



**Clárann UCD**  
**UCD Registry**

# **2025/26 Start of Year Preparations**

**Information Session**  
**Wednesday, 23 July 2025**

# What we'll cover

- Key Dates (Caroline McTeigue)
- Admissions and CAO Information (Doug Burke)
- Registry Communications (Emma Caron)
- Student Desk Supports (Catherine McDonnell)
- Orientation Plans (Nadia Clarkin)



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# Start of Academic Year Key Dates

Caroline McTeigue

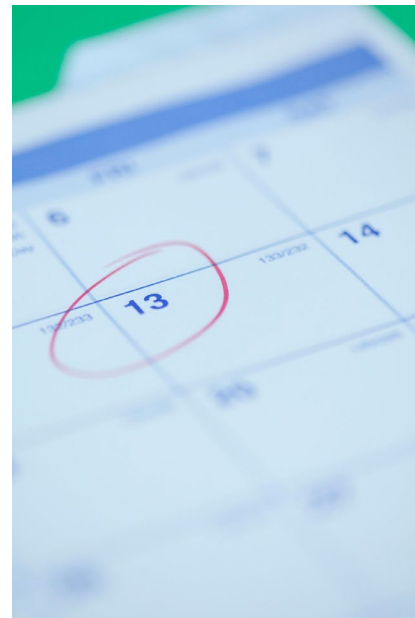
Systems and Data Team Lead

[caroline.mcteigue@ucd.ie](mailto:caroline.mcteigue@ucd.ie)

[systems.data@ucd.ie](mailto:systems.data@ucd.ie)

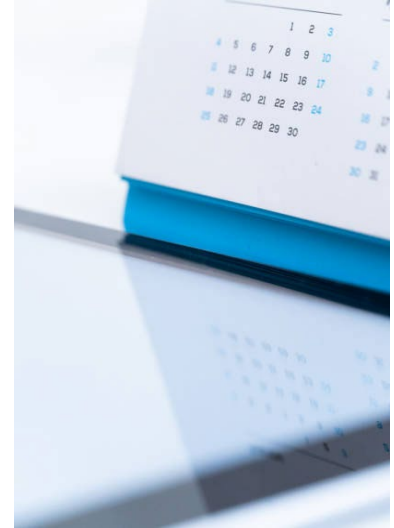
# Registration Key Dates

- Module Registration will follow the same pattern and start time groups as last year with minor changes.
- Registration starts Wednesday, 13 August 2025.
- Elective Allocation – Monday, 1 September 2025.
- Registration will close on Friday, 19 September 2025.
- All dates published on [Student Key Dates](#)



# Stage 1 Undergraduate Key Dates

- Stage 1 Students will register to modules on 4 and 5 September 2025 and will start term on 8 September with continuing students.
- Students that did not progress from Stage 1 will register with incoming cohort.
- Graduate Entry Med/Vet/Radiography will register on 4/5 September 2025.
- Programmes with significant choice at Stage 1 will be prioritised to register on 4 September 2025 due to the tight timeline.



# Conferring Key Dates

- Conferings run from Monday, 1 September to Friday, 5 September 2025
  - Full details on [www.ucd.ie/confer/schedule/](http://www.ucd.ie/confer/schedule/)
- Email invites sent by Thursday, 14 August 2025
- All outstanding holds to be cleared by Friday, 22 August 2025



# UCD Residences Key Dates

- Check-In Date: Thursday, 28 August 2025.
- Early Check-Ins: Some students, Smurfit and special requests are availing of early check in on 23/24 August 2025.
- CAO Offers: Wednesday, 27 to Sunday, 31 August 2025.
- CAO Check-Ins Begin: Tuesday, 2 September 2025.





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# Admissions and CAO Information

Doug Burke

UCD Admissions



# Admissions – Registry ( July 21<sup>st</sup>, 2025)

	2024 Applicants	2025 Applicants	Change from 2024
UG - CAO	26,376	28,758	+9.03%
UCD – Direct	30,030 <small>*(21/07/24)</small>	37,262	+24.08 %

➡ Applications up 22.96 %

# EU Undergraduate places

	Total Places
2025 Enrolment Plan	4,515
2024 Enrolment Plan	4,468

No new or discontinued courses

Some slight changes to some course titles.

And

Overall increase in the number of places available.

