

# Admissions Office Key Business Process

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## PURPOSE

The purpose of this process is to describe the main procedures associated with the delivery of key services and activities of the Undergraduate Admissions Office.

## RESPONSIBILITY

Resourcing and planning for the work of the Undergraduate Admissions Office is the responsibility of the Admissions Officer.

## PROCEDURE

The primary aim of the Admissions Office is to process applications for admission to undergraduate full-time programmes. This is done mainly through the Central Applications Office (CAO) and by a small number of direct application routes. Admissions provide information on programmes available as well as the methods of application and any other information required by applicants to make and progress their application from initial enquiry to enrolled student.

The primary procedures associated with the delivery of the above services include:

- A. **Providing an information service and supports** to prospective students, parents and schools
- B. **Processing applications** through the CAO and from direct applicants and offering undergraduate places through the CAO and direct offer processes
- C. **Orientation and enrolment** for incoming undergraduate students
- D. **Updating the Student Record System** with data on new entrants and also for return of data to the Higher Education Authority (HEA)
- E. **Processing of scholarship data** for specified scholarship awards

This wide variety of duties is handled in a professional manner with an emphasis on customer focus, and is delivered in collaboration and consultation with colleagues from both administrative and academic departments throughout UL, and for a number of initiatives in collaboration with other universities.

The Admissions Office is staffed by seven full-time members of staff and one member of staff who works on a half time basis. In addition an Orientation Co-ordinator is employed for a set time period to oversee the planning and implementation of the Orientation programme.

Details of the procedures listed above are as follows:

### A. **Providing an information service and supports**

- Provide prospective students, parents and schools with information and advice on the services and courses available:
  - Operate a counter service to provide information on an individual face-to-face basis for students and prospective students
  - Deal with phone queries on admission pathways and course information
  - Respond to email queries as above
  - Participate in the planning of annual Open Days and provide staffing for a stand at the event

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- Attend Careers exhibitions and meetings with Guidance Counsellors
- Attend off-site information evenings
- Email schools in October each year with a schools Pack which includes an Alert List which gives the changes for the coming year
- Post the Alert list on the UL Admissions Website as well as the CAO website
- Update the CAO Handbook by March each year for the following admission season (i.e. March 2013 for 2014 entry)
- Annually update Admissions Sections of Undergraduate prospectus
- Produce publications for prospective students and Guidance Counsellors in advance of the admission season

Responsibility for the above actions is divided amongst the staff of the Admission Office. Detailed working guidelines are contained within the Admissions Process/Operational manual and individual Standard Operating Procedure documents (SOP).

### **B. Processing applications**

#### **B.1 Processing applications: CAO**

- Applicants apply through the **CAO** by 1 February
- Download Mature, Music, Architecture and other non-standard applicant lists by 8 March as well as application statistics for UL and sector for analysis
- Contact Mature applicants to inform them that they must submit a Supplementary Information Form (SIF) if they have not already done so by 1 February
- Download and circulate CAO Mature applicant data to Faculty for assessment
- Send out invitation to Music applicants to attend audition and to Architecture applicants to present portfolio
- Invite selected mature applicants for Interview
- Process results of Auditions, portfolio assessment and interviews/mature applicant assessment
- Issue communication to applicants informing them of result of assessment
- After late closing date of 1 May download data on late applicants and process as above
- After Change of mind date of 1 July download data on new applicants and process as above
- Assess EU applications for qualification equivalences
- Prepare and return ratings to CAO for above candidates by June 21 approx.
- In June commence work on analysis of offer to accept data for previous years to determine number of offers to be made for current season
- In early July issue authorizations to CAO for Round A Offers to Mature, and deferred candidates
- In late July issue authorizations to CAO for Round Zero offers to Graduate Entry to Medicine (GEM), FETAC and Access candidates
- Download and analyse acceptance data after each round and include additional offers in next round as required to fill quotas
- In mid- August finalise offer ratios having amended unfilled place numbers to encompass any direct or early CAO acceptances
- Populate CAO authorization programme with number of required offers per programme in advance of publication of Leaving Certificate (LC) results to enable CAO to do “Dummy runs”

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- When LC results are available (mid-August) CAO conduct eligibility and scoring programmes on behalf of UL based on criteria supplied and checked by Admissions and populate dummy run with eligible candidates as per offer authorizations previously submitted
- Review output of dummy runs daily for week of Allocation including offer instructions for eligible HEAR & DARE candidates and adjust as required
- Participate in final allocation with all participating CAO institutions on Friday of allocation week in CAO Galway
- Give final offer authorizations and send details of cut-offs to Corporate Affairs and Deans
- Download and analyse acceptance data and waiting lists after each round and include additional offers in next round as required to fill quotas up to end of CAO season in mid-October

### **B.2 Processing applications: Direct**

- Applicants apply directly to the Admissions for some Evening or Part-time programmes
- When applications are received they are set up on the SI Student record system and UL id numbers are assigned and receipt of applications is sent to applicant
- Applications are sent to Faculty for assessment
- Invitations are issued for interview /audition /portfolio if required
- Outcomes from assessment of applications (including any audition or portfolio results) are updated on SI when available from Faculty
- Results of assessments/ offers are sent to applicants
- Acceptances are updated on SI system
- Additional offers are issued if places available after initial acceptances are received
- Any appeals are processed within the set time frame in accordance with the UL Admissions Appeals Process [Appeals Process.htm](#)

Responsibility for the above actions is divided amongst the staff of the Admission Office. Detailed working guidelines are contained within the Admissions Process / Operational manual and individual Standard Operating Procedure documents (SOP).

