

What you said (voice of the community):

Schools/Areas we engaged with:			
AHSS	STEM	HS	Total
11/12	6/8	3/4	20/24
Academic Registry	Graduate Studies	IT Services	
Yes	Yes	Yes	

- Lack of adequate reporting
- Delays created by missing signatures/information (only identified late in the Annual Review / Confirmation process)
- Schools wish to be able to flag a student for progression on SITS without having to submit a form to Academic Registry (who manually enter them into SITS)
- Capture and manage Thesis Committee members
- Track a student's ECTS credits

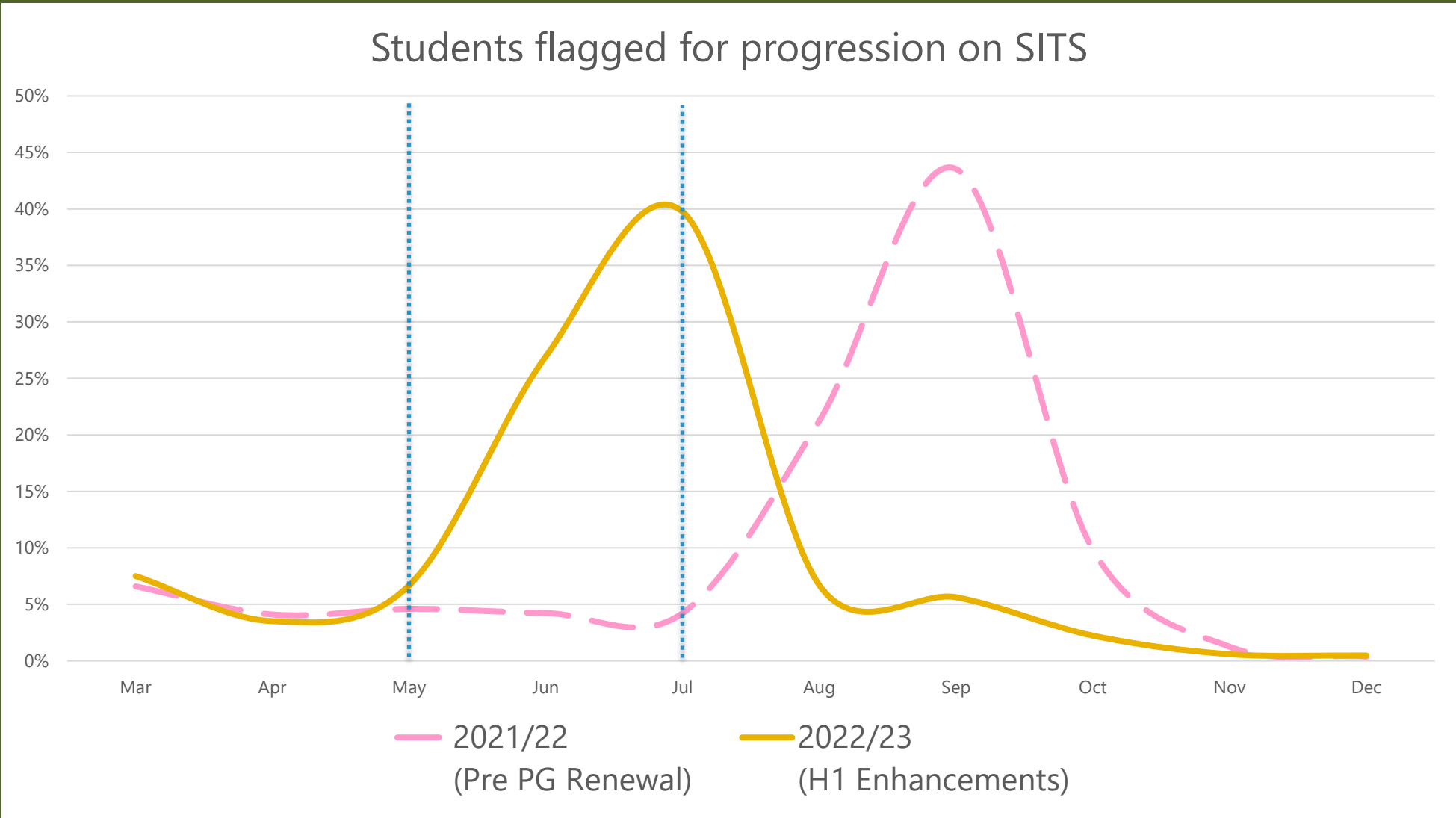
What we learned (Analysis):

Progressed by approved deadline	September cohort	March cohort
2021/22	21%	3%

% Invited to Register (2 weeks before start of next academic year)	Result
2021/22	12%

Workdays required by Academic Registry	Result
2021/22	20.3 days (4 weeks)

Horizon 1: Value we delivered (enhancements to existing process)



Analysis of Enhanced Process (Sept Cohort)

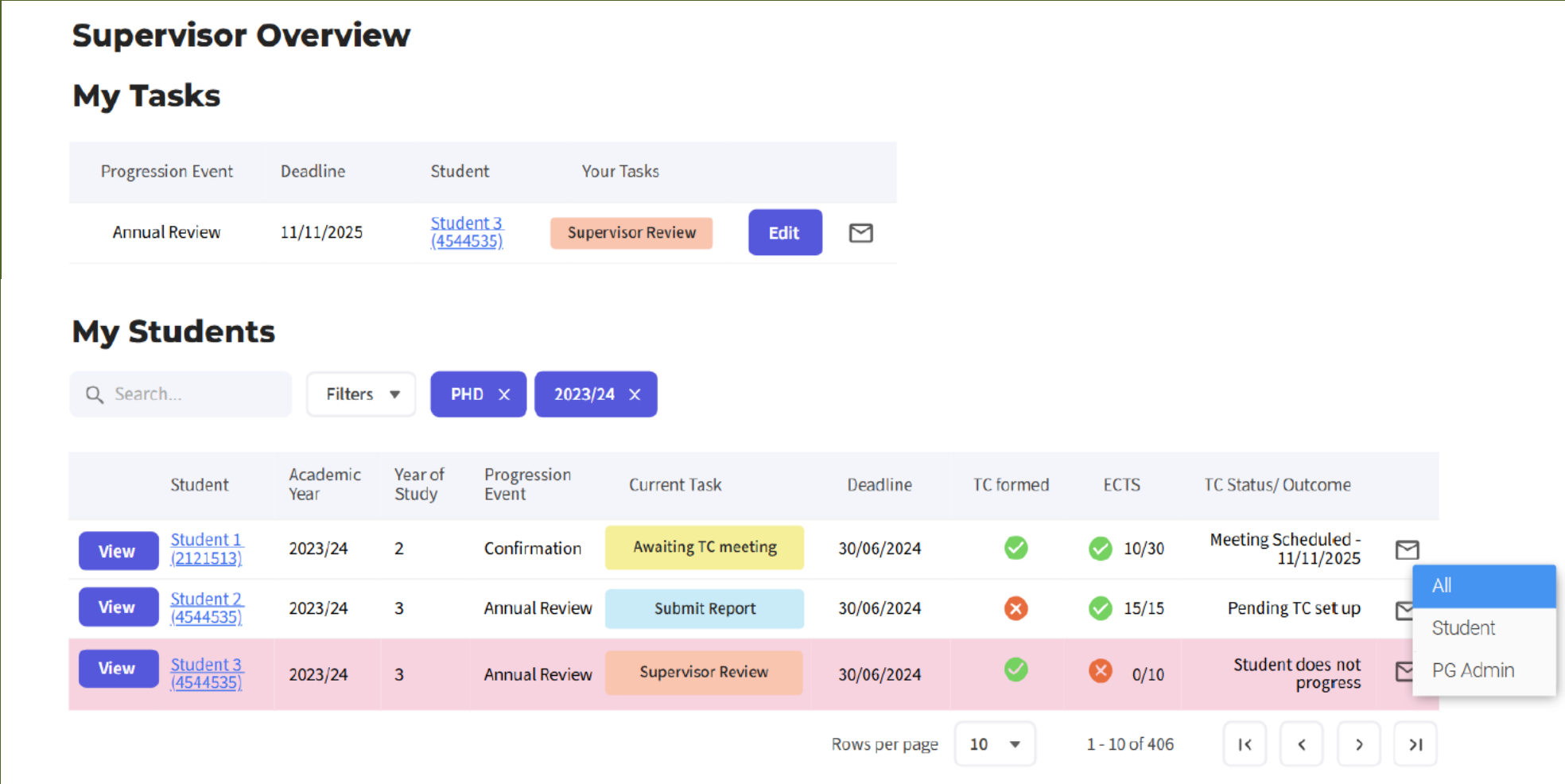
Success Criteria	Result (2022/23)
Submitted to Academic Registry by June 30	54%
Processed by Academic Registry within 3 working days	96%
Invited to Register 2 weeks before Semester 1 (of the next academic year)	83%
Workdays required by Academic Registry	9.7 days (54% reduction)

