Duplicate Students Identified in ISIS

A reminder that all staff that manually create students in ISIS, should complete a Student Search to ensure the student does not already exist, before creating a new student.

- ISIS will check for potential duplicates when saving the record.
- The check is completed when applicants submit an online application and if a potential duplicate is found, or if the applicant indicates they have applied or studied at the University before, the applicant will be created in ISIS and a Potential Duplicate Sanction (PDS) is added. This sanction prevents any Offer and Admittance until the identities are matched and the records merged.
- As we now cater for the 400+ courses available online, we are seeing the emergence of several Potential Duplicates. It is a complex process to merge the students, and at the moment SSP staff are managing this task. It will be handed over to SMS – Enrolments and Office of Admissions in due course.
- Staff will be able to identify a consolidated (merged) student through the student screen. If they try to update that student record they will receive the following warning message: “This student has been consolidated and no further changes can be made for this Student ID. Any data entered will not be saved. Please use Student ID NNNNNNN to retrieve details for this student.”
- Should you require the PDS removal sanction prioritised, please contact the ISIS helpline.
- Below is an example of a consolidated student record.

Below is an example of the original student, as shown above: