

UCD Global Workshop Questions and Feedback captured from Mural Record 30.03.22

1. What Works Well

Category	Commentary	UCD Global Response
<p>Information available:</p>	<p><u>Central & Accessibility</u></p> <ul style="list-style-type: none"> ● Central Accessible System ● All relevant users have the same access and info ● Information is held in one place ● The interface is easy to access and information is well laid out. Lots of information fields on applications. ● Great to see centralised approach ● Navigation ● Centralised system more accessible ● Ease of accessing transcripts ● Know the status of the student and their whereabouts in the system/world. <p><u>Reduced Error</u></p> <ul style="list-style-type: none"> ● Less room for error and 'lost' data ● Reduces risk of human error ● Focusing on the student view - reaching the most accommodating approach. <p><u>Single Application</u></p> <ul style="list-style-type: none"> ● One application per student ● Exchange & Erasmus application in one 	<p><i>-It is good to see the positive comments from staff who use the system and its development has met many of the objectives that were part of the project from the start.</i></p>

Staff user friendly:

Transparency

- Transparency of process.
- A lot more transparent
- Easy access to the student record
- Good to see some reporting
- Know the status of the student and their whereabouts in the system/world.
- University recommended/approved - especially the approvals for programmes with specific requirements

Collaborative Approach

- The collaboration with EAG made for a more robust solution

Integrated Design Approach

- Knowing what was already possible in other systems was really helpful
- The thinking having been done beforehand - The Green Belt project.
- Every step being incorporated into the system
- Familiar system for students - easier for them to engage with the process

Real Time Information

- The live element of the system

**** 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 Global if you wish to pursue further clarification of responses given during the busy session.

2. Opportunities for Improvement

Category	Commentary	UCD Global Response
Systems	<p><u>Integration</u></p> <ul style="list-style-type: none"> ● Link to Delegated Authority Task for approving of exchange credits. ● Would be useful to be able to link system to Unishare so that comments for students on exchange can be attached to record and viewed by academics ● Might it work for more ad-hoc exchanges ● Allow students to give feedback on the partner institution within the system ● Ability to integrate with external platforms (e.g. mobility tool) ● MC's clarity incoming students into UCD modules- flagging by staff ● Credit approval system 	<p><i>-UCD Global will discuss this with EAG</i></p> <p><i>-Unishare: system does not link to UView or Unishare for data protection reasons. DPO requires that staff only have access to information they are allowed to see.</i></p> <p><i>-UCD Global has already discussed expanding the system to cover other categories of mobility. This will take some time as other UCD Global teams would need to be involved, as well as Colleges and Schools.</i></p> <p><i>-UCD Global looking into survey/reporting options for students so will discuss further with EAG</i></p> <p><i>-Dependent on Erasmus making their systems compatible with in-house systems, but there are also GDPR concerns here that could make this more complicated.</i></p> <p><i>-Not sure what this comment refers to please contact the UCD Global team for further assistance, on exchanges@ucd.ie</i></p> <p><i>-See above re Delegated Authority</i></p>

	<ul style="list-style-type: none"> • Student approval could be carried out earlier (end of April) 	<p><i>-Students are approved by the end of April - all outgoing students for 2022/23 are now in Pre-Departure phase.</i></p>
<p>Data and Reporting</p>	<p><u>Customise</u></p> <ul style="list-style-type: none"> • Student duration choices. • Change from pre-departure to arrival prompt. • Ability to track student performance in partner institutions. <p><u>Functionality</u></p> <ul style="list-style-type: none"> • Requires engagement from School/College contacts to check the system frequently • Visual update - progress bar for example - to show where application is • Prompt when student moves from one step to another • Alerts (not knowing if there has been changes to student status) 	<p><i>-Student duration choice is already a feature that is being worked on with EAG</i></p> <p><i>-Everyone working in the Colleges is emailed when UCD Global moves students from one phase to the next e.g. pre-departure to arrival so they know where in the system they are.</i></p> <p><i>-Not sure what is meant here - is it to look at credit accrual or something else?</i></p> <p><i>-Everyone working in the Colleges is emailed when UCD Global moves students from one phase to the next e.g. pre-departure to arrival so they know where in the system they are.</i></p> <p><i>-Info hub does not support alerts, but UCD Global will look into options with EAG</i></p> <p><i>-Info hub does not support alerts, but UCD Global will look into options with EAG</i></p> <p><i>-Info hub does not support alerts, but UCD Global will look into options with EAG</i></p>

