

## Minutes of Recruitment and Student Services Group – 08/12/09

Attendees: Sue Baines, Diane Calliste, Angela Dierks, Jonah Duffin, Chris Hatfield, Nick Head, Leila Johnson, Louise Lambe, Monica Law, Justin Lynas (notes), Marianna Warren

### 1. Minutes of Last Meeting

The minutes of the last meeting were agreed

### 2. Feedback from School representatives regarding paperless applications process

#### UPLOADED DOCUMENTATION

Maximum file size for uploaded documents needs to be determined. It is currently 2MB in the online application process.

Business Systems requested that they be informed if administrators are aware of problems with the referee upload.

#### COMMS BETWEEN REGISTRY AND SCHOOLS

It was agreed that the trigger for an email being sent to school administrators about a new application should be when an application is run through the TRAN process. A single email to be sent for each application with the programme title in the subject line.

It was suggested that generic email addresses be setup for each school department for application emails to be sent to.

**ACTION:** Nick Head to ask School Managers if this is already being done.

The retention period for electronic files associated with applications should be the same as for paper documentation; 2 years if the applicant does not join Birkbeck.

#### PRIORITIES

“Special Applications” online for Spring 2010

Paperless applications process implemented over the next 12 months

It was suggested that research applications being online was also a priority.

**ACTION:** Business Systems to review the possibility of research programmes initially going online with just the PG application form to be followed up next year by a more bespoke online application process if necessary

#### SERVICE LEVELS

The group proposed an up to 3 weeks turnaround for an initial response of either an interview date or a decision once all documentation needed to make a decision has been received e.g. references, transcripts etc. This timescale applies between December and July; a different turnaround time may be needed for the August to September period.

**ACTION:** Nick Head to draft a proposal with Registry for School Managers and Executive Deans

#### SCANNING DOCUMENTS

Some Schools are currently holding scanned student forms and additional information; these should be deleted. The process in future should be scan document - save to school drive - upload into SITS – delete from school drive.

### **3. Applications Project**

Scott Miller the project lead informed the group of the project team's role and composition.

It was suggested that the new application process should be called the electronic applications process rather than the paperless applications process.

### **4. Admissions Letters**

External Relations proposed a review of the letters sent to applicants by the Schools and Registry.

The first part of the review should concentrate on the "provisional offer" sent by schools. It was suggested that the provisional offer letter caused some confusion for some applicants, and that the new applications process might be a good opportunity to re-think the double offer letter process.

External Relations are working with the schools with regard to communicating with applicants to improve conversions. The resulting best practice could be used to inform a discussion about when the schools should be sending their supplemental communications to applicants.

### **5. Date of Next Meeting**

10 February PM