Admissions Update Bulletin

Welcome to the Admissions Update Bulletin, sharing information on College admissions applications management.

You asked…

What has been done to improve system performance?
Key system tasks have now been scheduled to run out-of-hours meaning staff should see fewer instances of system performance dropping during working hours. If staff notice system performance slowing during the day; please do report an ASK.

How do I reset a Department Decision?
Registry Admissions Officers now can reset Department decisions, which was previously a Super User task. So, if an incorrect decision has been made and the Send to Registry button ticked, Department users can now contact their Registry Admissions team to reset the decision.

Do I need to check anything when exporting reports?
If users are exporting their reports to work through records, rather than entering records via their dashboards, please can you check the application status when in the record before proceeding with the next processing steps, as the application status may have changed since the report was exported, for example, where an applicant withdraws.

I've had a problem exporting report while using Google Chrome?
There appears to be an issue with the latest version of Google Chrome that impacts the way reports are exported causing them to be generated as an xlsx file that can't be opened. Our supplier, Ellucian, are aware of this problem though as it's a third-party issue there may not be a quick resolution.

Therefore, it is recommended that if you use Chrome as your preferred browser that you switch to Firefox where reports can be exported correctly.

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.

The next bulletin will be published 14th March.

Help!…

Call us…. 020 7594 0956 if you have a query.

Raise a support request… click here using the Admissions ASK category. Remote assistance is available when you contact us so that we can see what you see to help resolve the issue.

Drop-in sessions every Wednesday 2-3pm Room 402 Sherfield to ask questions.

Contact us to book Training. Online guidance and resources including User guides, Videos and FAQs are regularly updated. Missed an Admissions Update Bulletin? Copies are available here for reference.

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