

UCD REGISTRATION SEASON

2021/22

Start of Academic Year -
Planning and Information Session

19 August 2021



What we'll cover today



Welcome
Jeremy Britton



Orientation Plans
Jason Masterson



UCARD Update
Tom Sheridan



Key Registration Dates
Caroline Barrett



Student Desk Supports
Catherine Mc Donnell

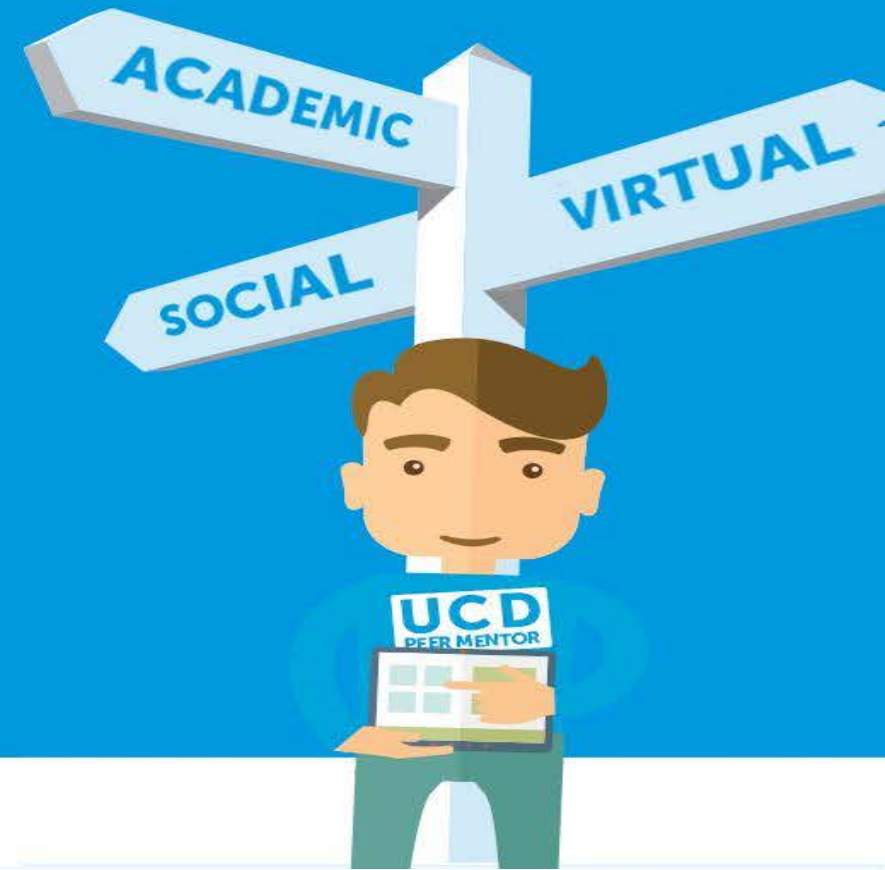


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UCD 2021
ORIENTATION
#helloucd

