

UCAS feedback snapshot

The story so far – 18 November 2015

Who we asked

- We invited all universities and colleges to participate in a webinar, to give us feedback on the development of our services. 44 providers attended the webinar on 11 November and a recording was later made available to all providers.
- We also gathered feedback on our developments during meetings with groups, advisers and providers.
- Users have also been able to supply feedback on our postgraduate beta search.

What we asked you to review



Our service proposition – including how admissions services could look in the future and the future of link services/Application Programme Interface (API) development.



Our postgraduate beta search.

How we collated feedback

- During the webinar, providers asked questions and gave feedback. At the end of the webinar, there was an opportunity to give additional feedback through a survey.
- During groups, forums and meetings.
- Two groups of advisers – the Secondary Education Advisory Group and advisers attending an 'Adviser Advanced' training session – were given an update on our developments and asked to give feedback.
- Through the 'Give feedback' mechanism on our postgraduate beta search tool.

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.

Higher education providers (HEPs) told us...

- At the webinar, providers were keen to find out when we will end life of ODBC and XML. We confirmed we will work closely with vendors to ensure successful migration.
- The Data Group and Postgraduate Advisory Group fed back that they saw the value of our new admissions services being offered on a modular basis.
- The Postgraduate Advisory Group reviewed the course description fields we'll be using for postgraduate courses. They also discussed features that needed to be considered, for example open days and prospectus content. The group agreed that these should link to the providers' websites from a course description, opening in a new tab.

Advisers told us...

- The Secondary Education Advisory Group advised of their requirements for an undergraduate search. They provided valuable intelligence into their requirements, for example considerations about bursary information, ability to search by entry requirements, course content and also intelligent ways we can reduce the number of clicks to return a search.
- At the Adviser Advanced training session, the advisers provided us with feedback on how we can improve their experience. They fed back the way we can ensure advisers get the most out of the UCAS portal, for example by displaying provider names in Adviser Track instead of code.
- Advisers also informed us it would be useful if applicants could attach multiple personal statements when applying for differing courses.

Feedback on our postgraduate beta search

- Our postgraduate beta search has now received over 8,604 page views and we have received 175 pieces of feedback.
- The majority of the feedback is positive and recommends a number of enhancements, some of which are:
 - we should link to our application management service from the search tool
 - enhance the fee information that's currently provided
 - request for more details (entry requirements, start dates, etc.)
 - display words – as well as icons to ensure the site is easy to use

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