Q1 What is your College?

Answered: 779   Skipped: 0
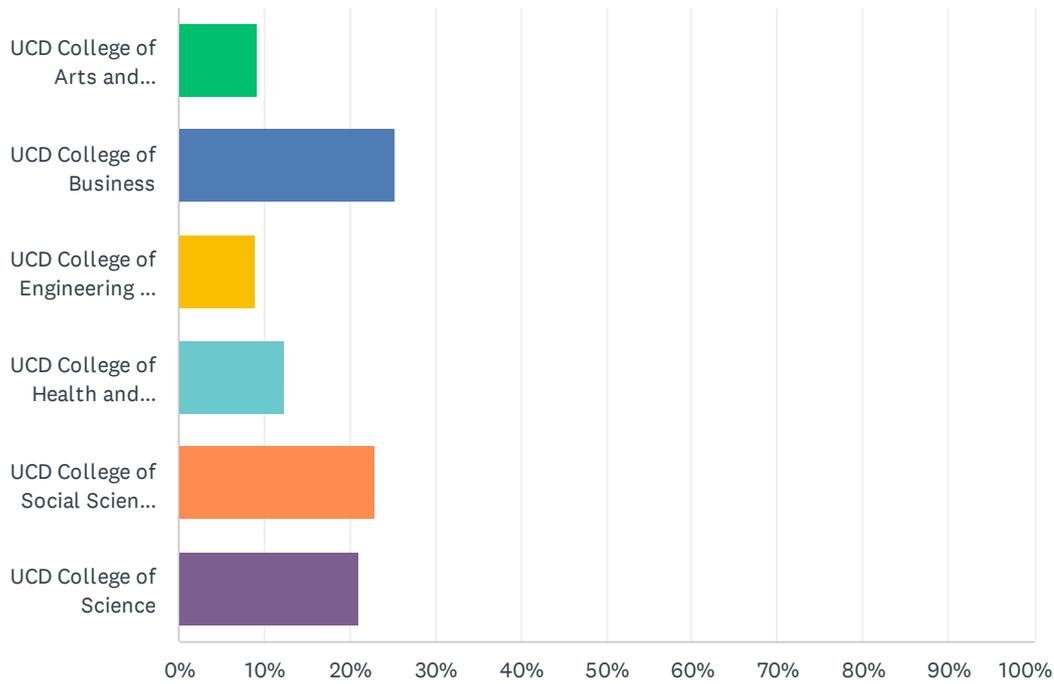
ANSWER CHOICES	RESPONSES	
UCD College of Arts and Humanities	9.11%	71
UCD College of Business	25.42%	198
UCD College of Engineering and Architecture	8.99%	70
UCD College of Health and Agricultural Sciences	12.32%	96
UCD College of Social Sciences and Law	23.11%	180
UCD College of Science	21.05%	164
TOTAL		779

Q2 Which of the following best describes you?

Answered: 779   Skipped: 0
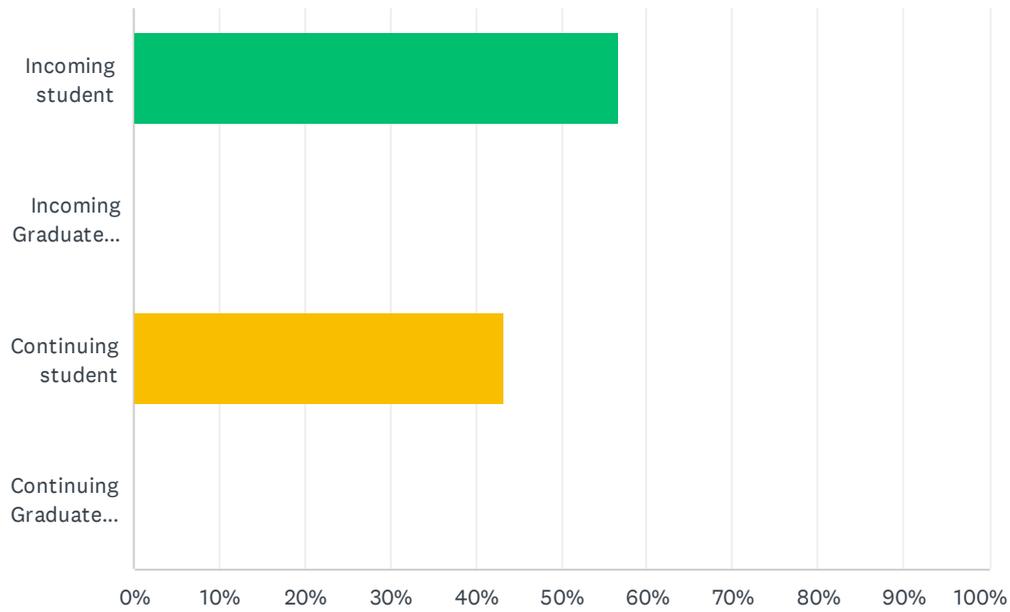
ANSWER CHOICES	RESPONSES	
Incoming student	56.74%	442
Incoming Graduate Research student.	0.00%	0
Continuing student	43.26%	337
Continuing Graduate Research student.	0.00%	0
TOTAL		779

Q3 Were you aware of the virtual GradsCONNECT event hosted online by UCD Graduate Studies for incoming graduate students?

Answered: 433   Skipped: 346
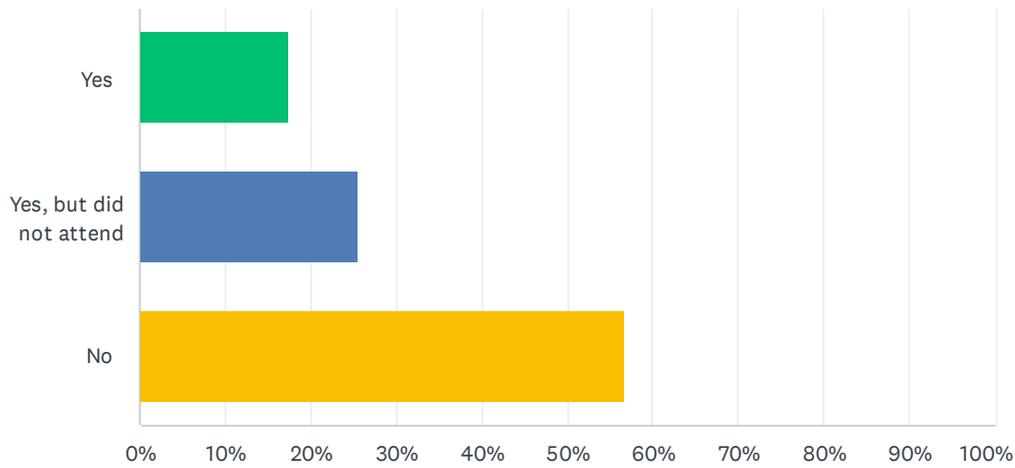
ANSWER CHOICES	RESPONSES	
Yes	17.55%	76
Yes, but did not attend	25.64%	111
No	56.81%	246
TOTAL		433

Q4 Overall, how would you rate the GradsCONNECT event under the following criteria?

Answered: 65   Skipped: 714

Medium (YouTube Live), Communication about the event, Time of event, Duration of event, Supporting information, Content material & ...

Legend: Excellent (green), Good (blue), Poor (yellow)
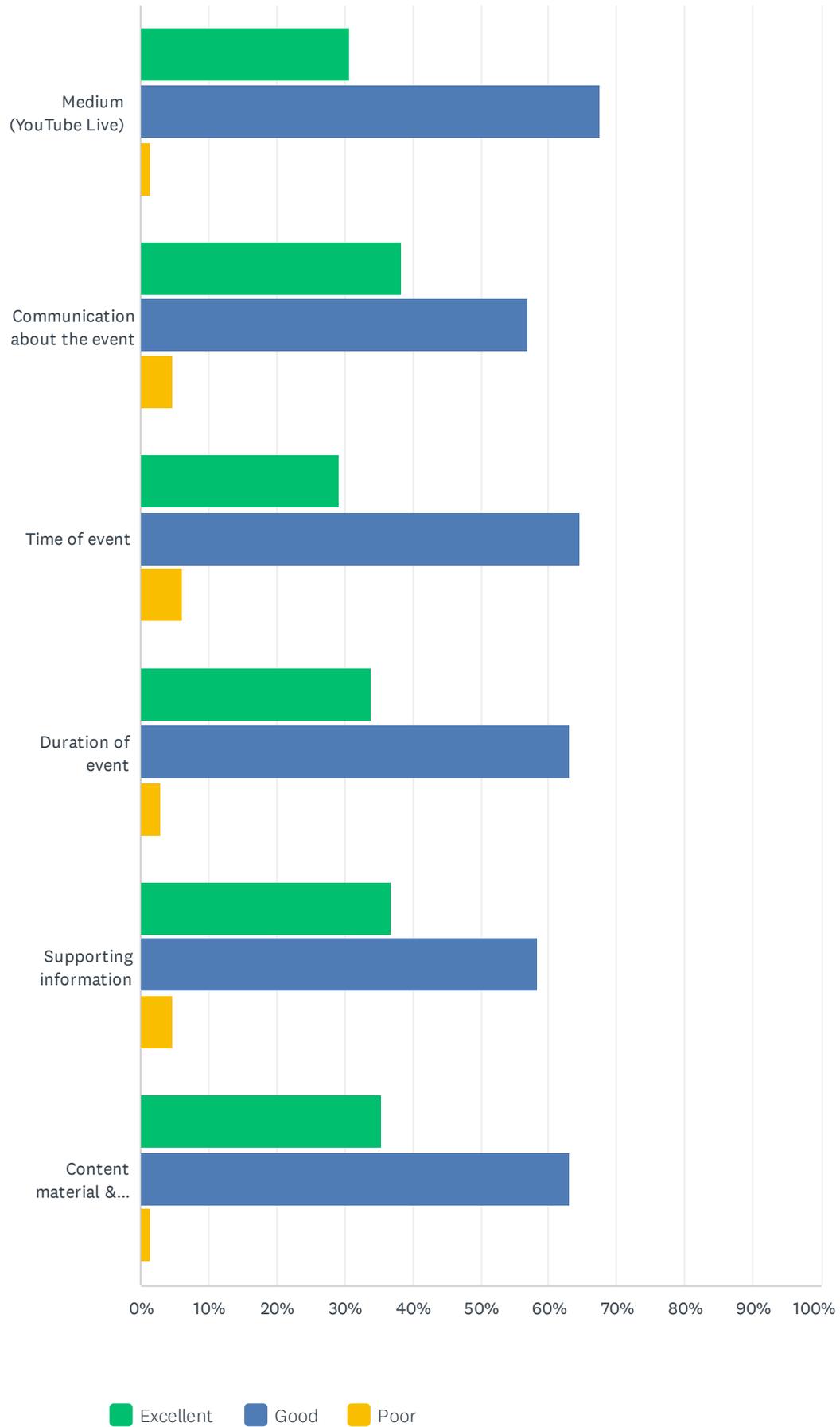
	EXCELLENT	GOOD	POOR	TOTAL
Medium (YouTube Live)	30.77% 20	67.69% 44	1.54% 1	65
Communication about the event	38.46% 25	56.92% 37	4.62% 3	65
Time of event	29.23% 19	64.62% 42	6.15% 4	65
Duration of event	33.85% 22	63.08% 41	3.08% 2	65
Supporting information	36.92% 24	58.46% 38	4.62% 3	65
Content material & relevance	35.38% 23	63.08% 41	1.54% 1	65

| #	ANY OTHER COMMENTS OR SUGGESTIONS?	DATE
1	To improve more	11/5/2021 10:11 AM
2	No suggestions.	11/5/2021 9:59 AM
3	More explanation on brightspace, ect	10/22/2021 3:55 PM
4	An overall satisfactory introduction.	10/22/2021 1:55 PM
5	Maintain the standard	10/22/2021 1:49 PM
6	Loads of useful information provided, reminder was also sent for the event, brilliant.	10/22/2021 12:09 PM
7	.	10/22/2021 10:04 AM
8	Was attending a fair for the first time, I think more clarity should have been provided on how it was to be conducted, so that students could manage their time efficiently.	10/22/2021 9:56 AM
9	NA	10/22/2021 9:55 AM

Q5 Which of the following best describes you?