# 2025 CAO Offer and Accept schedule

Offer Round	Offer Types	Offer Date	Acceptance Date
Round A	Mature & Access & Deferrals	4th July	10th July
Round 0	QQI-FET, Open Learning & Grad Entry	7th Aug	12th Aug
Round 1	EU School Leavers & above groups	27th Aug	2nd Sept
Round 2	All groups	8th Sept	10th Sept
Round 3	All groups	16th Sept	18th Sept
Round 4	All groups	23th Sept	25th Sept
Round 5 *	All groups	30th Sept	2nd Oct

\* No date published yet for appeals

Round A	2022	2023	2024	2025
Offers	274	300	344	379
Accepts	213	227	257	293
	77.70%	75.70%	74.70%	77.30%



## Other Focus Items

- Late Transfer Applications ( 12<sup>th</sup> to 13<sup>th</sup> August ) for Stage 2+
- New CRM/Applications system.
- Continuation of new assessment of Mature applications.
- Increase in EU applications.
- EU Qualification equivalencies (including A-level).

# Communications 2025

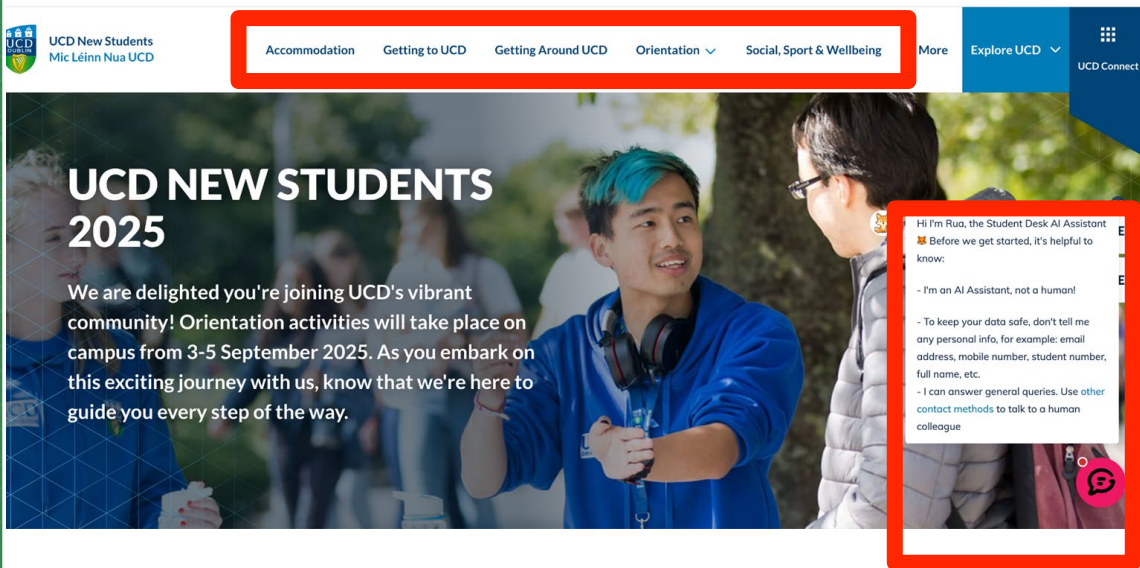
Emma Caron, UCD Registry

# Student Information



# UCD New Students Site

<https://www.ucd.ie/newstudents/>



- ✓ Information tailored based on student feedback
- ✓ Orientation information & timetables
- ✓ Student Supports information
- ✓ Wayfinding
- ✓ Sports, Social and Wellbeing
- ✓ Video guides
- ✓ Chatbot widget

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





# Stage 1 Undergraduates - What students said they wanted



- ✓ Keep it simple!
- ✓ Too much information.
- ✓ Two checklists.
  - Before you arrive.
  - After you arrive.
- ✓ Signposting to information.
- ✓ Key information they need to know from **offer to week 3.**
- ✓ Will be available online mid August.



