



# Your Voice Survey Results

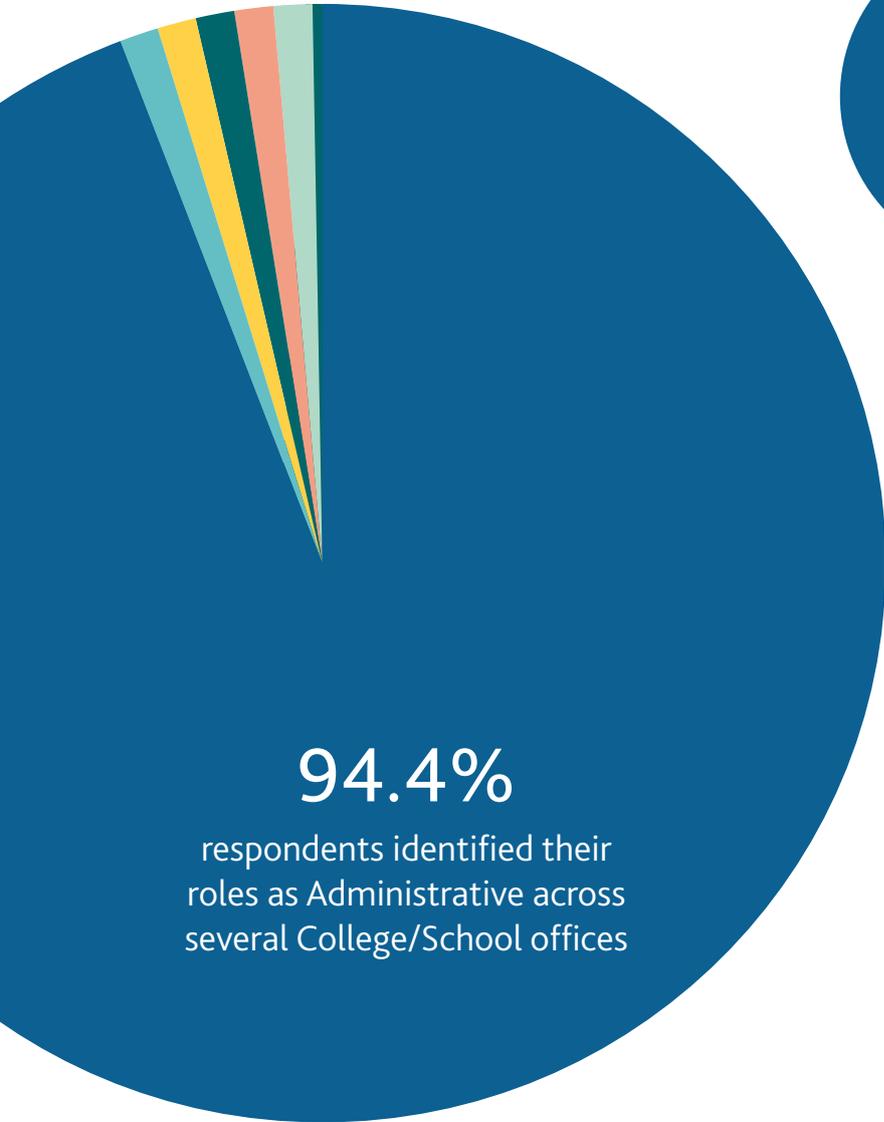
## Purpose of Survey

The UCD 'Your Voice' Survey was launched in June 2020 by the Operations Group for the selection of the next enhancement project, guided by staff feedback and recommendations for improvement. Over the last number of months, the Operations Group has been compiling and analysing the following survey findings on behalf of staff.

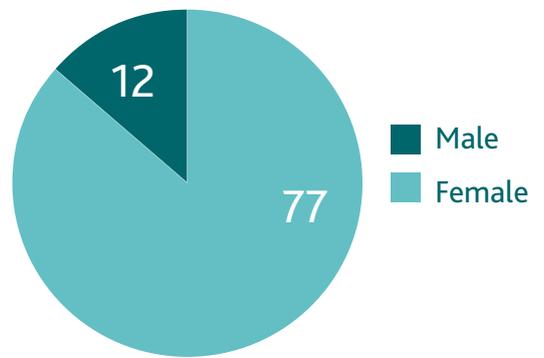


# Q1

## Would you describe yourself as?



- Administrative
- Faculty
- Research
- Technician
- Professional Staff Manager
- Administrative & Teaching functions
- Professional Services



