



The Connected University Update

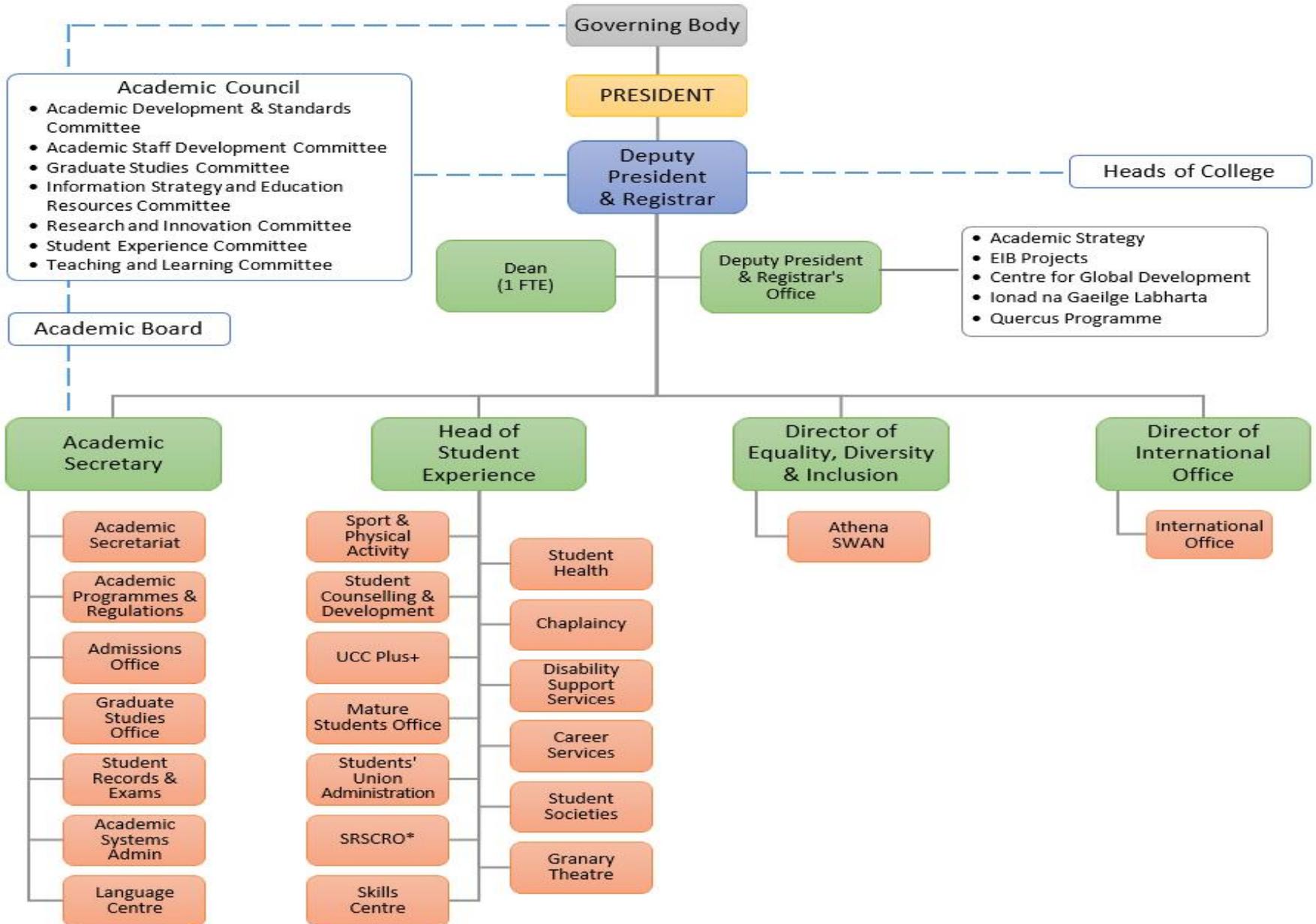
16th August 2018

A TRADITION OF
INDEPENDENT
THINKING



UCC