# Video Guides

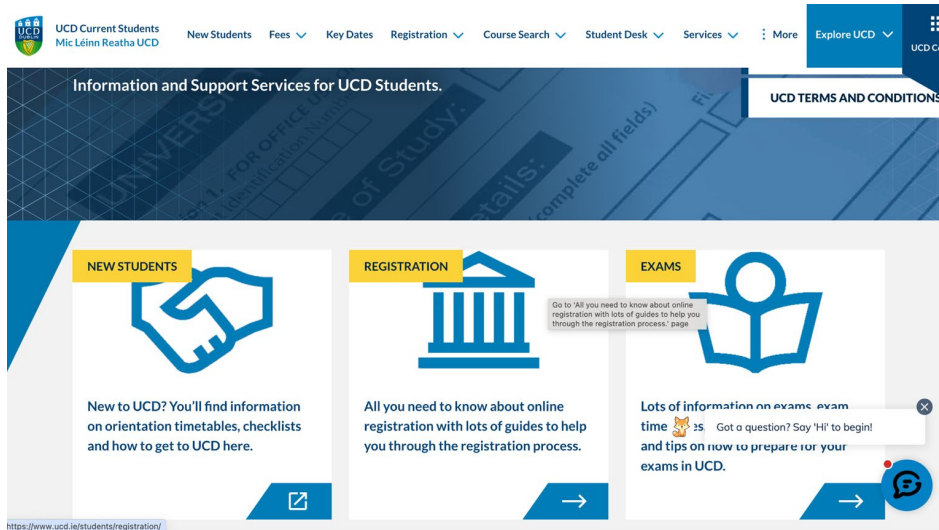
<https://www.ucd.ie/students/videos/>



- ✓ Information on key administrative functions (registration, fees, official documents etc)
- ✓ Feedback very positive - over 51K views to date
- ✓ Available on the Registry YouTube Channel (RegistryUCD) and the Current Students website

# UCD Current Students Site

<https://www.ucd.ie/students/>



## Start of Term Info

- ✓ Key Dates
- ✓ Registration information
- ✓ Fees information
- ✓ Course Search

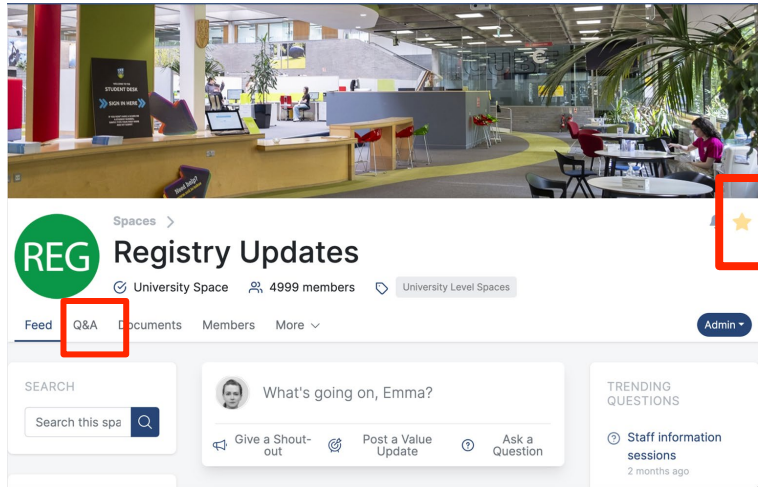
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[www.ucd.ie/registry](http://www.ucd.ie/registry)



# Staff Information



# Workvivo



- ✓ All Registry information will be published on Workvivo
- ✓ Make sure to star the Registry Updates Space and enable notifications
- ✓ Q&A function - please use it!

# Registry Key Dates



Prospective Students ▾ Assessment ▾ Staff ▾ Current Students About us ▾

- ✓ All Registry key operational dates
- ✓ Make sure to add it to your Google calendar

<https://www.ucd.ie/registry/staff/keydates/>

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



# Registry Emails

## Student Email Archive

Office of the Registrar and Deputy President Communications 2024/25

UCD Registry Communications 2024/25

Office of the Registrar and Deputy President Communications 2023/24

UCD Registry Communications 2023/2024

<https://www.ucd.ie/students/services/emailarchive/>

- ✓ Email is the official means of communications with students
- ✓ All emails published online
- ✓ Student Email Archive
- ✓ Staff Email Archive
- ✓ Published on Workvivo

