



Clárlann UCD  
UCD Registry



# UCD REGISTRATION 2023/24 – REVIEW REPORT

Review Report

[Abstract](#)

*The annual review of registration looks at feedback from faculty, staff and students. The successes, challenges and opportunities for improvement identified as part of the review process are used to inform the planning for the subsequent registration season.*

RIOG December 2023

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## 1. Introduction

The Review of Registration is an annual process in which groups from around the University conduct a self-analysis process under the auspices of the Registration Implementation Oversight Group (RIOG).

This group has been in place since the preparations for the 2007 start of year registration season, operating under the sponsorship of the Registrar. Feedback from the student start of term surveys is also incorporated.

This document brings together the successes, challenges and recommendations identified in the individual strands of the Review of Registration 2023.

The specific areas covered by the review are:

- Curriculum Management
- Timetabling
- Module Capacity Planning and Management
- IT Related Systems and Developments
- Registration (online, manual, central)
- Supports for Staff/Faculty
- Supports for Students

Section 2 of this document gives a summary of Registration 2023/24 while section 3 provides a more specific commentary on each area.

Section 4 contains a summary of the main recommendations/suggestions that arose from the feedback provided.

Section 5 lists the membership of the RIOG.

Section 6 shows infographics of the key findings from the student start of term surveys.

Section 7 gives an overview of key student supports provided by the UCD Student Desk while section 8 gives an overview of UniShare tasks logged by the UCD College and School Offices.

## 2. Executive Summary

Overall, Registration 2023 went well, and no significant issues were reported. Staff/faculty feedback highlighted that the collaboration and communication within and between areas facilitated a smooth registration season.

Student feedback, through the Undergraduate Start of Term Survey and the Graduate Taught/Graduate Research Start of Term Survey, indicates an overall satisfaction with the registration/start of term experience. Across both surveys, approximately 82% of respondents found it to be excellent or good.

Incoming students especially enjoyed getting to know the campus and meeting their classmates. Responses show that students can find it difficult to navigate the interior of buildings and locate lecture theatres and classrooms. Suggestions to address this include the provision of online maps, floor plans displayed in buildings and guided tours that highlight the location of teaching spaces.

Section 6 gives an overview of the survey results and further information is available on the [UCD Start of Term Survey](#) web page.

The following sub sections provide a brief commentary on what worked well for 2023/24 and what needs improvement for 2024/25. Sections 3 and 4 provide more information on specific areas.

While not all the feedback received is mentioned in this document, it is being reviewed by the relevant support areas and will be acted on accordingly.

## 2.1 What went well

### COLLABORATION AND SUPPORT

- Staff highlighted the courteous and efficient cooperation within and between the various support areas.
- Incoming Stage 1 Undergraduates valued the support from the Access Leaders and Peer Mentors.

### COMMUNICATIONS AND KNOWLEDGE SHARING

- Staff felt that there was effective communication between the various support areas, aided by the use of online forms and UniShare.
- A range of helpful, bite-sized videos were created to help explain some of the key UCD processes that students complete during their time in UCD.

## 2.2 What could be improved?

### COLLABORATION AND SUPPORT

- Incoming students would like more small group activities and opportunities to meet with Peer Mentors/Peer Groups during the trimester.

### SIGNAGE AND WAYFINDING

- Tours and maps of the interior of buildings would be helpful to students, with a focus on the location of lecture theatres/teaching spaces.

### COMMUNICATIONS AND KNOWLEDGE SHARING

- Students receive a large volume of emails, especially in the first few weeks, which can be overwhelming and leads to key information getting lost in their inbox.

### TECHNOLOGY AND SYSTEMS

- Staff and students experienced network connectivity issues at the start of term that impacted their use of IT Systems.

## 2.3 Conclusion and Further Actions

The key issues and recommendations identified in this report, detailed in the sections below, can be addressed at a local level by the relevant support areas and the appropriate action decided by the area(s) responsible. All actions arising will be included in the planning for registration 2024/25.

## 3. Summary By Area

### 3.1 Curriculum Management

Staff appreciate the information and support provided by the Curriculum Team about upcoming deadlines and enhancements. This includes the drop-in clinics, online resources (guidelines, training) and targeted emails.

Updating information via the Curriculum Management System (CMS) is instantaneous, any exceptions required were addressed very efficiently. In particular, there was a very prompt turn-around of changes for late structure and module change requests.

The format of the Structure Change request form will be reviewed based on feedback from staff. The text field for the Stage/Option List rule is quite narrow and often errors are not spotted until the update appears in InfoHub. Expanding the field might help to reduce the number of additional amendments requested via the Curriculum Team.

### 3.2 Timetabling

Staff found the Room Allocations team to be responsive and efficient.

Programme Verification is made possible by the work carried out by colleagues in College and School Offices in relation to timetabling as well as colleagues in Registry and Room Allocations and this is greatly appreciated.

Refurbishment work in the Science building necessitated the re-allocation of teaching spaces. This was a large undertaking, but feedback suggests that the process ran relatively smoothly with no major impact on the delivery of in-person teaching reported.

One issue raised is that the extract must be submitted to the Room Allocations team in the middle of the Spring GAP which can lead to a clashing of multiple deadlines. Some flexibility around the extract submission date would allow for full focus on the GAP process.

