Welcome to the first Admissions Update Bulletin.

This Bulletin is one of a number of service improvements that we are putting in place to help you process applications in the new admissions system. The new system has brought challenges for all staff and we recognise that there are technical and service improvements that need to be made. Our immediate focus is to make it easier for you to get the help that you need, and to prioritise and address queries raised by you in a more transparent and efficient way. This Bulletin shares details on the new ways that you can access support, as well as information on the key questions you are asking.

You asked…

Why are CIDs missing for some of my Postgraduate applicants?
Applications will populate with the CID after an application is marked complete - an application will be marked as 'complete' once all relevant supporting documentation has been submitted by the applicant and reviewed by Registry Admissions. Once marked complete, the CID for the applicant will be generated. The majority will be quick, however, some applications may experience up to a 24-hour delay due to the common matching process (ensuring that we do not duplicate existing records). Due to volume, there are complete applications that are currently outside of the 24-hour CID timeframe and we are working to reduce these.

How do I amend and tailor reports? *NEW TRAINING AVAILABLE*
The Recorder role will enable you to filter your reports to only show the Programmes you are interested in and save them onto a new Dashboard. Download the Reporting User Guide for details. If you would like to learn more about creating new reports and amending existing reports, sign up for the ‘Admissions Application Management – Advanced Reporting’ training by clicking here.

What are the changes to the WP criteria for Undergraduate applications?
The College has amended the criteria of the Widening Participation flag, making changes to the ACORN (postcode data set) and introducing Polar Q1 and Q2 as a postcode measure. This has resulted in an increase in flagged applications. Departments have received the full list of undergraduate records that have changed from WP ‘NO’ to WP ‘YES’ following this amendment. The WP Dashboards have been amended to include the criteria fields that are being used in the flag for your reporting purposes.

How do I report on UCAS predicted grades?
You can use the Predicted Grades report on the IC Department Reporting Dashboard > IC Department – Predicted Grades Report – UG. This report can be exported to Excel.

How do I know what communications have been sent to applicants?
The key operational Applicant Communications Templates that have been built into the new applications management system are available here for Department reference. These templates are shared to enable you to plan your own supplementary communications needs. Within the system you can export email addresses for mail merge and upload Department emails to maintain a complete record of applicant communications. Refer to the Department Recorder User Guide Additional Queries and Communications section.

How do I report on applications for the President’s PhD Scholarships?
The IC PhD Scholarship indicator and the Scholarships Comments have been added on the IC Department Reporting Dashboard > IC – Department > All Applications – Direct. This report is filtered on all applications regardless of status and application type so should be used for reporting purposes and not for processing as it will contain records not yet assessed by Registry.

Where can I view my deferred Direct applications?
These applications are still available to view using e-Service, and report on through ICA. All deferred Direct applications will be migrated across to the new application management system in December. We will send each Department a list of their deferred applications and confirm when they have been moved into the new system.
Where can I view my deferred UCAS applications?
You can use the Deferred Applications report on the IC Department Reporting Dashboard > IC – Deferred Applications – UG. This report can be exported to Excel.

Quick Guides and Video Support
Quick Guides have been developed based on your feedback, and now include Bulk Editing, Bulk Rejecting, and UCAS Applications Printing. You can also access video ‘How To’ guidance by clicking here covering Assigning an Application to a Reviewer, Creating Review Forms, and Dashboard Reports. Let us know if there are specific topics that you would like covered.

Tell us…
Help us to prioritise the improvements that will make a real difference to the way that you manage applications. Tell us your suggestions by emailing admissions.users@imperial.ac.uk.

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

Raise a support request… from your feedback we have created an Admissions ASK category so that the support team can prioritise your query. Go directly to the Admissions form here.

Sign up for training and assisted support sessions… click here to log onto ICIS and search for ‘Admissions’. Training will provide you with the knowledge that you need to use the system. Put that training into practice processing your applications at an assisted support session where help is available to answer any questions that you have.

Online guidance and your FAQs… user guides, videos and FAQs are regularly updated.

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.

Call us…. we are putting in place a new dedicated line for Admissions queries. This number will be shared in the next Bulletin. We will come to you if this is the best way that we can help you.