## Registry Communications to Staff

OPEN ALL +

2024/25 - Staff Communications

Office of the Senior Director of Registry

17-06-25 Registry Update - June 2025  
13-03-25 Registry Update - March 2025

Assessment

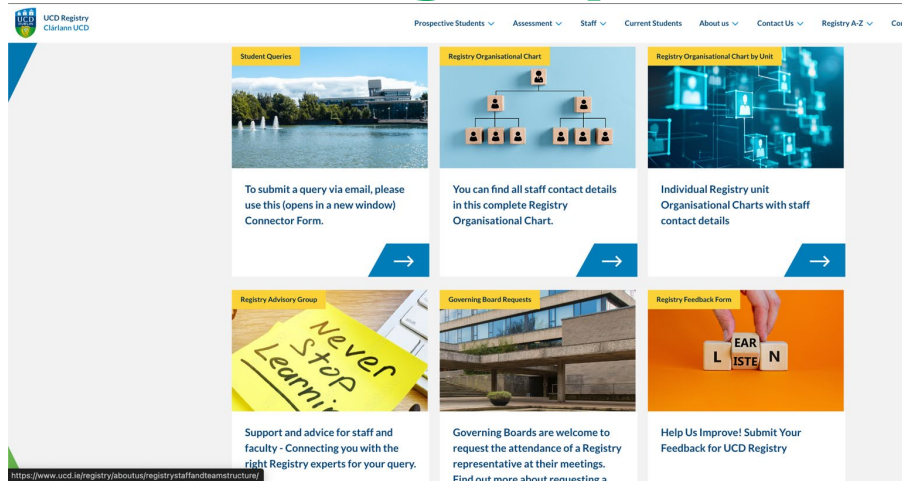
05-07-25 Corrections/Summer Transition Draft Exam Timetable  
02-07-25 Summer Transition Draft Exam Timetable  
25-06-25 Summer Transition Exam Question Papers Submission  
12-06-25 Update for PEBB Governing Board Spring 2024/25 Grade Appeals Process  
09-06-25 First Grade Entry Reminder Spring Semester 2024/25  
28-05-25 Exceptional Grade Change Deadline with a view to September Graduations

<https://www.ucd.ie/registry/communications/>

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



# Contact Registry



- Unit Org Charts
- Registry Advisory Group
- Governing Board Attendance
- Feedback Form

[www.ucd.ie/registry/contactus/](https://www.ucd.ie/registry/contactus/)



emma.caron@ucd.ie





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# Student Desk, UCD Registry

Start of Trimester / Registration Period  
Information

Catherine McDonnell  
Student Desk Manager

# Who are we?

8 Permanent staff members & Hourly paid staff (students / alumni).

- Catherine McDonnell (Team Lead)
- Conor Kelly (Deputy Team Lead)
- Stephen Bowie
- Eamonn O'Mealoid
- Krystyna Zajdel
- Ted Crossingham
- Claire Murray
- Sarah Connaghan



# What do we do?

Support: Current students, alumni, prospective students, parents, NUI, education verification companies, cultural bureaus etc.

Student Queries: admissions, fees, official documents, registration, assessment, SISWeb etc.



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# How do we support students?



Walk-in service in  
Tierney building



Contact Centre for  
phone calls on 01  
716 1555



Connector Service



Rua AI Assistant



AskUs page  
[www.ucd.ie/askus](http://www.ucd.ie/askus)

4,349 visitors to the  
Student Desk in  
September 2024

34,000+ email queries  
logged in 2024

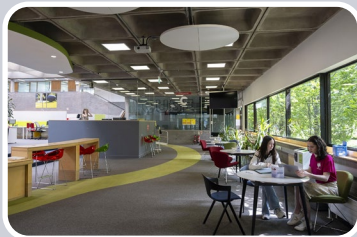
Phone calls answered:  
3,872 August 2024 &  
3,769 Sept  
2024

3,364 AI assistant  
conversations in August -  
Sept. 2024

# Start of Trimester 2025/26

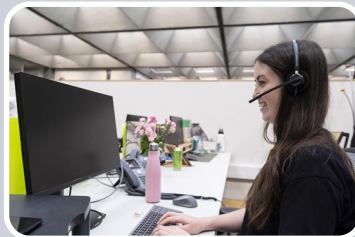


Additional hourly paid staff scheduled - for orientation & reg period



Increased hours for the Walk-in Service

9:30AM to 4:30PM (open during lunch)



Increased staff on the phone team:

10:00AM to 1:00PM  
&  
2:00PM to 4:00PM.