# Q2

## Are you aware of the UCD Operations Group?

### Group Awareness Breakdown

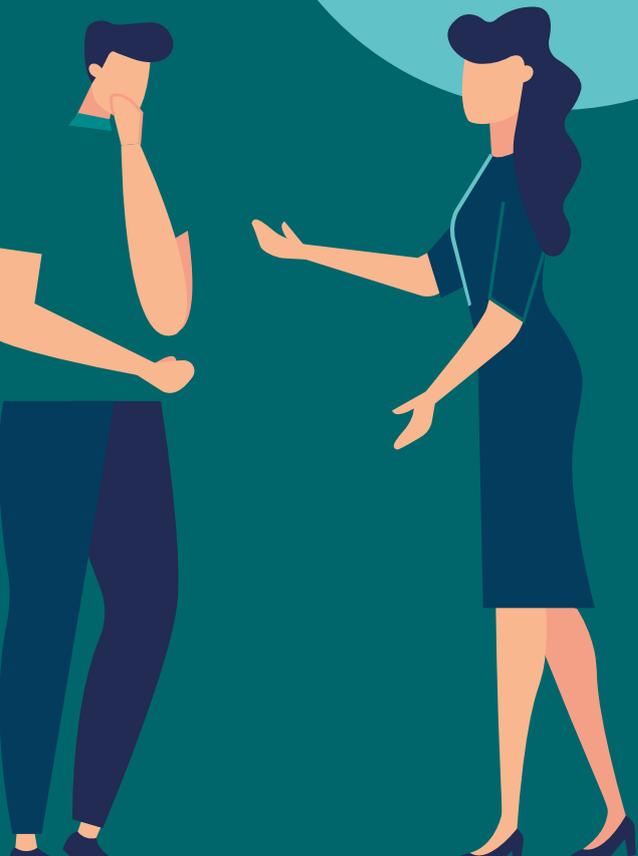
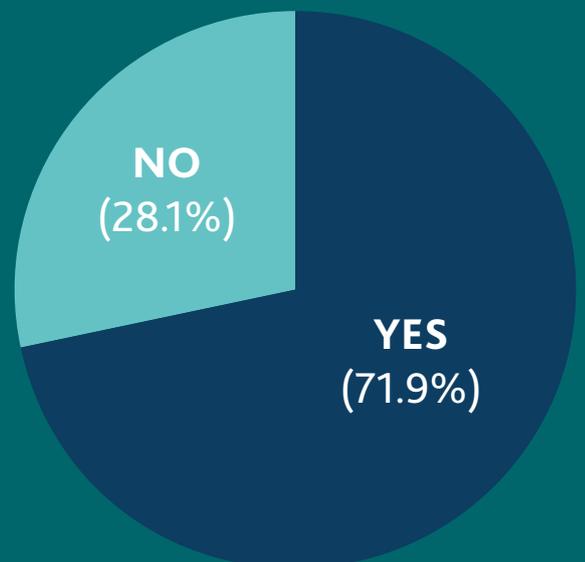


**27**  
respondents quoted they had personally participated in a workshop

**45**  
respondents had been informed by a colleague

**20**  
stated their reliance on email for information

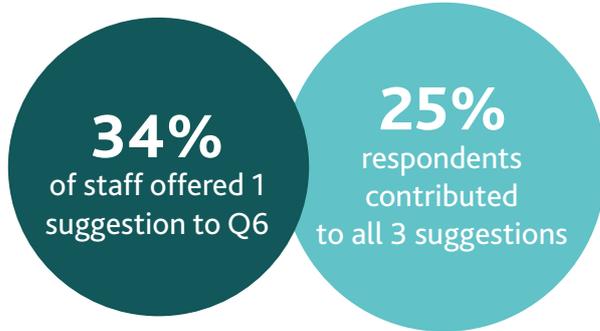
**Are you aware of the UCD Operations Group?**  
(89 responses)



