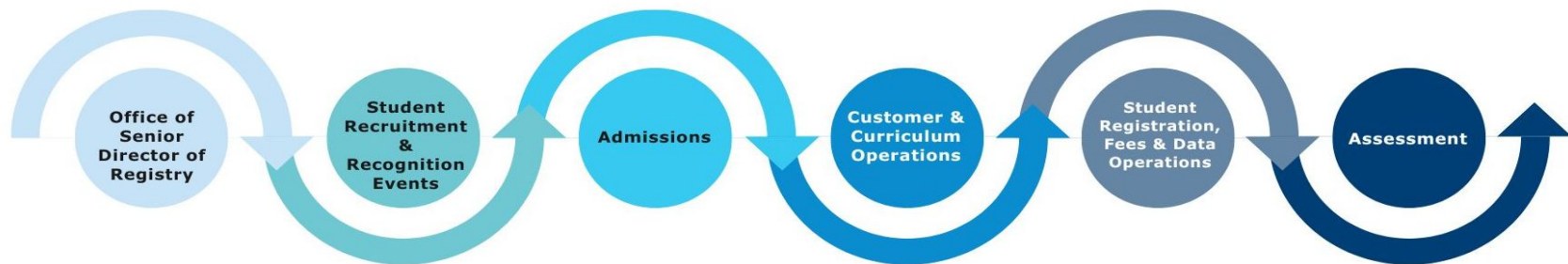


A Guide to UCD Registry



For academic, professional and technical staff within UCD

About UCD Registry

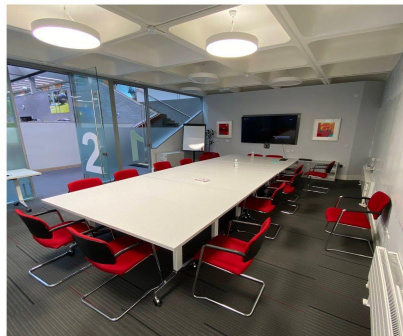
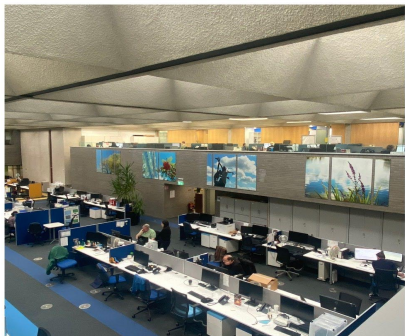
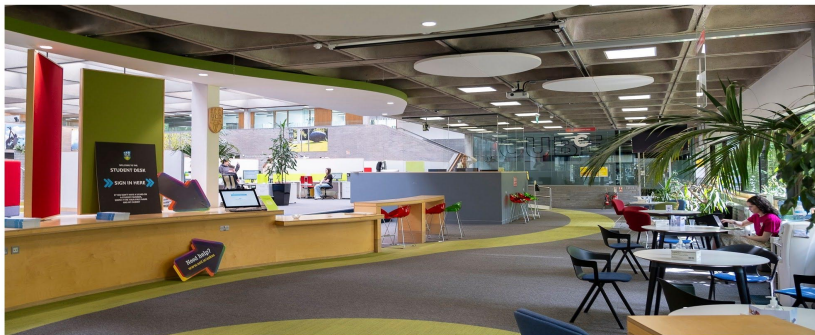
UCD Registry is a support unit which delivers a broad range of student and academic administrative services to the University and is comprised of six distinct teams:

- Office of the Senior Director of Registry.
- Student Recruitment & Recognition Events.
- Admissions.
- Student Registration, Fees & Data Operations.
- Customer & Curriculum Operations.
- Assessment.

Our **mission** is to develop and deliver the highest quality student-centred professional services, support and advice to prospective students, current students, alumni, faculty and professional staff in respect of the key administrative functions relating to a student's life cycle in the University.



About UCD Registry



Our **vision** is to be recognised nationally and internationally as a centre of excellence, noted as a team of adaptable, highly skilled and talented staff sought out and referenced by other institutions as an example of best practice in our core functions. We will cultivate and uphold an environment which is diverse, socially inclusive and where all are equally valued.

We strive towards a culture that believes in empowering our staff. We will offer our staff the development opportunities and creative freedom to progress in their career and acknowledge their contributions and achievements.

Our **values** align to the UCD values of Collegiality, Inclusion, Engagement, Excellence, Integrity and Creativity which are embedded in every aspect of our operations.



