

Admissions Workshop Questions and Feedback

1. What Works Well

Category	Commentary	Admissions Response
Information available:	<ul style="list-style-type: none">● Accurate real time reporting● Comprehensive and reliable reports and the range of reports available● Improved decision making and tracking of applications● The year on year and historical reporting, and the breakdown of reports into operational and management teams very useful	
Staff and student user friendly:	<ul style="list-style-type: none">● Status updates for applicants● Uploading documents function easy to use● Search function invaluable● Ability to download application in one pdf and also to view reports in excel to manipulate the data● Staff can access the information remotely if required	
Customer Service:	<ul style="list-style-type: none">● The expertise, response time and customer service from the Admissions team (in particular Martin) was mentioned by all tables at the workshop!	

2. Opportunities for Improvement

Category	Commentary	Admissions Response
Systems	<ul style="list-style-type: none"> ● List of available reports (index) and their functions should be available, System not intuitive/better navigation ● Options for prompt email/alerts ● Integration with other UCD systems eg. with Recruitment CRM, management reporting x 3 ● Instructions for students for uploading documents in format that allows bulk download for staff ● Bulk downloads into one pdf (for staff) ● InfoHub Speed ● Clarity of what “unsubmitted documents” covers ● Facility for third parties to upload references ● More dropdowns, less free text 	<p><i>The Applications Steering Group is currently considering how best to enhance the system going forward. This will involve either a major upgrade of the current system or, alternatively, the purchase of an off the shelf product from an outside vendor. Whichever option is chosen, it is expected that this will address much, if not all, of the items raised at the workshop.</i></p>
Data and Reporting	<ul style="list-style-type: none"> ● Sorting/filtering data is a challenge, enhancing search parameters, interrogating data (data dumping) ● Accessing data is a challenge ● Customisation of reporting/tailored for specific needs ● More than 3 years previous trends 	<p><i>The scope and format of reporting going forward will depend on the form the system enhancement will take and which new technologies, such as Tableau, are available.</i></p>
Access	<ul style="list-style-type: none"> ● Impact of GDPR on access ● The report request process not clear ● End dating access ● 	<p><i>A policy in relation to systems access is currently being drafted as part of Registry’s overall GDPR strategy.</i></p>
Training	<ul style="list-style-type: none"> ● Training for system updates and new team members/regular training/training documentation ● Better instructions around decision codes 	<p><i>Once the system enhancements have been implemented, there will be a requirement around the provision of both training and reference material. In</i></p>

	<ul style="list-style-type: none"> • Who to contact? • Masterclasses • Risk of loss of institutional knowledge/Clone Martin Hurley (!) 	<p><i>terms of the current system, information for staff can be found on</i></p> <p>https://www.ucd.ie/registry/staff/registryservices/admissions/howdoesucdapplicationswork/ . All Admissions Staff have access to an instruction manual regarding the operation of the system; application form set up, inserting/ removing questions, trouble shooting etc. which is updated on a regular basis.</p>
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3. Priorities for Improvement

Category	Commentary	Admissions Response
Number One Priority (Cited by every group)	<ul style="list-style-type: none"> • Education and Training (Master classes, Online training, Training Manual, Tutorials, User Groups, Best Practice etc). 	<p><i>Once the system enhancements have been implemented, there will be a requirement around the provision of both training and reference material. Depending on the approach taken, this may also allow access to pre-existing user groups and other resources. The current instruction manual can be found on</i></p> <p>https://intranet.ucd.ie/registry/UCD_applications_system.pdf</p>
Priorities that were cited twice or more	<ul style="list-style-type: none"> • Clear process on how to request reports/access and who to ask depending on what you need. Access Menu (instead of saying “I need the same access as my colleague”). • Development of customised reports and ability to filter within Infohub (not just excel). • Index of reports/enhance report description. • Review of report usage: Cull anything that is no longer relevant and develop the reports that are used frequently. Avoid temporary solutions becoming permanent systems. 	<p><i>A policy in relation to systems access is currently being drafted as part of Registry’s overall GDPR strategy. The scope and format of reporting going forward will depend on the form the system enhancement will take and which new technologies, such as Tableau, are available.</i></p>

Other Priorities mentioned	<ul style="list-style-type: none">• Earlier access to CAO data• Preview Student View/Ability to see what the student sees	<ul style="list-style-type: none">• <i>CAO application statistics are embargoed by CAO until a certain date. Likewise rounds of offers are embargoed until they are released to the public so we can't release this data any earlier than we already do.</i>• <i>The Application Form Preview, in the School Administration Menu, shows how the application appears to the applicant, though it does this imperfectly at present as, for example, it is not possible to view the contents of drop- down lists. Staff can always log into the system as an applicant and so long as an application is not submitted it makes no difference. If an application has been submitted, it can be easily removed from the system by the Applications Team.</i>
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