Orientation 2021

Update 19-8-21



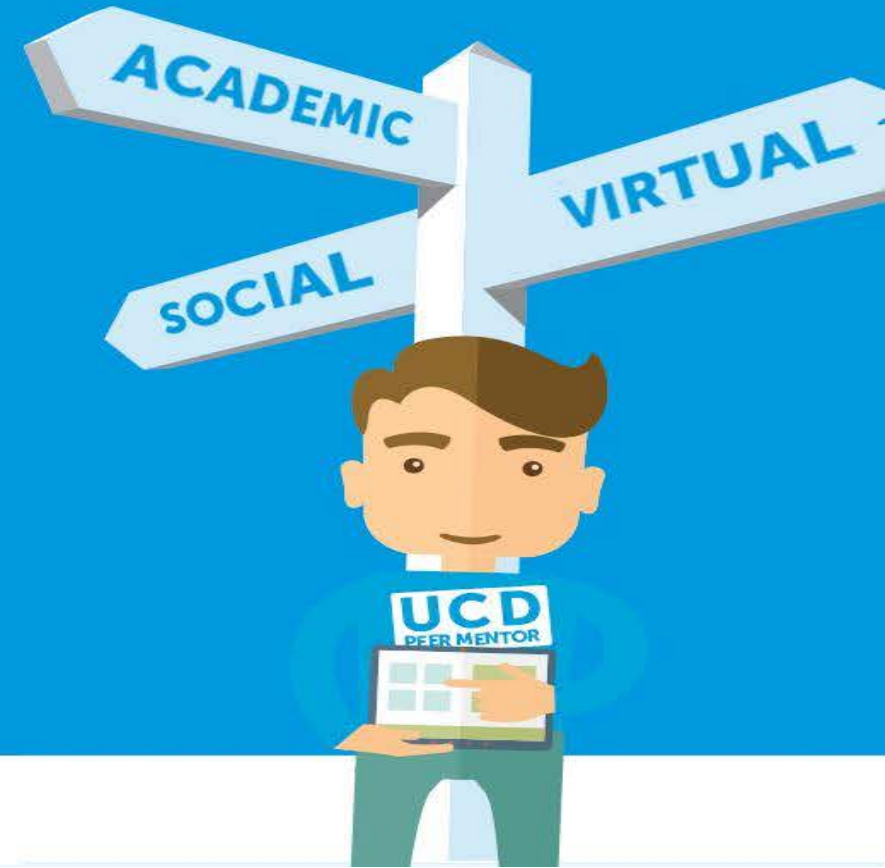


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Agenda

- Dates
- Stage 1 plans
- Welcome Back
- Communication process

UCD 2021
ORIENTATION
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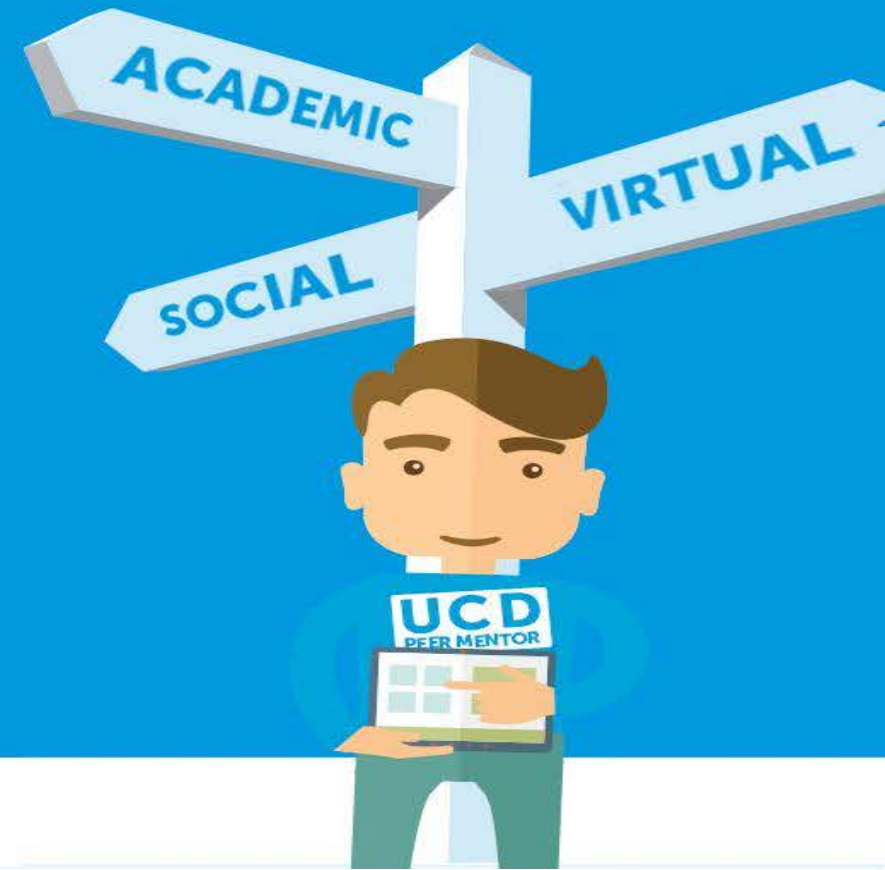




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Key Dates

- International Student offers/acceptances – past
- CAO round 0 – past
- Grad entry offer and registrations – past
- Residential check in - Open
- August 30th – Online Publication of orientation timetables
- Sept 3rd Leaving Cert results
- Sept 7th CAO Round 1 issued
- Sept 6th – 10th Grad entry Orientation (Localised Stage 2 activity)
- Sept 13th Continuing students onsite
- Sept 20th Orientation week