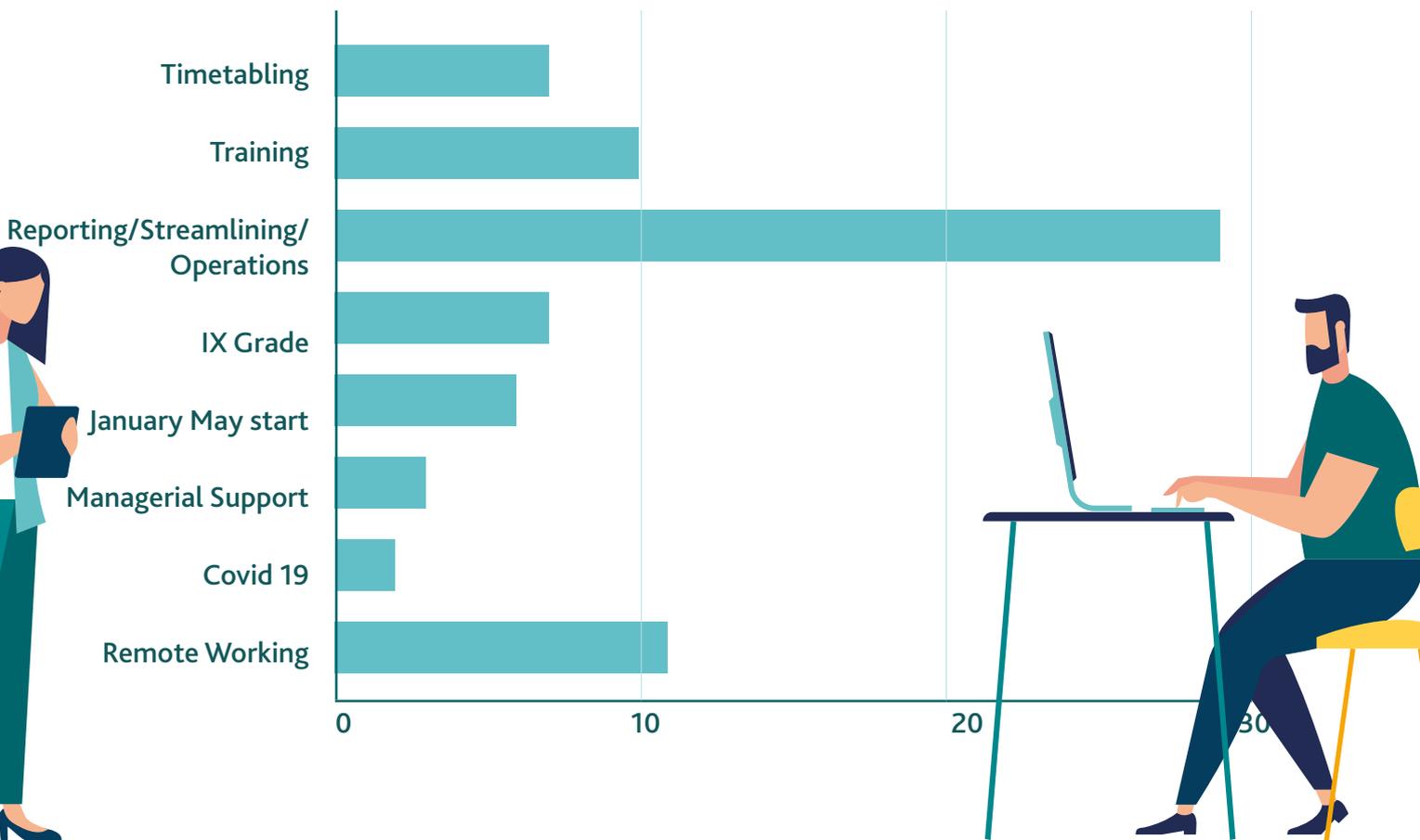
# Q6

Your feedback will shape the projects and initiatives that will be undertaken to improve the operational aspects of students and staff support roles. Please use this space to share your suggestions for improvements, raise issues, or bring up any projects you would like see undertaken in the context of your day to day role.

## Suggestion Breakdown



## All 3 suggestions for improvement areas and themes



# Survey Findings

New Online Reporting:	Online Reporting Review:	New Policies & Existing Development:	Training Topics:	Resource Planning:
<ul style="list-style-type: none"> <li>IX Grading Remediation's Deferrals</li> <li>Clinical Placement Verification</li> <li>Jan/May starts</li> <li>Extenuating Circumstances</li> <li>Leave of Absence (LOA)</li> </ul>	<ul style="list-style-type: none"> <li>Recognition of Prior Learning (RPL)</li> <li>Refund Policy</li> <li>Scholarships &amp; Awards</li> <li>UCD CRM</li> </ul>	<ul style="list-style-type: none"> <li>Green Campus Initiatives I.e. Paperless Offices</li> <li>Access beyond Module Coordinator roles in Gradebook &amp; CMS</li> <li>Engagement Strategies</li> <li>Continuation process</li> <li>Development of a Flexible Working from Home policy</li> </ul>	<ul style="list-style-type: none"> <li>Finance &amp; Accounts Payable systems</li> <li>Crisis &amp; Professional Support</li> <li>Banner 9</li> <li>Online &amp; Blended Learning resources</li> <li>Timetabling process</li> <li>Job Framework/ Sizing/ Description</li> </ul>	<ul style="list-style-type: none"> <li>Bike Lockers</li> <li>AV equipment</li> <li>PPE</li> <li>Lecture Capture</li> <li>Timetabling software</li> </ul>

Currently all timetabling is looked after at School/College level and once the timetable is complete the slots are confirmed at central level. Timetabling, is time-consuming and frustrating. The task is currently manual. Is it possible to consider some algorithms/software which could make the whole process leaner and less time-consuming.

Review international best practice in respect of university CRM's.

I would like to see a new form for Extenuating Circumstances which captures all relevant information which we require and which is currently missing. I feel alot of work needs to be done around making the Extenuating Circumstances application work better for both staff and students.

Review all January and May start students to ensure equal accessibility as September starts

A student's Clinical placement record to be available on Infohub. Would be of benefit for completing verification of medical education forms. Currently such information is kept locally across several clinical sites.

Remote Working - this is an opportune time from UCD to become a proactive leader in this area and take advantage of the lockdown situation and its learnings. An essential component of advancing will be ensuring that a clear and flexible policy is rolled out as soon as possible.