September Registration Statistics (2 weeks before start of the next academic year)

Academic Year	Invited to Register
2021/22	112
2022/23	738
% Increase	559%

Horizon 2: Design, Develop & Implement Digital Transformation

Concept screens developed & socialised with Schools



Solution to achieve:

- Individual landing pages specifically tailored for each stakeholder:
 - Student
 - Supervisor
 - DTLP / PG Admin
- Annual Review / Confirmation reports completed online through my.tcd.ie portal
- 50% of the sections in the reports will now auto populate with data from SITS (student/course details, Thesis Committee members, Taught modules achieved)
- Schools will be able to flag a student for progression in SITS (without having to contact AR)
- Schools will be able to provide their staff access to the functionality (without having to contact AR)

Still to do:

Horizon 2 (ending Dec 2025)

- Complete development and testing of new automated process
- Go Live in October 2025

Post December 2025

- **Support and monitor** functionality through the 2025/26 March and September progression cycles
- **Continuous improvement:** implement enhancements to address any issues identified in 2025/26
- **Develop a transition plan** to move oversight and functionality out of the Postgraduate Renewal Programme.
- **Transition** ownership of governance and operations

Targets (what would success look like):

- **90%** of research students have a Thesis Committee established 3 months in advance of progression deadline
- **75%** of research students flagged for progression in SITS by approved deadline
- **90%** reduction in the time attributed to this task by Academic Registry in 2022/23



What you said (voice of the community):

Schools/Areas we engaged with:

AHSS	STEM	HS	Total
6/12	3/8	2/4	11/24

Academic Registry	Graduate Studies	Global	IT Services	Trinity disAbility Service	Data Protection Officer	Trinity Access Programme
Yes	Yes	Yes	Yes	Yes	Yes	Yes

- Key stakeholders such as Graduate Studies, Global and School assessors need opportunity to review proposed PG application forms
- A full review of the form is necessary to:
 - create a succinct and easy to complete application form
 - assess whether mandatory and non-mandatory data is providing a value-add

What we learned (Analysis):

% who start a PG application and submit for assessment

Description	2023/24 Application cycle (pre-OLAF)	2024/25 Application cycle (OLAF)
PG Research Application completion rate	15%	17%
PG Taught Application completion rate	37%	44%

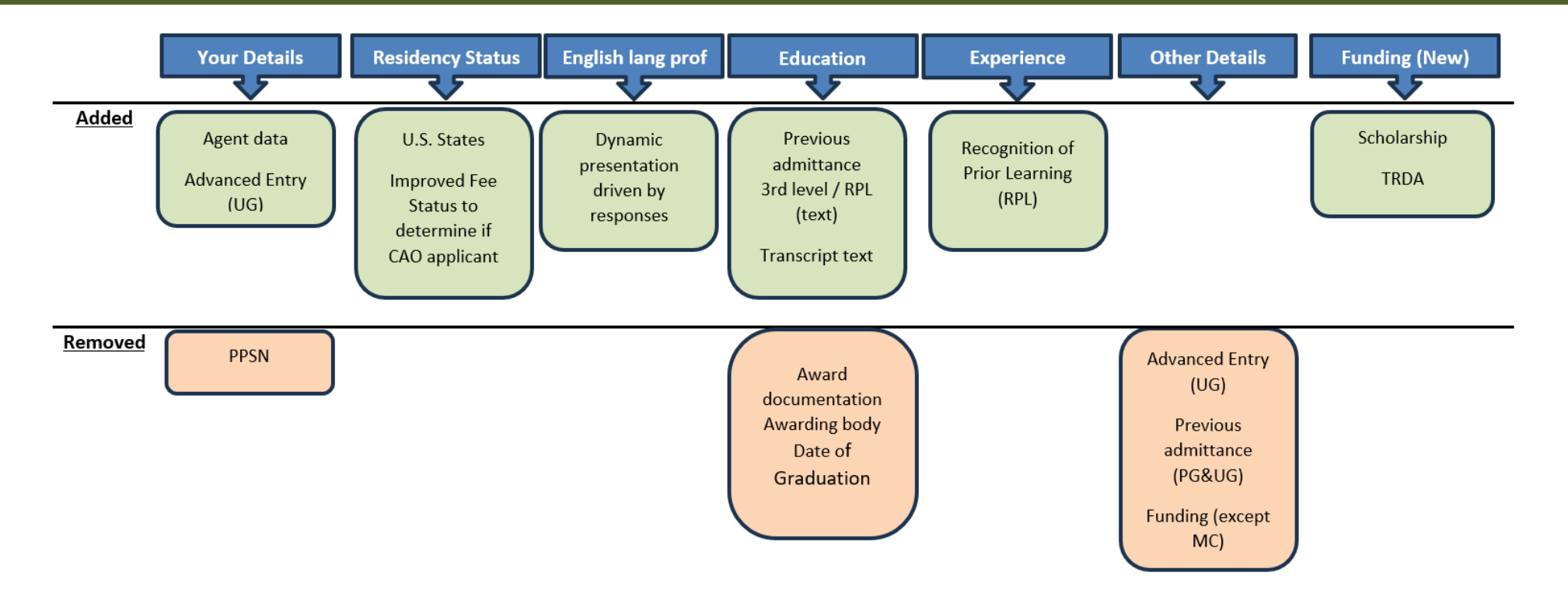
Time it takes an applicant to submit their application