Answered: 752   Skipped: 27
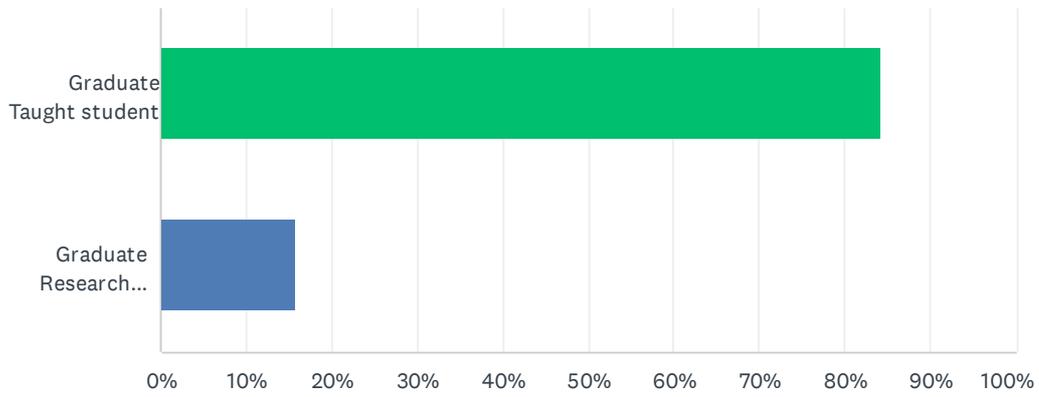
ANSWER CHOICES	RESPONSES	
Graduate Taught student	84.31%	634
Graduate Research student	15.69%	118
TOTAL		752

Q6 Were you aware of 'Introduction to UCD module' on Brightspace for incoming Graduate Research students?

Answered: 119   Skipped: 660
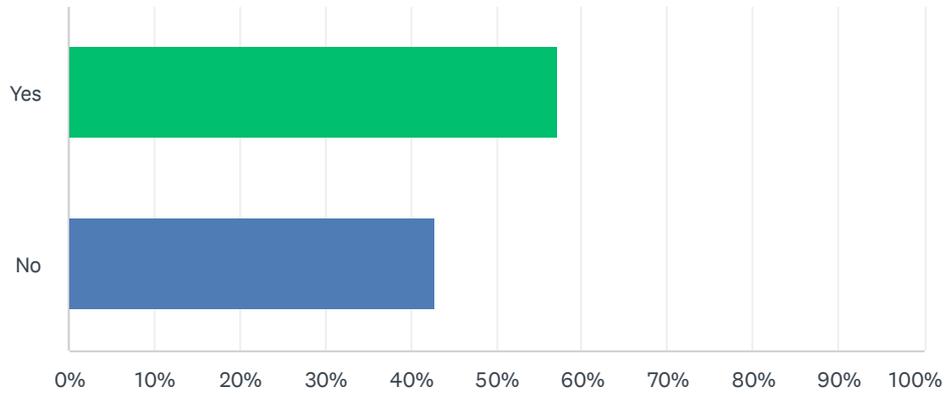
ANSWER CHOICES	RESPONSES	
Yes	57.14%	68
No	42.86%	51
TOTAL		119

Q7 Overall, how would you rate the 'Introduction to UCD' on Brightspace under the following criteria?

Answered: 60   Skipped: 719
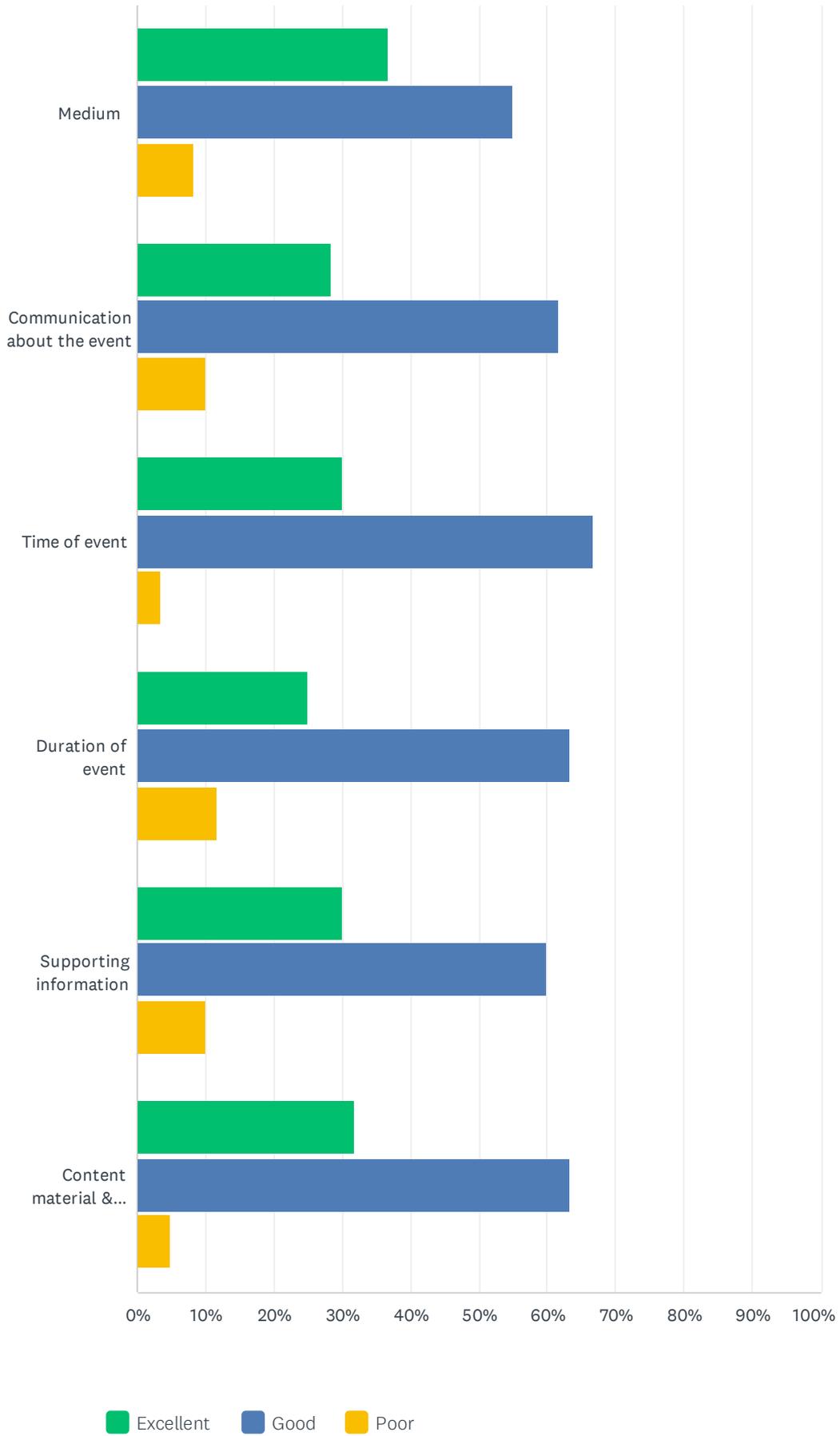
	EXCELLENT	GOOD	POOR	TOTAL
Medium	36.67% 22	55.00% 33	8.33% 5	60
Communication about the event	28.33% 17	61.67% 37	10.00% 6	60
Time of event	30.00% 18	66.67% 40	3.33% 2	60
Duration of event	25.00% 15	63.33% 38	11.67% 7	60
Supporting information	30.00% 18	60.00% 36	10.00% 6	60
Content material & relevance	31.67% 19	63.33% 38	5.00% 3	60

#	ANY OTHER COMMENTS OR SUGGESTIONS?	DATE
1	I took it last year (not this year as I was a continuing student) so I don't fully remember th module.	11/5/2021 10:37 AM
2	None	11/5/2021 10:02 AM
3	I don't remember, I already completed it last year.	10/22/2021 12:08 PM
4	i didn't take it; i couldn't find it on brightspace	10/22/2021 11:59 AM
5	I'm aware of the introduction to UCD talk that happened on zoom and that there is a module on Brightsapce but I was unable to register for the module	10/22/2021 11:20 AM
6	It was very difficult adjusting to online everything. Coming from a different country and starting in multiple roles on campus, between the flood of emails and introductory events it was overwhelming. Possibly a post-covid-lockdown sensitivity but I found it very difficult to get started and solve issues through admin.	10/22/2021 10:53 AM
7	Brightspace is a nightmare, and it was not even possible to self-enrol in the module until after the event.	10/22/2021 10:46 AM
8	Haven't looked at it as I'm not a new student	10/22/2021 10:38 AM
9	There was no agenda and no understanding of how long sessions would go on for. As a mum of a young child trying to plan childcare around many of these events was not easy.	10/22/2021 10:20 AM
10	too vague, broad, services/people introducing themselves... more precise/concrete info needed	10/22/2021 10:10 AM

Q8 Are you aware that current Research Students can access a range of Research & PhD Supports such as a Graduate Orientation module (Brightspace) and through the Graduate Studies website access to Transferable Skills workshops and Research & Professional Development Planning (RPDP) resources?

