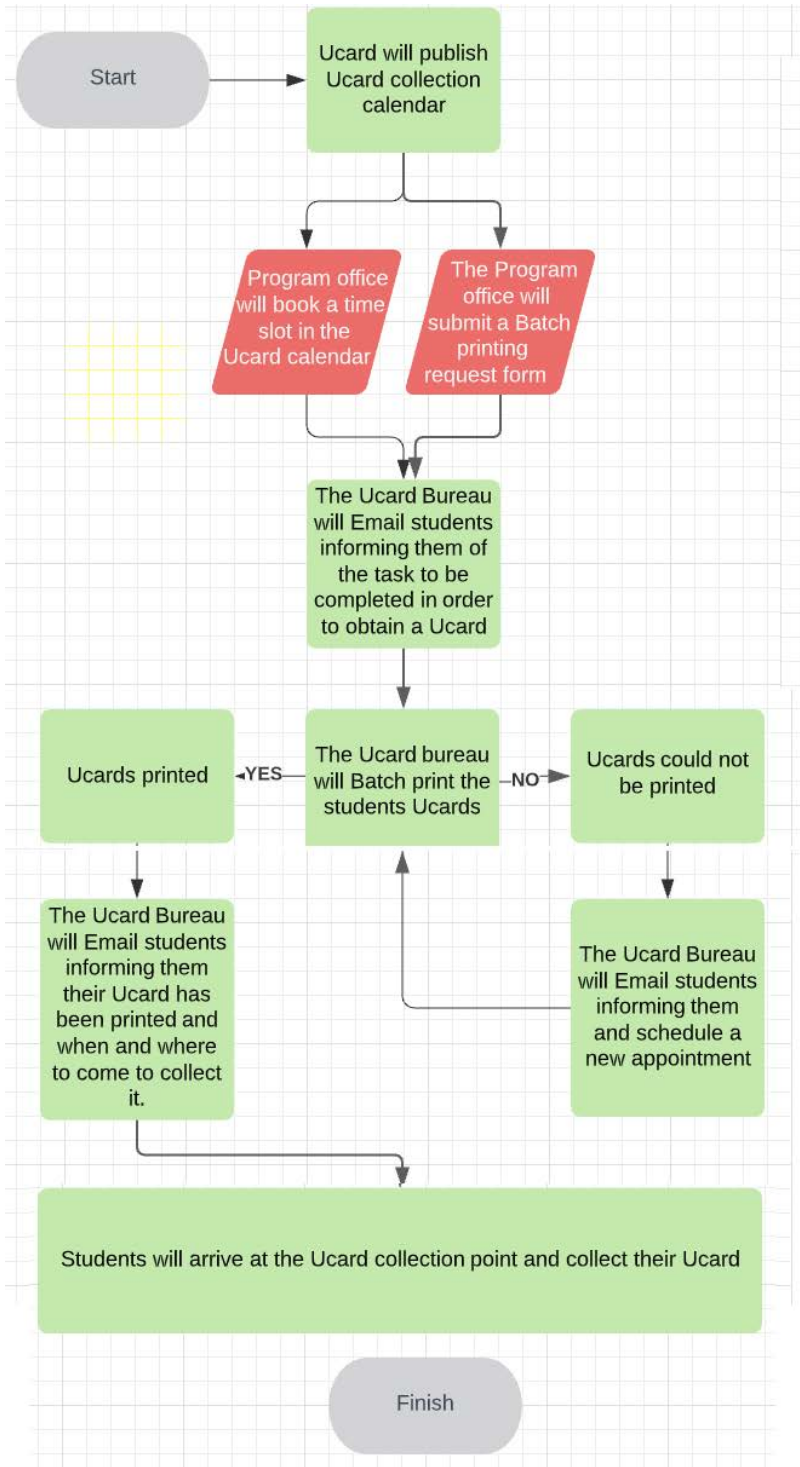


UCARD Questions

1. What is the procedure to be followed during orientation for the collection of U-cards - by undergraduate students, postgrads and postdocs?
2. [The process for distributing Ucard will be the same for all cohort of students](#)



[A Batch printing request form is required for all student cohorts. This is the tool we will use to communicate with all students](#)

The Ucard Bureau will manage the process from here, Students will receive an email with instructions from the Ucard Bureau informing them of the following.

