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: if problems are reported they can usually be resolved.

COMMUNICATION BETWEEN REGISTRY AND SCHOOLS

It was agreed that the trigger for an e-mail being sent to school administrators on arrival of a new application should be when an application is run through the TRAN process: i.e. when Registry check for new applications that have come in and transfer them into the applications part of SITS. This process is carried out daily.

Proposal: that a single e-mail to be sent for each application with the programme title in the subject line.

In order for this to work, generic email addresses need to be setup for each department for application notification e-mails to be sent to.

ACTION: Ask School Managers if this is already being done. (Eleanor)

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

ACTION: Clarify / check retention policy with Registry. (Scott with Shona)

PRIORITIES

- "Special Applications" online for Spring 2010.
- Electronic (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. (Nick / Justin)

SERVICE LEVELS

Proposal: Up to 3 weeks turnaround for a response once all documentation needed to make a decision has been received e.g. references, transcripts etc. A 'response' in this context could mean a decision, an invitation to interview or an alternative explanation of the applications process, including timescales. This timescale applies to taught programmes for

applications received between December and July; a different turnaround time may be needed for the August to September period and for applications received before December. **ACTION**: Draft a proposal with Registry for School Managers and Executive Deans. (Scott)

SCANNING DOCUMENTS

Proposal: that Schools are able to scan-in supporting documentation and associate it with the application in SITS (as well as Registry). This is because applicants send supporting documents into schools as well as the Registry.

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. This is the project team which will implement the changes agreed in this Group. The aims and team composition are in the project initiation document which is on the Strategic Review website:

http://www.bbk.ac.uk/strategic-review/2009-10-projects/sivfm/applications-project/

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 this 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. The project team will work with ER and Registry to produce guidance.

Action: Look at producing guidance on the 'provisional offer letter'. (Scott with ER and Registry)

5. Date of Next Meeting

10th February from 2.00 – 4.00pm.