Answered: 104   Skipped: 675
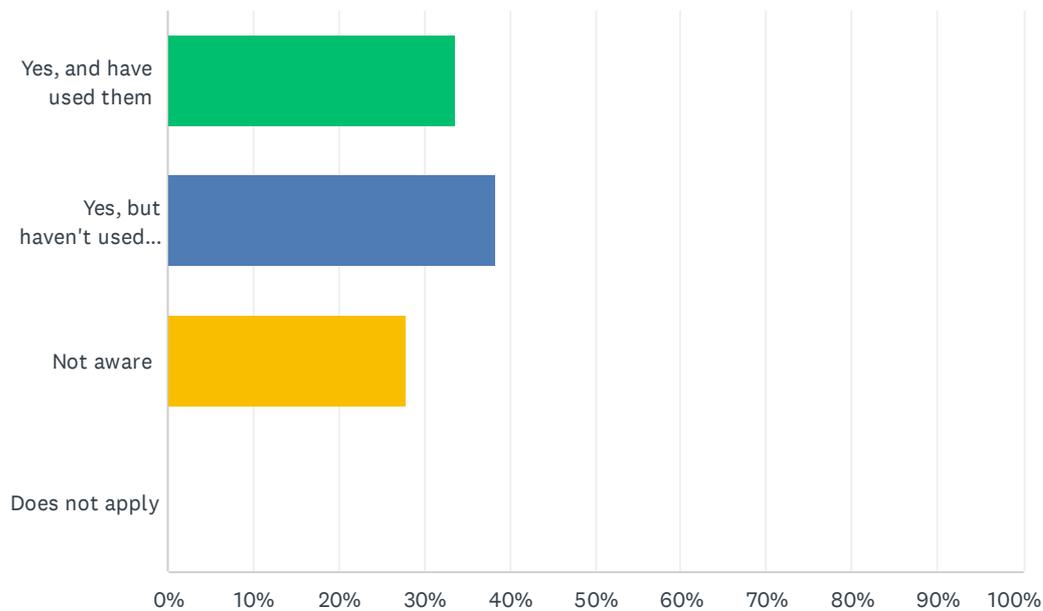
ANSWER CHOICES	RESPONSES	
Yes, and have used them	33.65%	35
Yes, but haven't used them	38.46%	40
Not aware	27.88%	29
Does not apply	0.00%	0
TOTAL		104

Q9 If you have visited Research & PhD Supports please tell us:

Answered: 15   Skipped: 764

ANSWER CHOICES	RESPONSES	
What did you find useful about it?	100.00%	15
What else would you like to see added to it?	53.33%	8

#	WHAT DID YOU FIND USEFUL ABOUT IT?	DATE
1	I took the orientation module and signed up for a workshop recently	11/5/2021 4:34 PM
2	A number of my questions were answered here, easily accessible and navigable	11/5/2021 11:44 AM
3	I found the information about the RPDP useful	11/5/2021 10:39 AM
4	Coffee breaks were useful during the pandemic and I've attended the workshops in the past (before and during covid)	11/1/2021 11:15 AM
5	It's very detailed and clarifying.	10/29/2021 10:48 AM
6	I attended the introduction session instead of using the module online, while it was long, it was useful	10/28/2021 11:27 AM
7	I liked the transferable skills webinars and training events	10/22/2021 4:50 PM
8	NA	10/22/2021 3:41 PM
9	Everything, thanks!	10/22/2021 3:20 PM
10	Don't know where they even are	10/22/2021 1:31 PM
11	About how to fill in my payslip	10/22/2021 11:16 AM
12	I just discovered them.	10/22/2021 10:54 AM
13	Document archive	10/22/2021 10:19 AM
14	Planning my research style	10/22/2021 10:19 AM
15	I found the workshops on imposter syndrome and procrastination quite useful	10/22/2021 9:55 AM
#	WHAT ELSE WOULD YOU LIKE TO SEE ADDED TO IT?	DATE
1	Maybe to have all deadlines/meetings (eg, stage transfer assessment, rsp meetings) in list in one place. I found I had to go back between the graduate student handbook and the page on the rprp a few times	11/5/2021 10:39 AM
2	If I remember correctly from my beginning here, while a lot of things are signposted, I think it may be useful to provide more information on the pathway of registration (i.e. when to do what)	10/28/2021 11:27 AM
3	It would be nice to have a help desk just for graduate students - the current one seems tailored to undergrads.	10/22/2021 4:50 PM
4	NA	10/22/2021 3:41 PM
5	Better directions and for students who haven't done their under grand in ucd given a tour and tips where to find things like this	10/22/2021 1:31 PM
6	n/a	10/22/2021 10:54 AM
7	More information especially for international students and more details on how to prepare the RSP meeting	10/22/2021 10:19 AM
8	specific workshops for underrepresented groups e.g. gender, sexual, ethnic minorities	10/22/2021 9:55 AM

Q10 How did you find the following aspects of online registration (via SISWeb) for 2021/22?

Answered: 687   Skipped: 92

Legend: ■ Excellent ■ Good ■ Poor ■ Didn't do it/Not Applicable
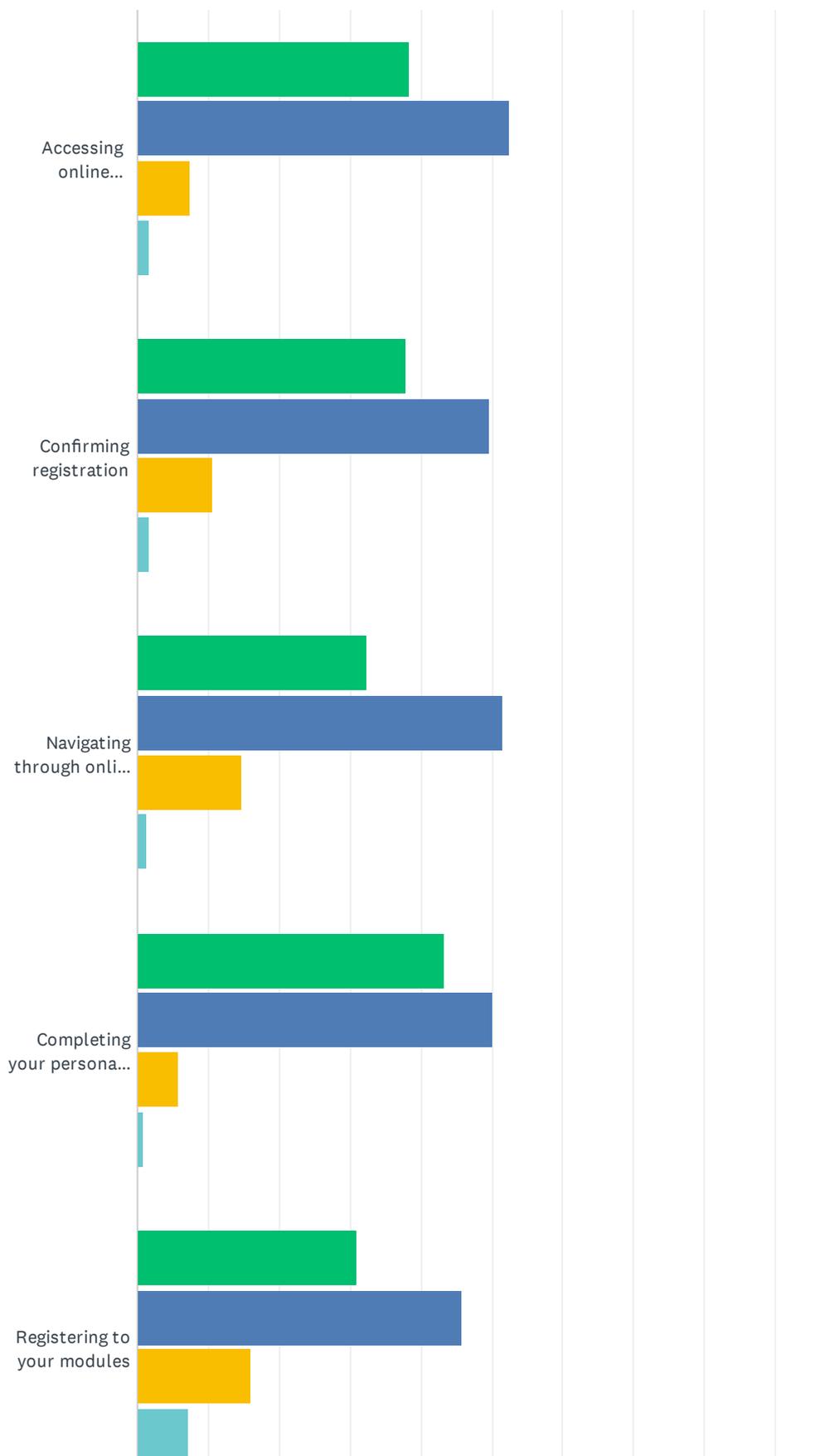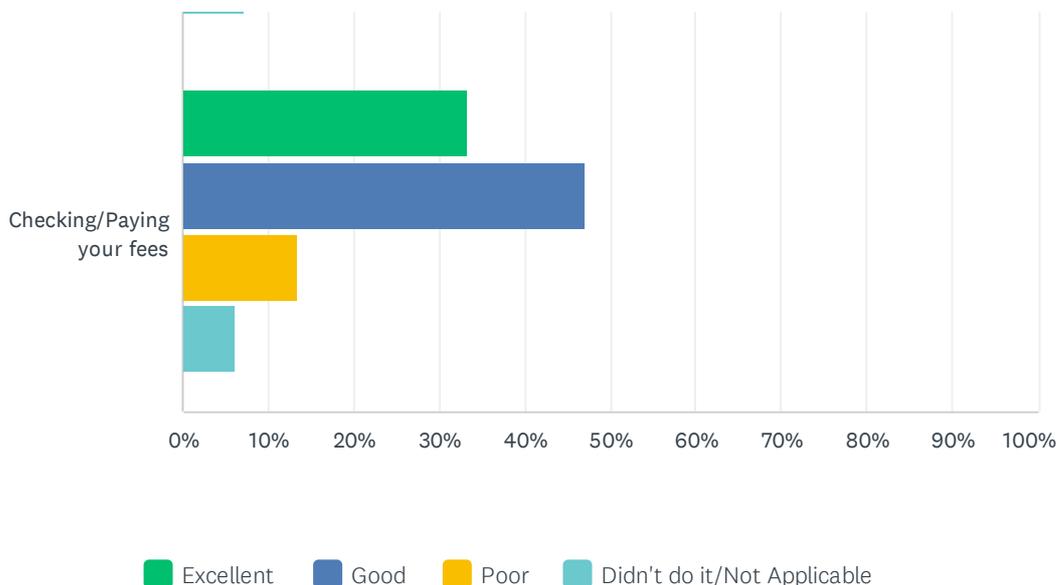
	EXCELLENT	GOOD	POOR	DIDN'T DO IT/NOT APPLICABLE	TOTAL
Accessing online registration	38.43% 264	52.55% 361	7.42% 51	1.60% 11	687
Confirming registration	37.99% 261	49.78% 342	10.63% 73	1.60% 11	687
Navigating through online registration	32.31% 222	51.67% 355	14.70% 101	1.31% 9	687
Completing your personal information	43.38% 298	50.07% 344	5.68% 39	0.87% 6	687
Registering to your modules	30.86% 212	45.85% 315	16.01% 110	7.28% 50	687
Checking/Paying your fees	33.33% 229	47.02% 323	13.39% 92	6.26% 43	687