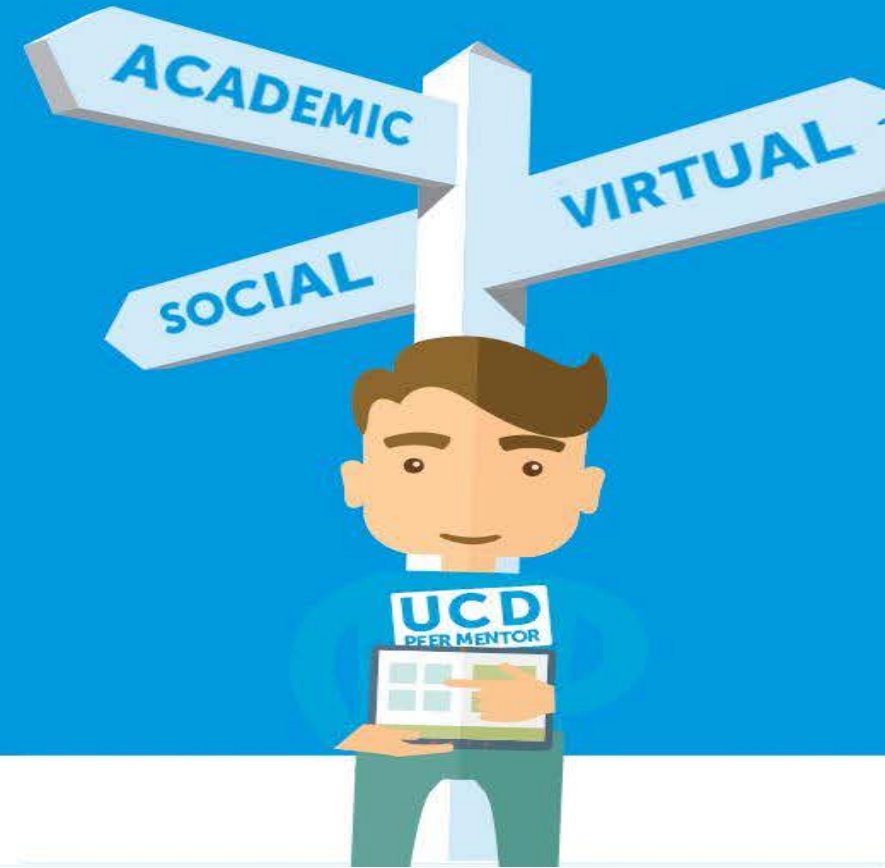
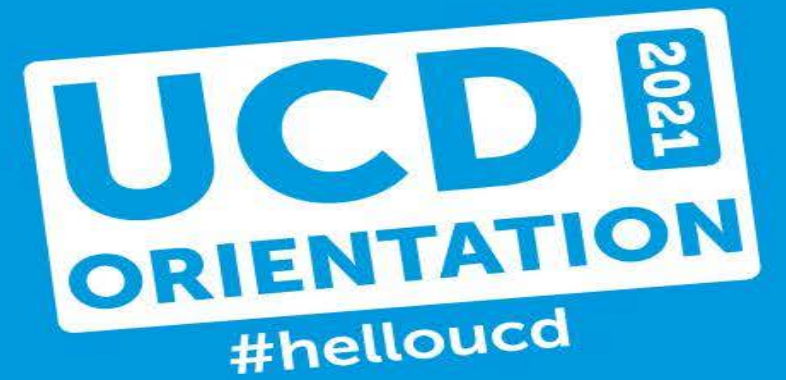




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Stage 1 process

- 3rd/7th LC and CAO offers
- 7th – UCD Welcome Pack posted to CAO entrants (Welcome from Registrar, commuting Guide and Welcome flyer)
- 10th Sept Registration Step 1
- 13th approx commence Brightspace module
- 21st Orientation programmes for Stage 1 commences

