Incomplete Applications Follow-up Approach  

Fact Sheet

Sheet

Introduction

There are a number of incomplete applicants currently in ISIS where applicants who have started but not successfully submitted an application. This may be due to a number of reasons including:

- 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
- applicants not realising that the application was incomplete because the terms and conditions and confirmation drop down is at the bottom of the summary page.

Following is the approach being taken by the Graduate School of Humanities and Social Sciences is with their incomplete applications that you may wish to adopt.

Incomplete Applications Follow-up Approach

Step 1: Identify those who have submitted incomplete applications via ISIS (Application Search screen)

Step 2: Email all the incomplete applications in the middle of each month to prompt them to follow up their incomplete application, and to contact you if they are experiencing difficulties. This email is to include the following information:

- Instructions on how to withdraw their application/s for those applicants who have decided not to proceed
- Instructions to those incomplete applicants who still wish to their application/s to be assessed by directing them back into their commenced online application in the first instance, with instructions to check that they have completed all mandatory fields, saved their application and agreed to the terms and conditions of enrolment.

In addition this email should include advice to the applicants who continue to experience issues with confirming their terms and conditions on-line. You can ask the applicants to complete and return the University of Melbourne Online Application Declaration (see a copy below). Once the signed form has been received the course applications they list can then be treated as “complete”. If you receive any of these cases, please forward the applicant’s details (ID, course code etc.) and as much information as possible to the ISIS Help team (details below) to assist the ISIS team’s efforts to isolate and solve this particular issue.

Contact ISISHelp for user help

Phone ISISHelp  Email ISISHelp
Family Name: ___________________________  First Name: ___________________________

Course/s applied for: ___________________________

Intake (circle):  
- Sem 1, 2011  
- Sem 2, 2011

Application ID Number: ___________________________  Date of Birth: ___________________________

1. I declare that all the information I have submitted with this application is true and complete including:
   - all the records of the academic results I have achieved at each and every university or tertiary institution I have attended; and
   - my financial information.

2. I hereby authorise the University of Melbourne (University) in its absolute discretion to make any enquiries, including obtaining official records from any education institution or tertiary admissions centre concerning my current or previous academic results, if it believes are necessary.

3. I acknowledge that the failure to disclose my true and complete academic record may result in my being excluded from the University.

4. If I have misrepresented my past and/or present circumstances I acknowledge that the University may terminate my studies and that the University may terminate my studies at any stage during the course undertaken.

5. I understand that the University reserves the right to inform other education institutions if any of the material presented to support my application is found to be false or misleading.

6. I understand that if I am awarded a scholarship from the University I must not hold another equivalent award at the same time from the University or any other organisation. If I am awarded a scholarship from the University which is based on false or misleading information I have provided in my application (or subsequently), I will be required to repay to the University any scholarship/s that I have received. Scholarship benefits include living allowances, fee remission and travel allowances.

7. I agree to be bound by and comply with by the University’s policy (as amended from time to time) on admission, fees payments and fees refunds outlined in Arrangements Relating to the Payment of Student Fees - http://www.futurestudents.unimelb.edu.au/int/fees/policy/options

8. I understand that the personal information that I have provided in my application (or subsequently) may be released:
   - to Australian Commonwealth and State agencies under the Education Services for Overseas Students (ESOS) Act 2000;
   - to the Department of Education, Employment and Workplace Relations (DEEWR) and that DEEWR will collect and store my personal information in the Higher Education Information Management System; or
   - as required to be disclosed by law.

9. I acknowledge that all documents submitted become the property of the University of Melbourne and will not be returned.

Signature: ___________________________  Date: _______________