Overview of Registry Organisational Structure



Kevin Griffin
SENIOR DIRECTOR OF REGISTRY

[Link to team org charts](#)

OFFICE OF SENIOR DIRECTOR OF
REGISTRY

Ciara McCabe
Registry Projects &
Operations Manager

Financial planning and forecasting
Strategy & Project Planning
Staff training & events
Data Protection (GDPR)
Staff Communications

Emma Caron
Registry
Communications
Manager

Student Communications
Staff Communications
Student Publications
Student & Stakeholder
feedback and surveys
Web analytics
Digital tools

Noya Fernandez del
Cotera
Director of Student Recruitment
& Recognition Events

Jill O'Mahony
Director of Admissions
& Enrolment Planning

Kate Griffin
Director of Customer &
Curriculum Operations

Caroline Barrett
Interim Director of Student
Registration, Fees & Data
Operations

Karen McHugh
Director of Assessment



STUDENT RECRUITMENT & RECOGNITION EVENTS

EU Undergraduate and Graduate student recruitment, covering events, collateral, course finder, conversion activities, websites, outreach, student ambassador programme. Organisation of graduations and other Recognition events for the University.



ADMISSIONS

CAO Applications
Direct Applications
Entry Requirements
Student Garda/Police Vetting
Enrolment Planning
Admissions and Retention
Statistics



CUSTOMER & CURRICULUM OPERATIONS

UCD Student Desk: student, staff, stakeholder contact centre covering registration, fees & grants, official documents, admissions, assessment & exams, graduations/recognition events. Curriculum Management, Curriculum College Liaison, Programme Approvals, Majors/Programmes edits



STUDENT REGISTRATION, FEES & DATA OPERATIONS

Fee Payments
Student Records
Systems & Data Services
Timetabling
Module Capacity Management
Liaison with Student Universal Support Ireland (SUSI)



ASSESSMENT

Exam Logistics: timetables, Exam Paper Management, invigilation, exam hall management, disability and temporary exam supports. Grading Support: Grade Approvals Process management & support, Academic History Management, MCQ processing. Policy and Graduate Support: eThesis, Extern Examiners, Assessment-related policy, secretariat for the Academic Council Committee on Exams.



UCD REGISTRY SUPPORTS

OFFICE OF SENIOR DIRECTOR OF REGISTRY

SUPPORTS FOR STUDENTS

SUPPORTS FOR STAFF

STUDENT RECRUITMENT & RECOGNITION EVENTS

- [Student communications.](#)
- [Student Ezine.](#)
- [Orientation & Welcome to UCD Guide.](#)
- [Instructional 'How To' videos.](#)

- General enquiries.
- [Key dates calendar.](#)
- [Staff communications.](#)
- [Project updates.](#)
- Stakeholder survey & feedback.

ADMISSIONS

- Information for prospective students through [UCD prospectus](#) and MyUCD.
- [Annual undergraduate & graduate Open days.](#)
- [School liaison](#) and [campus tours.](#)
- Student Ambassador programme.
- [Conferrings.](#)

- [School/College recruitment strategy and brochure development.](#)
- [Single Course catalogue.](#)
- [Conferring logistics.](#)
- Student Ambassador support at student events & orientation.

- Advice and information on [CAO](#) & [UCD Apply](#) admissions process.
- [Entry requirements](#) & [qualification checks.](#)
- [Student Garda Vetting.](#)
- Advice on deferral & [transfer options.](#)

- Application assessment & [auditing.](#)
- School/College Enrolment planning.
- Update to programmes on vetting process.
- Access entry routes ([HEAR](#), [DARE](#), [Mature](#)).
- International qualification conversions.

CUSTOMER & CURRICULUM OPERATIONS

- [Student Desk](#) as single point of contact for all student queries (Chatbot & [Connector](#)).
- [Transcripts.](#)

- [Curriculum Management.](#)
- [College Liaisons.](#)
- [Module access management.](#)
- [Programme approval.](#)
- [Staff Connector](#)

STUDENT REGISTRATION, FEES & DATA OPERATIONS

- Online Registration.
- [Student Records.](#)
- [Fee Assessment](#), [fee payment](#) & [remediation.](#)
- [SUSI grants.](#)
- [Scholarships.](#)
- [Withdrawals.](#)

