# Admissions Workshop Questions and Feedback captured from Mural Record 02.03.22

## 1. What Works Well

| Category | Commentary | Admissions Response |
|---|---|---|
| **Information available:** | <ul><li>Historical data is available in the net accepts which is useful</li><li>Operation reports useful</li><li>When data is available through the dashboard it is comprehensive</li><li>RPL - It is a great system - it really helps that we can view RPLs by Team</li><li>Information that is needed is there</li><li>Comprehensive and detailed reports available</li><li>Improvement in RPL system</li><li>Major improvement with integration with Delegated Authority System</li><li>RPL huge improvement by Major is divided up</li><li>RPL useful feature to connect directly to DAD system</li><li>OA and RPL systems have improved over the years, less onerous and more user-friendly enhancements</li><li>Use Animal Experience reports for CAO Applicants</li><li>CAO breakdown by cohort</li><li>Garda vetting - radiography starts clinical from Stage 1 - January. Can these groups be prioritised for processing/vetting</li><li>Divided by Major, alphabetised or chronological</li><li>Options by country</li></ul> | |

| | | |
|---|---|---|
| | <ul><li>Current Applications Summary - by Team is very helpful</li><li>Admissions reports and system: Works well: response time works well;</li><li>Garda Vetting: Integration with InfoHub very positive and removed paperwork</li></ul> | |
| **Staff user friendly:** | <ul><li>Multiple ways to review the data</li><li>Access to reports is generally easy</li><li>Ref RPL, Email notification of individual submissions</li><li>Removal of paper-based applications and data transfer</li><li>Summary of offers- clear process</li><li>Admission reports very useful and categorised appropriately</li><li>UCD Applications System seems to work well overall</li><li>Current App. Summary by Team: works very effectively</li><li>Access to CAO reports not widespread</li></ul> | |

| Customer Service & Support: | <ul><li>Support is available if you have questions</li><li>Admissions staff expertise and guidance</li><li>Personal support from Admissions Team very good</li><li>Martin is a great help and very responsive</li><li>Alessia is a great support</li><li>Graduate Admissions</li><li>Nessa is great!</li><li>Admissions team(ALL OF THEM) knowledge very good and extremely clear advice (shoutout particularly to Martin's patience, however!)</li><li>Explanation of differences between reports (Martin's presentation) very helpful</li></ul> | |
| --- | --- | --- |

**** We thank all participants for all input during the workshop and responses have been captured & reflected to the best of our interpretation. Please contact UCD Admissions if you wish to pursue further clarification of responses given during the busy session.

## 2. Opportunities for Improvement

| Category | Commentary | Admissions Response |
| --- | --- | --- |
| **Systems** | <ins>RPL</ins><ul><li>Too many steps for RPL approvals i.e. approving both in DAD and in the student facing RPL system. Duplication of work.</li><li>RPL - It would be great if an approved application could be sent directly to Delegated Authority for</li></ul> | Unfortunately this is something that is unlikely to be addressed in the short to medium term. This was requested as part of the last set of enhancements but EAG were unable to come up with a system of directly |

| | | approval rather than manual entry particularly for UCD students | transferring the information regarding the exemption requests to the Delegated Authority System. |
|---|---|---|---|
| | | • External UCD credits delays in transfer- needs more work, once approved should be automated for RPL: *Create a centralised database that compares modules (compatibility) between colleges & Universities so that RPL decisions may be faster: if compatibility between modules has been approved this could be recorded instead of manually comparing the modules | This would require further clarification around what is required (i.e what universities should be included etc.) and may be outside the remit of Admissions. |
| | | • Prioritise -Email Notifications for RPL applications. | This is already in place. |
| | | • Once the decision is made by Gov Board, the RPL process should be automated as opposed to manual i.e. the application of the credits should be possible to administer by the relevant School/College office by a few clicks of a button. | As indicated above, any change of this nature is likely to require a major overhaul of the current systems and this is unlikely to be done in the near future. |
| | | • RPL still a complicated process with systems not connected going back and forth between approved on RPL & DAD - you need to remember to move between and check. | As indicated above, any change of this nature is likely to require a major overhaul of the current systems and this is unlikely to be done in the near future. |
| | | **Processing** • Change of Mind process not fully automated when a student receives more than one offer (if they cancel original offer and want to accept another ) | This is on our development list but is a difficult one even in theory (i.e. in order to accept a new offer the existing student record has to be removed from Banner and having an Infohub process that removes information from Banner, even if feasible, would be problematic). |