- The tasks which must be completed before we are able to print a Ucard for them
- They will receive a confirmation email when we print their Ucard
- The confirmation email will tell them where to go and date and time for them to come and collect their Ucard
- They will be informed if they do not receive the confirmation email, it was because their Ucard could not be printed and asked not to come to the Ucard collection point. They will receive a follow up email with instruction on how to proceed.
- They will be asked to bring the following
 - A form of photographic identification (Passport, Driving licence, Garda ID)
 - The confirmation email with the date and time
 - They must have their student number ready
 - They are required to wear a face covering
 - Only Students collecting a Ucard will be permitted to enter the building

3. Please explain clearly what each of these groups is being asked to do. Where do they go?

- Before a Ucard can be printed, the student must complete the UCD registration process on SISWEB, (accept the UCD T&Cs and click the confirm registration button)
- In order to print a Ucard, the student must upload a photo to SISWEB.
- The Ucard bureau collection point will be based in Building 71 from the 10th of September till the 24th of September outside of these dates, we will be based in the Copi Print shop in the JK section of the Newman building.

4. At what times?

- The appointment time is based on the time slot book by the school in the collection calendar, for example
- A school books a timeslot for 2:00 – 4:00 on Thursday 23rd of September for 350 students
- When we send the confirmation email to the students, We will send the email to the first 50 student and invite them to arrive 2:00
- The second 50 will be asked to arrive at 2:15
- The next 50 will be asked to arrive at 2:30
- And so on, this way we control the flow of students and avoid congestion in the Ucard collection point.

5. What do they bring?

- They will be asked to bring the following
 - A form of photographic identification (Passport, Driving licence, Garda ID)
 - The confirmation email with the date and time
 - They must have their student number ready
 - They are required to wear a face covering

6. What contact details can we have for them in case of u-card queries.
 - All contact for Ucard queries will be email ucard@ucd.ie
 - Students must provide their student number and brief description of the issue.
 - Preferably using their [ucdconnect](#) email account.
 - We will follow up and if necessary invite the student to the Ucard bureau

7. What measures are going to be put in place to adhere to social distancing guidelines.
 - The following measures will be in place.
 - Student will enter the room from the front door and will exit the room by the back door, a one way system.
 - Hand sanitiser will be placed at the entry door
 - Floor marking for queuing will be in place to ensure social distancing
 - Protective screens will be in place at the Ucard distribution desks
 - All students are required to wear a face covering
 - When Ucards are collected, they are recorded, therefore we can use this information for contact tracing if needed.

8. Will they be asked to either register in advance, can they just turn up, will they be asked to fill out a contact tracing form if they are a new student postgrad or postdoc?

All Ucard collection is by appointment only. Students will be invited to the Ucard Bureau collection point when their Ucard has been printed.
 Student Ucard numbers will be recorded and can be used for contact tracing.

9. What provision is made for people who use sign language are interpreters present at the different zones and where the u-card is collected?

No provision has been made for people who use sign language; If necessary we can use a computer to communicate with these students.

Ucard - will the hand of UCards to Students ensure there is no impact to access the UCD Libraries?

There is no change to the way in which students access the library,

The new process we are implementing is designed to make the handover of Ucard more efficient and therefore a benefit to all concerned, The more students who receive a Ucard during orientation week the more students who can access the library sooner.

I know that this is absolutely not Registry's area , but rather UMT, (and I'm sorry to use this platform to query it) but any clarity at all on what the guidance is for the new academic year would be great e.g. how many students are permitted indoors in lecture theatres. It's literally impossible to plan when we don't have this clarity. I appreciate that you may not have this information.

Not applicable to Ucard Bureau

Ucard - lists of students during orientation week are likely to change. Is it possible for them to set up an outdoor marquee to receive groups of students, rather than the College Offices having to send them lists of students.

We have a duty of care for the health and safety of the students and staff, The days of large groups of students gathering in one location is no longer acceptable.

Building 71 is perfect for our needs. It allow a one way system and is large enough to accommodate a safe queuing system to distribute Ucard,