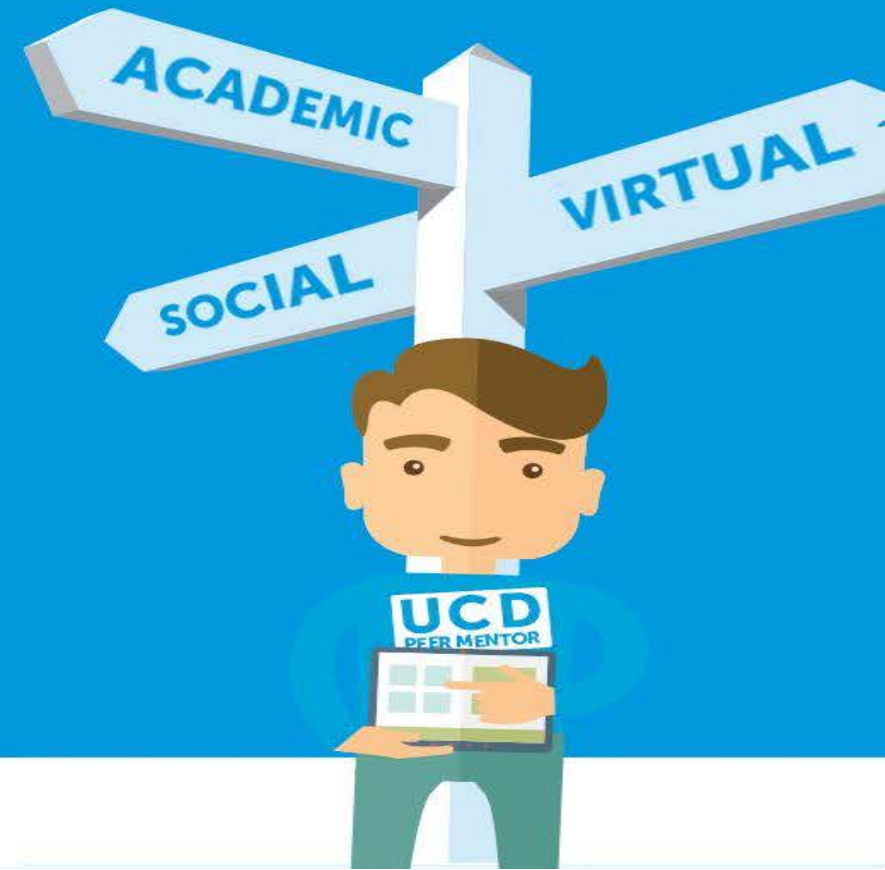




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Stage 1 process

- Programme Orientation
 - Timetables available to students from August 30th
 - Editing available up to August 27th
 - Expected to be heavily accessed from Sept 3rd
- Social Orientation
 - See next slide
- Virtual Orientation
 - New Students Website re-published tomorrow, minor edits up to August 30th
 - Check links
 - Brightspace module published on Monday 23rd

