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…

Why am I still seeing applications in e-Service?
Applications from students to commence study prior to 28 September 2019 are visible in e-Service. Applications to commence study after 28 September 2019 are available from the new admissions system.

How do I request a new field added to an existing report?
If you require a new field added to any one of the operational reports available from the Departmental report set (found here under ‘Useful Information’) please raise an ASK request here or call 020 7594 0956. This will help to ensure that the Departmental report set continues to be improved to meet departmental requirements.

How can I change which reports I see on my Dashboard?
You can change an existing report directly in the Build view. To do this, on your Dashboard double click on the blue line next to View Selector of the report you want to change. This will open the Set Properties view. Scroll down to Data Source > Default View. This will give you the name of the report that it is currently showing. Click on the down arrow and select the new report from the drop-down list. Click ok to close the Set Properties view. Then click on Save on the Dashboard view and refresh your screen - the new report should now be visible on the Dashboard.

What system upgrades are taking place?
A system upgrade is taking place on Tuesday 9 January from 19:00–08:00. This system will be unavailable during this window. This release will fix a number of known issues, including:

- Reduce the loading time for Letter of Recommendation
- Resolve the issue of missing ‘Share’ button for Personal Charts on the Opportunity entity
- Resolve the issue of references predicted grade not importing for UCAS applicants.

What statistical data is available for my department?
UG statistical data is coming for departments. An email communication with details on how to access this data will be sent to Heads of Departments, Departmental Operations Managers and those with a Recorder role in the new system. PG applicant statistical data will be made available in January.

Why are there decisions reasons with a prefix of ‘ICBS’?
There are a number of decision reasons within the system which are specific to the Business School. These are prefixed with ‘ICBS’ to denote Business School use only.

Tell us…

We are capturing the system enhancements that you are raising through ASK tickets and our engagement with you. We are currently working with Faculty representatives to prioritise the suggested enhancements and to develop a potential implementation timeline. We will share updates in future Bulletins.

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. The next Admissions Bulletin will be issued w/c 7 January 2019.

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 sessions are taking place on 10 and 15 January 2019. To sign up, click here to log onto ICIS. Go to My Training> My Training> My Training and search for ‘Admissions’.

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

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.

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.