	<ul style="list-style-type: none"> • Students withdraw - email prompt • Notifications for Prog staff outside of being assigned • Notifications when a student makes changes • Notification of changes to status • Reporting - status of student and where they are. Notifications of changes to student status. • Students should be able to edit their own modules for approval/amendment. Colleges should also be notified to ensure they are approved <p><u>Further Reporting</u></p> <ul style="list-style-type: none"> • Not clear that total number of applications does not include applications assigned to the pre-departure stage, would be useful to have option to see all 	<p><i>-UCD Global emails the Colleges when a student withdraws from their exchange</i></p> <p><i>-Could possibly be addressed by a report, so UCD Global will discuss with EAG</i></p> <p><i>-Could possibly be addressed by a report, so UCD Global will discuss with EAG</i></p> <p><i>-Info hub does not support alerts, but UCD Global will look into options with EAG</i></p> <p><i>-EAG working on a 'Student Search' platform where you can access a students application to see where they are in the process and if they have uploaded all documentation needed</i></p> <p><i>-UCD Global will look into this with EAG.</i></p>
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	<p>applications on one page, and assignment status, similar to the central online applications system.</p> <ul style="list-style-type: none"> ● Reporting - status of student and where they are. Notifications of changes to student status. ● Students should be able to edit their own modules for approval/amendment. Colleges should also be notified to ensure they are approved 	<p><i>-Info hub does not support alerts, but UCD Global will look into options with EAG. In addition, as mentioned, College staff are emailed when UCD Global moves students from one phase to the next e.g. pre-departure to arrival so they know where in the system they are.</i></p> <p><i>-EAG working on a 'Student Search' platform where you can access a students application to see where they are in the process and if they have uploaded all documentation needed</i></p> <p><i>-The module approval form is returned to the student for amendment when the modules are not approved, and they can amend at that point.</i></p>
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3. Priorities for Improvement

Highest two comments per group findings on Mural Question 2 ‘ Opportunities for Improvement’.

Category	Commentary	UCD Global Response
<p>Number One Priority (Cited by every group however differs by individuals roles/tasks in this instance)</p>	<ul style="list-style-type: none"> ● Visual update - progress bar for example - to show where application is. ● Notification of changes to status. ● Ability to track student performance in partner institutions. ● Might it work for more ad-hoc exchanges ● Students should be able to edit their own modules for approval/amendment. Colleges should also be notified to ensure they are approved. ● Reporting - status of student and where they are. Notifications of changes to student status. ● Alerts (not knowing if there has been changes to student status). ● Prompt when a student moves from one step to another. 	<p><i>-Info hub does not support alerts, but UCD Global will look into options with EAG</i></p> <p><i>-Info hub does not support alerts, but UCD Global will look into options with EAG</i></p> <p><i>-Not sure what is meant here - is it to look at credit accrual or something else?</i></p> <p><i>-UCD Global has already discussed expanding the system to cover other categories of mobility. This will take some time as other UCD Global teams would need to be involved, as well as Colleges and Schools.</i></p> <p><i>-EAG working on a ‘Student Search’ platform where you can access a students application to see where they are in the process and if they have uploaded all documentation needed</i></p> <p><i>-The suite of reports are still being developed and UCD Global will note the comments here.</i></p> <p><i>-Info hub does not support alerts, but UCD Global will look into options with EAG</i></p> <p><i>-Info hub does not support alerts, but UCD Global will look into options with EAG</i></p>