### **3.3 Module Capacity Planning and Management**

Staff found the new Capacity Management Report in InfoHub extremely helpful for checking the capacity in Core modules that impact Major/Stream Selection.

### **3.4 IT Related Systems and Developments**

Banner (Student Information System) proved efficient with no serious issues to report this registration period. Staff feel that having the timeout extended would be beneficial especially during busy periods.

UCD network connectivity issues impacted access to several key services for all users during the busy registration and the start of term period and this was noted in both staff and student feedback. IT Services worked quickly to identify the issue and return stability to the network.

Staff find the addition of a link to UniShare from Student Enquiry in InfoHub to be massively efficient and it made a significant difference throughout the registration process.

### **3.5 Registration**

Staff commended the excellent assistance from Registry during the registration process. Where issues with registration were identified, Registry responded promptly and communicated with students on the resolution.

For the Science DN200 programme, the facilitation of early selection of Stage 2 Subjects and Stage 3 Majors online in July assisted with the registration of those students.

Responses to the student surveys showed that accessing online registration and confirming registration was straightforward however some students would like clearer guidance around what Option and Elective modules to choose.

Based on feedback from last year, the Next Stage tab in Online Registration (SISWeb) now shows Cores and Options listed by Major. Staff report that this is preventing many of the registration mistakes made by students in the past.

### **3.6 Support for Staff/Faculty**

The strong collaboration between the various Units/support areas (UCD Registry, Colleges and Schools, and Room Allocations) was highlighted in the staff feedback although it was mentioned that there were occasional delays in responses, possibly due to resources being stretched to meet competing priorities.

The help and support received while planning for Orientation, especially the President's Welcomes and venues for academic advisory sessions was excellent and staff greatly appreciated all the efforts to ensure that they were able to run their events.

### **3.7 Support for Students**

Undergraduate orientation went well with over 95% of Stage 1 Undergraduate survey respondents attending one or more event. Staff felt that Orientation was planned well in advance and that the central coordination worked well. Survey responses show positive feedback for the Welcome to UCD email, the President's Welcome and the support and guidance received from Faculty during the Programme Orientation talks.

However, as Orientation coincided with the teaching term due to the late issue of Leaving Cert results, there was a lack of suitable rooms for events. This left many students unable to attend their subject/pathway/programme/careers welcome talks as rooms had either reached capacity or events were located in multiple venues across campus.

The peer mentor system continues to be an excellent resource for the new Stage 1 Undergraduates and the work done by the Student Advisers to arrange Peer Mentors is greatly appreciated. Student feedback about Peer Mentors is, overall, positive but there were some issues raised about the organisation of campus tours especially



where they were scheduled for a separate day to the main activities for a particular Programme.

The Graduate Taught/Research student survey showed that communication about the GradsConnect event for Graduate Taught students was effective and that the content was relevant. It also indicated an awareness of the Graduate Research Student Orientation Day. The survey responses show that Graduate Research students find the Research & PhD Supports accessible and useful although more career related content would be welcomed.

The student surveys highlighted the fact that new students often find it difficult to locate lecture theatres and classrooms especially in larger buildings like the O'Brien Centre for Science and Newman. Dedicated tours and a floorplan map (online and/or printed) highlighting the location of key teaching spaces and student resources in various buildings would be helpful.

Enhancements to communications from Registry were made such as the bite-sized videos about registration, fees, and official documents. A number of the videos have had over 3000 views each since they were published in August 2023.

## 4. Overview of Ideas/Recommendations and any Actions Required

This section contains a summary of the key recommendations made by the various individual strand reviews as well as any relevant actions arising.

Area	Action By	Recommendations/Suggestion
<b>Curriculum</b>	Curriculum Team	Review format of the Structure Change Requests form to expand text boxes.
<b>Student Support</b>	Orientation Advisory Group	Improve signage/wayfinding for the interior of buildings.

## 5. Membership of Registration Implementation Oversight Group (RIOG)

Kevin Griffin, Senior Director of UCD Registry (Chair)

Ruth Harrison, Director: Student Registration, Fees and Data Operations, UCD Registry

Kate Griffin, Director: Customer and Curriculum Operations, UCD Registry

Caroline Barrett, Systems and Data Services: Student Registration, Fees and Data Operations, UCD Registry

Lizanne Hutton, Curriculum Team: Customer and Curriculum Operations, UCD Registry

Caroline McTeigue, Support & Training: Customer and Curriculum Operations, UCD Registry

Emma Caron, Communications Manager, UCD Registry

Associate Professor Alexander Thein, Associate Dean (Undergraduate), College of Arts and Humanities

Annette Forde, Director, College of Science Office

Emer Cunningham, UCD Graduate Studies

Stacy Grouden, UCD School of English, Drama and Film

Helen McCarthy, UCD School of Biology & Environmental Science

Bronwyn O'Callaghan, Business Systems Project Manager, UCD IT Services

Caroline Hackman, Head of IT Customer Services

Daniel Earls, UCD Commercial, Residential, and Hospitality Services

Sarah McGrath, Education Officer 2023/24, Students' Union

Marc Matouc, Graduate Officer 2023/24, Students' Union

## 6. Start Of Term 2023/24 Surveys - Key Results



## 7. Student Desk - Start of Term 23/24 Statistics



## 8. UCD College/School Offices – Start of Term 23/24 UniShare Statistics