University College Cork, Ireland
Coláiste na hOllscoile Corcaigh



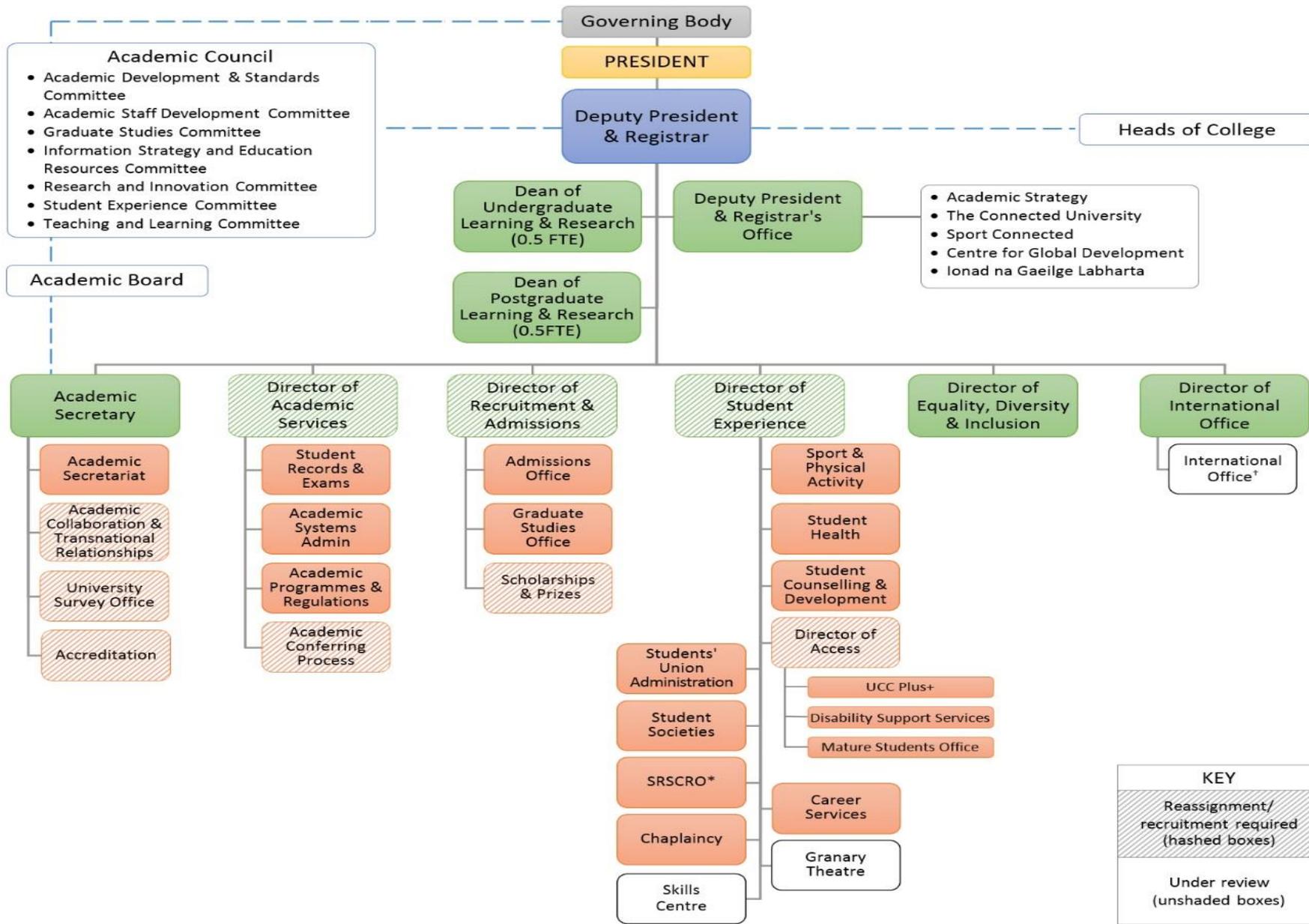
* Student Residential Services and Community Relations Office

