



UCD Registry
Clárann UCD

UCD Registration 2018/19 Review Report





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1 INTRODUCTION

The Review of Registration is an annual process in which groups from around the University carry out 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.

This document brings together the successes, challenges and recommendations identified in the individual strands of the Review of Registration 2018. The specific areas covered by the review are:

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

Section 2 of this document gives a brief summary of Registration 2018/19 while section 3 provides a more specific commentary on each area.

Section 4 contains a summary of the main recommendations made by the various individual strand reviews as well as relevant actions arising.

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 EXECUTIVE SUMMARY

Overall, Registration 2018 went well. The staff feedback provides positive comments on how strong collaboration, effective communication and stable systems contributed to a successful registration season.

Student feedback, through the Undergraduate Start of Term Survey and the Graduate Taught/Graduate Research Start of Term Survey, indicates a high overall satisfaction with the registration experience (average of 90%). The majority of respondents found the redesigned online registration system easy to navigate and there was positive feedback about the registration information provided in emails, on the website and the printed material. There was also positive feedback about the supports in place for students, especially during Orientation Week.

A summary of the survey results will be available on the [UCD Start of Term Survey¹](#) web page.

The following sub sections provide a brief commentary on what worked well for 2018/19 and what needs improvement for 2019/20. Sections 3 and 4 provide more information on specific areas.

2.1 WHAT WORKED WELL



Support and Collaboration

- Staff commended the **support and collaboration** between the different areas. Quick response times and prompt issue resolution added to the overall smooth running of the registration season.
- The **Peer Mentor system** continues to be an excellent support for incoming undergraduates with positive feedback from both students and staff. The Undergraduate Start of Term survey showed that 88% of Stage 1 respondents participated in a Peer Mentor Group with the opportunity to settle in and make friends noted as a key benefit.

¹ www.ucd.ie/students/survey.html



Communication and Information

- Staff highlighted the benefit of **clear and timely communications**, in particular the communications sent out from UCD Registry to staff and students.
- In the start of term student surveys, the majority of respondents rated the quality of information provided by UCD through **emails and the website** as either excellent or good.
- In the undergraduate survey, the majority of Stage 1 respondents felt that the new **UCD Mobile App** made it easier for them to find orientation information and many felt that they would continue to use it throughout the year.
- As in previous years, the **staff information sessions** run in June and July provided relevant and useful information. Staff also highlighted the Registry Masterclasses as a valuable source of knowledge.



Technology and Systems

- **SISWeb, Banner and the servers** were stable over the registration period with no outages reported and staff commented on how this helped processes to run smoothly.
- The look and feel of **online registration** was updated for 2018 and staff felt that the changes made the system more user-friendly and easier for students to navigate. This was borne out in the student surveys where the majority of respondents said that they found it easy to access online registration, confirm their registration and navigate through the online registration system. The new interface also allowed for short 'how to' videos to be embedded on different pages to guide students through online registration.

2.2 WHAT COULD BE IMPROVED UPON



Communication and Information

- Staff felt that **wider promotion of events** such as Get Ready for Registration and other student information sessions would be useful. Respondents to the start of term student surveys also indicated that they would appreciate more notice/reminders about events, especially those run in orientation week.
- Stage 1 respondents to the undergraduate survey felt that having more student volunteers available to **answer questions during orientation week** would be of benefit to them.



- There is a need to review the **warnings about workload** that appear for students in online registration (see Section 4 below).
- Graduate Schools felt that being able to report issues with the **Research Management System** (RMS) directly to the Enterprise Applications Group (EAG) in IT Services would speed up response times.



Reporting and Data

- There is a need to streamline the **process for requesting/checking module capacity** (see Section 3 and Section 4 below).
- Staff would like to have **InfoHub equivalents** of certain InfoView reports. The relevant area(s) will investigate the feasibility/necessity of creating these InfoHub reports.
- Programme Offices requested an **alternative to the Credit Statement** that was removed from Online Registration during the redevelopment. UView has been identified for this purpose (see Section 4 for details).
- There is a need to review how information from the **Research Management System (RMS)** is recorded in Banner.



Timing and Deadlines

- Staff highlighted the continued need for a **strict adherence to deadlines**, especially for timetable submissions and module capacity changes. The knock-on effects of a late submission or missed deadline can affect a number of schools.
- Review the timing of the **advance of certain cohorts of Graduate Students** from one academic year to the next.
- Stage 1 respondents to the undergraduate survey highlighted that many popular **orientation events overlapped** and students had to choose between them.