<p>Priorities that were cited twice or more</p>	<ul style="list-style-type: none"> ● Students withdraw - email prompt ● Student duration choices ● Notifications when a student makes changes ● Notifications for Prog staff outside of being assigned ● Ability to integrate with external platforms (e.g. mobility tool) ● Link to Delegated Authority Task for approving of exchange credits. ● Would be useful to be able to link system to Unishare so that comments for students on exchange can be attached to record and viewed by academics 	<p><i>-Info hub does not support alerts, but UCD Global will look into options with EAG</i></p> <p><i>-Student duration choice is already a feature that is being worked on with EAG</i></p> <p><i>-The suite of reports are still being developed and UCD Global will note the comments here.</i></p> <p><i>Could possibly be addressed by a report, so UCD Global will discuss with EAG</i></p> <p><i>External systems do not link to internal UCD systems for data protection reasons. DPO requires that staff only have access to information they are allowed to see.</i></p> <p><i>DPO requires that staff only have access to information they are allowed to see.</i></p> <p><i>-Unishare: system does not link to UView or Unishare for data protection reasons. DPO requires that staff only have access to information they are allowed to see.</i></p>
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<p>Other Priorities mentioned</p>	<ul style="list-style-type: none"> ● Student approval could be carried out earlier (end of April). ● Change from pre-departure to arrival prompt ● Credit approval system ● Allow students to give feedback on the partner institution within the system ● MC's clarity incoming students into UCD modules- flagging by staff ● Requires engagement from School/College contacts to check the system frequently ● Not clear that total number of applications does not include applications assigned to the pre-departure stage, would be useful to have option to see all applications on one page, and assignment status, similar to the central online applications system 	<p><i>-Students are approved by the end of April - all outgoing students for 2022/23 are now in Pre-Departure phase.</i></p> <p><i>-Info hub does not support alerts, but UCD Global will look into options with EAG</i></p> <p><i>-See above re Delegated Authority</i></p> <p><i>-UCD Global looking into survey/reporting options for students so will discuss further with EAG</i></p> <p><i>-Not sure what this comment refers to please contact UCD Global team for further assistance, on exchanges@ucd.ie</i></p> <p><i>-Additional reports should help with this, but at the moment everyone working in the Colleges is emailed when UCD Global moves students from one phase to the next e.g. pre-departure to arrival so they know where in the system they are.</i></p> <p><i>-UCD Global will look into this with EAG</i></p>
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Feedback Survey Findings – 8 Responses Received

Question Number	Commentary	UCD Global Response
<p>Q6. What were your key take aways from the UCD Global workshop?</p>	<ul style="list-style-type: none"> ● <i>This new system has been a great collaborative effort across different units.</i> ● <i>That progress has been made in implementing a centralised mobility system but there is a lot more to do in terms of getting the system to serve the needs of students, Colleges and Global.</i> ● <i>Centralisation of applications in a one stop shop for everyone involved</i> ● <i>Receptions</i> ● <i>Everybody wants a centralised system but only the first part of the exchange (the nomination process) is catered for by the current system. It doesn't support students on exchange or their return.</i> ● <i>Everybody wants a centralised system but only the first part of the exchange (the nomination process) is catered for by the current system. It doesn't support students on exchange or their return.</i> ● <i>There is one application form for all exchange places and School Exchange Coordinators have the opportunity to evaluate the applications</i> ● <i>Great strides have been made in terms of improvements to the student application system and partnership approvals to bring clarity on all aspects of mobility partnerships both in terms of processes and reporting; and to make the process as unified and efficient for all involved. Great to see more enhancements planned to improve reporting and adding additional categories. Good</i> 	

	<p><i>to see that the imbalance of outgoing vs. incoming students is being discussed!</i></p>	
<p>Q7. What is the most challenging aspect of mobility reporting for you?</p>	<ul style="list-style-type: none"> ● <i>It is not applicable for the cohorts of students I support yet (I deal with mostly short-term and virtual mobility).</i> ● <i>That it doesn't exist! The reports to date are not College focussed.</i> ● <i>Tracking changes in real time i.e. withdrawals progression</i> ● <i>Nothing come to mind in particular at the moment</i> ● <i>Inaccuracy of information presented that doesn't reflect uptodate statuses. Unable to view the workflow of a case. Poor communication and an overly complicated system with editing rights leads to a lot more manual intervention.</i> ● <i>not applicable</i> ● <i>Assessing information and how it applies to my role</i> ● <i>It would appear that the new process for renewing mobility partnerships is overly complex in terms of Governing Board approvals - I totally appreciate that such approval is needed for new partnerships, but if a partnership is being renewed that's usually proof that it's working - so perhaps consideration could be given to making the renewals piece easier?</i> 	
<p>Q8. Is there any other information that you would like that is not currently included in the reports?</p>	<ul style="list-style-type: none"> ● <i>A report that shows the current status of all students. Reports that show all student details, module approvals,, status and so on. Currently it is necessary to look at each student application separately. There are no notifications of any changes. We need to maintain a separate excel sheet to manage this process to ensure PG requirements etc.</i> ● <i>Nothing so far</i> ● <i>If the information that was currently there was uptodate and you could see the workflow of the application, that would be a good start. Greater clarity on the return part of the exchange system is needed.</i> 	

