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…

Is there a delay to Departments receiving applications?
We are experiencing a processing backlog in Registry Admissions which is impacting the number of applications being received through by Departments. This is being treated as a priority concern. Registry has and continues to take on additional temporary staff, alongside securing the assistance of College staff from within other teams, to clear the backlog over the coming six weeks. We are monitoring and assessing the situation very closely and additional measures are being developed in consultation with Faculty representatives to ensure that the backlog is resolved as a matter for urgency.

How do staff get access to the applications management system?
Staff members should now complete the New User/Change of User Admissions Access Form to gain access to the system or to request any changes to the role or view of departmental applications that has been provided. The Form can be found on the Student Systems webpage here for attachment to an ASK request. As soon as your access has been granted you will be notified.

Why do application folder statuses not update straight away?
When Registry Admissions select the button ‘Send to Department’ and when the Department selects the button ‘Send to Registry’ the system triggers one or more workflows that run in the background. These workflows do several tasks to help automate the admissions processes but they can take a varying amount of time to run. To avoid delays to your processing you do not need to wait to see the folder status update before moving on to processing your next record.

If I select the wrong value from a drop-down list, how do I delete it?
To delete a value, hover over the lookup field and click once on the magnifying glass to select the field. This will highlight the field but will not open the dropdown. Press the ‘Delete’ button on your keyboard to clear the value. Double click on the magnifying glass again and select a new value from the drop down.

When will postgraduate statistical reports be available?
Following the release of statistical UG admissions reports which are refreshed at 8am daily to show the most up-to-date picture of applications, statistical PG reports are currently being developed and tested. We anticipate these to be available within the coming two weeks.

Why does the system appear to be slower at certain times of the day?
We are aware that there are intermittent performance issues with the system. We are monitoring this to identify the cause. Please help us by continuing to report these instances by raising an ASK ticket and including the exact time that you encounter this issue.

Tell us…

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!…

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

Raise a support request… the Admissions ASK category enables the support team to prioritise your query. Click here to raise a request.
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.

Training is available on using the applications management system. Details on gaining access to the system and arranging to attend training are available here.

Drop-in sessions will continue from Wednesday 30 January 1-3pm, Room 402 Sherfield. After that, session timings will move to 2-3pm. Please drop by to get your questions answered.

You can also attend an Assisted Support session to work through your application queries online or to tailor reports with help on hand. Sign up by clicking here.

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