Dedicated teams for;  
the call centre,  
emails,  
walk-in service  
and official  
document  
production

# Email Connector

Wufoo Connector form used instead of direct email – [UCD.ie/AskUs](https://www.ucd.ie/AskUs)

Dedicated email team for the registration period

Service-level agreement: 48 hours

Dedicated email team



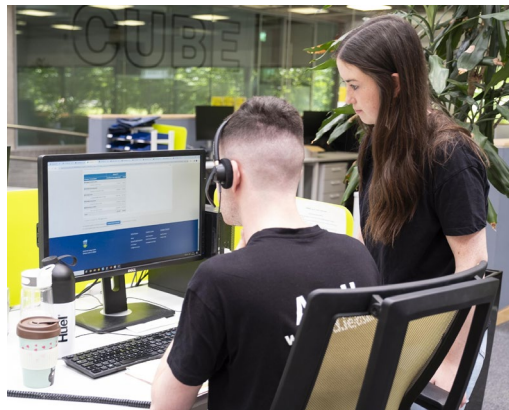


# Call Centre

Phone number 01 716 1555

Increase in the size of the phone team from 4 to 10 people from late August with 2 supervisors.

Answered over 7,600 calls during the 2024/2025 'registration' period



# Walk-in Service

No appointment necessary, drop-ins welcome

Open all year, Monday to Friday & through lunch

Increase in the size of the team for reg period

Qminder queue system in place. Sign in via iPad or QR code





# AI Assistant - Rua.

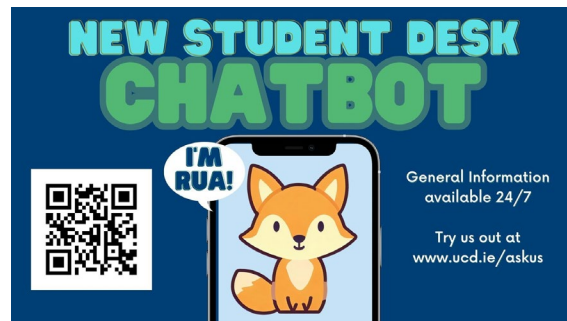
24/7 Self-service support

Can not request a chat with a human – directed to use another support pathway

Continuous monitoring of website for latest answers

Best for general information (such as info found online), not for specific queries on students records

Recently upgraded to AI version - answers taken from UCD website



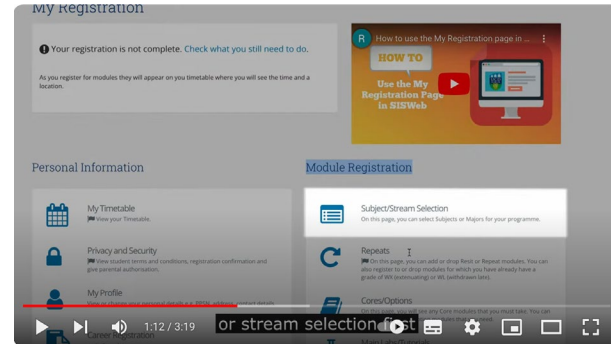
# Logging Interactions

- Every interaction (via phone, email, or face to face) is logged on Unishare as it ensures we have a complete history of what we've helped a student with.
- If we ask a student to contact another area, the quick task "Referred to..." is used along with a supporting comment if needed.
- All Colleges/School offices have a "referred to Student Desk" button, which we encourage people to use if they ask a student to contact us.

Referred to College/School Office - Withdrawal
Referred to Conferring Unit
Referred to Estate Services
Referred to IT Services
Referred to Student Adviser
Referred to Student Recruitment
Referred to Student's Union
Referred to UCD Dignity and Respect
Referred to UCD Global
Referred to UCD Global - Immigration/IRP

# Resources

- Direct students to [www.ucd.ie/AskUs](http://www.ucd.ie/AskUs) for help
- Registry Video Guides
- Student Desk FAQ page



# Staff Queries

- Use UCD Registry's Staff Connector
- Submitting a query on behalf of a student? Use the Student Desk Connector - Staff query option

# Any Questions?

Contact us:

Catherine McDonnell - [Catherine.McDonnell@ucd.ie](mailto:Catherine.McDonnell@ucd.ie)

Conor Kelly - [Conor.kelly1@ucd.ie](mailto:Conor.kelly1@ucd.ie)

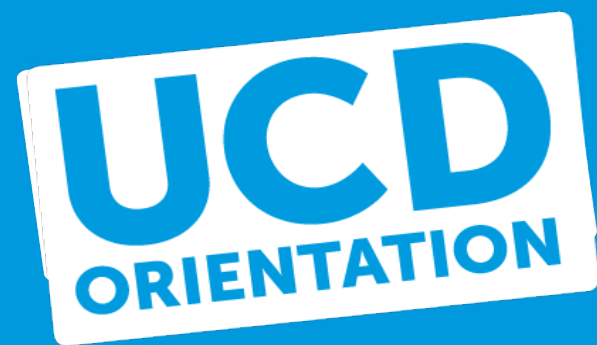
Student & staff queries [ucd.ie/askus](https://www.ucd.ie/askus)