#	ANY OTHER COMMENTS?	DATE
1	Not a clear process for someone unfamiliar with the registration processes	11/8/2021 3:00 PM
2	I found SIS web a bit confusing at the start. I had to spend quite a bit of time navigating the site to get to where I wanted to be	11/8/2021 9:29 AM
3	Fees were confusing and showed up late	11/8/2021 8:42 AM
4	The online registration was efficient to navigate.	11/7/2021 9:32 PM
5	I find the overall interface of SISWeb difficult to use. It often feels like an impossible task trying to find a specific page because there is so much information in one place. The fees page also displayed completely wrong price numbers at the start of the semester for students staying in campus residences and caused major anxiety.	11/7/2021 6:09 PM
6	I have to use a Google form to register. I haven't used the registration module.	11/5/2021 4:36 PM
7	I think SISWeb does not list all of the available modules for registration and it's time consuming to be submitting separate forms for auditing modules in general or taking specific modules that were not listed.	11/5/2021 11:22 AM
8	The IT system not updated for my case even though I have finished filling. Need to contact to IT service to sort this issues. The online updating need to be improved	11/5/2021 10:51 AM
9	Fab to be in person	11/5/2021 10:40 AM
10	In general, I got a very poor impression of UCD. The Graduate Study Board made the transfer from another Irish university very difficult and I got very little hands-on support. My department wasn't able to provide information about the modules available or where to get	11/5/2021 10:27 AM

	information and support. I am an international student, nobody contacted me offering support for international students.	
11	I was pre registered to some of my modules and found it difficult to ascertain how many other modules I needed or could register to.	11/5/2021 10:22 AM
12	I wasn't notified when my registration would be, nor was I sent any communication about registration. Other than having been accepted to continue my studies at PhD level and having been in communication with my advisors, I'd not have known anything about registration. Further, I needed to contact the Services Desk a number of times and by chance I called on 12th September, which happened to be when my registration was to open. With that said, I was then told I was in the system though had not been allotted a time. It was a stressful time.	11/5/2021 10:03 AM
13	Good	11/5/2021 9:59 AM
14	I wish that Fees were all in one place (ie - tuition and student housing, if applicable) rather than in separate locations on SISWeb. It would be a lot easier/better to see it all in one place.	11/5/2021 9:52 AM
15	Very poor process. I felt, and still feel like a number. It's difficult to get a hold of professors after the classes, and the module coordinator is not helpful at all. Also, for the first 2 weeks, my registration was messed up and I had to force the admissions office to sort it out. I missed a few classes because of it, but again, the professors didn't care. I'm very unhappy with the process.	11/2/2021 11:33 AM
16	Overwhelming at first, due to the weight of info, but straightforward once I understood what was required	11/1/2021 8:31 AM
17	Most of the optional models were seen full taken on the day of opening my module registration.	10/28/2021 10:40 PM
18	It was not immediately clear what the fees were for each instalment, I had to dig to find that information. SIS web is ok but could be easier to navigate.	10/28/2021 12:08 PM
19	Was difficult to get information from the course director about modules, which delayed me registering. I do not understand why we had to wait so late to register, it would have been nicer to be able to register sooner to be able to organise better. Also it would be a nice feature if sisweb automatically told you what balance of your fees you need to pay before what date. As I had to look up payment deadlines separately and this could be automated.	10/27/2021 4:20 PM
20	Really helpful that my core courses were already selected!!	10/27/2021 11:09 AM
21	I had IT issues relating to my account and had to contact IT several times. My password reset was not working and I was unable to set a new password even with the password IT gave me.	10/26/2021 4:32 PM
22	A lot of modules were full by the time my registration window came around. It's baffling not to have a full choice of modules available based on the fact that UCD have selected a later registration time for some students.	10/26/2021 1:06 PM
23	Dreadful communications by people and systems; outdated, completely unintuitive systems and interfaces; no appreciation of those coming from outside UCD.	10/26/2021 7:21 AM
24	Options for providing proof of qualification when more than 20 years in past is very onerous.	10/25/2021 8:18 PM
25	Would prefer a system that states when you have successfully completed each section, only one section is ticked, so will have to email to follow up if registration is complete An email to confirm full registration would be a great addition. Also had to email about fees. As I was paying in installments, I had to search the website for how much to pay in each. In other 3rd level institutions it is all broken down for you on your personal fees page in registration.	10/25/2021 4:47 PM
26	I suppose as a new student my registration time was later than continuing students, so by the time I started my registration, many classes were already full. There is no way to be waitlisted for a class, which is unfortunate. Some of the information on the modules' pages was inaccurate. It was also not clear that I would be registering for both fall and spring terms at the same time (unusual for some international students).	10/25/2021 10:20 AM
27	I found it difficult to find the pay fees section.	10/24/2021 10:46 PM
28	Traffic lights on the Clonskea exit need to be adjusted to allow cars to exit in a single change	10/24/2021 10:27 PM
29	1. Financial information on bursaries, amounts due could be made available on SISWeb	10/24/2021 7:21 PM

earlier than in mid-September. 2. Had to play with the image size to make it possible to upload to the site. Ideally, there should be no limit on the image size or dimentions.

30	I had an issue with a module and the coordinator was able to walk me through it towards a favourable result	10/24/2021 3:00 PM
31	Have not received information on how to get a student card. When I visit the website it says not to email them and to wait to be sent an email regarding student card collection.	10/24/2021 12:35 PM
32	After I was registered, I received several emails telling me to register or I would be fined. It took me a while to realise these emails were sent to all students, regardless of their registration status. It felt threatening, stressful and, in my case, unnecessary	10/23/2021 3:17 PM
33	A lot of improvements can be done in the overall process. I found it okay but many of my friends found it confusing and needed help.	10/23/2021 12:36 PM
34	Registering to modules had errors and insufficient documentation on how load needs to be distributed. My fee was mistakenly set to non-EU but it should have been EU according to my application docs.	10/23/2021 8:51 AM
35	MA students are not phD students and prob should not be treated equally	10/22/2021 11:23 PM
36	Modules were appearing differently on different parts of sisweb which was confusing.	10/22/2021 7:49 PM
37	It was very difficult to find information on exactly how much I had to pay in my first installment and if the deposit counted towards it.	10/22/2021 6:32 PM
38	Had to get a lot of help as not very good with computers.	10/22/2021 5:42 PM
39	It is 2021, why in the world are you having students fill out GOOGLE DOCS to register for classes? The tech to generate sample module schedules in advance and to register yourself for classes existed when I was an undergrad in 2008. Streamline this aspect of registration, save everyone a load of hassle, and free up a good chunk of manpower that's being wasted the way the system works now.	10/22/2021 4:52 PM
40	more time should be given to module registration	10/22/2021 4:49 PM
41	It was easy and clear. Specially with the video guides.	10/22/2021 4:22 PM
42	Module selection was not explained in advance and I have yet to receive responses I sent to the programme office in the beginning of the academic year.	10/22/2021 4:06 PM
43	Expensive tuition for such a small amount of class time	10/22/2021 3:37 PM
44	It would be helpful if there were a confirmation email after registering for modules. It would give reassurance that everything is complete.	10/22/2021 3:26 PM
45	I had been waiting to receive a letter / email about when and what I should do to register and didn't realise that I could just go ahead myself.	10/22/2021 3:21 PM
46	It's been great; the support specific to registration and payment etc. has been wonderful.	10/22/2021 3:05 PM
47	I found it really stressful to register for courses so close to the school term start. It added a lot of pressure to make quick (often poor) decisions about courses without an opportunity to really consider other options.	10/22/2021 2:52 PM
48	I am still not sure if I have paid the correct fees or if I have confirmed my previous degrees and have no idea how to find out!	10/22/2021 2:47 PM
49	sisweb dont accept my credit card, had to do it via paytostudy with an additional fee	10/22/2021 2:39 PM
50	Fees were originally charged incorrectly for international students from the US (we were charged for the full year and our loans were withheld). This made our student loans delayed, which could have had a very negative impact on some students.	10/22/2021 2:38 PM
51	Module registration was difficult because it appeared it wasn't done at the same time for everyone; by the time I applied (the minute I was allowed), most modules were full, restricting my choices.	10/22/2021 2:24 PM
52	The fees process was not clearly stated. I'm an EU student and the fees on my offer letter was EU fees however the fee shown on my fee account was international fee. I was not informed about this until I checked with the student services, having to fill out a form for EU assessment fee. This was not stated on my offer letter prior to starting the course either.	10/22/2021 2:07 PM
53	I only realised I had to confirm my registration because I logged onto sisweb some day and saw it. Would be good to get an email. And my fees didn't show how much I had to pay so that was a little confusing, too (but I think that has been corrected now).	10/22/2021 2:04 PM

| 54	More Indepth information, outside module descriptor, should be available (prior to initial application) about modules, credits and navigating the eventual online registration page(s)	10/22/2021 1:59 PM
55	No	10/22/2021 1:50 PM
56	Presumed you would not need to click confirm registration to get a module register start time	10/22/2021 1:39 PM
57	Very difficult to navigate the plethora of online information and FAQs too many websites/pages and badly needs to be cleaned up	10/22/2021 1:22 PM
58	This year and last year I have just lost access to services with no email warning about registration dates. I missed a very important Teams meeting with international collaborators as a result, which impacted my research. This was particularly frustrating because my school support staff said the fee deadline had not passed yet and my fees are covered by a scholarship anyway, which I am not authorised to transfer the fees from myself	10/22/2021 1:19 PM
59	We receive hundreds of e-mails, but none clearly stated information of the fee-paying schedule for our specific programme.	10/22/2021 12:57 PM
60	I have to register for a resit and i am not sure what is going on	10/22/2021 12:55 PM
61	I got no notification that my registration was confirmed.	10/22/2021 12:53 PM
62	It would be good to do registration a bit earlier	10/22/2021 12:34 PM
63	Most courses were filled up by the second day after I was allowed to register.	10/22/2021 12:25 PM
64	the random selection of registration times meant that all of my choses classes were full by the time I was invited to register. Total mess. then received an email from a lecturer to drop a class because it was over subscribed. total lack of communication and transparency	10/22/2021 12:20 PM
65	Fee website is a little confusing. It should list when I have to do which payments.	10/22/2021 12:18 PM
66	I can't register for modules that are not in my school (as an audit only or for credit). I have always had to email the module coordinator. I still find the organisation of SISWeb confisung.	10/22/2021 12:11 PM
67	students from other universities may have no idea that spring registration is not only an option but a suggestion (in fall) if you want your first choices for those classes, that should be directly addressed on the website and via email and marked must read	10/22/2021 12:05 PM
68	The process of registering to module outside of my School was a bit clunky. Would liked to have been able to choose a wider range of modules in SISWeb, rather than having to go through the Google Form as well.	10/22/2021 11:54 AM
69	It feels like there are so many ways to access information; the website is incredibly busy and opens up tab after tab. I always felt like I was missing something. I'd get an email that I was, but it turned out everything had been submitted after all. Not a complaint at all here, but just letting you know!	10/22/2021 11:43 AM
70	Overall the system is fairly straightforward but could be a little more streamlined. I got stuck in a sign up/in loop a few times at first. IT were unresponsive or busy for several days	10/22/2021 11:40 AM
71	It could be made more explicit that it's necessary to sign up for modules for all semesters In September	10/22/2021 11:35 AM
72	Still haven't received my student card and we're already half way through the first trimester	10/22/2021 11:30 AM
73	Found the process of getting a Ucard was not clear, only figured out who to do it by asking others	10/22/2021 11:29 AM
74	We were promised that we could choose a time slot for our modules, but that did not happen, and all students were very disappointed by this approach.	10/22/2021 11:21 AM
75	Despite being a September start research PhD student, I couldn't access the online module registration. It's not a great system doing it by hand on a form.	10/22/2021 11:20 AM
76	No clear information given in regards to registering for modules. A lot of the classes were listed twice and it wasn't explained that some modules only run for 3/4 weeks.This was very confusing for somebody coming from a different college. I also felt there was not a lot of guidance on how to register, very minimal information on any help I did receive and no timeliness given for when things would be open.	10/22/2021 11:16 AM
77	It took a lot of time and effort for me to be verified as an EU student	10/22/2021 11:03 AM

