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# Modernising the admissions process through a web services solution


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# Why we got involved

| | |
|---|---|
| Challenge | - Previous process was manual and paper based<br>- Browne Review, increase in fees and greater competition for students<br>- UCAS withdrawal of paper copy forms (201314 application cycle) |
| Affects | - Applicants & Educational Agents<br>  - Slower decisions and lack of transparency of status<br>- Staff<br>  - Excessive focus on manual, non value added tasks<br>  - Lack of visibility on applicant status in the flow |
| Impact | - Increased risk of losing applicants (particularly the best applicants)<br>- Frustration amongst internal teams (lack of transparency)<br>- Environmental & financial impact |
| A successful solution would | - Improve effectiveness and efficiency of internal processes<br>- Retain flexibility for central admissions or departments to make decisions<br>- Be flexible enough to adapt to new organisational processes<br>- 21st century University |

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# RHUL ARC and UCAS

- **Application Review Centre: platform allowing users to view UCAS applicants data**
- **The ARC uses live data from Banner (Student Record System)**
- **UCAS data updates every week day at 5:30 am**
- **Actions entered by Admissions Tutors through ARC <u>are not</u> fed directly back to UCAS**
- **ARC screens include data sent from UCAS as well as other data that is useful for decision makers**

# The Journey

- **July 2010 – Admissions identified as an area of focus**
- **Sept 2010 ARC v1 – potential, but fundamental requirements not met**
- **Oct – Nov 2010 – established requirement by engaging admissions tutors and other stakeholders**
- **Dec 2010 – agreed to collaborate with SGHE to develop ARC v2**
- **Feb – May 2011 – Development of ARC v2**
- **June – Sept 2011 – Testing, training and implementation**
- **Oct 2011 – Go Live**

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# New business process

- **Decision makers use data rather than the paper to review applications**
- **Departmental actions made 'online'**
- **Reporting to identify departmental actions and application status:**
  - Departmental decisions (conditional, unconditional, reject)
  - Departmental holds (interviews, gathered field)
  - Admissions Requests (qualifications analysis)
  - Unprocessed applications (null status)
- **Parallel processing of joint applications**
- **Online referral process**
- **Reporting to measure turnaround time and identify bottlenecks**
  - Date loaded into Banner
  - Date action taken by Dept.
  - Date decision entered by central admissions
- **Paperless applicant and student record**

