

ULSTER UNIVERSITY

HEAR FAQs

What is the HEAR?

The HEAR is an enhanced digital transcript which adheres to a national template. It details a learner's achievements, both academic and non-academic, while enrolled in higher education.

Do I have a HEAR?

The HEAR is available to currently enrolled students and graduates of Ulster who enrolled on full-time undergraduate degree, or integrated Master's, programmes at a main campus. You must also have enrolled on your programme on or after 2011/12 to have a HEAR.

What are the key benefits of the HEAR?

Your HEAR document is designed to showcase your skills and achievements to enhance your employability. It does this by capturing not just your academic achievements but also other achievements and contributions, outside of your degree programme, that are recognised by the University as representing real achievement.

How can the HEAR be used?

The HEAR can be used as a formal exit document to present to employers or in support of applications for further study. Your HEAR can be shared electronically with third parties. As your HEAR is developed from the time you enter the University it is also a formative document which can be used to review progress and plan future activities, either individually or with your studies advisor.

Does my HEAR replace my CV?

Your HEAR does not replace your CV but complements it. The HEAR can support evidence in your CV by demonstrating that achievements you have obtained have been verified by the University.

Who provides my HEAR?

- ❖ If you graduated from 2015, or are currently enrolled, your HEAR is provided through [Gradintelligence](#), Ulster University's technology partner for HEAR hosting.
- ❖ If you graduated in 2014 your HEAR will have been provided by Ulster's local HEAR solution. A digitally signed HEAR document will have been sent to your University email account following graduation. If you no longer have access to this account you will need to contact the Ulster University Service Desk as set out below in the first bullet point of 'How do I gain access to my Gradintelligence HEAR?'. Please note that it is no longer possible to provide you with a further copy of this HEAR. You have, however, the option of requesting an academic transcript or confirmation of award available [here](#) charges apply for provision of transcripts.

How do I gain access to my Gradintelligence HEAR?

- ❖ If you graduated in 2015 or later, the University will have registered you with Gradintelligence and sent an email to your University (Office 365) email address with a web link to enable you to activate your on-line Gradintelligence account. You need to access this email and follow the instructions provided to gain access to your HEAR. If the password for your University account has expired, or you no longer know your password, you will need to contact the Ulster University Service Desk – servicedesk@ulster.ac.uk and request an "Office 365 password reset", confirming you are a leaver and have lost Portal access. Please provide details such as your Student BCode and Office 365 email address to help identify and authenticate you as genuine. If possible, use your alternative email address which you provided to the University when you were a student.
- ❖ If you are a returning student the University will have registered you with Gradintelligence and provided access to your HEAR through the Student Portal. Once authenticated to the Portal, clicking on the HEAR icon in the menu bar of the Portal, or the Gradintelligence link in this website, will take you directly into the Gradintelligence student console where you will be able to view your HEAR and access other HEAR services. If you have not yet activated your Gradintelligence account you will first of all be prompted to set up your user credentials to enable access to your HEAR.
- ❖ If you are a new student you will be provided with a HEAR after the Semester 2 assessment period in Year 1 of the programme. An email about this will be sent to your University email account in August.

Where do I access my HEAR document in Gradintelligence?

Once logged into your Gradintelligence account you can view your HEAR document by clicking on the document View link in the Home page or click on the University Services link and scroll down to view your HEAR. You will also be able to share your HEAR electronically with an authorised third party such as an employer from this location. Your HEAR will be available to you throughout your working life.

You should view your HEAR at the earliest opportunity to check that the information is correct.

What other features will be available to me in Gradintelligence?

Gradintelligence also offers a number of employability features that you may be interested in exploring.

Who should I contact if I am having problems accessing my HEAR or with my Gradintelligence account?

All problems relating to the Gradintelligence site should be addressed to:
customerservices@gradintel.com.

How often will my HEAR be updated?

Your HEAR will be updated at two points in the academic year - early August and late December. These deadlines align with the University's assessment periods and conferments. However, if you notify us of an error in your HEAR while enrolled as a current student we will seek to correct it and republish your HEAR. Please note that award HEARs will not be available until after the conferment date has passed. You will be notified when your HEAR has been updated.

Can I have an error in my HEAR corrected after I graduate?

It is very important that you check your HEAR as soon as it becomes available after graduation. Any error in the document should be notified as a matter of urgency and not later than two months following the date of graduation. After this deadline has passed it may not be possible to make any changes to the information in your HEAR.

Who should I contact if the information in my HEAR is not correct?

If you believe that information in your HEAR is not correct you should email HEAR@ulster.ac.uk.

What options are available to me if I need a more up to date record of my studies between HEAR update points?

If you need a more recent record of your results the following options are available:

- a) Request an academic [transcript](#) - charges apply;

Or

- b) Print a copy of your marks from the **Student Portal, Examination Results tile** and take, or send, the printout to your campus Examinations Office to be endorsed with the official stamp. If sending, please include a stamped, self-addressed envelope.

How much do HEAR services cost?

There is no charge to use Gradintelligence or access your HEAR.

Can I have an authorised printed copy of my HEAR?

Authorised Ulster HEARs are available in digital format only; printed copies on secure stationery are not provided. You may, however, print a copy of your HEAR document.

How can I have additional achievements included in my HEAR?

Only activities approved by the University can be included in your HEAR. A list of these activities is available [here](#). One of the best ways to add verified achievements to your HEAR is to register for the Ulster EDGE or EDGE Excel Award scheme - ulster.ac.uk/edge. The EDGE has a wide range of activities to enhance your career prospects and show future employers you are committed to developing your personal skills.

Will all my additional activities be displayed in my HEAR document?

Activities set out at the web link above, if successfully completed, will be included in your HEAR. However, the HEAR may not contain a complete record of all the approved activities you engaged in while at Ulster University.

Where can I find out more about the HEAR?

The HEAR UK website is hear.ac.uk.