78	I was unable to get support on fixing my Brightspace accounts at the beginning of the term. I fell behind and remained lost, I had to seek support and instruction from peers.	10/22/2021 10:55 AM
79	everything worked well.	10/22/2021 10:54 AM
80	Everything is very well organised , lots of information available as well as prompt responses if any questions to ask	10/22/2021 10:53 AM
81	SISWeb is incredibly confusing, and formats information poorly.	10/22/2021 10:47 AM
82	I was put in the wrong fee level	10/22/2021 10:39 AM
83	Not clear whether I should get my documents verified.	10/22/2021 10:33 AM
84	We could see somewhere the status of verifying the school documents. I just emailed my schools about it and i did not know if they send you my documents to verify or not. There could be something like: documents not received yet, documents received but waiting to be verified, documents veirfied everyhing okay or not okay	10/22/2021 10:29 AM
85	I wasn't able to register because my registration had been deferred due to maternity leave. I didn't receive any communication about how term would start until September. When I was able to register I still couldn't enroll in modules because of an error with PhD students. My fee's should be covered by a scholarship and I had to chase this too. There was a disconnect between my supervisor, the department and the finance office but it was hard work figuring out who could resolve it for me. More guidance needs to be given to supervisors who control scholarships and the student desk need to be better informed on this too.	10/22/2021 10:25 AM
86	Modules I wanted to take were already full by the time I was allowed to register.	10/22/2021 10:23 AM
87	The system is a mess. I dread UCD's registration process each term. Far worse than at other places I've studied.	10/22/2021 10:19 AM
88	information is often confusing or unavailable for research students	10/22/2021 10:11 AM
89	Was asked to send on my undergrad transcripts (somewhat passive aggressively) without a return email. It was very hard to find how to send UCD the requested documentation virtually. I am still awaiting confirmation that they were received.	10/22/2021 10:08 AM
90	no	10/22/2021 10:07 AM
91	Didn't get the modules i wanted to do	10/22/2021 10:05 AM
92	Its not completely clear wen registration is complete	10/22/2021 10:05 AM
93	There was problem regarding my modules registration, and then were told not to worry if registered for the programme.	10/22/2021 10:04 AM
94	I would have wished to be explicitly informed that I have to register for both fall and spring modules. This took me by surprise and therefore, I did not inform myself enough for the spring modules prior	10/22/2021 10:04 AM
95	This system is overly complex. It needs to be simplified. Communication needs to be improved to guide incoming students on these processes.	10/22/2021 10:02 AM
96	Personal information: I was not able to (or couldn't figure out how to) remove education information.	10/22/2021 10:00 AM
97	As an MSc by Research student I could not register to modules through SISWeb	10/22/2021 9:59 AM
98	Organisation of registration to the modules is very poor and discriminating.	10/22/2021 9:53 AM
99	A confirmation page or email after registration is complete would be helpful. I wasn't sure if I had actually completed my module registration because it just took me back to the home page once it was done. I wasn't sure if it had gone through successfully.	10/22/2021 9:53 AM
100	I would like an email telling me how much I owe in fees, about a week before the deadline.	10/22/2021 9:52 AM
101	Information of what was required to register was poor, IIRC	10/22/2021 9:52 AM

Q11 How would you rate the following online resources for information at the start of the year? Please tick all that apply. (Links open in a new window)

Answered: 648   Skipped: 131

Legend: Excellent | Good | Poor | Didn't use it/Not Applicable
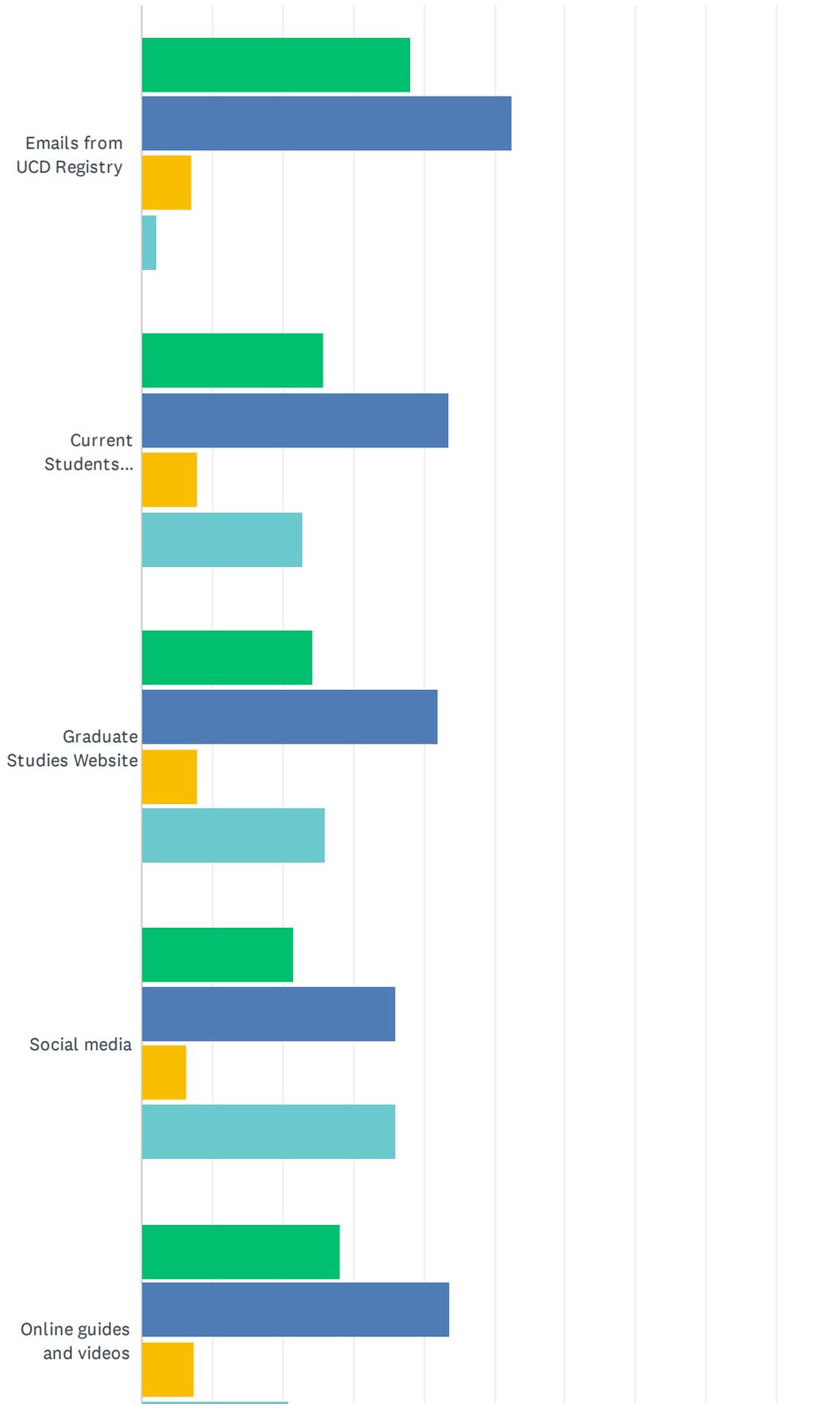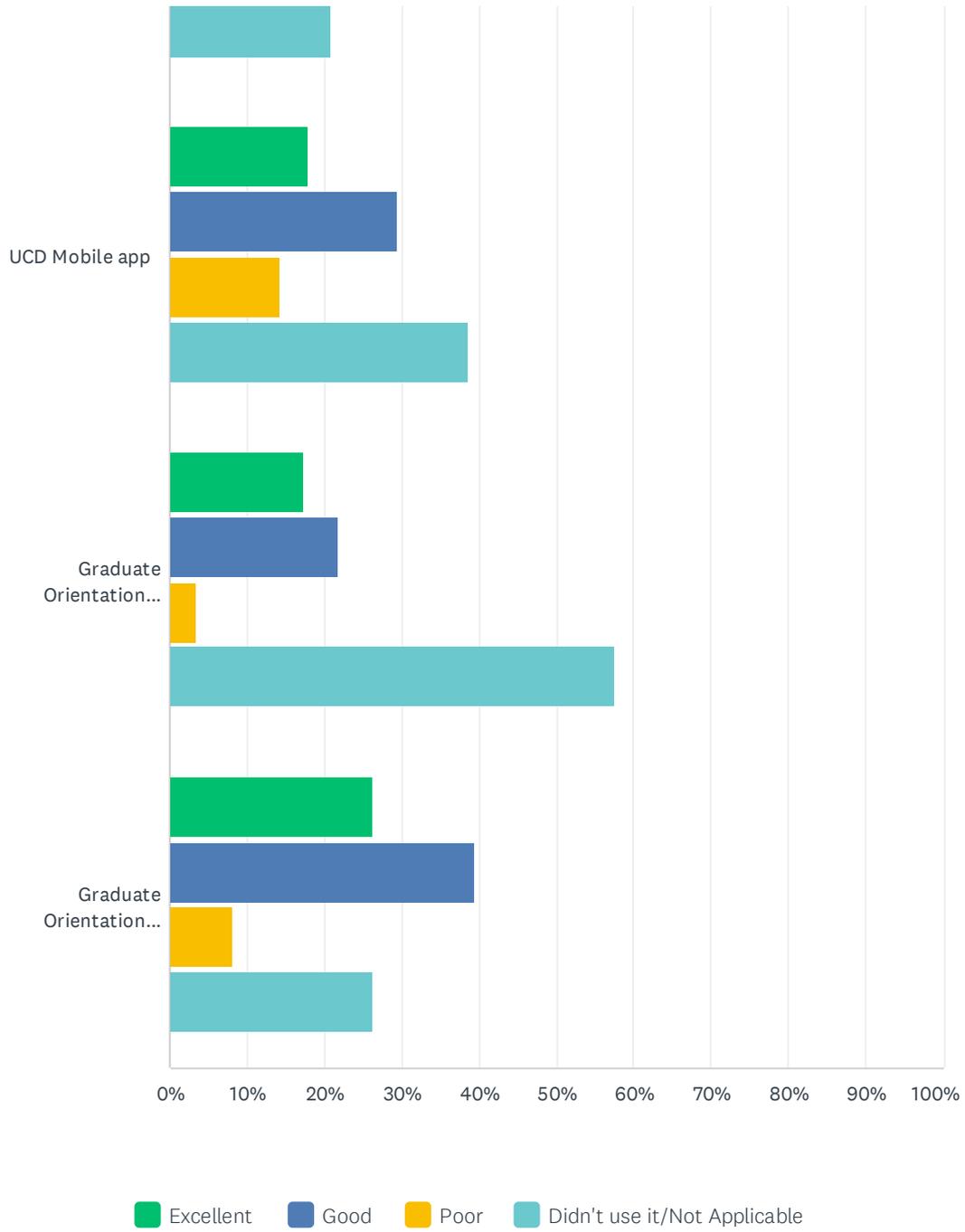
	EXCELLENT	GOOD	POOR	DIDN'T USE IT/NOT APPLICABLE	TOTAL
Emails from UCD Registry	38.27% 248	52.47% 340	7.10% 46	2.16% 14	648
Current Students Website	25.77% 167	43.52% 282	7.87% 51	22.84% 148	648
Graduate Studies Website	24.23% 157	41.98% 272	7.87% 51	25.93% 168	648
Social media	21.60% 140	35.96% 233	6.48% 42	35.96% 233	648
Online guides and videos	28.09% 182	43.67% 283	7.41% 48	20.83% 135	648
UCD Mobile app	17.90% 116	29.32% 190	14.20% 92	38.58% 250	648
Graduate Orientation module for research students (Brightspace)	17.28% 112	21.76% 141	3.40% 22	57.56% 373	648
Graduate Orientation module for taught students (Brightspace)	26.23% 170	39.35% 255	8.18% 53	26.23% 170	648