	<ul style="list-style-type: none"> ● <i>will be nice to adopt this system to medicine electives options</i> ● <i>Incoming Exchange Student Information. including partner organization information</i> ● <i>1) Historical and current reporting on mobility partnerships and uptake year on year, and data on student mobility exchanges actually completed versus applied for/ rejected/withdrawn from.</i> ● <i>2) The report Outgoing Exchange Students is very unwieldy and should have facility to filter by programme/Major etc.</i> ● <i>3) Reporting on measures being taken to address the imbalance between outgoing vs. incoming students by College area - and if there are any financial implications for Colleges as a consequence.</i> ● <i>4) Also, general reporting on the imbalance for Colleges and their Schools/Programmes to better understand the impact of lack of or too much student mobility, and financially what this means. Perhaps mid-cycle summaries for review/remedial action?</i> 	
<p>Q9. Any other feedback on the UCD Global event?</p>	<ul style="list-style-type: none"> ● <i>N/A</i> ● <i>Good to know that other College office have the same reporting issue for their Board</i> ● <i>It was a good meeting, however it was a little long</i> ● <i>I think the session wasn't well thought out as to who was it aimed at. Was it a general information session for people who didn't use/ weren't aware of the system? If so the workshop part wasn't of interest, which helps to explain the huge drop off of attendees. If it was aimed at users of the system you could have looked at raising more questions/ discussion during the session.</i> ● <i>Well done to all!</i> ● <i>It would be good to be able to retain access to student application information after submission</i> 	

	<ul style="list-style-type: none"><li data-bbox="658 212 1384 300"><i>I had to leave the workshop at 11.50hrs to attend another event, so I don't feel that I am qualified to comment! However, I do think that this was a worthwhile event</i>	
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Group1 Question 2- Priorities for Improvement

Q2 Group1

Question 2 - What Opportunities for Improvement exist?

1. Brainstorm here

2. Prioritise here



Notification of changes to status

Visual update - progress bar for example - to show where application is

Link to Delegated Authority Task for approving of exchange credits.

Requires engagement from School/College contacts to check the system frequently

Not clear that total number of applications does not include applications assigned to the pre-departure stage, would be useful to have option to see all applications on one page, and assignment status, similar to the central online applications system

Would be useful to be able to link system to Unishere so that comments for students on exchange can be attached to record and viewed by academics

..... could change my life

This would make things a bit better.....

Q2 Group2

Question 2 - What Opportunities for Improvement exist?

1. Brainstorm here

2. Prioritise here



This would change my life

Might it work for more ad-hoc exchanges

Ability to track student performance in partner institutions

Allow students to give feedback on the partner institution within the system

Notifications when a student makes changes

Notifications for Prog staff outside of being assigned

Ability to integrate with external platforms (e.g. mobility tool)

MC's clarity incoming students into UCD modules - flagging by staff



This would make things a bit better.....

Q2 Group3

Question 2 - What Opportunities for Improvement exist?

1. Brainstorm here

2. Prioritise here



Students should be able to edit their own modules for approval/ amendment. Colleges should also be notified to ensure they are approved

Reporting - status of student and where they are.
Notifications of changes to student status

Student duration choices



Credit approval system

This would make things a bit better.....

Group 4 Question 2 Priorities for Improvement

Q2 Group4

Question 2 - What Opportunities for Improvement exist?

1. Brainstorm here

- Students withdraw - email prompt
- Prompt when student moves from one step to another
- Student approval could be carried out earlier (end of April)
- Change from pre-departure to arrival prompt

2. Prioritise here



This would change my life .

Alerts (not knowing if there has been changes to student status)



This would make things a bit better.....