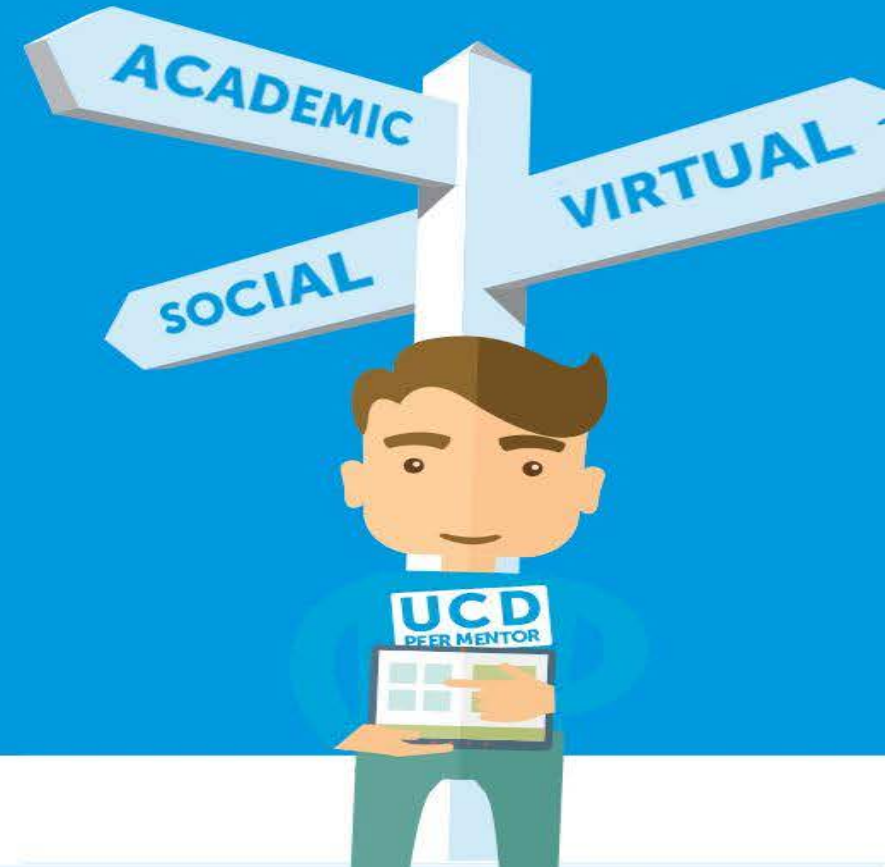




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Social Orientation

- Peer Mentor Tour
 - The PEER MENTOR is required to book a tour slot that suits them and communicate with their group
 - Slots offered daily from 13:00 – 17:30
 - 25 tours per hour (8 approx. per group = 200 students per hour)
 - Tour starts at Gazebo in campus centre
 - Tour ends at Welcome Ceremony in Astra Hall
- Social Integration
 - UCDSU will be operating engagement at the Quad from Sept 21st – 24th
 - The Sports Expo will also take place in the Quad from Sept 20th – 23rd
 - Fresher's Week will take place in the Quad from 27th – Oct 1st
 - www.ucd.ie/events will be crucial this year again, we are not publishing a printed events calendar.

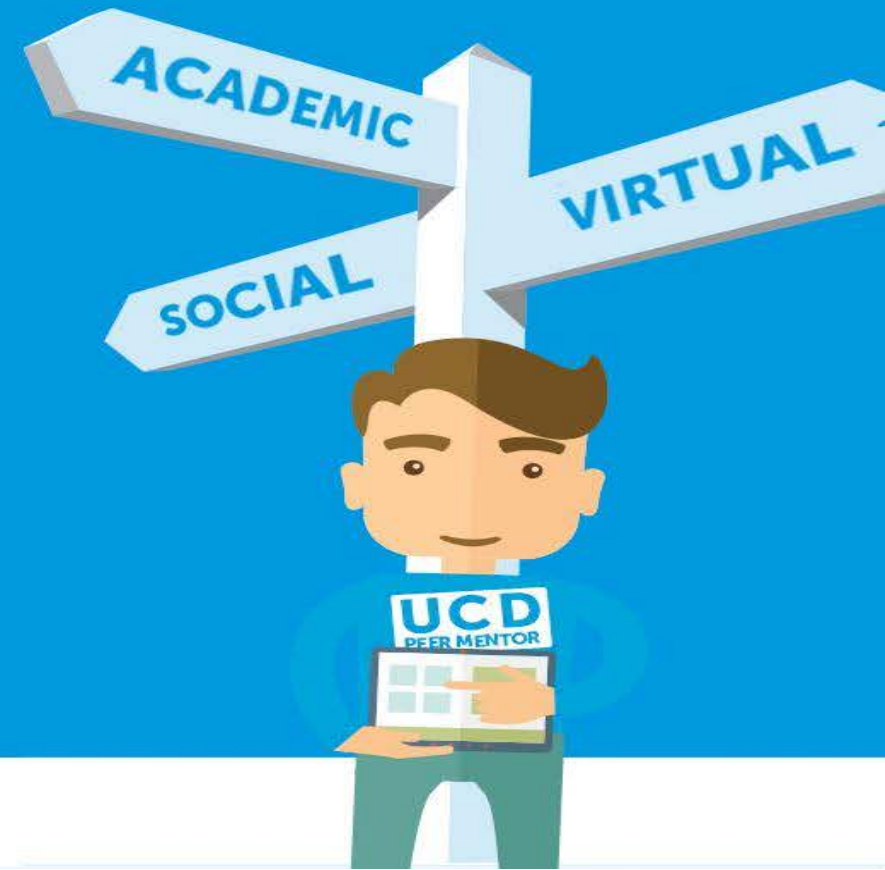
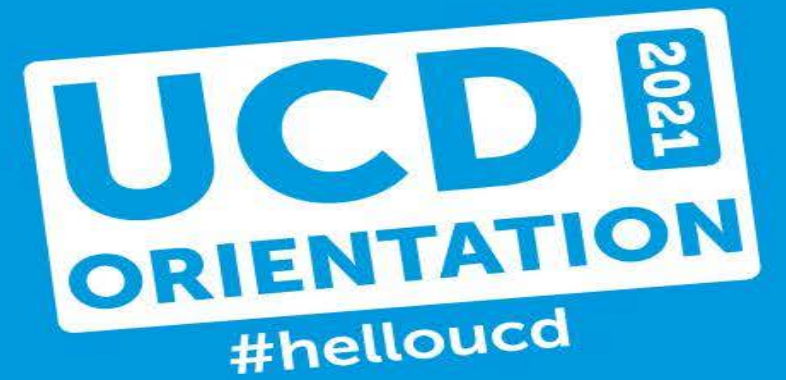