#	WAS THERE INFORMATION THAT YOU LOOKED FOR BUT COULDN'T FIND? PLEASE SPECIFY.	DATE
1	I think a graduate orientation day would have been beneficial for our course. Where we were given a tour of campus, etc. I think a lot of people (including me) haven't attended UCD before and found navigating the campus a little difficult.	11/8/2021 9:31 AM
2	I found all the information I needed.	11/7/2021 9:34 PM
3	Online app should have a feature that support offline browsing of class material	11/6/2021 5:58 PM
4	Unfortunately as a graduate student who'm has not attended this institute, I did not feel when I first had attended campus that I knew what I needed to do. Much of what I had planned for my first day was pre-planned by myself. This included student gym-membership sign-up and the student card application process. To date I have not used any of the applicable libraries as COVID-19 has placed a strain on facilities, as stated on the website. Unfortunately I did not find out about the graduate introduction day until it was too late. This may have been an error on my part due to a cumbersome unread email list. Please do take this into account. Thank you, User.	11/5/2021 10:03 PM
5	The "search" function doesn't work. The internet site is confusing and full with useless information. I am doing a PhD in Archaeology. There is not a clear description of the structure of the degree. There is no information about the modules available for the semester. Almost all information I got was through email communication.	11/5/2021 10:29 AM
6	No in fact it had too many modules to trawl through	11/5/2021 10:23 AM
7	I would just like to say that UCD registry sends way too many emails. I am on exchange and have not yet even been to campus, so I would appreciate being filtered out of the emails regarding cars blocking entrances etc. Regardless of those, I think they send far too many anyway	10/28/2021 12:10 PM
8	A timetable guide on how to read your timetable would have been a nice addition to have.	10/27/2021 4:21 PM
9	Document Verification	10/27/2021 11:16 AM
10	It was nearly impossible to find timetables and course information before registration	10/27/2021 11:11 AM
11	The graduate studies website is very geared toward prospective students or research students, not taught. A section for grad students in general would be helpful, with clear links for assistance regarding internships, job searching post-graduation, or help on how to remain in Ireland (for international students).	10/27/2021 10:49 AM
12	It would be good to see just the remaining unread items when trying to complete a module eg. Cultural module 2 showing 99% complete but I cant see what the missing 1% is!!	10/26/2021 3:19 PM
13	There was no specific information about choosing which modules to take over the part-time two-year course. It mainly catered for students choosing their modules who were	10/26/2021 2:57 PM

|		
	undertaking a full-time course.	
14	No	10/26/2021 11:58 AM
15	UCARD website was initially not up-to-date, with an incorrect email address for incoming student queries, and generally uninformative	10/26/2021 11:16 AM
16	the information is great, but it is too much to take, it could be better to have a entire week of orientation	10/26/2021 10:04 AM
17	Systems not connected. Emails too late or not invited to things.	10/26/2021 7:22 AM
18	Although student support is in University more emails could be sent on a more consistent basis to remind students there is help there	10/26/2021 2:04 AM
19	As a new student to UCD, I expected emails regarding MA orientation e.g. for tours of campus but there was none. I recieved 1 email after all the orientation events had taken place to let me know about them- pointless. I also tried to access the graduate site several times, but information was outdated, not relevent,or brought me to the UCD Global page. An email about useful resources like Social media pages would have also been helpful at initial acceptance of programme.	10/25/2021 4:51 PM
20	Many pages of the UCD website do not conform to accessibility best practices. I am partially-sighted and I've found most of the site very hard to navigate and read. It was incredibly frustrating and after a few tries I just gave up.	10/25/2021 10:25 AM
21	Dissertation ethics and various steps/rules	10/24/2021 10:30 PM
22	books and exercise materials	10/24/2021 2:01 PM
23	When I will receive my student card	10/24/2021 12:36 PM
24	Many things don't work properly on the mobile and laptop is a must.	10/23/2021 12:37 PM
25	There were far too many emails with duplicate information, requiring me to carry out a 'compare and contrast' to ensure I wasn't missing anything.	10/23/2021 12:35 PM
26	How to distribute my modules load between trimesters.	10/23/2021 8:53 AM
27	I found it difficult to access information related to my student card, when I could expect to get it and who I could contact about it. In the end, it was another student who told me what to do.	10/23/2021 2:36 AM
28	Seemed to be locked out from certain modules and wasn't sure if that was a scheduling thing or if it was a specific requirement thing	10/22/2021 11:26 PM
29	The plan for exams was unclear. There should be clearer info regarding covid impact on exams this year.	10/22/2021 7:50 PM
30	The system was good with practice.	10/22/2021 5:44 PM
31	The info and videos from HR seem to lack crucial components that should be explicitly spelled out	10/22/2021 4:53 PM
32	No.	10/22/2021 4:22 PM
33	There was too much information sent to us, it was overwhelming with where to start	10/22/2021 4:12 PM
34	Information on what sis Web was /does	10/22/2021 3:57 PM
35	PhD induction and information for incoming Graduate research students	10/22/2021 3:44 PM
36	Have almost no idea what any of that stuff means.	10/22/2021 2:48 PM
37	Brightspace was a little confusing at the beginning but I find it a great space for material. The only improvement I would make is to have lectures recorded and stored automatically on the site as I would love to re-do some of my lectures like I had at my previous University.	10/22/2021 2:07 PM
38	Brightspace is like a hyperlink superhighway. Difficult to navigate, particularly in a backwards direction. Making it difficult to see if you have visited all ancillary pages. The 'dot' and 'check mark' do help somewhat.	10/22/2021 2:04 PM
39	The information for foundation week came out very late. Would be better to have it a couple weeks in advance for planning	10/22/2021 1:16 PM
40	no	10/22/2021 12:37 PM

41	I'm a Smurfit student so most of my information is on Smurfit pages so I don't access the main graduate studies pages very often.	10/22/2021 12:35 PM
42	It would be great to have interactive map, like for example Google maps, and not just picture.	10/22/2021 12:35 PM
43	student website with information, events and offers is a little all over the shop and could be improved and communicated better.	10/22/2021 12:32 PM
44	I cannot access the graduate orientation module from Brightspace, it is not shown. When I try to go directly to the page via URL it says "Error: Not Authorised".	10/22/2021 12:29 PM
45	total waste of time. I had questions there was no one on campus to answer phones. the online orientation modules were unhelpful. the mobile app is glitchy	10/22/2021 12:22 PM
46	yes, for many weeks I was confused on when my classes started, and was honestly unsure until orientation. should have been very clear and obvious.	10/22/2021 12:06 PM
47	I never really understood what was mandatory as far as an arrival date. I knew the first day of classes, but kept waiting to book a plane ticket until I had confirmation of a graduate orientation arrival date (which never really came). Showing up a week early was personally helpful, but expensive. Nothing was required of me until the first day of class! :)	10/22/2021 11:46 AM
48	Registration start times, registration steps necessary	10/22/2021 11:36 AM
49	The UCD app tends to crash on me (iPhone 11)	10/22/2021 11:04 AM
50	It took a while to find things, but eventually, resources were found.	10/22/2021 10:56 AM
51	Not every lecturer is willing to accomodate online session/lectures for students missing classes due to suspected covid symptoms or being a close contact. Even a live zoom session hosted by a TA while the class is session would be helpful. This would take the worry off students about misssing lectures and make it easier for us to stick by the public health guideline.	10/22/2021 10:28 AM
52	Information regarding attending language classes	10/22/2021 10:25 AM
53	I see far too many irrelevant emails coming in from UCD, with no option to unsubscribe. I'm a post grad, attending via distance learning - so have no real interest, or ability to attend freshers week or sports clubs.	10/22/2021 10:23 AM
54	I couldn't find how to get additional electives added to my list of choices. Took ages to figure out that I had to email my school and they had to manually add me.	10/22/2021 10:21 AM
55	How to get my student card. Still don't have it.	10/22/2021 10:10 AM
56	It is very hard to find information relevant to you and your course - they always seem to be via a link (or two) and in the fine print. You really have to go looking for it, which takes time away from studies and can cause undue stress.	10/22/2021 10:10 AM
57	I found it difficult to get used to the Brightspace interface.	10/22/2021 10:07 AM
58	Brightspace doesn't work for me in mobile	10/22/2021 10:06 AM
59	I couldnt find an international student orientation. I didnt recieve any emails about one and not sure if it didnt happen because of COVID but I would have loved to meet other international students even in different programs who are attending ucd	10/22/2021 10:05 AM
60	Na	10/22/2021 10:04 AM
61	Although I could find information, it wasn't an easy process. Rather, it was frustrating.	10/22/2021 10:03 AM
62	All the info seems to be there but scattered all over the place and not really logically organised.	10/22/2021 9:59 AM
63	No	10/22/2021 9:59 AM
64	I would have appreciated an email explaining why we were automatically enrolled for the ICD module, and that it is not mandatory. As a part time student who couldn't manage to participate the orientation event, I felt left out a little. I would have appreciated a contact person to introduce herself/himself on the first day of classes.	10/22/2021 9:58 AM
65	There is very much similar information in different sources, which can take a lot of time to explore.	10/22/2021 9:55 AM

Q12 What is your overall satisfaction with your experience registering this year (from confirming registration through to starting lectures/study)?