| | | |
|---|---|---|
| | ● Garda vetting - radiography start clinical from Stage 1 - January. Can these groups be prioritised for processing/vetting. | This is already being done where possible but the timing of the processing is dependent on when the students provide their documentation. This may require a discussion with the School to see where further improvements can be made. |
| | **Functionality**<br><br>● Room to customise suite of various letter - conditional, offer, regret letters. One size does not fit all. e.g. the deposit section doesn't apply to every student.<br>● More than 1 letter to select from | Regret letters are in development. The current offer letter contains both generic text, major specific text and the facility to add applicant specific text.  We are unlikely to be in a position to make any major changes to the offer letter in the near future. |
| | ● More active and earlier alerts (to School/Coll.Office) for Doc. Verification/Missing Documents (PG taught). | A facility was introduced last year where schools can mark originals as received. Applications with missing required documents have the status of 'Incomplete Submitted'. There is also a report which shows when new documents have been received. |
| | ● Alerts for new applications or applications requiring action. | This is one of the items on the development list, though not a current high priority. |

| | | |
|---|---|---|
| | ● Staff only set up form - can't save in draft without submitting | Not sure why this would be necessary? The sole function of this form is the generation of a student record which just requires the entry of three fields (term, application type and major code). |
| | ● Encrypted docs are time consuming and should be able to Download in one transaction | Would need more information on this request. Is it related to the single pdf download? If so then it is probably a similar issue to where a corrupted pdf document prevents the document merge. There doesn't appear to be a solution to this according to EAG. They will check if any solution is currently available. |
| | ● Consider systematic capture of communications - connect systems up more | This will probably be covered if and when the university acquires a digital workflow platform. |
| | ● Systems terminology difficult - credits graded & non from external to UCD. | Unsure of what this refers to. If it is RPL then the systems follow the terminology in the policy. |
| **Data and Reporting** | **Data Request**<br>● Bring back the Programme Dashboard - really important at the start of the year for stage 1 entrants.<br><br>**Customise**<br>● The lack of ability to set manual parameters on the reports (e.g. - date ranges)<br>● Summary of applicant Qualification form rather than free text comments | Comment from EAG: The dashboard is a separate project and we are discussing this at the moment<br><br><br>We will investigate with EAG.<br><br>This needs clarification- please contact UCD Admissions to assist. |

| | | Improve viewing options in reports eg: Current Applications Summary - by Team - you have to move across the screen to view all the columns and major is then out of view | This may be a browser/local issue. Other than the More Detail section (which contains over 70 columns), all the columns should be displaying on the one screen. |
|---|---|---|---|
| | | **Filtering**<br>● Could the Number of Reports be filtered - huge array of Admission reports visible but not all accessed by the Team members. | This would probably require a change in the way in which all Infohub reports display so is unlikely to be possible at present. (Comment form EAG:',, major changes to these reports may be a mistake if we purchase a new system') |
| | | ● Flagging of 'New' applications to separate out from others viewed. | This is covered in the 'Applications Requiring my Attention' suite of reports. It is also possible to sort the other reports (e.g. Current Applications Summary by Team) by date. |
| | | ● Tracker Mgt Reporting - Drilldown by academic year etc. | Most of the management reports show just the current year and the preceding year. The historical report shows data for the last seven years. This needs clarification- please contact UCD Admissions to assist. |
| | | ● Refinement of management reports e.g., transfer applications appearing in with non-EU centralised database that compares modules between colleges and universities so that RPL decisions can be reached quickly | Are these two questions? The second part would require further clarification around what is required (i.e what universities should be included etc.) and may be outside the remit of Admissions. |

| | | |
|---|---|---|
| | **Further Reporting**<br>● Banner can be different to InfoHub | Needs clarification- please contact UCD Admissions. |
| | **Applications**<br>● Incorrect Applications (wrong PhD).<br>● CAVEAT: may have misinterpreted this point: More extensive reporting on applicant numbers - Applicant nos at capacity for a programme but Agents continue contacting with prospective students (not universally experienced) | Needs clarification- please contact UCD Admissions.<br><br>This is a procedural rather than a systems issue. The relevant school needs to discuss this with UCD Global |
| **Access** | ● Access to reports which are broken down by applicant rather than application<br><br>● In the RPL system, still have to download information to share with Programme Director to review applications<br><br>● Large number Student Recruitment Survey Results - not all accessed at School/Programme Office level | Probably not feasible. For example an applicant can apply for courses in different schools so having the listing on the basis of application is the better option and avoids any potential GDPR issues.<br><br>Why? The Programme Directors can access the system also.<br><br>Probably a query for Student Recruitment |
| **Training** | ● Confusion on Management v Operational Admission Reports | Management Reports are designed to provide an overview for managers. Operational Reports are intended for the day to day running of the system (assessing applications, entering decisions etc.) |