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Stage 2 process

- Programme Orientation
 - Great work being done here
 - Noted that Sept 10th seems to be busy across campus
- Tours
 - All Existing (2020/21) PMs to be asked to give their group a tour – date can be dictated at programme level
 - A tour booking system will be available on www.ucd.ie/students where students whos Peer Mentors are not available can book a tour with an Ambassador
- Welcome Back Programme
 - SU Leading on engagement space in Quad area open from 10th – 16th Sept
 - Welcome back packs available including UCD Scarf

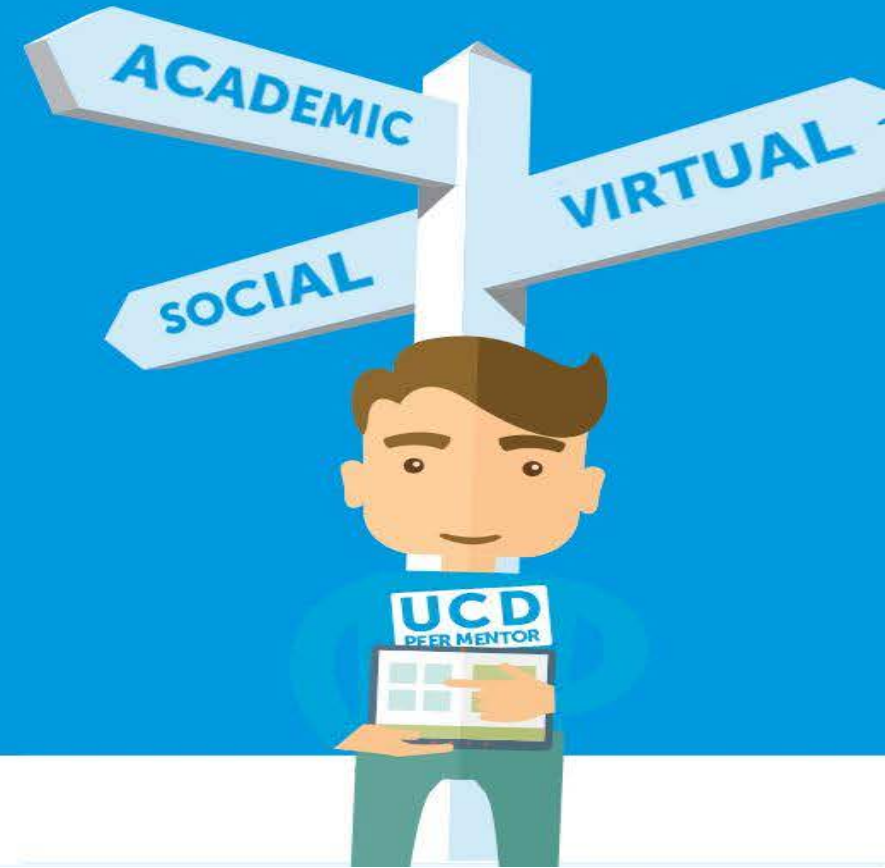




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Stage 2 process

- Welcome Back Programme
 - SU Leading on engagement space in Quad area open from 10th – 16th Sept
 - Welcome back packs available including UCD Scarf
- Events
 - www.ucd.ie/events - lots already popping up there
 - Loads of Wellbeing events already there too
- Engagement
 - Design of marquee being finalised but space will be available for support units etc to have stands from Sept 10th – 16th Sept (Likely a 2mtr x 1 mtr space)