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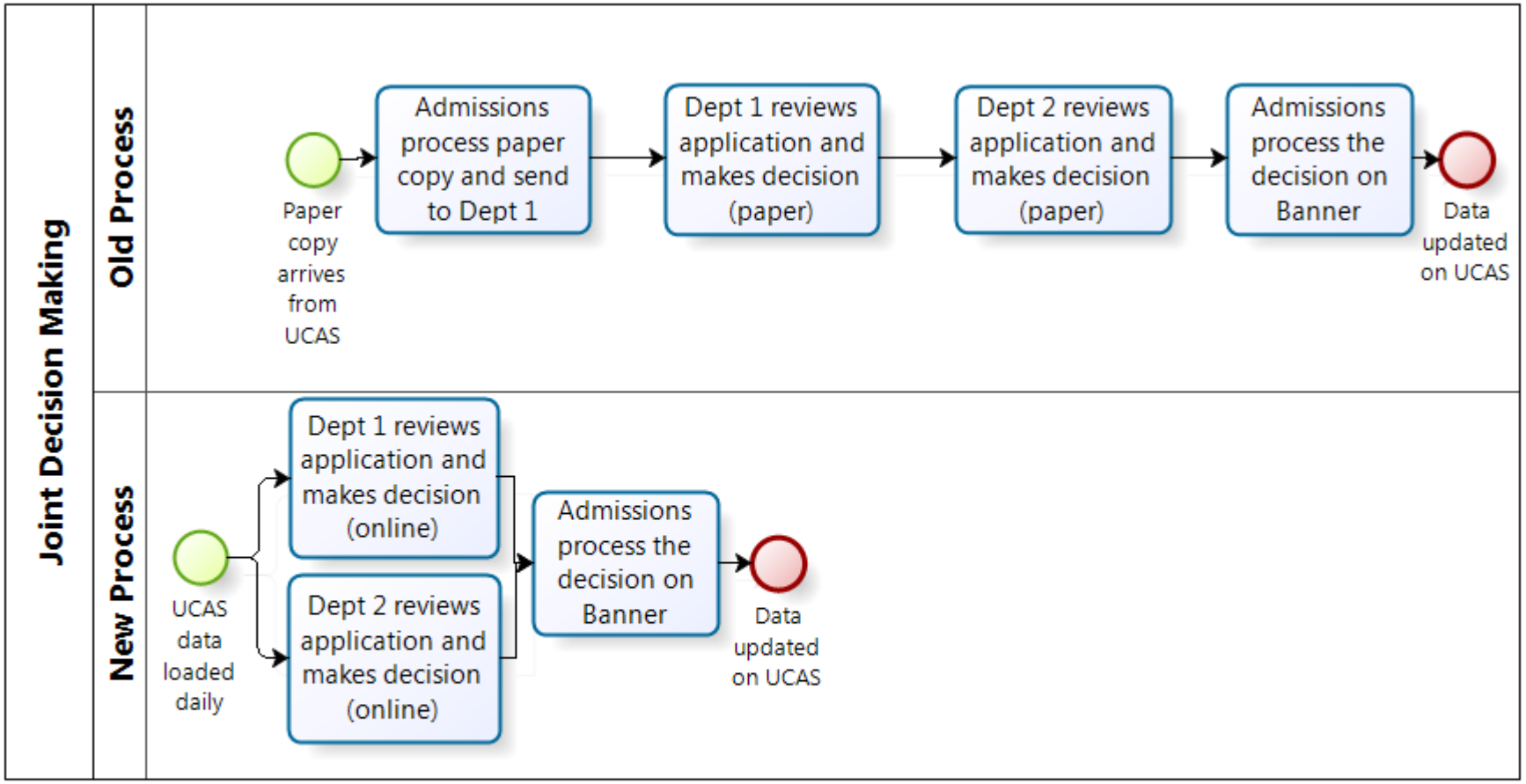
# Example - old / new joint application process

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# Benefits gained

- Faster application turnaround for applicants and staff
- Remote review and decision making of applications
- Consolidation of information needed to take a decision (UCAS and non-UCAS data)
- Transparency regarding the location and status of applications
- Smaller footprint (reduction in paper, ink & transport costs)
- More effective management of student records
- Solution flexible enough for changes to business process

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# Next Steps

- **Potential enhancements to ARC**
  - Notifications for decision makers
  - Integration of supporting documents

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# Sample search page

SUNGARD UNIVERSITY

Sign Out | Help

Browse

Personal Information | Student and Financial Aid | Faculty Services | WebTailor Administration | EGB | SSEN_Training_Menu

Find a page...

## Search for a Group of Applicants

Home > **Back to Applicant Group Search page**

RUTH Ruth L. Powell
12/10/2011 08:52 AM

Search Criteria

The page will only return IDs of applicants matching the search criteria.

Application Review Group,Entry Term and Level must all contain the required value, before you enter any other criteria.

**Application Review Group:** Humanities Department

**Entry Term:** Academic Year 2011-2012

**Level:** Undergraduate

Use one or more of the filters below to refine your search.

| | |
|---|---|
| **Course:** | all courses |
| **Programme:** | Bachelor of Arts - BA |
| **Application Date From:** | |
| **Application Date To:** | |
| **UCAS Decision & Response:** | all |
| **Review Group Actions:** | All applicants for this ARG |

Find Applicants | Reset

The applicants matching your search criteria are listed below.Click on the name to select and continue.

| Print? | Personal ID | Name | Programme | Applied | UCAS Decision and Response | Review Group Actions Already Exist |
|---|---|---|---|---|---|---|
| ☑ | 0035795775 | Emmy, Ranee | Bachelor of Arts | 26/08/2010 | Conditional Firm | No |
| ☑ | 0035792400 | Veronica, Modesta | Bachelor of Arts | 26/08/2010 | Conditional Firm | No |
| ☑ | 0036878321 | Micheal, Saundra | Bachelor of Arts | 06/09/2010 | | No |