|  |  |  |
|---|---|---|
|  |  |  |

**** We thank all participants for all input during the workshop and responses have been captured & reflected to the best of our interpretation. Please contact UCD Admissions if you wish to pursue further clarification of responses given during the busy session

## 3. Priorities for Improvement

| Category | Commentary | Admissions Response |
|---|---|---|
| **Number One Priority (Cited by every group however differs by individuals roles/tasks in this instance)** | ● Bring back the Programme Dashboard - really important at the start of the year for stage 1 entrants.<br>● Encrypted docs are time consuming and should be able to Download in one transaction | Comment from EAG: The dashboard is a separate project and we are discussing this at the moment<br><br>Would need more information on this request. Is it related to the single pdf download? If so then it is probably a similar issue to where a corrupted pdf document prevents the document merge. There doesn't appear to be a solution to this according to EAG. They will check if any solution is currently available. |
| | ● Improve viewing options in reports eg:  Current Applications Summary - by Team - you have to move across the screen to view all the columns and major is then out of view | This may be a browser/local issue. Other than the More Detail section (which contains over 70 columns), all the columns should be displaying on the one screen. |
| | ● Alerts for new applications or applications requiring action | This is one of the items on the development list, though not a current high priority. |

| | | |
|---|---|---|
| | ● Room to customise suite of various letter - conditional, offer, regret letters. One size does not fit all. e.g. deposit section doesn't apply to every student. | Regret letters are in development. The current offer letter contains both generic text, major specific text and the facility to add applicant specific text. We are unlikely to be in a position to make any major changes to the offer letter in the near future. |
| | ● CAVEAT: may have misinterpreted this point: More extensive reporting on applicant numbers - Applicant nos at capacity for a programme but Agents continue contacting with prospective students (not universally experienced) | This is a procedural rather than a systems issue. The relevant school needs to discuss this with UCD Global |
| **Priorities that were cited twice or more** | ● Prioritise -Email Notifications for RPL applications | This is already in place. |
| | ● Flagging of 'New' applications to separate out from others viewed | This is covered in the 'Applications Requiring my Attention' suite of reports. It is also possible to sort the other reports (e.g., Current Applications Summary by Team) by date. |
| | ● More active and earlier alerts (to School/Coll.Office) for Doc. Verification/Missing Documents (PG taught) | A facility was introduced last year where schools can mark originals as received. Applications with missing required documents have the status of 'Incomplete Submitted'. There is also a report which shows when new documents have been received. |
| | ● RPL still a complicated process with systems not connected going back forth between approved on RPL & DAD - you need to remember to move between and check. | Unfortunately, this is something that is unlikely to be addressed in the short to medium term. This was requested as part of the last set of enhancements but EAG were unable to come up with a system of directly |

| | | |
|---|---|---|
| | | transferring the information regarding the exemption requests to the Delegated Authority System. |
| | ● Centralised database that compares modules between colleges and universities so that RPL decisions can be reached quickly | This would require further clarification around what is required (i.e what universities should be included etc.) and may be outside the remit of Admissions. |
| | ● RPL - It would be great if an approved application could be sent directly to Delegated Authority for approval rather than manual entry particularly for UCD students | EAG were unable to come up with a system of directly transferring the information regarding the exemption requests to the Delegated Authority System. |
| | ● Could the Number of Reports be filtered - huge array of Admission reports visible but not all accessed by the Team members | This would probably require a change in the way in which all Infohub reports display so is unlikely to be possible at present. (Comment form EAG:',, major changes to these reports may be a mistake if we purchase a new system') |
| **Other Priorities mentioned** | ● Refinement of management reports eg transfer applications appearing in with non-EU. | Will discuss with EAG (Comment form EAG:',, major changes to these reports may be a mistake if we purchase a new system') |
| | ● Consider systematic capture of communications - connect systems up more. | This will probably be covered if and when the university acquires a digital workflow platform. |
| | ● Summary of applicant Qualification form rather than free text comments | This needs clarification- please contact UCD Admissions to assist. |

