



Empowering UCD Registry to deliver clear, accessible communication.

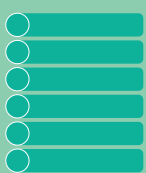


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Introduction and Context

- UCD Registry communicates daily with a large and diverse audience of students, staff, faculty, and external partners.
- There was a need identified to ensure clarity and inclusivity in our communications to all our audiences.
- The goal was to provide Registry staff with a communications toolkit (document templates, guidelines and training) to enable them to produce accessible and clear information in a sustainable manner.

Design and Implementation



Communications Audit

Assessed accessibility of existing document templates against UDL and Accessibility Guidelines.



Template Creation and Guidelines

Created new accessible templates for PDFs and presentations (portrait and landscape). New email templates also created. Updated Registry Communications Guidelines provided.



Video Creation

Expanded student video library - UDL/accessibility embedded. Staff facing videos produced using AI with UDL/accessibility features. Guidelines for using the AI video generator created as a staff resource.



Plain English Training

Organised Plain English Training sessions (external provider). Peer-led Plain English masterclasses also held.



Universal Design Training

All staff complete the Introduction to Universal Design in Brightspace.

All staff encouraged to participate in both local and national rollouts of the UD Beyond the Classroom Digital Badge.



Results and Impact

- Main benefit is **high staff engagement and awareness**. UDL and Accessibility Standards promoted by Registry Communications Group and embedded in everyday practice through peer-led training and support.
- **UD Beyond the Classroom Digital Badge** completed by 17 Registry staff to date.
- **Plain English training** (external provider) attended by 24 Registry staff to date.
- Top student video has 9.5K views to date.
- Overall **web accessibility score increased** to 89% (per Silktide Monitor) due to use of Plain English and new templates.
- New templates have resulted in **PDF accessibility scores of 100%** (per Silktide Monitor).

Advice to others

- **Audit existing documents and templates** for accessibility.
- Build **regular accessibility checking** into your workflow.
- Emphasis on **simple, inclusive language**.
- Build capacity of whole team so **Universal Design is everyone's business**.
- Universal Design is a **continuous process**.