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Done | Trusted sites | Protected Mode: Off | 100%

# Sample Summary page

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## Applicant Summary

Home > Summary page

RUTH Ruth L. Powell
12/10/2011 08:54 AM

**Applicant ID:** 0035795775 UC01
**Applicant Name:** Ranee Emmy
**Application Date:** 03/05/2011
**Date into Banner:** 03/05/2011

***Personal Details***

| | |
|---|---|
| **Title:** | Frau |
| **Surname / Family Name:** | Emmy |
| **First / Given Name(s):** | Ranee |
| **Male / Female:** | Female |
| **Date of Birth:** | 10/12/1982 |
| **Age:** | 28 years 8 month(s) as on 01/09/2011 |
| **Postal Address:** | 19 Trace Pthwy, Fairlight, Hampden, Derbyshire, GL52 3LZ |
| **Country :** | |
| **Mobile Phone number:** | |
| **Email:** | test@ucas.ac.uk |
| **Home Address:** | |
| **Country :** | |
| **Home Phone number:** | 01234567890 |
| **Returned Mail:** | N |
| **Residence:** | home / EU student |
| **Area of Permanent Residence:** | Derbyshire |
| **Country of Birth:** | United Kingdom |
| **Residential Category:** | |
| **Nationality:** | UK national |
| **Date of First Entry to Live in UK:** | |
| **Criminal Convictions:** | N |
| **Disability :** | No disability |

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# Sample Summary page continued

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***Programme Applied For***

| Programme | Point of Entry | Year of Entry |
|---|---|---|
| Bachelor of Arts | 1 | 201112 |

**Former Student at this Institution:** No
**Reason for leaving:**

***Prior Education and Qualifications***

***School, College and University Education***

| School Name | From Month | From Year | To Month | To Year | PT, FT, SS or SW | UCAS School or College Code | Highest Expected Qualification Level | Highest Attained Qualification Level |
|---|---|---|---|---|---|---|---|---|
| UCAS, CHELTENHAM | SEP | 1993 | JUN | 2011 | FT | | Below degree level qualifications | Other qualification at level 2 |

***Qualifications Completed or Certificated***

| Centre Number | Month | Year | Awarding Body | Subject/Unit/Module/Component | Level/Qual | Result Grade Mark or Band | Applying for Equivalence Tests |
|---|---|---|---|---|---|---|---|
| | MAY | 2009 | AQA | English | General Certificate of Secondary Education | A | |
| | MAY | 2009 | AQA | French | General Certificate of Secondary Education | C | |
| | MAY | 2009 | AQA | Mathematics | General Certificate of Secondary Education | B | |

***Qualifications Not Yet Completed or Certificated***

| Centre Number | Month | Year | Awarding Body | Subject/Unit/Module/Component | Level/Qual | Applying for Equivalence Tests |
|---|---|---|---|---|---|---|
| | FEB | 2011 | AQA | Computer Studies | GCE Advanced Level | |
| | FEB | 2011 | AQA | English | GCE Advanced Level | |
| | FEB | 2011 | AQA | Mathematics | GCE Advanced Level | |

**Predicted Grades:** A:Computer Studies = C A:Mathematics = B A:English = A

***Checklist Items and Supporting Documentation***

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Done | Trusted sites | Protected Mode: Off | 100%

# Sample Summary page continued

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**Predicted Grades:** A:Computer Studies = C A:Mathematics = B A:English = A

***Checklist Items and Supporting Documentation***

| Item Code | Item Description | Received Date | Comment |
|---|---|---|---|
| AP25 | $25 Application Fee | | |
| TSTS | SAT or ACT Scores | | |
| HST1 | High School Transcript | | |

***Review Actions and Comments***

**Date Unavailable for Interview:**

**Action:** Invite to interview

**Comment:**

Save

***Saved Review Group Actions and Comments***

**Dept Decision:** Invite to interview
**Comment:**
**Review Code:** Humanities Department
**User Name:** Powell, Ruth
**Creation Date:** 12/10/2011

Applicant Personal Statement  Applicant Reference  Applicant Choices

Additional Information  Activities and Employment History

Applicant Contextual Data

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Done  Trusted sites | Protected Mode: Off  100%

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## Contacts:

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