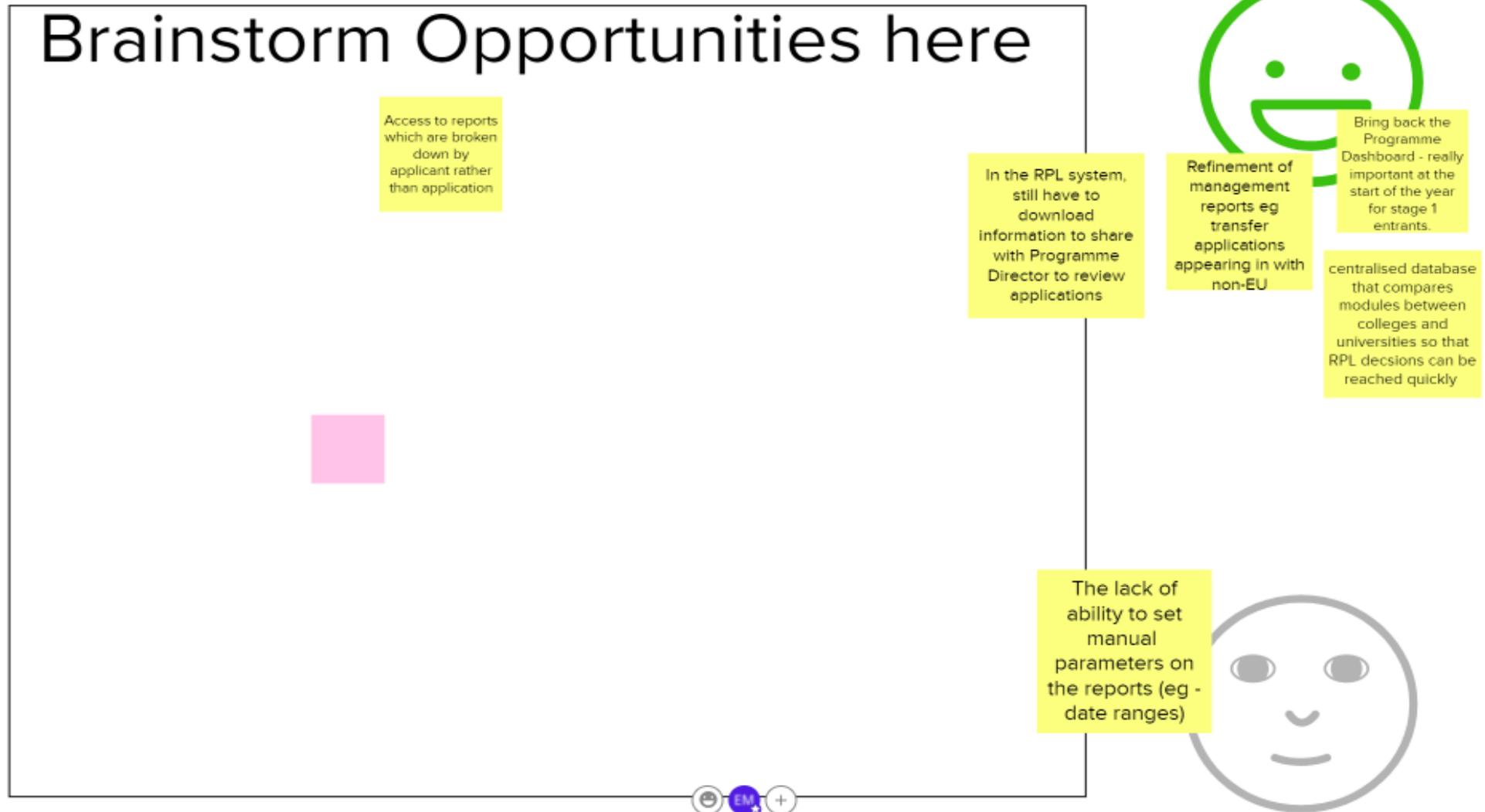| | | |
|---|---|---|
| | ● Large number Student Recruitment Survey Results - not all accessed at School/Programme Office level. | Probably a query for Student Recruitment. Please contact the student recruitment team to assist. |
| | ● Tracker Mgt Reporting - Drilldown by academic year etc. | Most of the management reports show just the current year and the preceding year. The historical report shows data for the last seven years. This needs clarification- please contact UCD Admissions to assist. |
| | ● Staff only set up form - can't save in draft without submitting | Not sure why this would be necessary? The sole function of this form is the generation of a student record which just requires the entry of three fields (term, application type and major code). |
| | ● External UCD credits delays in transfer- needs more work, once approved should be automated for RPL. | This would require further clarification around what is required (i.e what universities should be included etc.) and may be outside the remit of Admissions. |
| | ● Systems terminology difficult - credits graded & non from external to UCD | If it is RPL then the systems follow the terminology in the policy. This needs clarification- please contact UCD Admissions to assist. |