Application cycle	25% submit within (days)	50% submit within	75% submit within
2023/24 (pre-OLAF)	Same day	3 days	15 days
2024/25 (1st Year with OLAF)	Same day	2 days	12 days

2024/25 Application cycle	Yes	No
Did you speak to a supervisor prior to application?	32%	68%

Horizon 2: Value we delivered (enhancements to pre-existing Online Application form)

Key areas of enhancements



Over 90 individual changes made to the Online Application form

“Working closely with Academic Registry and the Dean of Graduate Studies, the PG Renewal Team has significantly enhanced the applicant experience and empowered internal stakeholders to respond to evolving needs in the admissions space.”
- Ronan Hodson, Head of Admissions, Academic Registry

Key dates:

- 16 Oct 2024 – Enhanced Online Application form went live
- 31 Oct 2024 – 2025/26 application cycle opened

2025/26 application data as at 25 March 2025

Application Cycle 2025/26	#
Total # Applications started	35,862
Submitted Applications @ assessment stage	14,590

The total number of queries in relation to the enhancements was very small:

Total number of Queries	16
Queries directly created by WP3 enhancements	5
Queries relating to SITS data / tables used by OLAF	10
Queries requiring IT Services support	0
Future development requests	1

Horizon 2: Additional Value generated

Trinity Global - Functionality provided:

- Data related to applications that are submitted by professional agents captured in SITS for the first time
- Ability to create/edit records in SITS for Trinity approved Agents
- Ability to capture and batch download agent authorisation forms to ensure GDPR compliance

“Just to say it has been an absolute pleasure to work with you all on this project and thanks for the excellent engagement and collaboration! These changes related to Education Agent information will make a big difference to how we are able to support students.”
- Declan Coogan, Associate Director - Recruitment, Global

Recognition of Prior Learning (RPL):

- Recognition of Prior Learning data captured in SITS for the first time, allowing the applicant to:
 - Categorise the type of experience (e.g. work experience, volunteer work, professional affiliations etc.)
 - Provide context to why they feel this experience applies to the course they wish to take

“This is excellent, and a big thank you to you and your team for putting the work in assembling this data. This will assist us further in refining the resources we need to sustain the process and procedure going forward.”

- Graham Glanville, RPL Project Lead

Still to do:

Horizon 2 (ending Dec 2025)

- Transition the technical support of the new application form to Business Application Support team in IT Services
- Agree governance structure / protocol for continuous improvement
- Create Power BI reports for:
 - Recognition of Prior Learning application data
 - Agent-related application data
- Analyse 2025/26 application cycle and evaluate impact of enhancements

Post December 2025

- Full review of the Assessors’ Portal
- Display the English language requirements for the course directly on application form

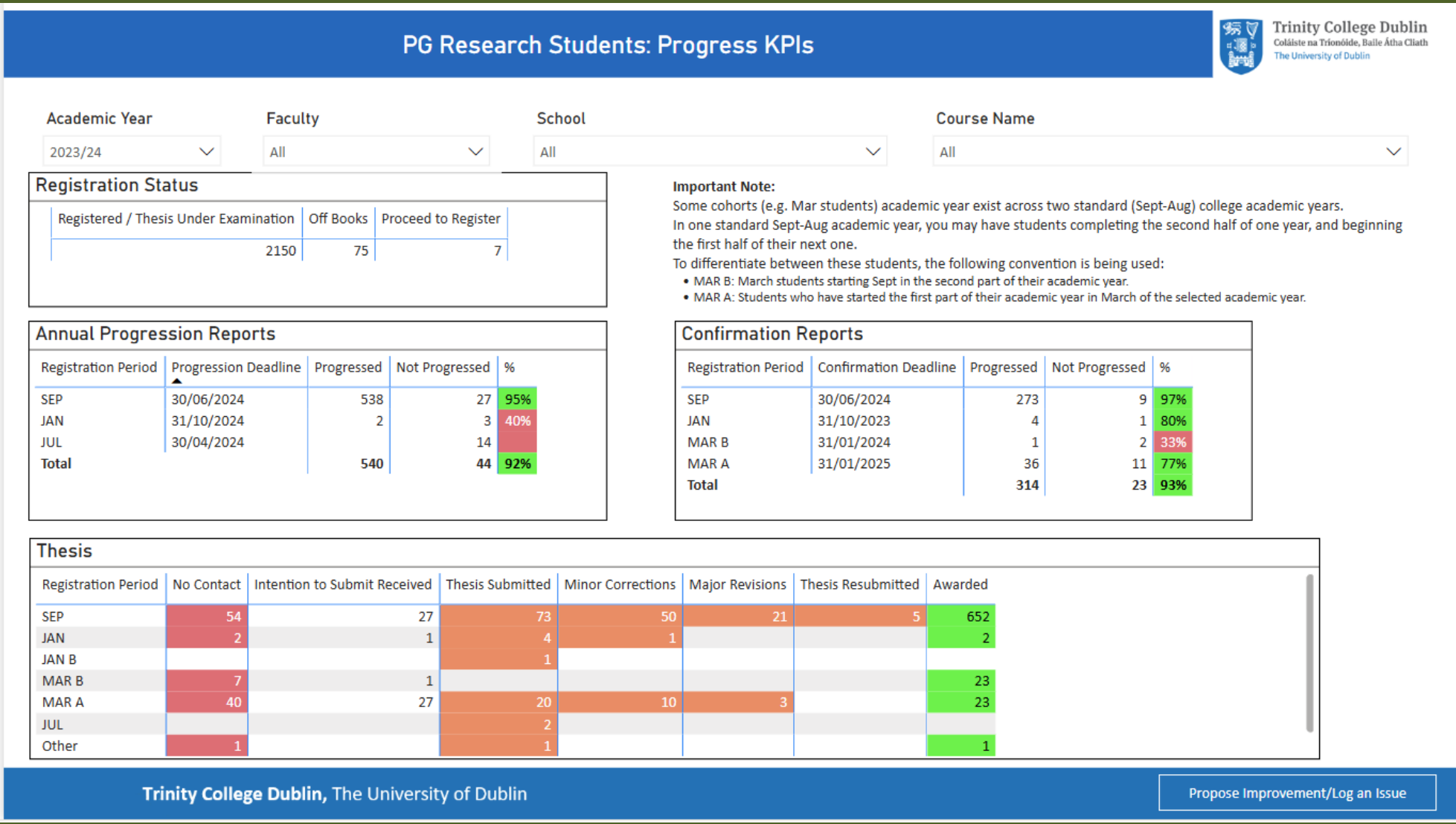
Targets (what would success look like):

