# Academic Registry QIP Implementation Summary Report

**Unit: Academic Registry**

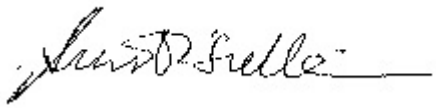
**Head of Unit: Dr Pat Phelan (to Dec 2024). April '25 onwards – Clare O'Shaughnessy**

1. Date on which QIP received from QSU: 28th November 2022
2. Date on which unit met to discuss and ratify the QIP: 5th December 2022
3. Date on which unit response to recommendations returned to QSU (section 3 in table): 7th December 2022
4. Date on which unit response was noted by Quality Committee:
5. Date on which QIP progress was presented to Quality Committee: 8th March 2024
6. Date on which implementation review meeting with DQ and PDP was held: 10th March 2025

| Rec no. (level) | Recommendation | Closed | Open | Commentary |
|---|---|---|---|---|
| 1 (1) | As UL is at a critical point in its student population growth, develop at institution level an overarching approach and resourcing model to enable processes and systems to adapt to demands | | x | Dependency on ATOM to simplify processes however the challenge is that implications of changes are unquantifiable for system, process and staff. Potential to link student number to staff resources, the proposed ORB may assist with capacity planning. AR to bring a memo for consideration to Senior Mgmt. |
| 2 (1) | Work with senior management to develop a strategic approach to how AR processes, systems and resources will evolve to manage the increase in student numbers and to ensure momentum and focus are not lost | x | | This item is part of Number 1 listed above |
| 3 (1) | Linked to the work on scheduling, develop a policy and a set of underpinning principles which are consistent with the outcomes of the institution-level work described in recommendation 1. | | x | Class Timetabling Project in progress; Phase I will deliver a new system, process improvements and a scheduling policy. |
| 4 (1) | As AR transitions out of the Tactical Stabilisation project, ensure effective governance structures are in place to oversee future developments, including retaining the SITS Steering Group | x | | SRGC (Student Records Governance Committee) now in place chaired by AR Director, which is a subcommittee of DGSC (digital governance steering committee). |

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|---|---|---|---|---|
| 5 (1) | Develop an Academic Registry People Plan which provides internal career progression opportunities and which, through the Performance and Development Review System (PDRS), increases the emphasis on professional development beyond specific job-related knowledge and skills | x | | People and Culture Plan incorporated into the AR annual planning as one of our key strategic pillars, which feeds into staff PDRs & AR Maturity Model. |
| 6(1) | At University level, develop an institutional approach to managing student communications and enquiries | | x | AR to bring a memo for consideration to Senior Management. |
| 7(1) | Provide a safe space for students to speak to staff about sensitive AR-related issues. Work with Senior Management. | | x | AR has developed a paper in relation to space requirements. This has been escalated to UL QIP – Space Management Committee to review requirements. |
| 8(1) | Establish more structured ways of engaging students, such as a service-user forum, to ensure that AR activities operate as intended to improve the student experience. | x | | Process in place, with AR meeting UL Student Reps each semester. |
| 9(1) | Establish mechanisms for gathering and acting on systematised feedback from academic and professional service departments through effective business partnering. | | x | Framework developed with AR contacts identified for each division/faculty. Pending AR Prioritisation, this is ready to be implemented. |
| 10(1) | Manage AR and stakeholder expectations around the capacity and resource available to progress strategic and ongoing operational improvements. | x | | SRGC prioritises Student Record Projects and Initiatives (including staff allocation) and DGSC prioritises all Digital Projects. |
| 1(2) | Consider how the process maps may be shared more widely with other UL units to facilitate more effective end-to-end processing and highlight the linkages between different services. | x | | Process Maps have been shared with external stakeholders for key projects. |
| 2(2) | As AR matures, ensure that the QMS approach is proportionate to meet future needs. | x | | Quality Mgmt. System is reviewed annually by AR Mgmt team to ensure that its fit for purpose with required controls and management oversight in place. |

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| 3(2) | Develop appropriate KPIs for all major functional areas. | x | | A dashboard of key performance indicators and metrics has been created for the entire division. |

Director of Quality  Date: September 2025

Sinéad O'Sullivan