# Feedback Survey Findings – 11 Responses Received

| Question Number | Commentary | Admissions Response |
|---|---|---|
| Q5. What were your key take aways from the Admissions workshop? | ***Knowledge Sharing***<br>● *Great to hear of the improvements being made to the applications systems and also provide our thoughts on what can be improved.*<br>● *More knowledge of the reports*<br>● *People use different parts of Admissions screens and workflows depending on role and job*<br>● *Knowing who contacts are in key areas*<br><br>***Enhancements***<br>● *enhancements to the student vetting reports*<br>● *New features for online applications*<br>● *Confirmation Consensus regarding response time from staff. Very different requirements on reporting etc from Colleagues in different units. Good to have this discourse. That new Infohub RPL Student application to go live this week* | |
| Q6. What is the most challenging aspect of admissions for you? | ● *System functionality - encrypted documents, not being able to mark certain applications with individual comments, international award verification (how to work final GPA out!)*<br>● *n/a*<br>● *Offer letters are too generic*<br>● *NA* | |

| | | |
|---|---|---|
| | ● *Managing application files where formats are mixed*<br>● *Getting fast responses*<br>● *None*<br>● *Our admissions cycle aligns with the North American Application VMCAS system.*<br>● *On-line Applications - management of feedback to applicants. Increased demand for detailed personalised feedback* | |
| Q7. What else would you like to see UCD Registry-Admissions doing? Captured the following: | ● *Not really- the Admissions Team is one of the best teams in UCD in my opinion. Keep doing what you do!*<br>● *n/a*<br>● *A more simple process and better interconnectivity of the systems to reduce manual intervention.*<br>● *Continue as they are*<br>● *They are evolving all the time so not sure*<br>● *Prioritising early clinical groups for garda vetting*<br>● *None*<br>● *Happy to attend similar update workshops run by the Admissions Team*<br>● *Satisfied* | |
| Q8. Is there any other information that you would like that is not currently included in the reports? | ● *Data on prior professional experience - this would be useful for the MSc Data Analytics as many students are professionals - great to capture what industries/companies they are from to target marketing and advertising.*<br>● *NA*<br>● *No*<br>● *N/A*<br>● *Prompts regarding document verification.* | |

| | | |
|---|---|---|
| Q9. Are there any other reports/information that you would like to see? | <ul><li>*n/a*</li><li>*The fee reports in Banner it would be great if applicable dates could be viewed this would be handy when a student indicates that they have paid fees and then expect us to act on it immediately even though it has not been cleared.*</li><li>*Consolidate some of the numerous reports in the Infohub Admissions Area not all used.*</li><li>*Would like to see points on CAO reports*</li></ul> | |
| *Q10.* Would you like to see additional options for staff training in Admissions? If so, what would you suggest? | **International Training**<ul><li>*Workshops on international awards and how to work out if they are equivalent to a 2:1 would be extremely helpful! We always have to refer to Global for them to calculate and it would save a lot of time. Personalised offer letters for different programmes (online programmes don't require deposit but it states this in the offer letter).*</li><li>*As Above - linking up with UCD Global on a session would be good*</li></ul><br><ul><li>*n/a*</li><li>*Not sure*</li><li>*All good*</li><li>*No*</li><li>*n/a*</li></ul>**RPL & PGT Training**<ul><li>*RPL systems training*</li><li>*Because of the varied nature of Admissions perhaps 20-minute sessions aimed at staff in colleges and schools who "manage PGT Admissions" or who "manage Mature Entry CAO Admissions" and do bite-size sessions rather than one large one. I didn't feel I could*</li></ul> | |

| | | |
|---|---|---|
| | *contribute much in my breakout session as I only engage with part of Admissions.* | |
| Q11. Any other feedback on the Admissions event? | ● *Mural wasn't great to use as my internet connection couldn't support both Zoom and Mural and kept dropping. Zoom breakout rooms would be better for me.*<br>● *n/a*<br>● *No*<br>● *See above*<br>● *Well done to all the organisers and participants*<br>● *It was a good event*<br>● *No*<br>● *Happy with the Workshop - Thank you Martin*<br>● *Response time from Admissions Office on queries is excellent.* | |