The priorities in developing the new Functional Area structure are:

- Accommodating significant growth in student numbers;
- Responding to Institutional Review (2013) and Quality Improvement/ Quality Assurance Peer Review Reports (2014) and preparing for the next institutional review (2022);
- Enabling significant revision of the curriculum and academic strategy targeting the differentiation of UCC's institutional academic mission, the delivery of a connected curriculum and increased internationalisation;
- Delivering on the ambitions set out in strategic plan (2017 – 2022) which will increase demands on recruitment, admissions and services;
- Facilitating growth in internationalisation and income generation;
- Development of an academic strategy including the delivery of a connected curriculum;
- Leading out on the very significant infrastructural developments including The Student Hub, Student Accommodation, Sports Campus and Virtual Student Hub;
- Supporting the ambition for sport and enhanced student experience at UCC;
- Responding to increased complexity, internal collaboration and external partnerships (including the IMI and international);
- Further integration of the international recruitment and admissions process in the core strategies (awaiting the outcome of the review of internationalisation).

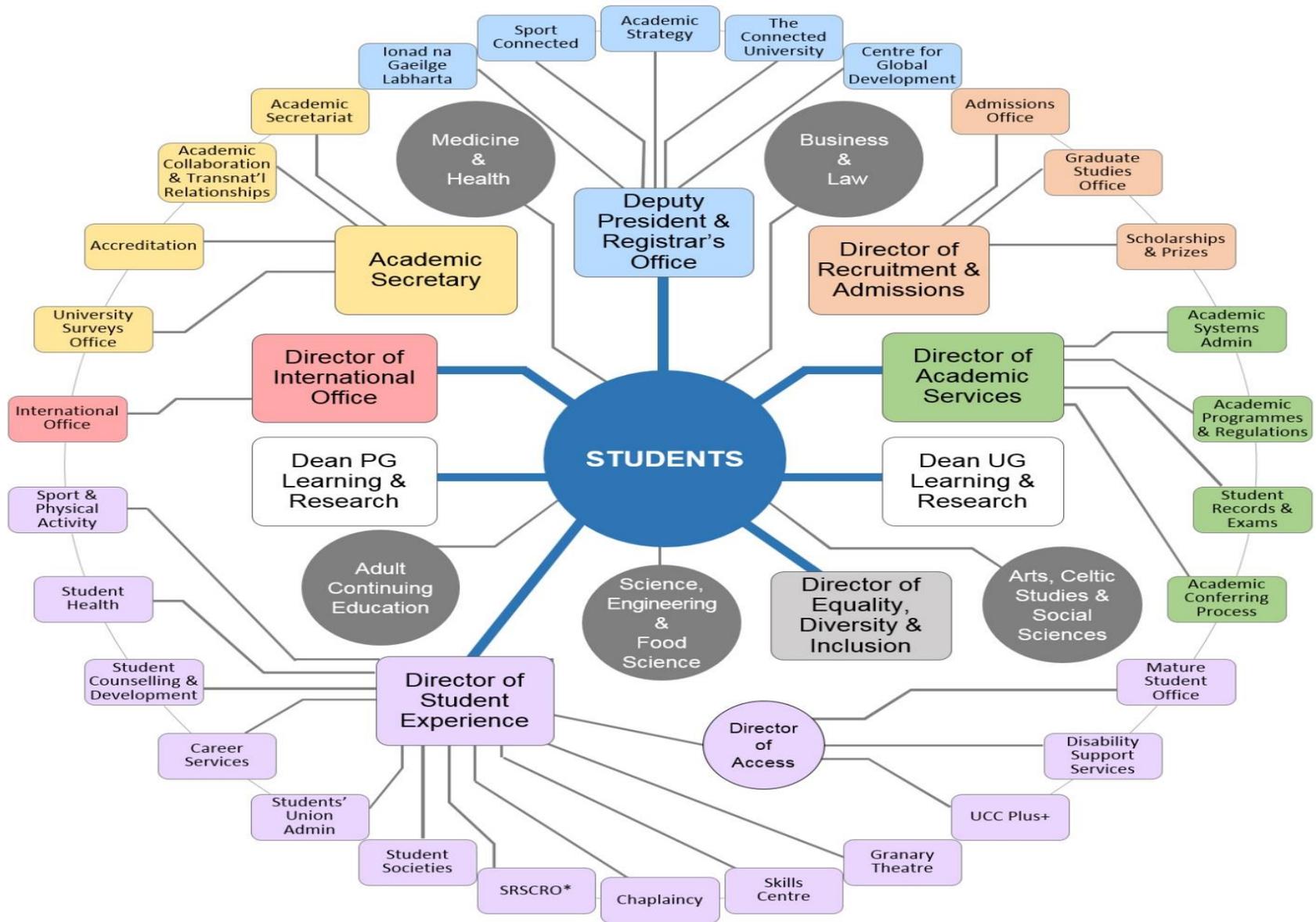
DEPUTY PRESIDENT & REGISTRAR'S FUNCTIONAL AREA STRUCTURE

