

Registry – Strategic Focus Development and Operational Plan 2012 - 2014

Introduction

Registry is a central unit reporting to the Deputy President/Registrar. Registry supports the DCU community in major student related activities and in the implementation of academic policies and regulations. Registry plays a key role in the academic administration of the University and the management of the student life cycle from application through to graduation.

This three year plan for Registry was drafted in consultation with all Registry colleagues through a series of meetings and discussion documents. National and sectoral reports and initiatives were consulted in the course of identifying the objectives and priorities.

The plan identifies Registry's activities, mission, values and stakeholders. Furthermore, it presents clear, achievable objectives and priorities for the department for the period 2012-2014.

The priorities identified for Registry have been formulated with reference to current University initiatives and the four underlying principles that will guide the DCU strategy for 2012- 2014 – engagement, enterprise, translation and transformation. The overall aim of Registry priorities is to support the University in achieving its stated goals.

We are conscious that the University is operating in times of significant change in higher education, coupled with restrictions on resources and finances. The impact of any future changes to resources on the ability to achieve these objectives will be closely monitored. Although these priorities are currently viewed as achievable, it is recognised that the successful completion of some of these priorities will require input from areas outside of Registry. The timing of the implementation will depend on the availability of suitable resources from these other areas. In some instances additional finances may be required. In such instances proposals for funding will be drafted for consideration by the University Budget Committee.

This is a three year rolling plan. It will be reviewed annually to ensure the objectives and priorities remain both relevant and achievable while continuing to mirror the aims of the University's strategic plan.

Registry Responsibilities:

<ul style="list-style-type: none"> • Applications – undergraduate and postgraduate • Admissions – undergraduate and postgraduate, taught and research • Co-ordination and publication of academic structure for every programme of study • Student Registration • Issuing student ID cards • Distribution of student grants • Student letter requests • Stamping of forms (e.g. social welfare) • Providing an Information Point and Help Desk Service to students • Room bookings • Lecture timetabling co-ordination • Contributing to institutional statutory reports and returns to HEA • Responding to employer references/verification of records for graduates • Contributing to Open Days and CAO events • Processing payments e.g. external examiners fees and expenses, transfer fees, application fees, non-award visitor registration fees, internal transfers, replacement ID cards, transcripts and parchments • Co-ordinate student Garda vetting • Permanent record keepers of student study record 	<ul style="list-style-type: none"> • Examination scheduling and organisation • Examination results, Awards Boards, publication of results and issue of transcripts • Annual progression of students • Managing University conferring ceremonies • Postgraduate research (PGR) administration and support for supervisors, PGR students and staff • Process for the submission and examination of PGR Thesis • Validating the data on the student record system (ITS) • Regulatory advice to students, colleagues in DCU & linked colleges • Issuing and maintenance of Diploma Supplement to all graduates • Drafting new policies and regulations where required and regularly update existing policies and regulations • Preparing papers and information for University Committees (GSB, USC, AC) • Providing training and information to DCU community e.g. use of PAC online application system, anonymous marking process, academic structure, marks and standards, preparation for PAB meetings • Administrators of the student record system (ITS)
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Mission

To support the principles of the DCU strategy by engaging with all sectors of the University community, using a focussed and innovative approach in the provision of a high quality service.

Values

- Commitment to providing high quality service and support to the DCU community
- Enhance the provision of services through the effective use of technology
- Foster an environment of team working and invest in training and development for Registry colleagues
- Increase engagement with the DCU and wider community
- Provide clear and accurate information to all stakeholders

Stakeholders

- Students and student representatives
- General public
- Prospective students, families and guidance counsellors
- DCU colleagues and colleagues of linked colleges
- External agencies, Government departments and other HEIs
- Employers
- Graduates

Core Objectives and Priorities 2012 - 2014

In addition to pursuing excellence in the delivery of all Registry activities, we will also strive to:

- Advance the review and enhancement of Registry services and processes
- Develop Registry services and processes by maximising the use of existing and new technologies
- Increase engagement with the DCU and wider community on shared projects and activities
- Contribute to developing and implementing University initiatives
- Enhance accessibility and visibility of Registry within the University
- Build the resources required to deliver on University priorities

Delivery of Objectives and Priorities 2012 - 2014

The objectives and priorities will be progressed through the following activities

Objective	Deliver Objective by	Priority
1. Review and enhance services and processes	1.1 Review how the existing telephone and email services are used and investigate alternative methods for dealing with the nature and volume of the calls and emails.	2012
	1.2 Progress feedback received from stakeholders on improvements required to the current registration process.	2012
	1.3 Enhance the graduation E-ticketing service	2013
	1.4 Graduate Training – work closely with university colleagues to identify process changes and assist with implementation, where appropriate	2012
	1.5 Review and update regulations and guidelines pertaining to the administration of University examinations	2012
	1.6 Enhance Registry SOP and training documentation for all processes	2013
2. Develop services by maximising the use of technologies	2.1 PAC – conduct a review of how DCU uses PAC e.g. review the ratings used in consultation with PAC and DCU users	2012
	2.2 Registration – review existing repeat registration paper process (R34 forms) with the aim of moving to an online process	2012 (review) 2013 (online)
	2.3 PGR administration is currently primarily a paper based process. Work in collaboration with the Graduate Studies Office to develop an electronic submission and storage facility for these processes	Late 2013
	2.4 Investigate options for the online processing of direct applications with the aim of moving to an appropriate online solution	2014
	2.5 Develop a permanent electronic transcript of results for all students	2012
	2.6 Investigate solutions for the secure electronic submission of exam papers to Registry from faculty offices prior to University examinations	2012

