Online Application Issue Summary

Introduction

There are a number of outstanding online application issues including potential duplicate records creation, unexpected errors in the application process and payment manager connectivity problems. The issues and current actions underway are outlined in this document including the specific actions staff members should take.

1. Duplicate applicant records

Summary

The proliferation of duplicate records is a key issue, particularly as there are cases where applicants are being created multiple times in timeframes beyond human capacity (e.g. three or four within 30 seconds) and without crucial data.

Action

To prevent the manual creation of duplicates, the University has already implemented a number of initiatives to reduce this:

- A new ‘Apply Now’ page which makes it clearer to applicants how to apply. This will vary depending on whether they are a current student (Student Portal); a previous applicant or student (email to reactive their account to log back in) or a brand new applicant who should register and apply;

- Customisations to the online application to make it clearer that current students and returning students/applicants should not register as new users.

The system identifies potential duplicates which are flagged as such and project staff are working through the assessment and consolidation of the duplicates.

If Faculty, Graduate School or Precinct Centre staff encounter duplicates that need to be consolidated urgently they should lodge a help desk request which will be prioritised.

2. Unexpected Errors

Summary

There were reports of ‘unexpected errors’ being presented to applicants with no information as to the nature of the error or error numbers without explanation. Most have been traced to a bug whereby if applicants copy and paste data into a text field which exceeded the character limit this generated an unexpected error. Other minor errors are still being investigated by TechnologyOne.

Action

The character length bug has been resolved via a fix from TechnologyOne (applied on 9 September) whereby the text being pasted is truncated to meet the character limit thus making it obvious to the applicant what is occurring and not resulting in an error being generated.

More information had been provided in the help text on each page of the online application including Australian business hours, international dialing prefix and an email address.

More information has also been provided in the ‘Unexpected Error’ message including an email address so the applicant (particularly the international applicant applying in the middle of the night Australian time) does not feel abandoned.
If staff in the Faculties, Graduate Schools or the Precinct Centre are contacted by applicants who receive an ‘unexpected error’, they should take the applicant’s details (including date and time of incident and IP address – using [www.findmyip.com](http://www.findmyip.com)) and log an ISIS Help Request.

### 3. Applicants not emailed temporary login credentials

**Summary**

In some cases applicants have not received their temporary credentials (user ID and password) and have thus, understandably, often manually registered again. This is due to the missing core person data. Since the personal email address is not saved, the credentials cannot be emailed.

**Action**

Typically the applicant, if reporting the problem, will email the Applicant Help Desk using a personal email address. Help Desk staff will manually enter the email address in such cases and reset the applicant’s password which will trigger the emailing of temporary login credentials to the applicant. This allows the applicant to continue with their application.

*This will typically be managed via the ISIS Help Desk and Faculty and Graduate school staff should refer such requests to the ISIS Help Desk. However, if need be, the option of extending access to the Applicant Password Reset function to Faculty, Graduate School and Precinct Centre staff can be explored.*

### 4. No locations presented to applicant

**Summary**

In some cases, applicants were selecting the Course Type but then not being presented with any options on the Location and Year page of the online application.

This is caused by core personal data not being saved in some cases, specifically, citizenship.

**Action**

Staff should request that the applicant provide the citizenship value and enter it on their behalf ensuring that the 'Student Nominated Citizenship' flag is checked. This will allow the applicant to continue with their application. This will typically be managed via the ISIS Help Desk but Faculty, Graduate School and Precinct Centre staff should take the same approach.

### 5. Cannot contact Payment Gateway

**Summary**

There were a range of issues around the Gateway which began as intermittent errors whereby applicants were being presented with an error message that the Payment Gateway could not be contacted.

**Action**

If there is missing data, the applicant should be contacted directly and asked for this information to be provided via email; staff can then enter it and the applicant will be able to proceed. This is likely to be actioned by the ISIS Help Desk but if a Faculty, Graduate School or Precinct Centre is contacted directly, the same approach should be taken.

The contact address should be checked and if it uses all three address lines it is likely to exceed the current 80 character limit and should be truncated. If the Contact address is the same as the Home address, no other action is required. However, if it is different to the Home address then the Contact address should be copied as the Temporary Preferred address to keep a record of the original before truncation.

*The address character limit is currently being fixed by TechnologyOne and eFirst to ensure all field lengths match thus resolving this issue.*

### 6. Confirming Application Terms and Conditions

**Summary**
There have been some recent reports of applicants having trouble confirming the application terms and conditions.

**Action**

This is still being investigated so specific examples of the problem are important. Therefore, please report any such incidents to the Help Desk so that the root cause can be identified and a fix requested.

**Next Steps**

The Office of Admissions, ISIS team and the software vendor are working to identify solutions as quickly as possible. Some solutions will require significant work by the vendor and will take time to build, test and deploy. In the interim the actions above will assist with the current issues. Please let us know if you are aware of any other issues that are not stated here, with as much detail as possible.

1. **Analysis of Incomplete Applications**

**Summary**

Because there are a significant number of incomplete online applications (incomplete flag set) despite the many successfully submitted applications, a survey of applicants with incomplete application has been conducted. The results still being analysed but preliminary results are:

- international applicants not realising there was an Assessment Fee
- applicants using the online application as 'course search' and not realising that an application had been created
- applicant not realising that the application was incomplete because the terms and conditions and confirmation drop down is at the bottom of the summary page.

**Action**

I. An interim page is being constructed which will contain information about the Assessment Fee, use of course search, etc which will make it clearer to applicants upfront of the implication of proceeding with the online application

II. A hard copy form has been available from the Future Students’ website since the difficulties first started to appear, particularly for international applicants. A hard copy form has also been provided on request to all applicants by the ISIS Help Desk. The link to the hardcopy form will be included on the new interim page

III. New text on the submission page, in red, informing applicants that they must confirm the application terms and conditions at the bottom of the summary page has been implemented

IV. Further refinement of the configured Application Requirements, under the auspices of the Admission Working Group, is currently under action to simplify and clarify to ensure that it is clear to applicants what information is being requested

V. The Graduate School of Humanities and Social Sciences have implemented a manual ‘Application Terms and Conditions’ form to use in cases where an ‘incomplete’ applicant is experiencing unresolved issues attempting to submit an online course application.

If other Faculties, Graduate Schools or the Precinct Centres would like to adopt a similar approach and/or would like the ISIS Project Team to assist in implementing this approach, further details will be made available in the Online Application Fact Sheet which will be available on Wednesday 29 September 2010.
2. Establishing a ‘Community of Practice’ among Admissions staff

The Office of Admissions and the ISIS team are working with ISIS users to share information and improve productivity through ‘Tips and Tricks’ sessions, and by providing a general forum for staff to share their experiences to increase efficiency and effectiveness and maximise the conversion process - enquiry to application, of application to offer, offer to acceptance and acceptance to enrolment.

Contact ISIShelp for user help

Phone ISIShelp
8344 2690

Email ISIShelp
isis-help@unimelb.edu.au

How do I get more information?

- Visit the ISIS website [www.isis.unimelb.edu.au](http://www.isis.unimelb.edu.au) for more information and:
  - Read the ISIS Update newsletters.
  - Read Cheat Sheets for tips on using key functions within ISIS.
  - Check out the FAQ's for help with specific questions.
  - View the Top Tasks for infrequent users.