PROPOSED



* Student Residential Services and Community Relations Office

† Internationalisation at UCC is currently under review



The Connected University Communications



- The Connected University Programme information now online at <https://www.ucc.ie/en/registrar/theconnecteduniversity/>
- University Wide Town Hall session held on July 18th.
- Email communication to staff and students scheduled for September
- Operations Group meeting scheduled for August 24th

SAVE TO FAVOURITES ☆

Communication & Engagement

SHARE

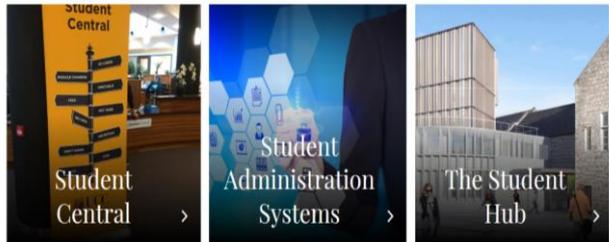
The first university-wide Town Hall Meeting was held in the *Aula Maxima* on Wednesday 18th July 2018. A recording of the event is available at: [The Connected University Update](#).

Submit your feedback:

We are eager to draw on the experiences of our students and staff to help us to understand how we can improve our systems and services, and make life better for you all. Throughout this programme there will be opportunities for you to get involved during our regular Town Hall Meetings and consultation sessions. We also offer an online suggestion box, and invite you to use this forum to feed back your suggestions and comments to the programme team (Michelle Healy, Michelle Nelson and John McNulty) and sponsor (Professor John O'Halloran).

[Online Suggestion Box](#)

Current projects:



The image shows three project thumbnails. The first is 'Student Central' with a yellow background and a vertical list of icons. The second is 'Student Administration Systems' with a blue background and a hexagonal pattern of icons. The third is 'The Student Hub' with a white background and a modern building facade.

Student Records Systems

Round 2 Competitive Dialogue

- Suppliers spent **3 days** each on-site.
- Involved **70** UCC subject matter experts from the Registry, Student Experience and Colleges.
- **10** thematic workshops with each supplier.

What next?

- Round 2 completes with Fees workshops on **17th** and **19th September**.
- Round 3 is scheduled for mid-late October. Dates TBC.
- Round 3 dialogue will be based on scenario and persona requirements as provided by the UCC team.



Round 2 Information Pack

May 25th 2016

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Digital Hub – v1.0



Since our last town hall...

Completed

- Kaizen Rapid Improvement event **June 27th**.
- Web Enquiry for Registered Students go-live **July 31st**.

In Progress

- Knowledge Base.
- Quick Create Cases.
- Load Academic Data to CRM.
- Online Payment Plans



Digital Hub v1.0 – Payment Plans



Not secure | buzzi.ucc.ie/payment-plans

Payment Plan 2018/2019

Logged in as: Aonghus Sugrue
Student Number: 105544475

Payment Of Initial Fee

Are you an Undergraduate or Postgraduate student? *

Have you paid the initial payment of € 1000 Yes No

Please ensure that you have read the [Terms & Conditions](#).