- 70% reduction in the number of applicants unable to locate their potential supervisor on the drop-down list on application for
- 20% of Research application forms completed and submitted for review (17% were completed & submitted in 2024/25)
- 100% of all agent related applications have an associated agent authorisation form.
- Reporting to provide a detailed analysis of Agent related applications and assess the value they bring to Trinity

What you said (voice of the community):

- Pre-existing reports in my.tcd.ie portal not user-friendly for School staff and many people not aware of available reports
- Often multiple reports must be downloaded and manipulated in MS Excel to get the required information
- Challenging to monitor School-level processes (annual review/confirmation reports/thesis submission)
- Schools unable to easily access valuable SITS data to help inform strategic decisions

Horizon 1: Value we delivered - Research Student Power BI Reports



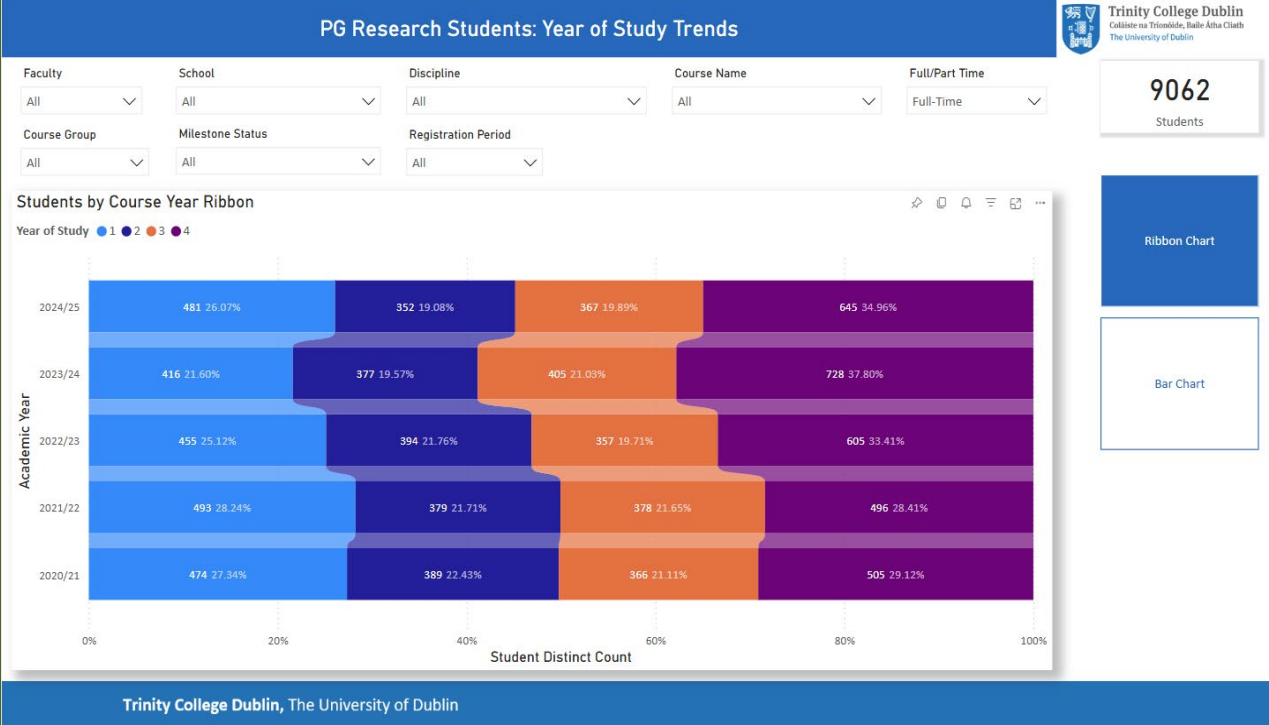
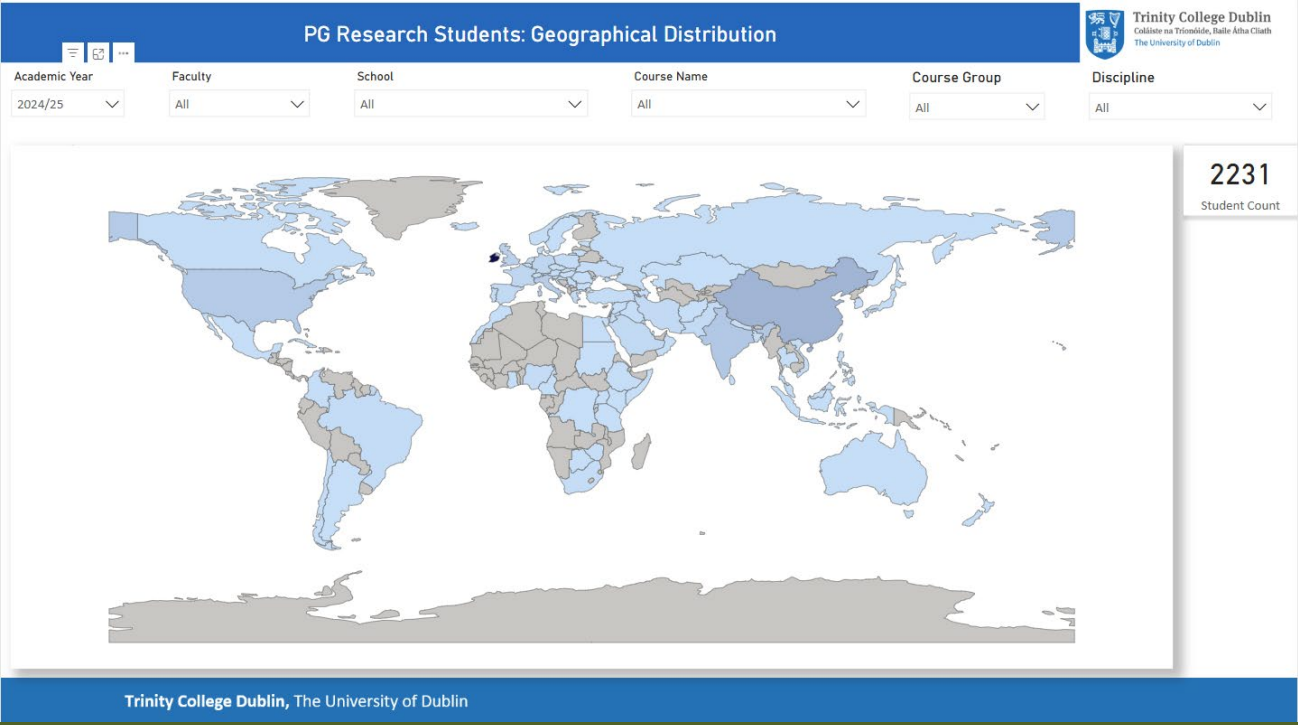
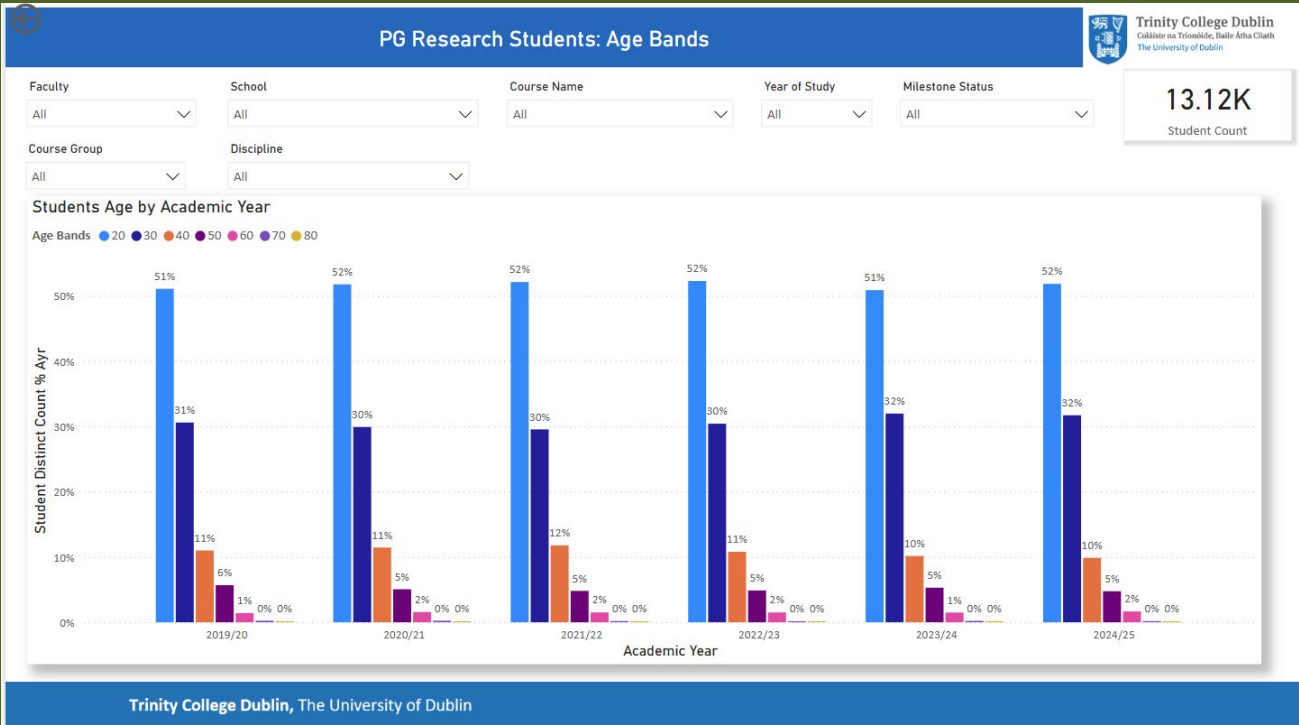
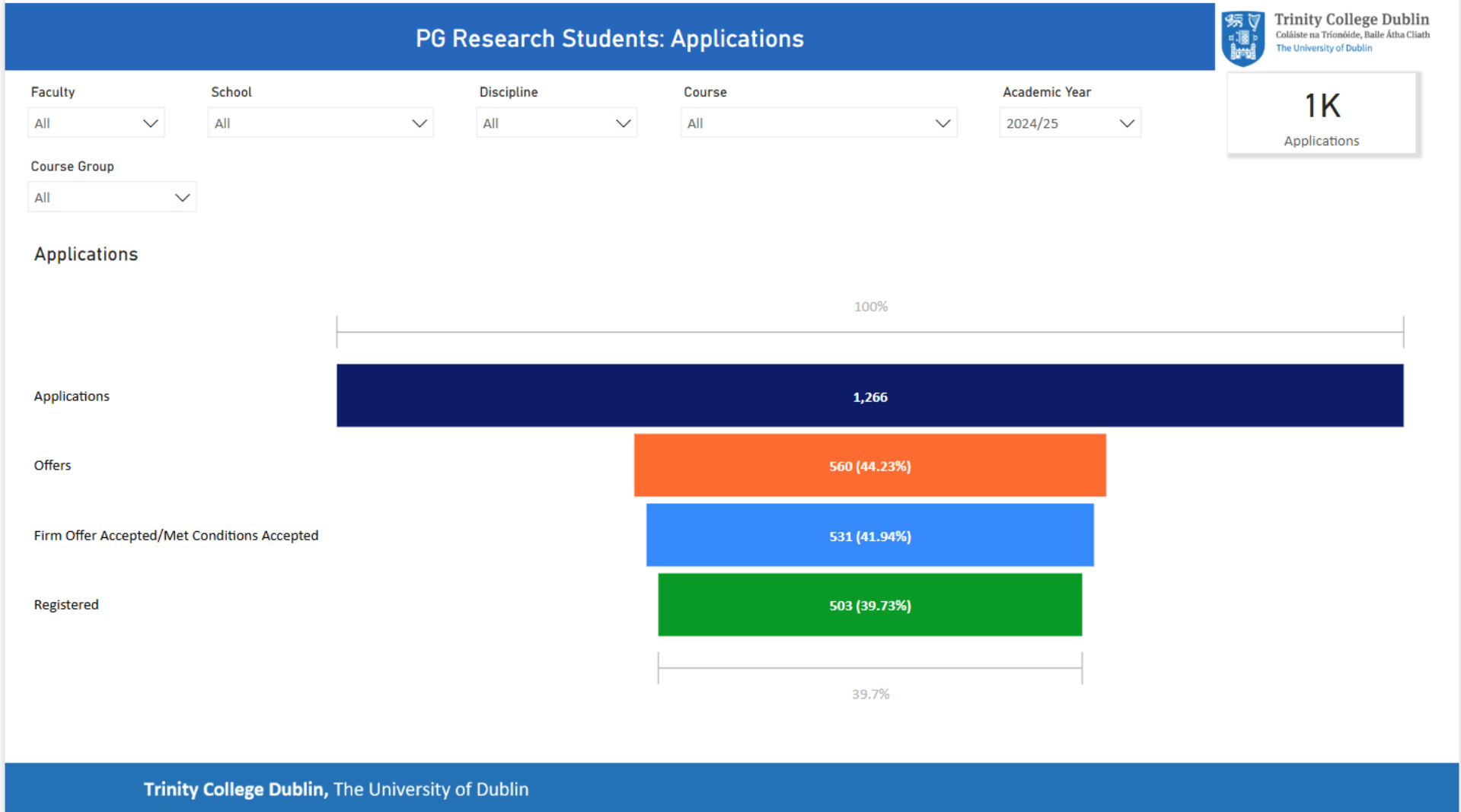
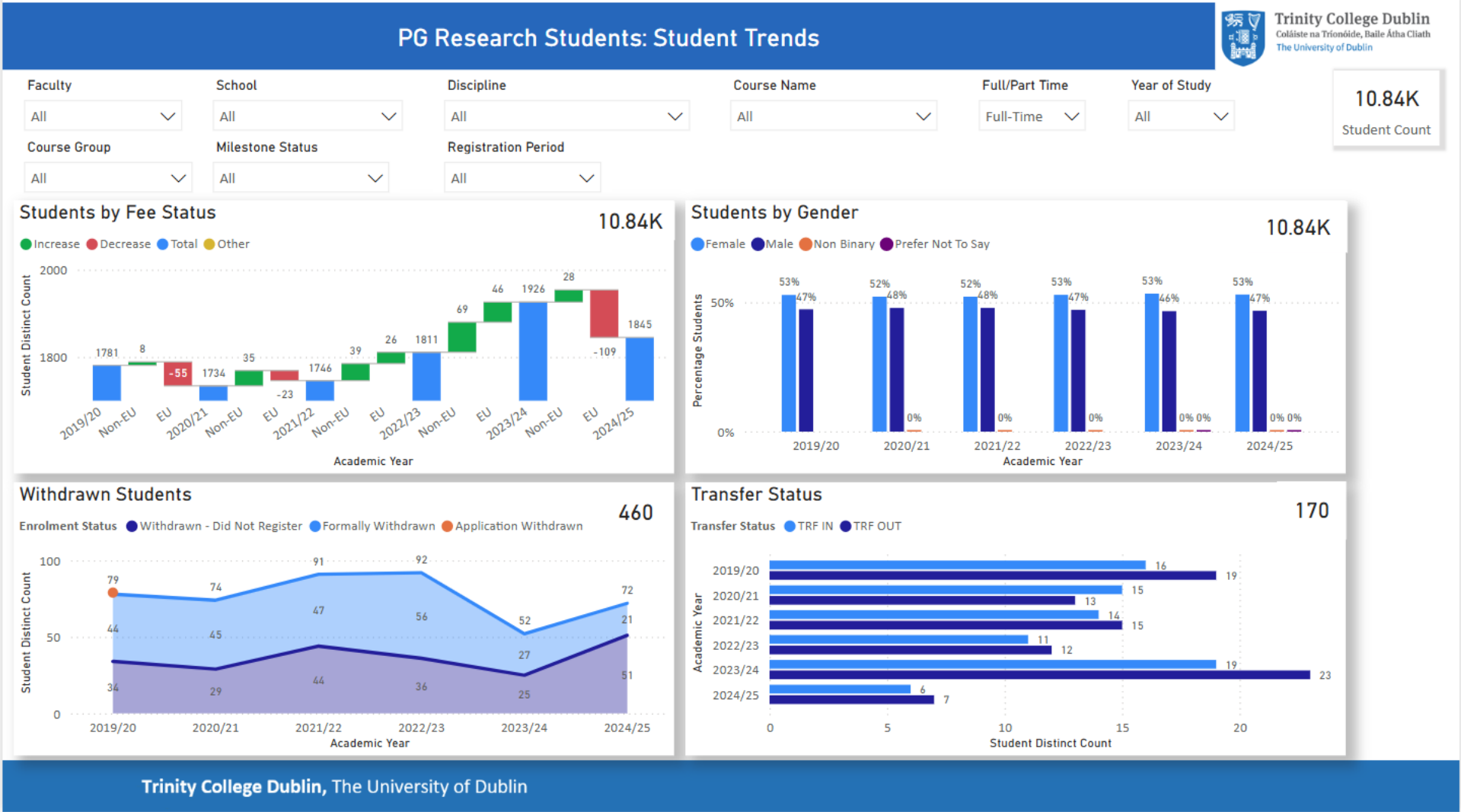
#1 accessed Power BI report in Trinity 2023/24