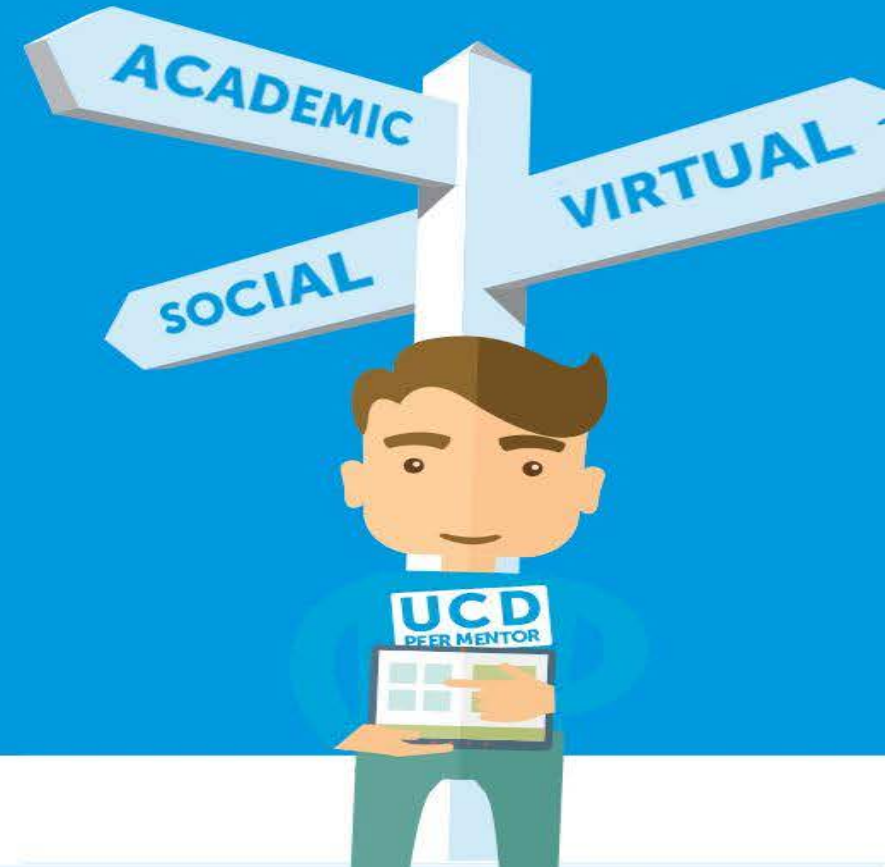
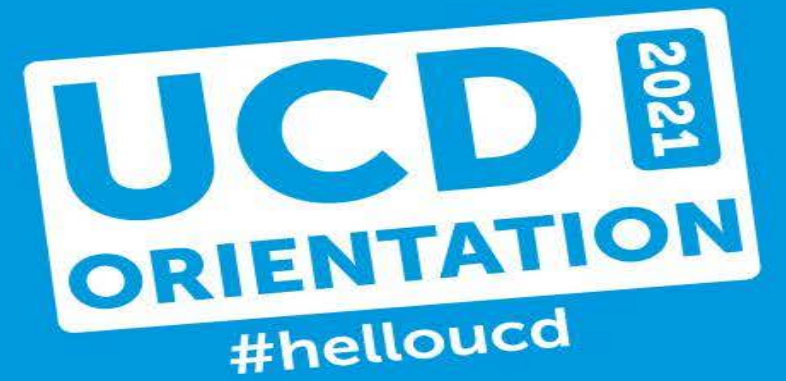




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Summary

- Planning assumptions are that we are working with full capacity in facilities
- Timetables can be edited up to next week
- Peer Mentors are in charge of their own stage 1 tours
- Peer Mentors need to be contacted for Stage 2 tours





UCARD Update

See [separate document](#)



Tom Sheridan



Key Registration Dates

Caroline Barrett



Start Times for 2021/22

- Start times will be allocated to all students requiring one
- Incoming Stage 1 and students that did not progress from Stage 1 will receive different start times this year
- All students will receive an email to their UCD Connect mail

Key Registration Dates 2021/22

Programme (Stage 2+ Undergraduate Degrees) (Graduate Business)		Earliest Start Time for Module Registration
Higher years of:	BA Business Law (Stage 2/3/4) Law With (Stage 3/4) Social Sciences	18 August
Lower years of:	BA/Humanities/Modern Languages BComm Int'l (Stage 2 and 3) BSocSc Law 'With (Stage 2) Social Sciences	20 August
All	Graduate Business	23 August

