Admissions Update Bulletin

Welcome to the Admissions Update Bulletin. This Bulletin shares details on questions you have been asking and updates that have been made to the applications management system to make it easier for you to use.

You asked…

What is the timeline on resolving the CID backlog for Direct applications?
The backlog will be cleared by the end of this week. Going forward, after an application has been marked as Complete, the maximum time we aim it will take for CID generation is 24 hours to allow for the common matching process to take place (the process that ensures we do not duplicate existing records). An application will be marked as ‘Complete’ once all relevant supporting documentation has been submitted by the applicant and reviewed by Registry Admissions.

What reports are available from the system?
UG and Direct reporting Dashboards have now been separated into the IC - Reporting Dashboard – Direct, and IC – Reporting Dashboard – UG. Splitting the Dashboards should make it easier for you to find the report that you need and means a larger number of different reports can be published. A list of available reports are published here as well as in the appendix of the Applications Management - Department Recorder User Guide.

The following additional reports are being developed in response to your requests. Each report will be searchable by CID, Personal ID, Name and Email (where possible):
- Direct Academic History
- UG Rejection and Rejection Reasons
- Direct Rejection and Rejection Reasons
- Deferred Applications
- Offer Conditions

How do I report on UG offer holder predicted grades?
A new report has been added called IC - Department Predicted Grades Report – UG. If you require a report with the subjects and grades that the applicant has input into the application (versus the predicted grades which are coming from the referee) you can request this by raising an ASK ticket here, clearly stating the fields required.

How do I know where my applicants are in the process?
You can use the IC – Department – All Applications report to view the applicant status fields for your candidates. A summary of statuses (Folder, Department Processing and Proposed Decision) used in the new system are available from here.

When will Direct applicant deferred offers be made for 2019/20 entry?
We are in the process of downloading c.500 deferred applications from the old system and entering them into the new system to make deferred offers for 2019/20 entry. This activity will be completed by 11 January and decisions will be entered thereafter. The new Deferred Applications report will accompany this work to enable you to view your deferred applications.

What statistical reports are being developed?
Statistical reports are being developed in line with the previously available admissions reports from ICA. The initial report will focus on Total Applications, Current Fee Status, Offers Made, Offers Firm and Offers Insurance. Faculty representatives are currently testing the first report, with the aim of it being available next week. Further details on availability and access will be provided in next week’s Bulletin.

What applicant support is available during the Christmas closure?
In preparation for the College closure, the Direct application form will link to support-related FAQs, together with video guidance, which have been informed by the questions applicants have been asking, particularly around the ability to self-manage their password reset.
How does a referee submit a reference?
A number of referees have not realised that after they have selected their reference file, they need to click Upload and then Submit the reference. Please be aware that the 'Submit' button is lower down on the screen than the 'Upload' button and is being missed. The 'Submit' button cannot be repositioned, but we are working on improving the help text to draw attention to it.

Tell us…
We are capturing the system enhancements that you are raising through ASK tickets and our engagement with you. We are working with Faculty colleagues to prioritise the suggested enhancements and to develop a timeline. Keep sending us your suggestions for improvements, as well as anything you want to see in future Bulletins, by emailing admissions.users@imperial.ac.uk.

Help! We are making it easier for you to contact us…

Raise a support request… we have created an Admissions ASK category so that the support team can prioritise your query. Click here to raise a request.

Advanced Reporting Training is taking place on Tuesday 18 and Wednesday 19 December. To sign up, click here.

‘Thank you for the training. It has made a big difference to me, I am now more confident in using the system and discovered that it does a lot more than I thought it did. The personalised Dashboards you helped me create are a great help and give an instant overview.’ Engineering

Drop-in sessions will be available each Wednesday from 9 January, 1-3pm, Room 402 Sherfield, for you to ask any questions that you have.

Come along to an Assisted Support session in January to work through your application queries or to tailor reports with help on hand. Sign up by clicking here.

‘This session helped me to understand the system better and be more confident with it to encourage others in my department to use. The personal Dashboards are really useful to get a department overview.’ Natural Sciences

Online guidance and resources… user guides, videos and FAQs are regularly updated. Missed an Admissions Update Bulletin? Copies are available here for reference.

Remote assistance is available when you contact us. If you are struggling, we can see your challenge in real time on your screen and help you to resolve the issue. We will come to you if this is the best way that we can help you.

Call us…. 020 7594 0956 if you have an urgent query preventing you from processing your applications.