Dedicated Research Student reports including:

- Success Metrics (Key Performance Indicators)
- Students due to complete an Annual Review Milestone Report
- Students due to complete a Confirmation Report Milestone Report
- Students due to submit their Thesis Report
- Students Off-books Report
- Students by Supervisor Report
- Students Yet to Complete Registration Report

1 (hour saved a week) x 46 (working weeks per academic year) x 24 (schools) = 1,104 saved work hours each year (31.5 working weeks)

Horizon 2: Continuous Improvement – Enabling School-level analytics



Filter by:

- Course Group (e.g. PhD, Research Masters)
- Discipline
- Course Name
- Year of Study

Additional features:

- Generate an MS Outlook email with a single click. The students email address, next milestone, and milestone deadline is auto-populated into the email for you
- Thesis Report – new milestones included (e.g. “Thesis sent to examiners, Thesis uploaded to TARA, Board & Council approved etc)
- Off-books type, start and end date included

Still to do:

Horizon 2 (ending Dec 2025)

- Update training manuals and videos for the reports
- Roadshow the new reports to all Schools and illustrate how to get the most value from these reports
- Streamline the process for providing access to these reports

Post December 2025

- Transition out of the Postgraduate Renewal Programme
- PG Taught version of these reports
- Continuous improvement to ensure the reports continue to evolve to address the needs of Schools and Office of the Dean of Graduate Studies



What you said (voice of the community):

Schools/Areas we engaged with:

AHSS	STEM	HS	Total
2/12	0/8	0/4	2/24

Academic Registry	Graduate Studies	Global	Human Resources	Students Union	Financial Services Division
Yes	Yes	Yes	Yes	Yes	Yes

- No single source of truth: Essential data stored across multiple (non-integrated) systems
- Incomplete documents sent to HR often lead to delays
- When awardee goes off-books, stipends not always paused in a timely manner
- No dedicated “owner” of the management of internal/external awards