Answered: 646   Skipped: 133
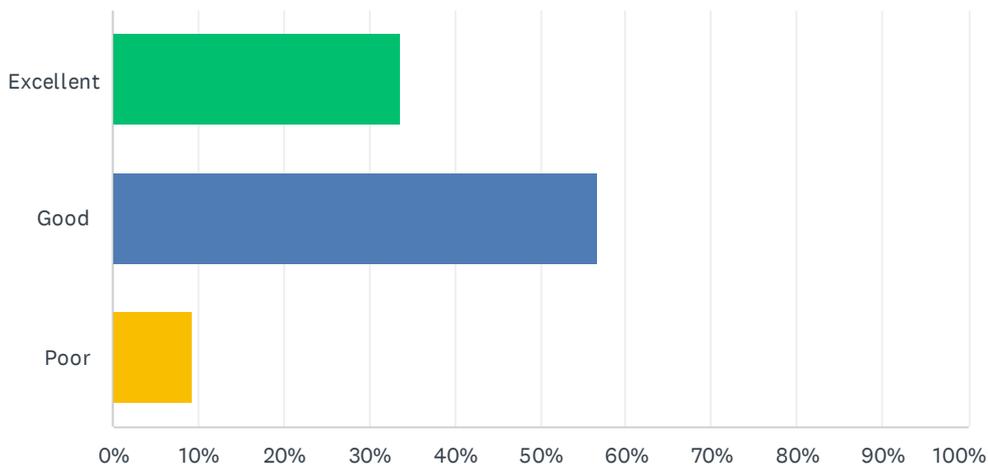
ANSWER CHOICES	RESPONSES	
Excellent	33.75%	218
Good	56.81%	367
Poor	9.44%	61
TOTAL		646

#	ANYTHING IN PARTICULAR YOU WOULD LIKE TO COMMENT ON?	DATE
1	Couldn't register for two modules for a while because of schedule issue.	11/8/2021 8:43 AM
2	I did my undergrad in UCD. This means for a postgraduate degree, I would be very familiar already with the registration process and time table for lectures. I therefore, found no difficulties in starting my year. However, I noticed some international students are unaware that they can download their UCD timetable onto google calendars, which makes finding when and where lectures are very easy. I would encourage giving awareness to International students and other new Irish students to UCD that they should download google calendars app for their phones and have easy and quick access to their timetables. Overall, I am very happy with the start of the year.	11/7/2021 9:39 PM
3	I had no prior knowledge of the workings of module registry. The description of the concept appeared vague. I had no knowledge that the module could be changed up until a certain point in time.	11/5/2021 10:04 PM
4	It would have been great to get a tour of the Smurfit campus and to have had an opportunity to go around our class group and have each person give their name and their role.	11/5/2021 4:52 PM
5	Consistent updates and support online. Keeping zoom options open for students with accessibility issues has been vital and I hope that continues in the future	11/5/2021 11:45 AM
6	Face to face is brilliant	11/5/2021 10:40 AM
7	The admin is a disaster. Streamlining and rationalization of processes would improve performance, save money and energy, and benefit research.	11/5/2021 10:35 AM
8	Autentification of my academic certificates is very confuse, and nobody replies to my request for assistance.	11/5/2021 10:05 AM
9	The lack of clarity seems common among PhD students, it is a recurring joke in social	11/5/2021 10:04 AM

circles.

10	Serious amount of Unnecessary Emails being sent from UCD	11/5/2021 9:50 AM
11	Registration start times were during the working day and meant that I couldn't get into the modules I wanted, also timetabling not considerate of part time students working full time.	11/4/2021 10:17 PM
12	I could not register for some optional modules that I want to take because ı had time conflicts with my core modules. I do not understand why did you offer me those modules if it is obvious that I could not take them. That is good because I could only choose between a few optional modules. This term I had to take a course that I do not want to. It is the poor performance of the registration system. I pay a lot of money to this university so I expected more.	11/2/2021 2:19 PM
13	I'm very unhappy with my studies at UCD so far. I don't believe it was a justified value for the tuition fees.	11/2/2021 11:34 AM
14	Some graduate research students have to do mandatory demonstration hours as part of their scholarship and some of them were only vaccinated recently (around Aug), yet they are currently not able to go home because they are have to do face to face mandatory demonstration hours. I think some schools could be more flexible about that. Some students were stranded in Ireland during the pandemic and are only being allowed to travel to their home countries now. I think online demonstration hours should be facilitated for these students or a more flexible arrangement so that they can compensate for these hours later.	11/1/2021 11:23 AM
15	There were two zoom calls hosted months before starting my exchange. I received little/no support when I did. I emailed the head office multiple times and heard nothing back until I emailed the course head personally. I felt little support from UCD until one month into my exchange.	10/28/2021 12:11 PM
16	When considering module choice, the course director could have been more helpful. The director gave the same advice to everyone which isn't helpful when you need personalised advice about what modules to choose and have no one else to ask.	10/27/2021 4:24 PM
17	Alot of irrelevant emails and surveys sent generically can be frustrating to face when I open my email account.	10/27/2021 1:42 PM
18	While assistance regarding CV's and interviews is important, I wish there was more emphasis on bringing in internship opportunities. In the current job market, internship experience is vital for anyone not looking for another degree after this.	10/27/2021 10:56 AM
19	Hoping for the continued availability of online platform setups as an alternative for those who could not make it or those who opt to stay at home.	10/27/2021 9:45 AM
20	It is difficult to find your way around the UCD websites. the UCD connect portal is not user friendly. The search function doesn't seem to work - I have never been able to get results when searching for a key word - say student card. Initial orientation information should be sent to personal emails rather than school emails. I didn't know about going to UCD connect, how to access my email or that lecture content was on brightspace. None of the emails I had received to my personal email seemed to give me any directions as to where to go or what to do. I did email the course co-ordinator who pointed me in the right direction. However it shouldn't come to this. When I eventually found out about getting to my emails via UCD Connect, I couldn't access my gmail account. I didn't know what username and password I should be using. navigating the UCD website to find this information proved fruitless as it's not intuitive.	10/26/2021 7:15 PM
21	The body of the emails relating to Autumn module (Compulsory) time slot registration did not mention that the Spring option modules also had to be chosen at the same time.	10/26/2021 4:37 PM
22	I wasn't sure how switching modules worked or whether I was able to try different modules at the beginning of the semester to see if I wanted to participate in them or switch to a different module. I still am not sure about this.	10/26/2021 12:23 PM
23	Little information or guidance was given from course coordinators when choosing which modules to select for 2nd year of programme made the process confusing and frustrating.	10/26/2021 11:58 AM
24	One central resource would be helpful. There are so many different communications from different areas that it can be difficult to navigate.	10/26/2021 11:16 AM
25	It is too much information, too much overwhelming	10/26/2021 10:06 AM
26	Unacceptable delays in registration. School and Student info desk giving contradictory and incorrect information. Student Desk person eventually sorted things. Very poor joined-up	10/26/2021 7:24 AM

systems and thinking. Admin and communication generally late and incomprehensible.

27	I think the website is messy and difficult to navigate. Getting emails about events after the fact is pointless. And I think there should be structured orientation for masters students who have not studied in UCD before as in other 3rd level institutions, and not just for undergrads and Erasmus students. The online orientation module was not enough for practicalities such as where to eat, what are good services to be involved in, how to print, etc.	10/25/2021 4:56 PM
28	Emails could have been more focused; it was sometimes difficult to sift through all the details to get to the main point. Every email seemed to contain numerous links, and information seemed to be scattered all over - I think I bookmarked half a dozen pages - and it might have been nice to have everything I needed in one place. Ultimately it all worked out (more smoothly than I expected), but there was a lot of anxiety before I actually registered.	10/25/2021 10:29 AM
29	Uploading of documents has been an issue. I am now being asked for a transcript, when I have already stated I don't have a transcript, only a certificate of attendance from my previous institution. This is proving really difficult to navigate and is the most frustrating part of the registration process.	10/25/2021 9:05 AM
30	This is a poor survey which does not touch on anything relevant in a pandemic era. Where are the questions about adjusting to back to college post online only learning? No questions about how that worked, if it worked, what we would like to see continue? My personal circumstances have completely changed since I started my course. I started my part time course while working full time with the full support of my employer. Since then I have been made redundant due to the pandemic and was not working for a number of months. I am now struggling financially and personally. My new employer is not in support of this course at all but I had to take the job due to my personal financial position. While the individual course coordinator has been very helpful, they can only do so much, I was forced to change modules because some lecturers would not accommodate me. This is very stressful. Online is the only way some students are gonna be able to finish the course that they started. We need more support. UCD seem to be perfectly happy to take the fees but where is the support to actually achieve the best they can and finish their course? I have managed to work something out for this term but I have no knowledge of how next term will work or if it will work. Which puts my masters in jeopardy over 2 modules. I am really struggling to cope with my mental health with the way the college is not providing any support for students where their circumstances have changed since starting their course. If you can do online course all the way for a whole academic year why can't you provide this as a way to support students through post pandemic changes to their lives? Our class even made a complaint last year where absolutely nothing happened. It seems you just dont care about your students at all. I am stuck between not wanting to deal with the mental stress UCD are putting me under and not wanting to waste the work and fees I have put in so far. Please have some consideration and allow online classes to continue until 2022.	10/24/2021 11:11 PM
31	Being asked to verify qualifications, after being accepted and enrolled into a course is ridiculous. Our whole distance learning class cannot get the qualifications required by UCD either because they won't accept the home universities transcripts or because the home university won't/doesn't/can't issue them in that way and now we all wait with the threat of being booted from the course. What a hopeless joke on your part UCD! We are all furious. Get your admininstrative systems in order	10/24/2021 10:50 PM
32	More assistance for mature students negotiating online services	10/24/2021 10:32 PM
33	Very good experience overall.	10/24/2021 7:25 PM
34	Anything that is alarming should be immediately sent to the particular student via email/ Brightspace.	10/23/2021 12:38 PM
35	a module offered but then unavailable to those on our course because it was oversubscribed	10/23/2021 12:30 PM
36	Opening of windows in lecture spaces to ensure adequate ventilation should be compulsory (even coming into colder weather). In my experience sometimes this isn't happening. Otherwise in general covid measures appear to be good - lots of foam hand sanitiser, and a very good level of mask wearing in my lectures. I would also complement my lecturers for arranging a zoom of a lecture live for me from their laptop when I was restricting my movements while awaiting a covid test result.	10/23/2021 10:24 AM
37	The UCard delivery was delayed for 1.5 months. I've been asked not to bother the UCard department and was expecting them to contact me about it. But that didn't happen and so I had to send my request anyway. I didn't understand why it was asked not to connect about the UCard on the site while I still needed to send the request about it.	10/23/2021 8:59 AM
38	I really struggled with getting my student card, I did not get it for the entire month of	10/23/2021 2:42 AM

september and probably would still not have it if not for the fact that I approached the UCARD office myself (which the website advised not to do); this meant that for this month I could not borrow from the library (despite having assignments), get a student leap card, or rent a locker. I received an email from the registry office about 'document verification'; when I wrote back to ask what was meant, I never received a reply. I had a lot of trouble registering with the disability support service and also have not been able to get a counselling appointment (told there will be a 6 week waiting period). Unfortunately, my experience at UCD thus far has made me very unhappy and I have considered dropping out already several times because I have not felt supported or heard.