### **C. Orientation and Enrolment**

- Recruit Orientation Co-ordinator to oversee Orientation (no post or funding assigned in budget)
- Arrange schedule of meetings of Orientation Working Group to plan upcoming Orientation
- Open on-line Orientation Guides application process – April/May each year
- Select Guides and notify them of outcome of application
- Meet stakeholders such as ITD for Enrolment set-up and order any new equipment or supplies required
- Draw up a schedule of activities for Orientation which include course and academic advisor meetings, campus tours and enrolment. (The Orientation Co-ordinator works in conjunction with Admissions) and assign venues
- Update Orientation material and post to web and /or print as required
- Request Faculty administrators to update advisor lists
- Import Offer and Acceptance candidate details to SI to create student records for on-line enrolment and create contact lists for new entrants

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- Invite all incoming undergraduate students to attend Orientation programme prior to commencing their programme of studies in UL. (Notifications sent by email and SMS as well as package sent by land mail)
- Open on-line enrolment as soon as all acceptance data has been downloaded and transferred onto student record system – usually within 2-3 days after acceptance date
- Arrange training for guides in advance of Orientation
- Conduct Orientation of new entrants:
  - Assign guides to student groups at end of Welcome session
  - Ensure all students have campus wide tour of facilities
  - Distribute Student Handbook to new entrants
- Complete enrolment process
  - Enrol any candidates not enrolled on-line
  - Verify fee payment if appropriate
  - Verify name and date of birth
  - Update SI to reflect changes required
  - Issue student ID cards

Responsibility for the above actions is divided amongst the staff of the Admission Office and the Orientation Co-ordinator. Detailed working guidelines are contained within the Admissions / Orientation Process/Operational manual and individual Standard Operating Procedure documents (SOP).

### **D. Updating the Student Record System**

- Download applicant data from CAO and create records on the SI system for all new full-time undergraduate students
- Input pre-enrolment data for direct applicants
- Add any additional data collected at the enrolment stage
- Update the SI system throughout the Admissions cycle and CAO Season as grade amendments are processed and new offers issued
- Produce enrolment reports and compare with targets to monitor filling of targets
- At the close of the CAO season process requests for Year One Semester One Transfers and update the system
- Reverse records for no show candidates
- In October run additional reports off the SI System to identify and populate missing values from student records. This must be done before the Provisional HEA Statistics are downloaded for return to the HEA.

Responsibility for the above actions is divided amongst the staff of the Admission Office. Detailed working guidelines are contained within the Admissions Process /Operational manual and individual Standard Operating Procedure documents (SOP).

### **E. Processing of scholarship data**

The Admissions Office processes data for the award of a number of undergraduate scholarship awards.

- Identify the proposed recipients for the following awards
  - Paddy Dooley Scholarship
  - Edith and Lesley Downer Scholarship

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- Microsemi Scholarship
- Stryker Scholarship
- UL 40 and UL 40 Mature Scholarships
- Any additional awards created over time
- The recipients are identified - highest monetary value scholarships populated first to ensure each candidate gets the highest value award to which they are entitled, and the data is passed to another department for arrangement of presentation.
- Corporate affairs are requested to provide the award cheque if appropriate or an invoice is raised for external organisations for the amount required for the award if required.

Responsibility for the above actions is divided amongst selected staff of the Admission Office. Detailed working guidelines are contained within the Admissions Process/Operational manual and individual Standard Operating Procedure documents (SOP).

### DOCUMENTATION

All relevant documents associated with the above procedures are contained within the Admissions Process/Operational Manual and SOPs.

### RECORDS

All relevant student and learner records created within the Office are stored in accordance with UL's [Records Management and Retention Policy](#).

### PROCESS VERIFICATION

Evaluation of the Admissions Office process effectiveness is carried out using Internal self-assessment audits. Changes to processes are put in place as required and as appropriate.

### REVISION HISTORY

Revision No.	Date	Approved by:	Details of Change	Process Owner
1	July 2013	Anne Hickey	Initial release	Anne Hickey
2	5 Nov 2014	Anne Hickey	Minor changes for clarity following Interdepartmental audit plus some other minor changes also for clarity. Processing of scholarships updated following change in process	Anne Hickey