Horizon 2: Value already delivered

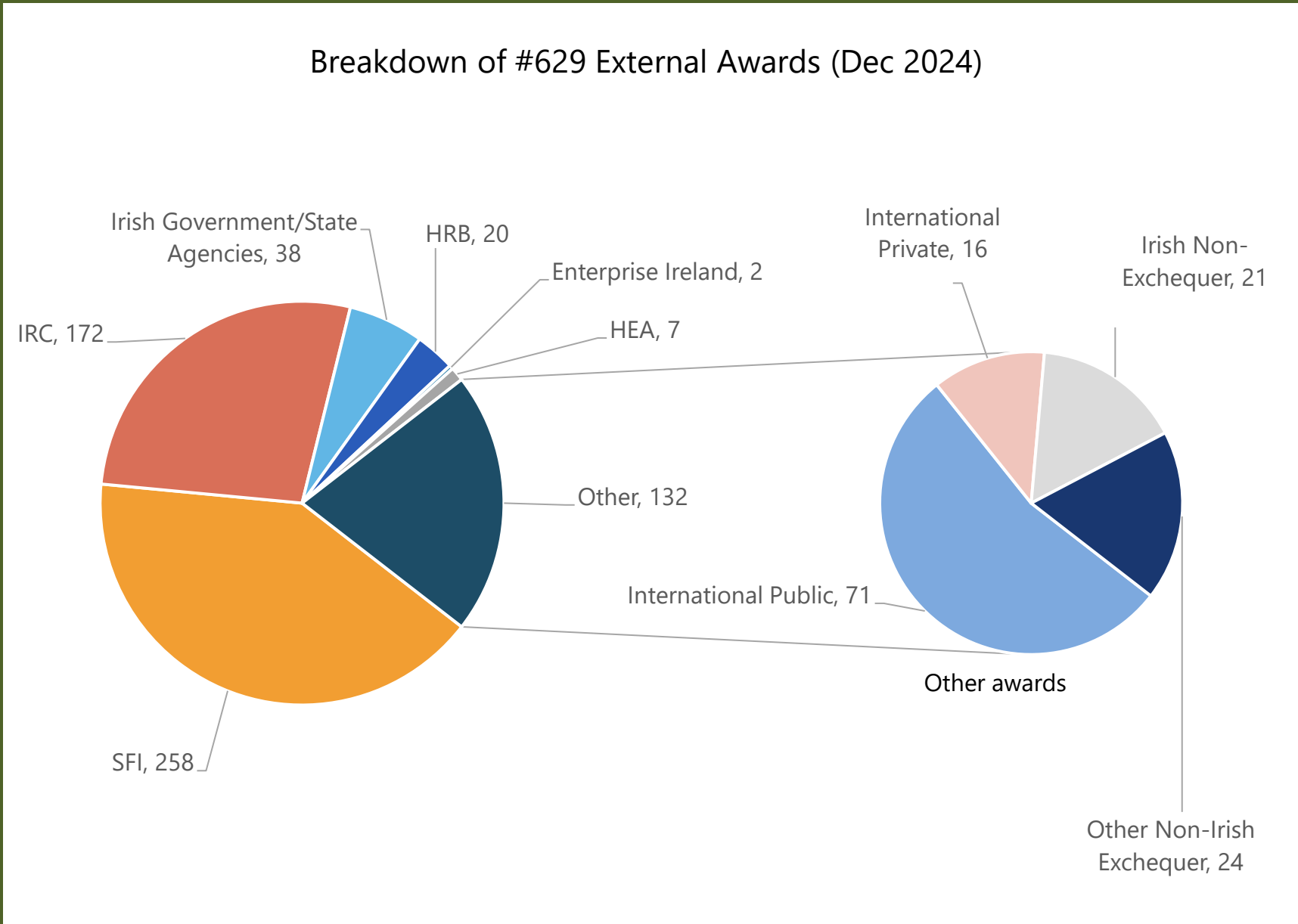
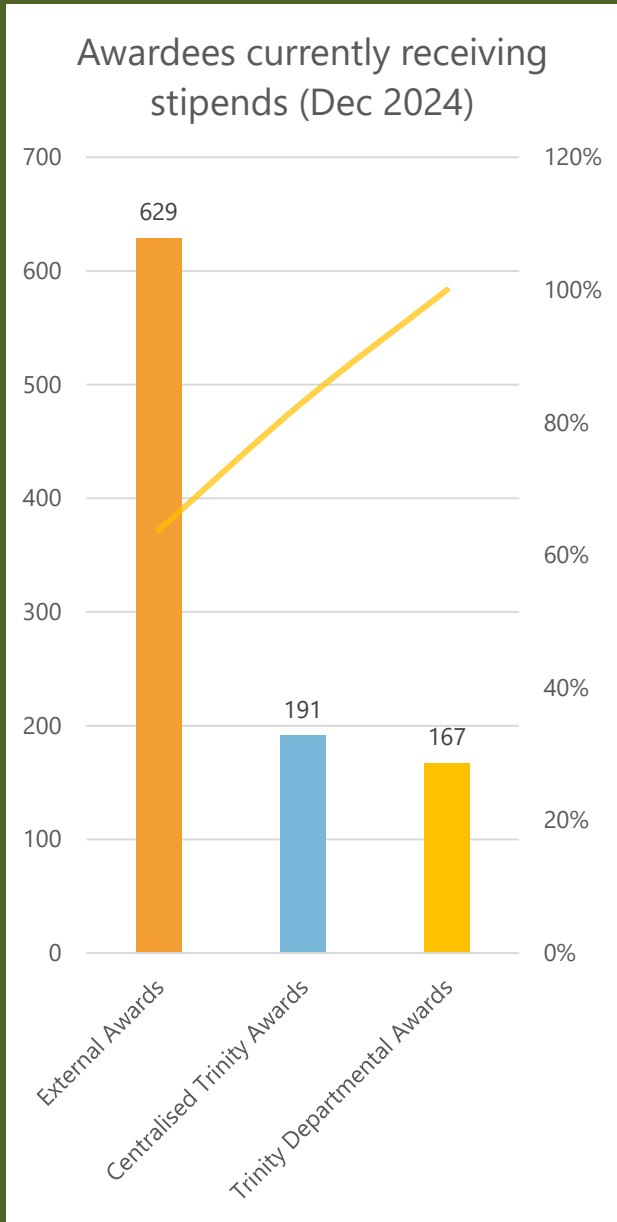
Stipend Award Reporting

All Schools sent a MS Excel report detailing all stipend awardees in their School detailing the funding body, student ID, project code and stipend start and end dates.

Internal Awards (TRDA, legacy awards) Power BI report:

- Power BI report created allowing quick analysis of internal awardees:
 - Stipend payments to date
 - Student registration status
 - Link between student number and payroll number
- Still requires manual updating and management

What we learned (Analysis):



75% of new Trinity Research Doctorate Awardees in 2024/25 did not get a stipend payment in their first month of study

First stipend payment 2024/25 (Sept cohort)	Students	%
Single	16	25%
Double	45	69%
Triple	3	5%
Quadruple	1	2%

Horizon 2: Design phase

Enhanced Stipend Payment Process:

- Allow students to complete forms online (replacing 3 paper-based forms)
- Automatically send data to HR for processing at point of registration
- Ensure that 100% of awardees who register prior to payroll deadline receive their first stipend payment in the next payment cycle

Pausing of stipends when ‘Registered’ status changes:

- Update SITS communications to notify HR only when a stipend awardee’s registered status changes (currently HR is notified when anyone goes off-books, regardless of whether any HR action is required)

Facilitate automated reporting (establish a single source of truth):

- Establish records in SITS to capture Internal & External awardee related data
- Ability for HR to associate a student number with its system’s payroll number
- Enhanced integrations from HR (Core) to SITS system
- Functionality to allow stakeholders to input Internal & External award-related data into SITS
- Integrity control reporting to ensure data is accurately captured

Still to do:

Horizon 2 (ending Dec 2025)

- Create designs for Stipend payment enhancements and identify any additional funding requirements for development/resources to deliver the proposed solutions

Post December 2025

- **Develop** the proposed solutions
- **Implement** – Launch the changes and assess the value-add being created
- **Develop a transition plan** to move oversight and functionality out of the Postgraduate Renewal Programme.
- **Transition** ownership of governance and operations

Targets (what would success look like):

- **90%** of stipend awardees who register in advance of payroll deadline receive their stipend payment in the next payment run.
- **90%** of off-books students have their stipend payments paused within 1 week of formally going off-books.
- **100%** of all new stipend awardees have both a student number and payroll number associated with their record in SITS (to facilitate reporting and auditing ability)
- **100%** of Internal Awardees (Trinity Research Doctorate Awards) captured in SITS to facilitate awardee management and support.