Key Registration Dates 2021/22

Programme		Earliest Start Time for Module Registration
Various	<ul style="list-style-type: none"> • Master of Engineering (all stages) • Stage 1 Graduate Entry Medicine, Graduate entry Veterinary Medicine and Graduate Entry Radiography 	24 August
Stage 2-6 (where applicable) of:	<ul style="list-style-type: none"> • Architecture • Engineering • Planning, Geography & Environment • Medicine, Nursing, Health, Vet & allied programmes 	24 August
Stages 2 – 4 of:	<ul style="list-style-type: none"> • Agriculture • Archaeology & Geology • BAFS • BSc Comp Science • Food Science • Human Nutrition • Science 	30 August

Key Registration Dates 2021/22

Programme		Earliest Start Time for Module Registration
Stage 1 UG Not Progressing	All Programmes	31 August
GT Students	All Colleges except Business	1 September
Various	Exception programmes going to Summer board Repeats Tab opens for all students	6 September



Key Registration Dates 2021/22

Date	Activity	Who does it affect
From Friday, 10 September	Begin Step 1 e.g. Personal Information	Incoming stage 1 UG
Thursday, 9 September	Online Registration will close for Elective allocation at 10.00AM	All continuing UG students
Wednesday, 15 September	Registration Start Times will be allocated for Stage 1 UG	Stage 1 UG incoming only
Monday, 13 September	Start of term for continuing and graduate students	All except incoming UG
Friday, 17 September	Begin Step 2 Module Registration	Stage 1 UG incoming only
Monday, 27 September	Start of term for incoming CAO Students	Incoming UG students
Friday, 8 October	Online Registration closes 5.00pm	All Students

Other points of note

- Timetabling is progressing well
- All classroom based activity is being scheduled for a full return to campus
- Student fitting
 - Commences Friday 10 September for Stage 2 plus
 - Week beginning 20 September for Stage 1 modules



Student Desk

Services for students Autumn Trimester 2021/22

Presented by Catherine McDonnell



Student Desk

Who are we/what we do?

- 8 team members supporting students, applicants, alumni with registration, fees, official documents
- Front face for Registry teams
- Phones, Connector & Chatbot
- One to one appointments to come
- www.ucd.ie/askus always has the most up to date information



Student Desk

Start of trimester 2021/22

- More staff
- For registration period dedicated teams for
 - Call centre
 - Connector (email)
 - Chatbot chats
 - Appointments in Tierney





Student Desk Call Centre

- Reopened Monday 09 August
- Phone number is 01 716 1555
- New system, internal transfers should go to 01 716 1555 for the moment





Student Desk Chatbot

- WhatsApp bot currently in pilot phase
- New build will answer questions for incoming students
- Students add 00 353 1 716 1580 to contacts and say hello
- Agents (Student Desk team) can pick up conversations if necessary





Student Desk Connector

- Used since 2012 by the team to manage a massive number of email queries every year
- Dedicated team for busy start of trimester period
- Direct students to www.ucd.ie/askus





Student Desk

Visits to Student Desk Space

- One on one meetings between students & team members
- Booking via Booking Centre
- Reopening date TBC
- Link to book will be on www.ucd.ie/askus





Student Desk

Help with registration

- No labs
- Direct students to www.ucd.ie/askus
- Useful vids on youtube - search for UCD

Registry

- Search for UCD Student Desk FAQs





Student Desk

Opening Hours

Opening hours for call centre, chatbot and appointments

Monday to Friday

10.00 to 13:00

14:00 to 16:00

Our URL www.ucd.ie/askus

Questions? catherine.mcdonnell@ucd.ie



Thank You!

Contact details:

- Students should use www.ucd.ie/askus for all queries.
- For staff queries about:
 - Start Times and registration dates, email systems.data@ucd.ie
 - Student Desk supports, email catherine.mcdonnell@ucd.ie
 - Orientation plans, email jason.masterson@ucd.ie
 - UCard arrangements, email tom.sheridan@ucd.ie

Keep an eye on the web page for updates

www.ucd.ie/registry/staff/registryservices/registration/registrationplanning/