Topic	Query	Answer/Action Required
Registration	Do we have start of term dates for registration yet?	Yes - check key dates
	Can I ask when GR students can start to confirm their registration?	Liaise with Student Records to arrange
	For Stage 1/2 modules will fitting be done separately for Stage 1 vs stage 2?	Best practice is to fit them at the same time but contact systems.data@ucd.ie if there is a specific need
	What are the dates for incoming exchange students?	OC (Erasmus study abroad....) registration will take place over the course of 25/26/27 August
Return to campus	If back to Face to Face on campus, do we know if social distancing will have to be in place?	Pending sectoral decision
	Do you know when we expect to know about social distancing and what will have to be applied?	Pending sectoral decision
Communications	When are comms planned for students on registration to give dates and process?	Published on key dates. Links to information in July and August update emails for Current students. Stage 1 UG dates in Welcome Booklet (live mid-August). Links to information in offer emails. Start Time emails with specific date/time will also be sent.
Student Desk	How do people make appointments ?	Details will be published on https://www.ucd.ie/students/studentdesk/contact/
	How do the chatbot chats work?	https://www.ucd.ie/students/studentdesk/chatbotpilot/
Orientation	Does the UCD Mobile map talk ?	Can be linked to Google Maps which talks
	Is there any chance of stage 2 tours being available on Friday, 10th September, to prepare stage w students for finding their way around on the first day of term?	TBC
UCARD	Do the students have to make an appointment to go to the collection points before they go	The student does not need to book an appointment. During Orientation week the program office will book a timeslot for all their students, on the Ucard collection calendar, when a student's Ucard is printed, the Ucard bureau will email the student to inform them their Ucard has been printed and what time they should arrive to collect their Ucard. based on the timeslot booked by the program office.

Topic	Query	Answer/Action Required
	IS there a possibility of having card collection for Stage 2 students from Friday, 10 Sept? Some Stage 2 students will be on campus before the start of Trimester for tours etc - especially those who haven't been here before and it would make sense that they could collect their cards then	UCARD can make arrangements
	Will students on online CPD programmes be able to receive their Ucard via post or will they need to come to campus?	We have an obligation to verify a student's identity .Therefore our preference is for students to collect their Ucard, but we do understand in some circumstances we may have to post a Ucard. I would prefer this to be an exception to the rule.
	What date will batch printing request be required by from College Offices?	Batch printing will start the day before students are due to collect their Ucards, this is to allow all students time to complete the required prerequisites, however we will use the information in the Batch printing request to communicate with the student, so the earlier we receive it the better.
	What if they can't go at the allocated time - what do they do then (if they are in class for example)	As the College/School Office is scheduling a timeslot for the students, I would not expect the student to be in Class ? However, if a student has received an email saying their Ucard has been printed and cannot attend at the scheduled time, we are remaining open in the evenings from 6:00 to 8:00 and they are welcome to visit us then. If that's not suitable, they will have to send an email requesting a Ucard and we will agree a time that's suitable.
	What will be the process be if there are issues with their UCARD working, do they still go directly to the CopiPrint Bureau. Delays will impact library access, how is this going to be handled? Will the UCARD website be update to date with all this information?	Firstly, the Ucard will be updated with all relevant information, The Ucard bureau will be staffed during orientation week, but it will be by appointment only. Any student who experiences an issue with their Ucard will email the Ucard Bureau

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		for support. If necessary, an appointment will be made for the student to visit the Bureau.
	When are the College/School Offices to receive details on how this batch processing to work?	The batch printing process allow us to print a batch of Ucard based on the course Programme code. This allows us to print Ucard for a certain cohort of students to ensure we have their Ucard printed before they are due to collect them at their scheduled time, Once the Ucard collection plan has been approved, I will notify you via email with more information, I cannot confirm dates at this time.