39	I did Appreciate the constant contact - that was reassuring	10/22/2021 11:27 PM
40	There is only something I didn't, and still don't, really understand, being the document verification	10/22/2021 10:30 PM
41	Registration and module process is great. What I still do have a problem with as an international student is registering for a Residence Permit in Ireland. Im really hoping that UCD can assist its students in securing the same.	10/22/2021 8:36 PM
42	The Ucard office were unable to post the Ucard to a home address. As my course is delivered online and I do not live in Dublin a posting facility for Ucards would be beneficial.	10/22/2021 6:44 PM
43	It was fine overall, but I think the system needs to be more student-facing (get rid of the Google docs system, seriously), and I ran into trouble trying to drop modules because the option to do it on my own page was missing.	10/22/2021 4:54 PM
44	There wasn't much time given to give work my notice to leave. There appeared to be no forward planning as in the date to start the course was not the same week as online orientation. It's not right to expect people to take time off work especially when they were given very short notice. In my case for the first orientation I had to miss it due to work and my manager couldn't facilitate me taking the time off when I was leaving my job 2 weeks later. The second orientation I was off so I was able ton attend online otherwise I would miss most orientations.	10/22/2021 4:28 PM
45	Not really, I am just glad that I am pursuing my dream and gaining more knowledge at UCD.	10/22/2021 4:23 PM
46	Receiving responses to queries was very slow to non-existent. I had specific queries relating to the type of course I had applied for and have still not received a reply. In relation to Brightspace, the calendars from the start were very conflicted to that which we received at the lectures. They were different across different platforms. Some lectures we were not aware of until a different lecturer mentioned them in a separate lecture.	10/22/2021 4:08 PM
47	There is still lack of clarity on what classes and sessions we are to attend, their learning objectives and when they are being scheduled. The calendar is chaotic, changes at very short notice and is lacking respect of the students work/life balance. It's very frustrating and actually quite unprofessional.	10/22/2021 3:58 PM
48	More navigation tutorials/,maps for sis web	10/22/2021 3:58 PM
49	There is a lot of info/menu options when you login. Needs to be tidier and simple.	10/22/2021 3:22 PM
50	Little help was provided, I couldn't take many of the classes I wanted. Overall, a stressful experience.	10/22/2021 3:18 PM
51	Did not know about labs that I needed to sign up for also. So I didn't get into a lab I needed	10/22/2021 3:09 PM
52	Fantastic course, and the support of the coordinator and Graduate Imaging point-of-contact has been excellent.	10/22/2021 3:06 PM
53	See previous comments.	10/22/2021 2:04 PM
54	no	10/22/2021 1:51 PM
55	Though several electives were listed on the programme overview, many had scheduling conflicts with core modules which makes listing them as possible elective a moot point.	10/22/2021 1:34 PM
56	It is very confusing the amount of line information that seems to have built up over time and no one has sat down and walked through the process to clean up the web material	10/22/2021 1:29 PM
57	Keep doing the good job	10/22/2021 1:23 PM
58	The lecturers at in my course are living in the stone age. They refuse to broadcast or record lectures on the premise that it discourages students to ask questions and that it's better to be in person. However many students miss lectures because they cannot make it into ucd campus due to traffic on time. Additionally, when it suits the lecturer they do post a	10/22/2021 1:14 PM

recorded lecture instead of an in person one which is a double standard on their part. The class is large and the rooms we use consist of circular tables. Often we cannot hear the lectures or see the slides depending on where the screen is and your position in the room. Some of the lectures can't even get the slides on the projector and walk around with the slides on their laptop in their hand. I think some of the lecturers at ucd might need some training to update their IT skills and attitudes to technology. I first attended university over 10 years ago and even then our assignments weren't given to us as hardcopies. This reflects poorly on the institution the staff appear inept.

59	Great, lots of information, easy online registration and campus support. Love it so far and having everything done online before I begun has made it so much easier	10/22/2021 12:33 PM
60	Overall good experience, but a few points of contention… As previously mentioned, modules were filled up early. Secondly, all core classes were scheduled in the fall which means I wasn't able to take a module in the fall that I wanted and will have to take a module in the spring that I wasn't excited about. Third point, our course administrator wasn't assigned until after the trimester started and therefore didn't do the introductory meeting (going over modules and the start of term information) until about week 2-3, this would have been helpful material to have before arriving on campus and registering for modules.	10/22/2021 12:33 PM
61	Extremely poor coordination and communication among lecturers in Smurfit.	10/22/2021 12:27 PM
62	awful process, Not inclusive or equitable which are supposed to be sore values. some people were invited to register 5 days before I was leaving very little modules left. A masters is a big investment and to not get the modules you want due to not getting the same chance to register at the same time.	10/22/2021 12:25 PM
63	It was hard to understand the system when I finish i wasn't sure my registration was done i didn't get a notification so I had to access many time just to be sure my registration was done	10/22/2021 12:08 PM
64	I didn't know about spring, and missed out on a bunch of good classes- even being allowed to register in spring is a bit whacked and should maybe be reexamined	10/22/2021 12:07 PM
65	I was only able to register for 1 out of 3 of my modules online. When trying to organize the other 2, I was shuttled between multiple schools and people, with no one really knowing how to get me registered for the modules. Ultimately, it took three weeks to complete my module registration, at which point I had to rush to catch up on course work.	10/22/2021 12:01 PM
66	The registration process for modules as a research student is very clunky and restrictive. I would like to see the process be streamlined a bit more and be able to do everything via SISWeb.	10/22/2021 11:56 AM
67	It was helpful to be in a program with pre-registered classes! Thank you! Also, professors and program coordinators were great about communication ahead of time.	10/22/2021 11:47 AM
68	The first day needs a campus tour. More clarity earlier on dates of exams, timetables etc.	10/22/2021 11:41 AM
69	Still haven't received my student card and we're already half way through the first trimester	10/22/2021 11:30 AM
70	would have preferred more communication as to when registration would open initially.	10/22/2021 11:25 AM
71	My head of school and school administrator have delayed the release of grant and scholarship funds to the fee accounts of graduate research students, leaving nearly all of us wondering if and when our accounts will appear to be paid. This has delayed various logistics in our personal lives like getting international students' visa applications fully completed.	10/22/2021 11:02 AM
72	It has been very difficult for someone from a different country.	10/22/2021 10:57 AM
73	I figured out how to do most of it on my own. Given how many steps there are to take, I think it would be helpful to send out instructions much earlier than they were sent out.	10/22/2021 10:53 AM
74	It is a confusing and vague system. I'm not sure if I'm doing anything right, and it's difficult to know if I have done everything properly.	10/22/2021 10:49 AM
75	I thought it was slightly confusing, especially as we were getting conflicting messages from the School about the date for module registration	10/22/2021 10:46 AM
76	So grateful to have face to face lectures.	10/22/2021 10:45 AM
77	I found it very difficult to find information when you are an international student coming to UCD for the first time. And there is not always information about the start date of the modules, so I missed the introduction course.	10/22/2021 10:35 AM

78	It was really stressful. Graduate students often have families and responsibilities to balance along with starting their studies. The lack of communication until just a week before term was really stressful for me ending maternity leave. Graduates who are parents or carers should be considered when planning events.	10/22/2021 10:28 AM
79	Almost no orientation.	10/22/2021 10:23 AM
80	Course started 2 weeks earlier than advertised	10/22/2021 10:23 AM
81	Information is really fractured at UCD. All over the place - the website, Brightspace, SISWeb registration page or the timetable, etc. Way too many sites that students have to use. Really confusing system.	10/22/2021 10:23 AM
82	I could not pay using my Master Card credit card	10/22/2021 10:12 AM
83	I felt quite overlooked as an incoming graduate student. As I said already, I still don't know how to get a student card. It's probably a COVID-19-related issue as I feel an in oerson orientation would have been a lot more helpful.	10/22/2021 10:12 AM
84	The dissemination of information could be improved. Most of the information sent to me - is of no use to me/ not relevant.	10/22/2021 10:11 AM
85	I had gone through the initial registration and thought that meant my registration was complete. I received no information or guidance stating that I would also have to register for individual modules. Coming closer to the start date of this semester's module, I checked every day and there was nothing to say I wasn't registered. It was only on the day before online sessions were to begin, when I still hadn't heard anything, that I contacted my course's administrator, who kindly sent me a link to register for the module.	10/22/2021 10:11 AM
86	no	10/22/2021 10:08 AM
87	More guidance. As a non-EU student, the process was incredibly confusing. I am paying way too much money to have UCD not hold my hand through these processes.	10/22/2021 10:04 AM
88	Issues around collecting UCARD. I wasn't contacted by email as advised, I was nearly two weeks without a card. My registration was delayed, without explanation. All information came from my school rather than a central body.	10/22/2021 10:03 AM
89	I never got a welcome package in the post, this was something I was expecting when I confirmed my place to start a PhD	10/22/2021 10:00 AM
90	I think for taught research graduate programmes such as the PME more lectures should be online	10/22/2021 9:59 AM
91	This was not clear that I need to do verification of my diplomas. As long as UCD allowed me to pay a fee for my program, I understand this as everything is fine with my application. A lot of students come from different background, UCD needs to be more clear about requirements, not only about fees.	10/22/2021 9:59 AM
92	No place fır studying, libraries are full every time	10/22/2021 9:58 AM
93	I think the necessity to be on campus suddenly wasnt a good call. The need to be in classes wasnt what I expected and feels a bit like throwing the baby out with the bathwater. I thought we could trial hybrid classes for people who wernt comfortable returning yet or who it worked better for studying from home instead of online only for people quarrantining. Also, campus is really crowded, as someone with someone medically vulnerable at home, I cant say Im comfortable there. Its the most packed place Ive been since Covid started.	10/22/2021 9:56 AM
94	It is all going well for me	10/22/2021 9:54 AM