What you said (voice of the community):

Schools/Areas we engaged with:

AHSS	STEM	HS	Total
2/12	3/8	2/4	7/24

Research Students	Academic Registry	Graduate Studies	Library
Yes (4)	Yes	Yes	Yes

- Reporting and communications do not adequately support proactive management of students
- Students feel there is often too long a gap between submitting their Intention to Submit and sitting their Viva Voce
 - Less than 10% of post-Viva Reports arrive within the prescribed 24-hour deadline
 - No clear timeline for Internal Examiners to respond to minor corrections
 - Lack of guidance on the necessary steps that require completion after someone sits / passes their Viva
 - Many unnecessary manual steps still required in the process that could be removed
 - Currently no quality control checks to ensure the Thesis uploaded to the Library (TARA) is the approved final version.

What we learned (Analysis):

Analysis of 5 years of data (Jan 2020 – Dec 2024)

No Corrections	Minor Corrections	Major Revisions
12%	85%	3%

'Intention to submit'

→

Thesis Submission

(Expected: 4 weeks)

Percentile	Submission time	Student Count	Category
0%-25%	0 - 2 weeks	224	Early
25%-50%	3 - 5 weeks	231	Standard
50%-75%	5 - 8 weeks	210	A little late
75%-85%	8 - 10 weeks	82	Late but manageable
85%-95%	10 - 18 weeks	88	Very late
95%-100%	18 - 90 weeks	44	Outliers

Thesis Submission

→

Viva

(Expected: 16 weeks)

Percentile	Submission time	Student Count	Category
0%-25%	0 - 8 weeks	224	Very Early
25%-50%	8 - 11 weeks	218	Early
50%-75%	11 - 15 weeks	217	Standard
75%-85%	17 - 19 weeks	93	A little late
85%-95%	19 - 26 weeks	85	Late but manageable
95%-100%	27 - 43 weeks	42	Outliers

Minor Corrections

→

Minor Corrections completed

(Expected: 8 weeks)

Percentile	Submission time	Student Count	Category
0%-25%	0 - 3 weeks	188	Very Early
25%-50%	3 - 6 weeks	185	Early
50%-75%	7 - 9 weeks	188	Standard
75%-85%	9 - 11 weeks	74	A little late
85%-95%	11 - 16 weeks	75	Late but manageable
95%-100%	17 - 103 weeks	37	Outliers

Major Revisions

→

Major Revisions completed

(Expected: 26 weeks)

Percentile	Submission time	Student Count	Category
0%-25%	8 - 30 weeks	10	Standard
25%-50%	31 - 31 weeks	5	A little late
50%-75%	31 - 37 weeks	7	Late but manageable
75%-85%	48- 55 weeks	3	Late
85%-95%	56 - 61 weeks	3	Very late
95%-100%	67 - 82 weeks	2	Outliers

Still to do:

Horizon 2 (ending Dec 2025)

- Design a proposed 'to-be' automated process to address all identified bottlenecks or re-work loops to achieve the desired targets (as stated to the right)
- Cost proposed solution

Post December 2025

- Develop the proposed automated solution
- Go live – Launch the changes and assess the value-add being created
- Transition the solutions into operations

Targets (what would success look like):

- 70% of examiners nominated within 4 weeks of submission of 'intention to submit'
- 100% of examiners approved/rejected by GSO within 1 week of receipt.
- 90% of students have a Viva scheduled within 8 weeks of submitting their Thesis
- 70% of Vivas sat within 16 weeks of submission of Thesis



What you said (voice of the community):

- Lack of references is a key driver for delays in offering places/assessing applications for admission
- New reference functionality (introduced by Academic Registry) allowing students to reissue reference links is very effective, but is only accessible 10 working days after submitting the application
- Academic Registry Service Desk receives a substantial number of queries in relation to references
- No way for an applicant to know in the first 10 days whether the references have been submitted by the named referees

What we built:

- Updates to the My Applications page on the my.tcd.ie portal
 - Allowing applicants see how many of the required references have been received for their application (without any additional clicks)
 - Addition of an “Action” button where an applicant can choose to review, edit, or add new referees and reissue the request
 - Applicant can now manage this aspect of the process without having to contact Academic Registry Service Desk
- Enhancements approved for release March 25, 2025

Before enhancement:

My Applications

My Applications			
***Your application status may not correspond with your status on the CAO portal. This will be synchronised regularly, as we receive information from the CAO ***			
Course	Entry Year	Decision Status	Offer Notes/Conditions
Clinical Chemistry - Direct Application	2025/26	Academic is reviewing application	N/A
Radiobiological Principles and Practices - Module - Direct Application	2023/24	Academic is reviewing application	N/A
Add documents to support your application			

Enhancement:

My Applications

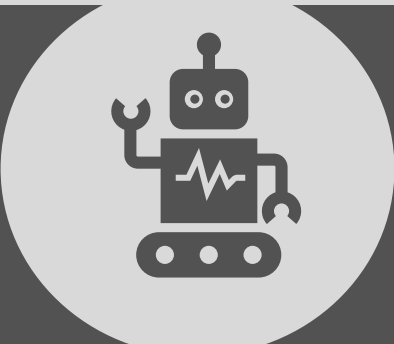
My Applications				
***Your application status may not correspond with your status on the CAO portal. This will be synchronised regularly, as we receive information from the CAO ***				
Course	Entry Year	Decision Status	Offer Notes/Conditions	Reference Status
Digital Humanities and Culture - Direct Application	2025/26	Academic is reviewing application	N/A	(1/2 Submitted)
Add documents to support your application				

Actions

- View Application
- Review References

How our team enhances our productivity with AI

Using AI safely to work faster and smarter



Meeting agendas:

- Prompt explaining the motivation for the meeting and the desired outcome:
- Generative AI proposed:
 - How long the meeting should be
 - A timed agenda for the meeting, including exercises and activities we could undertake to reach our desired outcome

Documents/Templates:

- Prompt explaining our ‘Way of Working’ and the necessary documentation we wanted to create:
- Generative AI created an editable word document with:
 - Proposed headings/sections
 - Explanations of the value of each section (using postgraduate education examples)
 - Tables and metrics we could capture to ensure we have achieved each section

Excel functionality

- Inputted a prompt explaining the data analysis we wanted to achieve.
- Generative AI proposed:
 - Structures of tables/pivot tables that would best achieve this
 - Created the MS Excel formulae required
 - Suggested the types of graphs that would best communicate the info and how to build them

Creation of images

- Hand drawn concept for a Power BI graph, saved as an image.
- Image uploaded to Generative AI and asked it to create a polished version for a presentation

