On Line Application

Is it possible to make a provisional application, e.g. where IELS tests are pending?

No, provisional registration is not possible. Students can only register once they have met all the conditions.

Can processors work through online application to become familiar with the process?

Not in the live environment. There is a demonstration of the online application process available on the Admissions Moodle page.

How do we deal with applicants who do not have internet access, (e.g certain countries which have limited provision)?

It is possible that paper applications can still be accepted and an admissions processor will manually add the data using the on-line form. However, as the University's target is to go paperless this should not be seen as regular option.

How is Third Party Disclosure dealt with?

Applicants have to agree to third party disclosure in order to submit their application.

Applicant Self Service

Can an applicant see what stage their application has reached?

Yes. They will have access to the Student Self Service part of the system on completion of the online application form. As an applicant, they will have an admissions section which shows the status of the application. The To Do list will show any documents to be submitted or conditions to be met.
They will also use the Self Service to upload documents, accept or decline an offer, withdraw the application or ask a question.

Can the admissions processor see what the applicant sees?

Yes. Navigate to Campus Community> Student Services Centre, and enter the necessary search details. A demonstration of this is available on the Moodle Admissions page.

Deferral by applicant – what conditions apply to the deferral, e.g. limit to length of time it can be deferred?

It updates the admit term by one year.

Communications

Can a processor preview the actual communication before it is sent?

No. The system replaces the need to manually enter the tuition fee into the letters and the need to use a Word mail merge, thus removing a considerable amount of text / data entry. Unfortunately, it is not possible to preview the communication before it is sent as they are stored in "staging tables" to be generated as part of an overnight process.

For this reason it is important to get the communications content and tuition fees right at the outset. The standard communications were agreed by the Deans of Graduate Schools. Any necessary changes need to be approved by the Graduate school committee and submitted to SLP to amend. This is likely to be undertaken annually before the start of the new admissions cycle.

Can a processor amend or customise the communication?

No – see above for any necessary amendments.

Is it possible to check which communications have been sent to a given applicant?

Yes. See "View Communications" in the General section of the training guide. This will allow you to check which type of communication has been sent, when and by who.

Can I see a sample of the communications?

The Training Team is in the process of compliling a set of examples to display on the Moodle site. Delegates will be notified when this is ready to view.

What email address do communications come from and what happens if the applicant tries to reply?

This is still to be finalised. It can be sent from any email address. Options are:

- that a no-reply address is used and text is included to warn applicant of this
- a working reply-to address is used and the MyCampus Support Team will monitor replies and forward as appropriate.

Review of Application and supporting docs

Can I see the application form and all supporting docs in one long scrollable view.

No. There is one pdf for the Application Form and one for all the supporting documents uploaded during completion of the form.

Can I upload additional documents for the applicant after online application has been submitted?

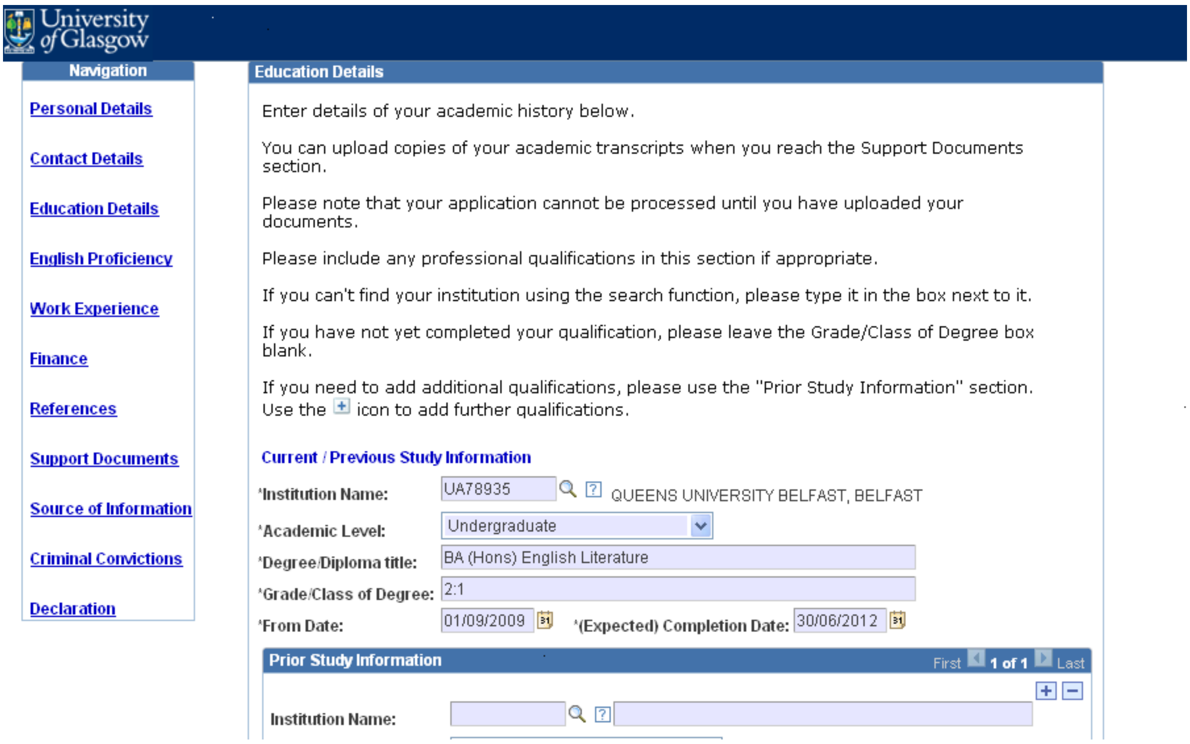
Yes. In the same location where processors view the uploaded documents, they can click ADD to upload more. (Maintain Applications, Application Data tab and look for File Attachments section)

Where do we see the detail of qualifications achieved – degree / subject / level / grade.