**Group1 Question 2- Priorities for Improvement**

# Brainstorm Opportunities here

Access to reports which are broken down by applicant rather than application

In the RPL system, still have to download information to share with Programme Director to review applications

Refinement of management reports eg transfer applications appearing in with non-EU

Bring back the Programme Dashboard - really important at the start of the year for stage 1 entrants.

centralised database that compares modules between colleges and universities so that RPL decsions can be reached quickly

The lack of ability to set manual parameters on the reports (eg - date ranges)

**Group 2 Question 2 Priorities for Improvement**

# Brainstorm Opportunities here

This is just an example

Prioritise

Email Notifications for RPL applications

Consider systematic capture of communications - connect systems up more

Encrypted docs are time consuming and should be able to Download in one transaction

Summary of applicant Qualification form rather than free text comments
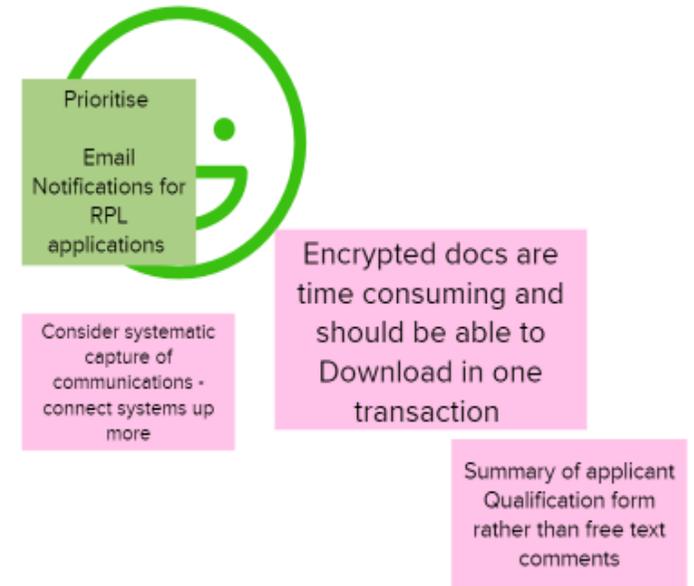
**Group 3 Priorities for Improvement**

Martin is Great :)

Improve viewing options in reports eg: Current Applications Summary - by Team - you have to move across the screen to view all the columns and major is then out of view

RPL - It would be great if an approved application could be sent directly to Delegated Authority for approval rather than manual entry particularly for UCD students

Could the Number of Reports be filtered - huge array of Admission reports visible but not all accessed by the Team members.

large number Student Recruitment Survey Results - not all accessed at School/Programme Office level ??

Confusion on Management v Operational Admission Reports

# Group 4 Priorities for Improvement

ities here

Tracker Mgt Reporting - Drilldown by academic year etc.

Flagging of 'New' applications to separate out from others viewed

Alerts for new applications or applications requiring action

Staff only set up form - can't save in draft without submitting

Incorrect Applications (wrong PhD)

Automation of Change of Mind Processing - Banner can be different to InfoHub

**Group 5 Priorities for Improvement**

portunities here

Once the decision is made by Gov Board, the RPL process should be automated as opposed to manual i.e. the application of the credits should be possible to administer by the relevant School/College office by a few clicks of a button

Too many steps for RPL approvals i.e. approving both in DAD and in the student facing RPL system. Duplication of work.

Room to customise suite of various letter - conditional, offer, regret letters. One size does not fit all. e.g. deposit section doesn't apply to every student.

More than 1 letter to select from

RPL still a complicated process with systems not connected going back forth between approved on RPL & DAD - you need to remember to move between and check

External UCD credits delays in transfer- needs more work, once approved should be automated for RPL

Systems terminology difficult - credits graded & non from external to UCD

Garda vetting - radiography start clinical from Stage 1 - January. Can these groups be prioritised for processing/vetting

# Brainstorm Opportunities here

More active and earlier alerts (to School/Coll.Office) for Doc. Verification/ Missing Documents (PG taught)

CAVEAT: may have misinterpreted this point: More extensive reporting on applicant numbers - Applicant nos at capacity for a programme but Agents continue contacting with prospective students (not universally experienced)

This is just an example