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# Orientation & Peer Mentoring

Nadia Clarkin

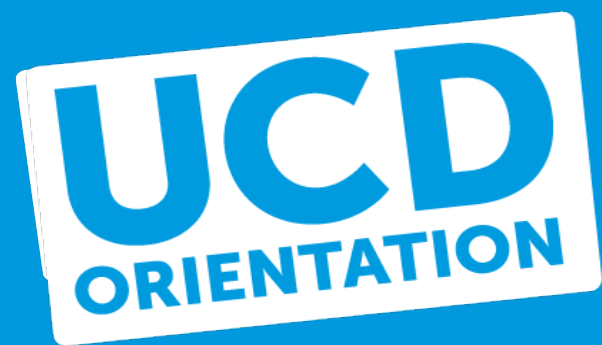




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# Orientation

- **Orientation Week 0.**
- **Wednesday 3rd to Friday 5th September.**
- **Programme Welcome - President / nominee to visit programme.**
- **Programmes are populating Programme Orientation plans.**

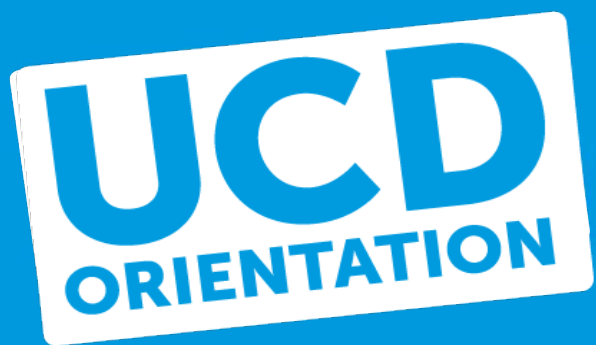




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# Social Programme

- Societies and Clubs organising events.
- SU Freshers Market.
- Ceili.
- Innovation Academy.
- Loop.







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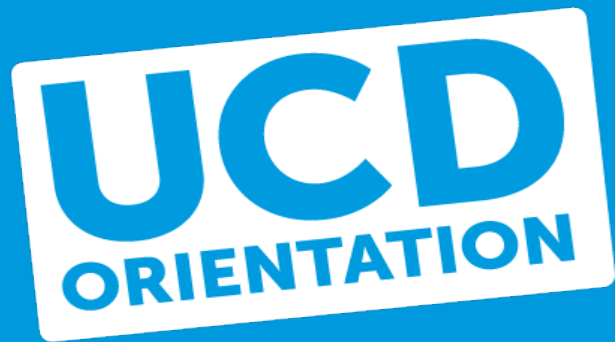
# Peer Mentoring

**730 peer mentors**

- Ratio c 7:1 mentees:mentors - differs by programme based on number of mentors

**14 Peer Mentor Senior Leaders.**

- Support peer mentors, provide student voice to the peer mentoring committee, design Instagram comms and updates, working with myUCD creating TikTok content

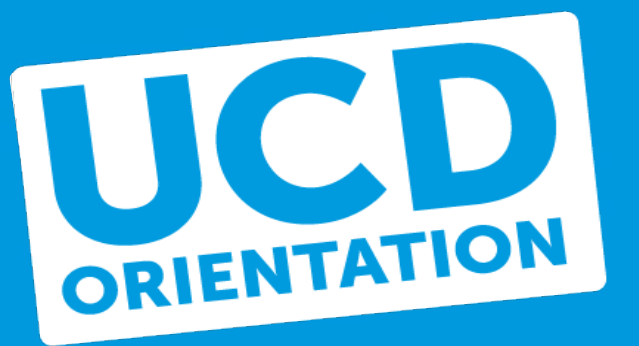




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# Peer mentor responsibilities

- Before coming to campus where possible.
- Tour of campus and Library Tour.
- Keep in touch until week 2 of Trimester 2.
- Meet mentees again in week 4 and 9.
- Respond to queries as they arise. Refer to staff and services.





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# Other

- Introduction to UCD Module being updated.
- NaviLens will be added to Wayfinding.

Queries: [nadia.clarkin@ucd.ie](mailto:nadia.clarkin@ucd.ie)