Section 4 of the pdf shows what the applicant has filled on on the application form. The second image below shows what the applicant is asked for on the application form.

4 Education Details

University/College/ School	Dates Attended		Academic Level	Degree/Diploma Title	Grade/Class of Degree
	From	Until			
University of Georgia	10/01/2008	10/07/2009	UGRD	BA	Third



Where there are multiple application numbers for the same applicant, can you see on a given record that there are other applications for the same applicant?

No, but on Maintain Application page, if you enter the emplID you can see all the applications for that applicant.

Can you download the pdf and send it on to others outwith the system

Yes. It can be saved and emailed

Does the applicant see all the uploaded documents? – there are times when some items should be kept confidential (e.g. references)

It is mostly the applicant who uploads documents. Even if a processor scans and uploads a document such as a reference, it will be available to the student via self service. Our legal advice is that under Data Protection Legislation references are not confidential.

On Application Program Data tab there is a check box for Joint Program – what is this for?

This is not being used at Univeristy of Glasgow.

Queries / Alerts

Will there be any kind of alert or warning that the due date for an applicant's checklist items is approaching and the items are still outstanding?

No. It is possible that a query could be developed to search for records on this basis.

What happens if the due date passes and the applicant has not submitted anything?

There are no automatic alerts about this. However, a query can be developed to retrieve applications where this applies.

Permissions and Access

Will Admissions Processors have the rights to delete the attachments?

Yes. In order to let them view the documents, they have to also be given access to delete the attachments. Note, however, that a confirmation message will appear when the delete button is clicked.

Hold for Documents

Do Processors receive any notification that a document has been submitted following a Hold for Docs?

No, they don't. They can:

a) use the "Pending Applications Pagelet" putting in the Action Reaso of **HFD** and look at the **Document Date** column, which specifies the date of the most recent upload, or
b) run the query, **UOG_AD_Q_DOCUMENTS**. And export to Excel to allow a date sort.
   To run a query:
   - navigate to Reporting Tools> Query> Query Viewer
   - enter the query name and click search
   - click the Excel link to export the results to Excel
   - enter the search criteria
   - click "View Results"

Who does the document get submitted to?

Applicants upload documents using self-service. They are not submitted to a specific member of staff.

IELS / TFL Transcript options – are there ones that specify the level achieved (rather than %)?

We can add checklist items upon request. (Requests should be submitted via the IT HelpDesk at https://hornbill.cent.gla.ac.uk/sw/selfservice/)

Is it possible to provide a list of the items and a full description of their meaning?

Yes, we can do this by request.(see above)

If you enter action of HFD and forget to set the checklist item – will communication still be sent without detail of what the doc is or will sys recognise that checklist has not been set?

The communication would be sent out without the detail.

On checklist management, there is an Add button. How is this different from Add New Row?

The Add button will add a new checklist to the applicant, whereas the Add New Row, adds an item to the existing checklist.

Is it possible to send bulk reminder communications when applicants approaching submission deadline have been identified by query?
No, this is not currently available.

Offers

How do processors deal with deposits?
If a deposit is required, it should be set as a condition (checklist)

How do processors deal with non-standard one-off condition sets?
Current condition sets (ie checklists) can be tailored to meet the offer conditions. Processors can add, amend and remove checklist items from the checklist. If a new checklist item is required, this should be requested (via HelpDesk at https://hornbill.cent.gla.ac.uk/sw/selfservice/).

Is there any limit to the number of offers one applicant can accept?
Yes: one unconditional offer.

Residency Issues

Passport – when is this submitted and checked? Does the record show this has been done?
The passport number is submitted on the online application (this will be needed for CAS record). A copy of this can also be uploaded but this is not a requirement. The final passport check is done as part of Registration when the student arrives.

Does the residency check apply to ERASMUS applicants?
No. The ERASMUS fee calculation is dealt with by the system in relation to the ERASMUS program code. Admissions Processors working with ERASMUS applications can skip this process.

Checklist Management – Organisation ID

Who manages the Organisations Table?
Registry will manage this.

How are the Organisations input?
Organisations are chosen by the applicant while completing their online forms. If an applicant has not found the relevant organisation while completing this, it will be picked up and added by the support team at that stage. Therefore, admissions processors should not need to add new ones.

What should processors do if they cannot see the org they want?
They can use the free text description box to add the name, however they should also request that a new org is added (via helpdesk).

PGR

Adviser / Thesis page – How do we specify the % academic load of a superviser to a student?
Similar to DAS, the % load of the superviser can't be entered at application stage. It will be possible once the applicant becomes a student. % Supervision load is not required for the offer letter.