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 2019/20.



3 SUMMARY BY AREA

3.1 CURRICULUM MANAGEMENT

Curriculum management went well and no particular difficulties with structures or module descriptors were reported. A **stable Curriculum Management System (CMS)** and having experienced users made for a smooth experience. Staff appreciated the **prompt responses** from the Curriculum Team in UCD Registry.

There were requests for **extended access to the CMS**, beyond the July closing date, to make edits to Module Coordinator information. However, the current CMS does not allow access to be managed in that way. UCD Registry is looking at a new CMS that should allow for greater extension of access.

3.2 TIMETABLING

The timetabling process worked well, with **strong collaboration** between Systems and Data Services (UCD Registry), Room Allocations and the Schools. Staff highlighted the **professional and prompt support** provided by Room Allocations and UCD Registry, especially where there were last minute changes.

Staff emphasised the importance of having **accurate information, submitted on time**, as late submissions and missed deadlines have a knock-on effect on other processes such as programme verification and online registration.

3.3 CAPACITY

Module capacity was well managed centrally by Systems & Data Services (UCD Registry). Local management of capacity also worked well. Systems & Data Services responded quickly and efficiently to requests for changes, especially during the peak registration period.

Systems & Data Services are reviewing how to **streamline the current process** for capturing changes to capacity.



3.4 IT

Stable systems over the registration period contributed to a smooth registration season. The redeveloped online registration system worked well with no significant issues.

Some students experienced problems with their SISWeb and Google **calendars synchronizing** fully. IT Services investigated the issues and resolved them where necessary.

There is a need to ensure that information for Graduate Research students admitted through the **Research Management System (RMS)** is recorded accurately in Banner (i.e. Research Activity modules). This will require a discussion between Graduate Studies, IT Services and UCD Registry.

Graduate Schools feel that **reporting issues with the RMS** directly to the Enterprise Applications Group (EAG) in IT Services would be more efficient than relaying them through Graduate Studies.

Staff found the **reporting capabilities** within InfoHub very useful, especially for curriculum management and class lists. There were some requests for additional reporting that will be reviewed by the relevant areas.

3.5 REGISTRATION

There was positive feedback on the **updated look and feel of online registration** from both students and staff. 86% of respondents to the undergraduate start of term survey found accessing online registration either very easy or easy.

Some students had **issues completing their registration** due to an incomplete address field in their personal information section. A message in SISWeb served as a work around but a longer-term solution is under consideration for 2019/20 (see Section 4 for details).

Warnings about student workload in online registration will be reviewed as part of the implementation of new Academic Regulations for September 2019.



Due to space constraints in current **layout of the SISWeb timetable**, students need to click on a time slot to see the classroom location. However, when they print out their timetable, the location does not appear. A request has been logged to develop a printable version that includes room locations.

Tailored video content was embedded in a number of online registration pages to provide information relevant to those pages. The most widely viewed video was for the newly introduced My Registration page in SISWeb, which had over 8000 views. The video about confirming registration online had approximately 3000 views and the video about registering to Core and Option modules had over 1200 views.

The Graduate Schools would like to see closer management of the **advance of certain cohorts of Graduate Students** more from one academic year to the next. UCD Registry will review this process for 2019/20.

For 2019/20, UCD Registry are looking to streamline the registration process by allocating **module registration start times** for all students and removing the need for undergraduates to go online to book one themselves.

3.6 SUPPORT FOR STAFF/FACULTY

The **information sessions** held over the summer provided key registration information and highlighted the supports available to staff, faculty and students at the start of term. Staff also felt that the capacity management workshop and other **Masterclasses** run by UCD Registry were useful, especially for new staff.

The staff review highlighted the **prompt and professional support** provided by UCD Registry. However, occasional peaks in the volume of queries did affect response times. The workflow for registration season queries will be reviewed as part of the planning for 2019/20.

Overall, the **support and collaboration** between all areas involved contributed to a smooth registration season.



3.7 SUPPORT FOR STUDENTS

Orientation week was successful and the undergraduate survey shows that **94%** of Stage 1 respondents attended. 79% of Stage 1 respondents rated the President's Welcome as excellent or good while 92% rated their Programme Welcome as excellent or good.

