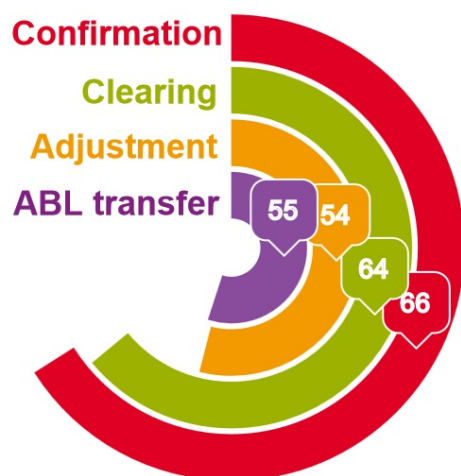


UCAS Provider C&C Survey 2014: results at a glance

UCAS

Satisfaction scores

Extremely + Mostly satisfied %



Felt supported by UCAS staff ✓

Core systems stability ✓

Poor comms re ABL file delay ✗

Cumbersome referral process ✗

Vacancy management in Course Collect ✗

81% of respondents estimate that at least half of their courses have vacancies advertised in Clearing

The majority of respondents...

Placed up to 25% of their intake before A level results day



Placed up to 25% of their intake in Clearing



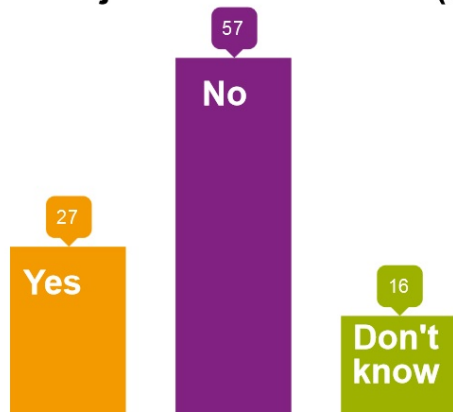
Assessed 50 or fewer applicants by interview, audition or portfolio



Placed 10 or fewer applicants in Adjustment



Is Adjustment needed? (%)



Free text - key themes

"...All of UCAS's systems, from our perspective, felt stable throughout the Confirmation period and we felt well supported by our Relationship Manager"

"It would be much better if institutions could submit their offer to UCAS which would then appear on Track (so the applicant can see a list of offers on Track...)"

"...The process to open or close courses in Clearing could be streamlined..."

"We do not always open to adjustment however it is a good opportunity to attract good calibre of students"

"More results on ABL, particularly GCSE, and all Access and BTEC"

"Adjustment is... an unnecessary extra process: I would like to see applicants facilitated to make late applications, 'trade up' and simply change their minds all under the same system"

"We still find the vacancy management and published/unpublished management extremely cumbersome"

Respondent Profile



874 UCAS correspondents were directly mailed the UCAS C&C 2014 survey, of which 96 responded. The survey was live from 9-16 September 2014. This infographic is a representation of the key themes resulting from the survey analysis.