Proceed to payment plan

Not secure | buzzi.ucc.ie/payment-plans

Payment Plan 2018/2019

Logged in as: Aonghus Sugrue
Student Number: 105544475

Fees Office, University College Cork Financial Payment Plan for Academic Year 2018/2019

Total Payment Plan Amount* € 4800

Fees are payable from September to April, in 8 equal online instalments through MyStudentAdmin. Based on the information you have provided, your monthly payment plan is as follows:

#	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Amount Due	€ 600.00	€ 600.00	€ 600.00	€ 600.00	€ 600.00	€ 600.00	€ 600.00	€ 600.00
Payment Deadline	Fri 31st Aug 2018	Fri 28th Sep 2018	Wed 31st Oct 2018	Fri 30th Nov 2018	Mon 31st Dec 2018	Thu 31st Jan 2019	Thu 28th Feb 2019	Fri 29th Mar 2019

- Please note that all contact will be via your Umail account and/or text message. Please ensure your mobile number is correct in MyStudentAdmin.
- Please note, you will be unable to progress, graduate or register with professional bodies where fees remain outstanding.

Please indicate that you have read and agree to the [terms and conditions](#) by ticking the box.

Back **Submit**

Digital Hub v1.0 – Web Enquiry

Secure | <https://www.ucc.ie/en/ask/>



University College Cork
Coláiste na hOllscoile Corcaigh

COURSES

MY UCC

SEARCH



MENU

How may we direct your query?

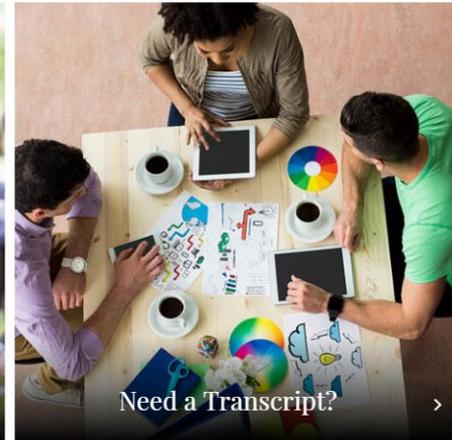
Please select the most relevant option below. Don't worry if you are unsure, queries can be redirected internally if needed. Please make your best guess.



Registered Student Queries >



Considering Studying at UCC? >



Need a Transcript? >

Digital Hub v1.0 – Web Enquiry



SAVE TO FAVOURITES Home > Study > Ask > Registered Student Queries

REGISTERED STUDENT QUERIES

SHARE

UCC
University College Cork, Ireland
Coláiste na hOllscoile Corcaigh

Login to UCC Forms

Username
105544475

Password

Log in only to this service provider

Login

REGISTERED STUDENT QUERIES

SHARE

If you can't find the answer to your question on our website, please use this form to contact us.
We are continually adding new services to this page. If you don't see an option for your query, please visit [Resources for Current Students](#)

WELCOME AONGHUS

Student Number*
105544475

What type of student are you?*
Postgraduate student on a research programme (EU)

What is your enquiry about?*
Documentation Request

Please select the topic which best matches your 'Documentation Request'
Proof Of Registration

All PDF documents will be forwarded to your student email account, if you require a hard copy please include a postal address below.

Please provide us with specific details of your enquiry*
I would like to get proof of registration from UCC to assist with my application for XYZ |

Submit

Digital Hub Acknowledgement



A COLLABORATIVE EFFORT ACROSS FUNCTIONS & PROJECTS.



|STUDENT EXPERIENCE | FEES | IT SERVICES | STUDENT CENTRAL| THE HUB | ACE | IO

|SYSTEMS PROJECT | REGISTRY OFFICES AND OTHERS...

Curriculum Management

User Requirements Workshop

- **2 hour session on July 10th** in the North Wing Council room.
- Attended by **40** members of staff from across UCC involved in curriculum management processes.
- Opened by our Curriculum Management Programme Sponsor **Elizabeth Noonan**



Structured Approach → Pains & Needs; User Stories; and Data Reqs.