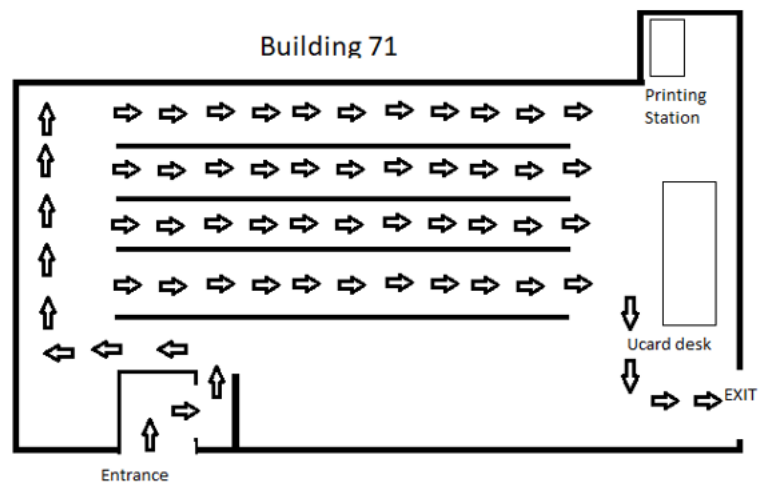
The main reason for requesting lists of students is to improve the success rate for students to complete the registration process and therefore avoid delays in processing their Ucard.

The list allows us to communicate directly with the students and provide the support in order for them to complete the pre-requisites and allow us to print their Ucard, This system is beneficial to all concerned, a more efficient distribution method means

- Less queuing time time for the student (important for social distancing)
- Less administration time for the schools and colleges chasing students to complete their registration (the Ucard Bureau will manage this process)
- The more students who receive a Ucard the better for UCD services (such as the Library)
- The more students who complete the pre-requisites the more manageable ucard distribution is for the Ucard Bureau.
- Again the more student who complete the pre-requisites the better for registry.

Ucard Collection Point

- Building 71



From Annette Forde to Everyone: 12:27 PM

Where can we find the Batch Printing request forms?

From Mairead Magee to Everyone: 12:30 PM

Visiting Students who not part of the Orientation process proper, can arrive during orientation week How should they go about getting a UCard?

Visiting students who are not captured in the orientation week process will be required to submit a new Ucard request by email; newucardrequest@ucd.ie Providing their student number.

The Ucard bureau will check if their Ucard can be printed if yes they will receive a confirmation email and will be invited to come to the collection point and receive it, if not then they will receive an email to provide support to resolve the issue.

From Mary Flood to Everyone: 12:31 PM

when will the Schools be asked to do whatever they need to do to help organise the cards for their students I have not been asked to do anything and if I need to I would like to know

The action for the schools is;

Send a Batch printing request form to ucard@ucd.ie

For postgrads + other cohorts, this must be sent before the 7th of September

For Undergrads this must be sent before the 16th of September

For Undergrads book a timeslot in the Ucard collection calendar (this is available via google sheets)

From Mairead McCann to Everyone: 12:32 PM

Hi Tom, Just wondering if you will also need batch forms for students who receive subsequent round offers outside of orientation week up until 7th Oct?Thanks

Yes,

We will be using this model for delivery going forward so any new courses new batches of students we need to know about them, Our policy going forward is to be proactive not reactive.

From Mary Flood to Everyone: 12:33 PM

How does it work for Erasmus students

I will require a batch printing request for all Erasmus students and any other cohort of students. Once I have this information, they will be processed just the same as postgrad students.

From Darcey Jackson to Everyone: 12:34 PM

Hi Tom - How will we know if the College Office will let you know about our students or if we (as a School) should let you know? Thank you (School of History)

Good Question,

Without an org chart I cannot be sure everyone has been captured in the communication. I would suggest the college would liaise with the schools to ensure all schools are accounted for and decide who sends the required information.

From Mary Flood to Everyone: 12:35 PM

what facility is being put in place for students who need the assistance of a sign language interpreter during orientation or for those who need a quiet space

A Ucard agent will be placed on the entrance door to building 71 and will be advised that any students who require special attention will be treated respectfully and given priority. I do not have facilities for a sign language interpreter.

From Elena Keany to Everyone: 12:36 PM

Will the Ucard website be updated to provide this information to students?

Yes we are currently working on the Ucard website and all information will be available to students.

From Colin Burke to Me: (Privately) 12:38 PM

Hi Tom, if you don't mind sending me on the Q&A document, I can drop it in the RWG Community Hub. Thanks Colin (usm@ucd.ie or colin.burke@ucd.ie)

From Jocelyn O'Shea to Me: (Privately) 12:39 PM

Thank you Tom. You obviously put in a massive amount of work. It is really appreciated and welcomed. In the past, my unit was probably one of the worst offenders but we will do our best to improve and not cause too many headaches.

From Maureen Reynolds to Everyone: 12:43 PM

Tom.sheridan@ucd.ie

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[Org chart from Jason](#)