

# UCAS feedback snapshot

The story so far – 7 October 2015

## Who we asked

- We invited all universities and colleges to participate in a webinar, which provided us with feedback on the ongoing development of our services.
- 29 providers attended the webinar on 30 September and a recording was later made available to all providers.
- We gathered feedback on our developments during meetings with universities and colleges.

## What we asked you to review



Latest developments to our postgraduate search tool.



Information about the single sign on.



Latest developments to our postgraduate collection tool, including sight of wireframes.



Our postgraduate proposition.

## How we collated feedback

- During the provider webinars, providers were able to ask questions and provide feedback.
- At the end of the provider webinar, there was an opportunity to provide additional feedback via a survey. In this survey, we collated feedback on how providers felt webinars were working.

**Disclaimer:** Opinions received were not necessarily representative of all members of feedback groups. UCAS will follow a balanced, consolidated view of the feedback we receive from all stakeholders. We will be using this feedback to develop services that are tailored to user requirements.

## At the webinar, higher education providers (HEPs) told us...

- Their draft requirements for reporting based on shortlisting information; for example, the types of reports they would want to be provided with.
- They suggested updates to the proposed course structure – including a suggestion to the way fees were collected.
- They would prefer us to collect contact details at course level, but default to university contact where these didn't exist.
- They asked whether we would allow them to enter hyperlinks in course information, to allow them to link back to their own website where required.

## Providers also told us...

- We should look to enhance the application process to ensure providers recognised the value of the RPA.
- We should look to align and collaborate marketing plans, to reduce costs and duplication.
- We should look to introduce an ABL process for international qualifications.
- We should consider functionality for users to search by subject areas they enjoy.
- We should take cultural sensitivity into account when determining if questions in the application management service were mandatory.

## Since launching our postgraduate beta search tool...

- There have been over 15,000 page views.
- We have had 131 pieces of feedback since 30 September.

We've now received constructive feedback about how users would expect to use the tool and this was now being fed back and considered for future development.

**Thank you** for your participation – your feedback is shaping future developments.