Curriculum Management Team
1800 1000 2000
1800 1000 2000

A little bit about curriculum at UCC...

Programmes: 500+
Modules: 4000+
Erasmus/TKA Modules: 1700+

Curriculum Offerings:

Programme	Module	Erasmus/TKA	Other
1	2	3	4

Key Stakeholders in Curriculum Management:
Colleges; Schools; Departments; ACE; International Office; A&N; A&S; A&C; Curriculum Committees; Programme & Module Coordinators; Departmental Administrators; Students; Applicants; NUI; External Providers; External Examiners; Quality Enhancement Unit; Offices of Academic Affairs; etc.

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We need your help to identify...

1. Pains
What pains do you experience with curriculum management currently?

People

Process

Policy

Technology

2. User Stories
What tasks do you need to complete as part of curriculum management?

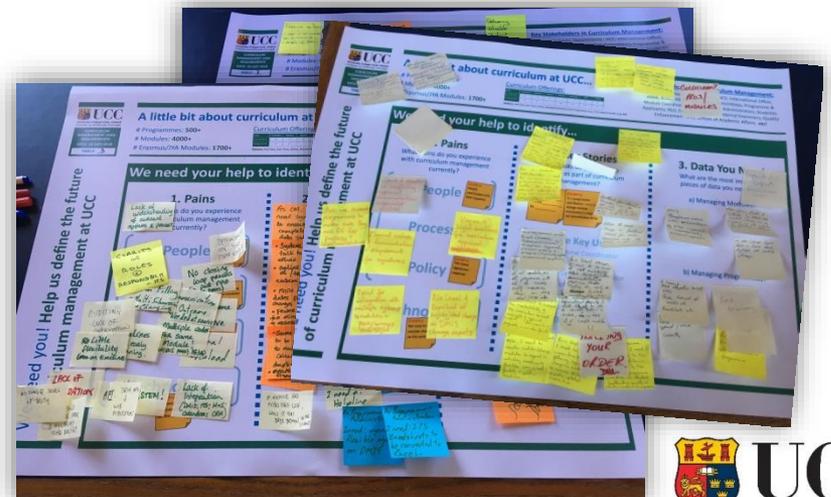
Sample Key Users:

- Programme Coordinator
- Module Coordinator
- Department Administrator
- Head of Department
- Curriculum Committee
- Financial Analyst
- Others??

3. Data You Need
What are the most important pieces of data you need for...

a) Managing Modules?

b) Managing Programmes?



The Student Hub



UPDATES:



Construction



Site Visits



Consultation
Rooms



Seating Plans

IN PROGRESS:



Communication



Site Visits



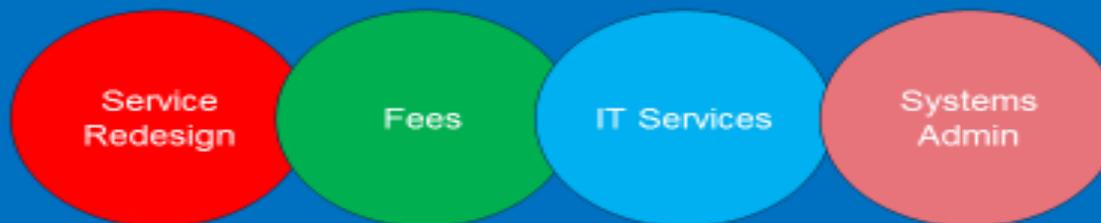
Room
Bookings



IT in the Hub

Steps in the right direction.....