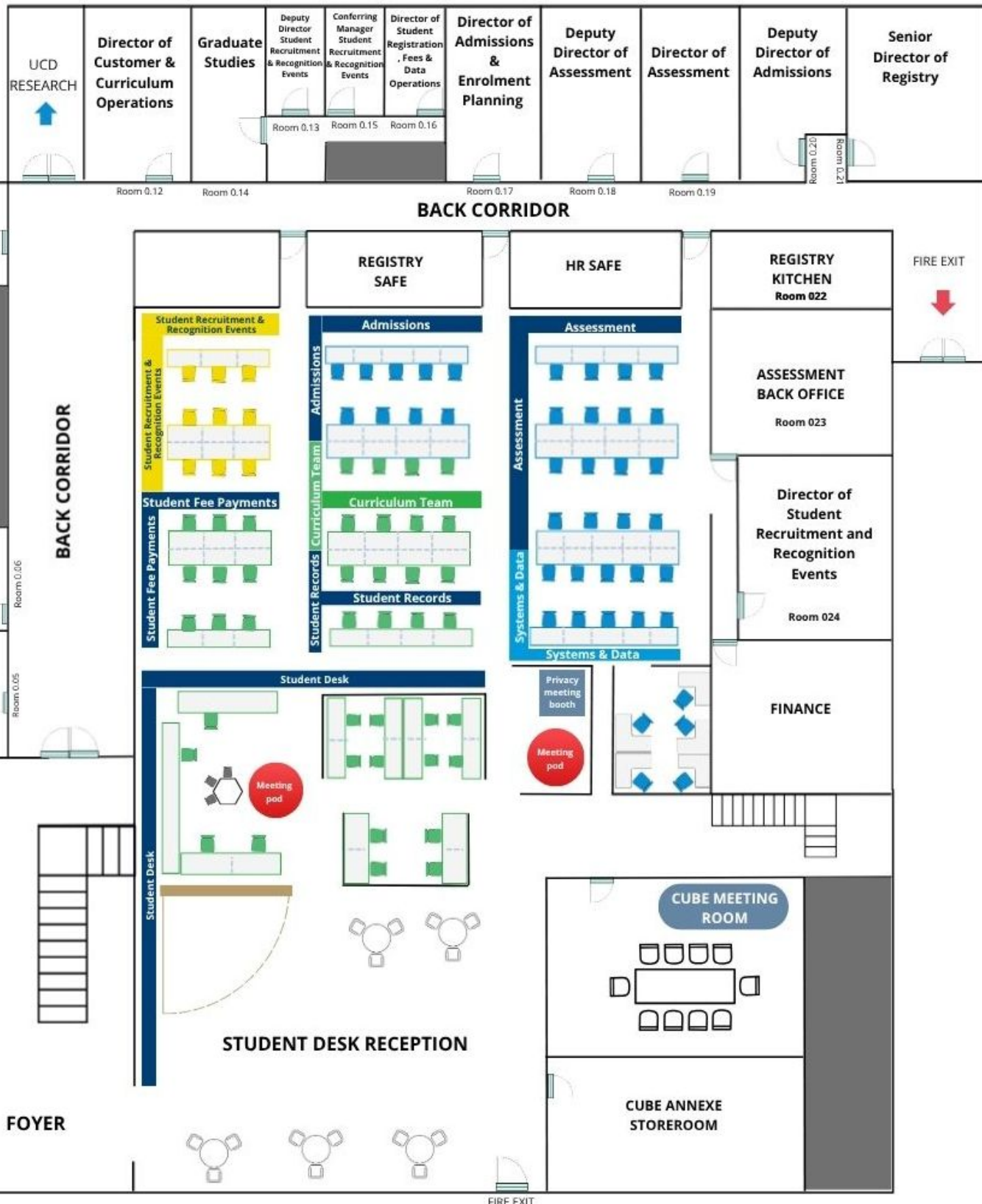
- [Academic timetabling.](#)
- [Module capacity.](#)
- Fees & registration queries.
- Infohub reporting & systems access.
- Support & training.

ASSESSMENT

- Academic history record.
- [Assessment & exams related queries.](#)
- [Research theses submission.](#)
- [Assessment code of practice.](#)
- Advice on remediation (resits/repeats).

- Academic history record management.
- [Exam logistics & timetabling.](#)
- [Grade processing.](#)
- [External examiners](#) & Invigilation.
- [Multiple Choice Questionnaire \(MCQ\)](#) processing.
- Secretariat support for [ACCE](#).

UCD Registry - Tierney Ground Floor Plan



**For illustration purposes only, not to scale*

Keep in Touch

- [Workvivo - Registry Updates](#)
- [Who to contact \(via Registry team org chart\)](#)
- [Staff Connector](#)
- Registry Advisory Group
- [Feedback form](#)
- Registry Engagement with Governing Boards

UCD.ie/askus
UCD Registry Staff Connector