	2.7 Explore the available options of using an online room booking facility to deal with ad hoc room booking requests	2012
3. Increase engagement internally and externally	3.1 Work with faculties and ISS to progress amendments to the examination calculate programmes	2012 & ongoing
	3.2 Work with faculties and ISS on progressing changes required to broadsheet programmes to support Progression and Award Board meetings	2013
	3.3 Working with Gradate Studies Office on enhancing and streamlining the administrative processes associated with post graduate research students	2013
	3.4 Review how programme teams use the postgraduate admissions system (PAC) in consultation with Programme Chairs and faculty	2012
	3.5 Review existing online registration system with ISS, faculties, Finance Office and other areas to assess if this system will meet the future requirements of the university. This may include exploring alternative online registration services and recommend alternatives to DCU Senior Management	2013
	3.6 Assist the Graduate Studies Office with the development of a framework to support the implementation of inter-institutional graduate training	2012
	3.7 Maintain the annual schedule of regular meetings with ISS, International Office and Faculty Managers and explore establishing similar regular meetings with other departments.	2012 & ongoing
	3.8 Input to the future development of PAC through continued participation in the National PAC user group	2012 & ongoing
	3.9 Participate in the pilot, review and roll out of the national electronic fund transfer payment scheme	2012
	3.10 Provide representation for relevant national working groups e.g. assessment of non-eu qualification, mature student application process, bonus points for leaving certificate mathematics	2012 & ongoing
	3.11 Represent DCU on the CAO Operations Group	2012 & ongoing
	3.12 Contribute to high level discussions relating to developing a co-ordinated approach within the University to achieving operational excellence.	2012 & ongoing
4. Contribute to	4.1 Internationalisation – Registry participation on the working group charged with shaping the	2012

developing and Implementing University Initiatives	<p>strategy and assisting with relevant process changes to implement the strategy</p> <p>4.2 DCU-online and blended learning – assist with identifying developments required to policies, services and processes to support remote student registration and study in consultation with University colleagues. Assist with drafting any relevant new or amended policies for University approval.</p> <p>4.3 Assist with the implementation of any related emerging projects from the roll out of the Academic Framework/Flexible teaching and learning in collaboration with the Deputy Registrar/Dean of Teaching and Learning, ISS and faculties</p> <p>4.4 Contribute to policy development and implementation in relation to Marks and Standards, regulations pertaining to student records, admissions and examinations through participation at University Standards Committee, Graduate Studies Board, Academic Council and relevant sub-groups of these committees.</p> <p>4.5 Implement the new external examiner reporting system in collaboration with faculties and ISS.</p> <p>4.6 Contribute to the discussions and developments identified by the First Year Experience Committee</p>	<p>2013</p> <p>2012 & ongoing</p> <p>2012 & ongoing</p> <p>2012</p> <p>2012 & ongoing</p>
5. Enhance accessibility and visibility	<p>5.1 Review information on Registry website and enhance layout and content</p> <p>5.2 Investigate the use of podcasts to describe Registry services and display on the Registry website</p> <p>5.3 Explore the creation of podcasts to assist University colleagues with Registry related processes</p> <p>5.4 Lead on cross University working groups e.g. PAC, academic structure, registration, timetabling group</p> <p>5.5 Investigate improvements to the layout of the Registry Helpdesk Area</p> <p>5.6 Continue to provide information sessions to programme chairs and other relevant colleagues about the use of PAC, preparation for PAB meetings, anonymous marking, external examiner reporting system and CAO</p> <p>5.7 Initiate a review of Registry Helpdesk opening hours</p>	<p>2013</p> <p>2013</p> <p>2014</p> <p>2012 & ongoing</p> <p>2013</p> <p>2012 & ongoing</p> <p>2012</p>

6. Build resources	6.1 Review resource requirements at peak times in the academic calendar. Assess needs and devise a plan of action for meeting the needs at these times.	2012
	6.2 Assess future training needs and develop a training programme for the department. Develop individual training plans with each Registry colleague.	2013
	6.3 Review use of existing office space. Consult with Estates Office and office design companies to obtain information on the optimum layout of existing floor space to maximise use of natural light, ventilation, storage areas and floor plan.	2013
	6.4 Identify and agree development opportunities for colleagues within Registry to support new learning and up skilling	2012
	6.5 Work closely with colleagues in HR to ensure the structure of the posts within Registry continue to meet the operational needs of the Registry and the wider needs of the University	2012 & ongoing
	6.6 Continue to share resources across Registry for specific events/activities and explore opportunities for interested staff to participate in role exchange within Registry	2012 & ongoing
	6.7 Undertake a review of IT equipment in Registry to ensure it meets user requirements and develop a plan to update equipment that no longer meets these requirements	2012
	6.8 Contribute to high level discussions regarding the information systems required to support planned developments and operational effectiveness.	2013
	6.9 Develop best practice guide for Registry on energy saving in consultation with the Estates Office	2012 & ongoing

Director of Registry

March 2012