I just panicked because I thought that
I needed to pay more fees



Student Central @The HUB

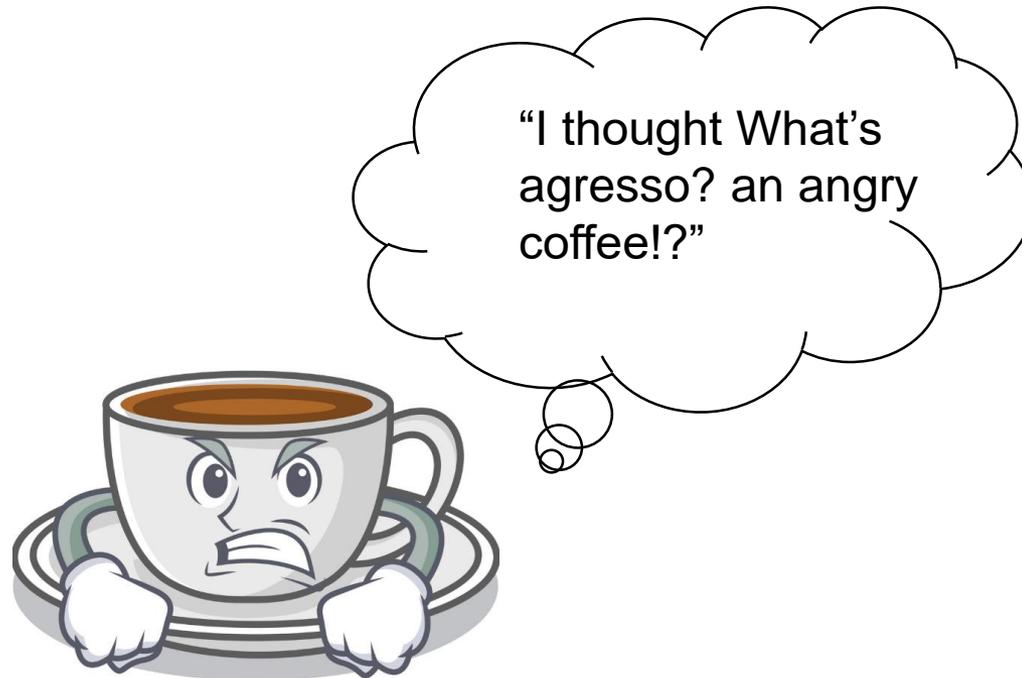


- Closing Date for Applications
- Estimated start date
- Working hours
- Training and some transfer of online functions ahead of the move to Student Central

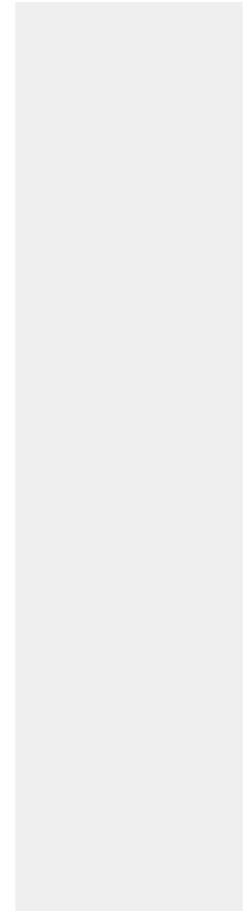
Training and Professional Development Focus Group



14 staff from across the Registry, Fees, and Student Experience



Training and Professional Development Focus Group



Training - Digital Skills & Badges



- Training identified from **Digital Skills Survey and prioritised in Focus Group.**
- 3 x Digital Skills Badges for Staff. Bronze, Silver, Gold.
- Bronze Badge Key Features
 - Focused on Office 365 fundamentals.
 - Classroom (groups or Online).
 - Assessment on Completion.
 - Part of your HR record.
- Launching October 2018.

Stay tuned for more!



Update on Suggestion Box

Suggestion	Update
Start communicating to academic Units	University-wide Townhall session, plenary session held in June, academic and College representatives involved in Round 2 of Strategic dialogue
Get student feedback and involvement in the programme	Proposal under development for A Connected University Student Advisory Panel
Update hoarding around the Hub to reflect The Connected University vision	New hoarding is being designed and will be revealed in September
Get involvement from schools/the wide public in a competition to name Hub spaces	Engagement with current Student Union to progress
Staff Development – opportunity to meet informally	One focus group held with staff to brainstorm professional development needs