Student and staff feedback shows that the **Peer Mentors and Orientation Guides** are a crucial support for incoming undergraduate students during orientation and the start of term.

The social events also helped students settle in to UCD and the survey indicates that they would appreciate more events, especially later in the evenings. Feedback also suggests that UCD need to **increase the promotion of events** and make better use of the website and social media channels.

The **Get Ready for Registration Event** was well attended and provided information to incoming undergraduates around registration and the start of term. This year, it was broadcast on Facebook Live for students who could not physically be there.

Responses to the start of term surveys show that, overall, **students appreciate the supports put in place** to help them through registration and the start of term.

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.

Action category	Action by	Recommendations/actions required
Capacity Management	Systems & Data Services (UCD Registry)	Implement an online form for Schools to update their module capacity with oversight from Registry.
	Systems & Data Services (UCD Registry)/ IT Services - EAG	Explore the feasibility of creating a report in InfoHub that allows staff to check if there are any modules with incomplete registrations to tutorials etc. The report would be similar to SIS105 in InfoView.
	Systems & Data Services (UCD Registry)	Make sure staff are aware of the reports available to them in InfoHub. Email updates can help with this.
IT related systems and developments	Systems & Data Services (UCD Registry)/ IT Services - EAG	Request has been logged to develop a printable version of the SISWeb timetable that includes room locations.
	IT Services – EAG/ Graduate Studies/ Student Records (UCD Registry)	Review how information from the Research Management System (RMS) is recorded in Banner.
Registration (online/central/manual)	Systems & Data Services (UCD Registry)/ IT Services - EAG	Consider allocating module registration start times for all students and remove the need for start time booking by undergraduates.
	Systems & Data Services (UCD Registry)	Provide more structure to the registration dates available to Erasmus, Occasional, JYA and related students. Perhaps consider giving a number of options of days to commence.
	Systems & Data Services (UCD Registry)/ IT Services - EAG	Find a clearer way to flag for students what sections of the personal information section of online registration need to be completed e.g.



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Action category	Action by	Recommendations/actions required
		accommodation type.
	Systems & Data Services (UCD Registry)/ IT Services - EAG	Workload alerts and controls will be reviewed as part of planning for Online Registration 2019 as a consequences of new Regulations for September 2019.
	Student Records Team (UCD Registry)	Look at timing and processes around the advance for Graduate Students.
	Systems & Data Services (UCD Registry)	Update UView to provide students with more credit information, e.g. by module code/stage, as an alternative to the Credit Statement.
Staff Supports	UCD Registry	Make sure Schools know about student supports like the Registration Made Easy Labs.
	UCD Registry	Look at streamlining workflow for registration queries from staff.
Student Supports-Communications	UCD Registry - Communications Officer	Provide more information on website regarding Get Ready for Registration event/ student information sessions
Student Supports-Registration help	Systems & Data Services (UCD Registry)	Provide clarification on the online registration screen regarding Elective modules and appropriate levels for Stage 1 students.
Student Supports-Orientation	Orientation Advisory Group	Look at the possibility of creating a central peer mentor unit to manage that area each year.



5 REGISTRATION IMPLEMENTATION OVERSIGHT GROUP MEMBERSHIP FOR 2018/19

Kevin Griffin, Director of UCD Registry (Chair)

Andrew Myler, Director: Administrative Services, UCD Registry

Dara Gannon, Deputy Director: Administrative Services, UCD Registry

Ryan Teevan, Deputy Director: Administrative Services, UCD Registry

Caroline Barrett, Systems and Data Services: Administrative Services, UCD Registry

Hayley Burke, Curriculum Team: Administrative Services, UCD Registry

Caroline McTeigue, Support & Training: Administrative Services, UCD Registry

Emma Caron, Communications Officer, UCD Registry

Dr Fionnuala Dillane, Associate Dean, Arts and Humanities

John Buckley, School/Programme Office, UCD Veterinary Sciences Centre

Angela Evans, Graduate School Manager, College of Engineering and Architecture Administration Office

Janet Carton, UCD Graduate Studies

Karen Jackman/Pauline Slattery, 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

Eoin Hanratty, Head of IT Customer Services

June O'Connor, UCD Commercial, Residential, and Hospitality Services

Stephen Crosby, Education Officer, Students' Union

Niall Torris, Graduate Officer, Students' Union

6 START OF TERM 2018/19 SURVEYS - KEY RESULTS

