Fair</li> </ul>
Early/Mid-March	<ul style="list-style-type: none"> <li>• <a href="#">Awards Day Ceremony</a></li> <li>• Deadline for responses to draft exam timetable</li> <li>• Checking May programme structures</li> <li>• Applications for transfer with advanced standing open</li> <li>• CAO application statistics</li> </ul>
Late March/Early April	<ul style="list-style-type: none"> <li>• Academic timetabling extracts circulated for timetabling changes for the next academic year</li> <li>• Final draft of Spring Trimester exam timetable circulated</li> <li>• <a href="#">University Programmes Board (UPB)</a> meeting</li> <li>• End of Spring Trimester exam timetable published</li> <li>• <a href="#">UCD Entrance Scholars Ceremonies</a></li> </ul>
Early/Mid-April	<ul style="list-style-type: none"> <li>• Deadline for Schools to upload examination question papers to Electronic Paper Management System (EPMS) for Spring Trimester</li> <li>• Email to students expected back from leave of absence in May</li> <li>• Welcome emails to incoming May Start Graduate Taught students (except Smurfit Graduate Business School)</li> </ul>
Late April	<ul style="list-style-type: none"> <li>• Deadline for receipt of academic contact details and script delivery details for end of Spring Trimester exams</li> <li>• Module Descriptor <a href="#">opens for certain edits</a> to Summer Trimester modules</li> <li>• Start of term email for May starts</li> </ul>

# UCD Registry - Key Timelines and Events

Summer Trimester	Event(s)
Early May	<ul style="list-style-type: none"> <li>Module Descriptor <a href="#">closes for certain edits</a> to Summer Trimester modules</li> <li><a href="#">University Programmes Board</a> (UPB) meeting</li> </ul>
Early/Mid-May	<ul style="list-style-type: none"> <li>Spring Trimester Exams - <a href="#">see website for details</a></li> <li>Thesis <a href="#">submission deadline</a></li> <li>Check September programmes structures and capacity</li> </ul>
May - June	<ul style="list-style-type: none"> <li><a href="#">Grade Approvals Process</a> (GAP) for Spring Trimester</li> </ul>
Early June	<ul style="list-style-type: none"> <li>UCD Summer Schools</li> <li>Start of Term Staff/Faculty Information Session (if required)</li> </ul>
Early/Mid-June	<ul style="list-style-type: none"> <li><a href="#">June Conferring Ceremonies</a></li> <li><a href="#">Current Students Browser</a> (Course Search) published</li> </ul>
Mid/Late June	<ul style="list-style-type: none"> <li>Spring Trimester Exam Results – <a href="#">see website for details</a></li> </ul>
Late June	<ul style="list-style-type: none"> <li><a href="#">Closing date</a> for transfer applications with advanced standing</li> <li>Email to students expected back from leave of absence in September</li> </ul>
Mid July	<ul style="list-style-type: none"> <li>Start of Term Staff/Faculty Information Session</li> </ul>
Late July	<ul style="list-style-type: none"> <li>Module List Management and Module Descriptors close for certain edits - <a href="#">check dates on website</a></li> </ul>
July/Early August	<ul style="list-style-type: none"> <li>Programme Verification</li> <li>Capacity planning for upcoming academic year</li> <li>Get Ready for Registration emails/messaging</li> </ul>
Early August to Early September	<ul style="list-style-type: none"> <li>Summer Trimester Exam Period</li> <li><a href="#">Grade Approvals Process</a> (GAP) for Summer Trimester</li> <li>Final Summer Trimester Exam Results – <a href="#">see website for details</a></li> </ul>



# CLÁRLANN UCD UCD REGISTRY

**UCD Registry**

University College Dublin  
Belfield  
Dublin 4

W: [www.ucd.ie/registry](http://www.ucd.ie/registry)