

University of East Anglia Decreases Time from Application to Decision with AppReview

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University of East Anglia

“AppReview has made the process quicker for the admissions service. Decisions are coming back faster from academics as they can submit their decision with a click of a button.”

– **Amanda Edwards-Sutton**
Admissions Officer

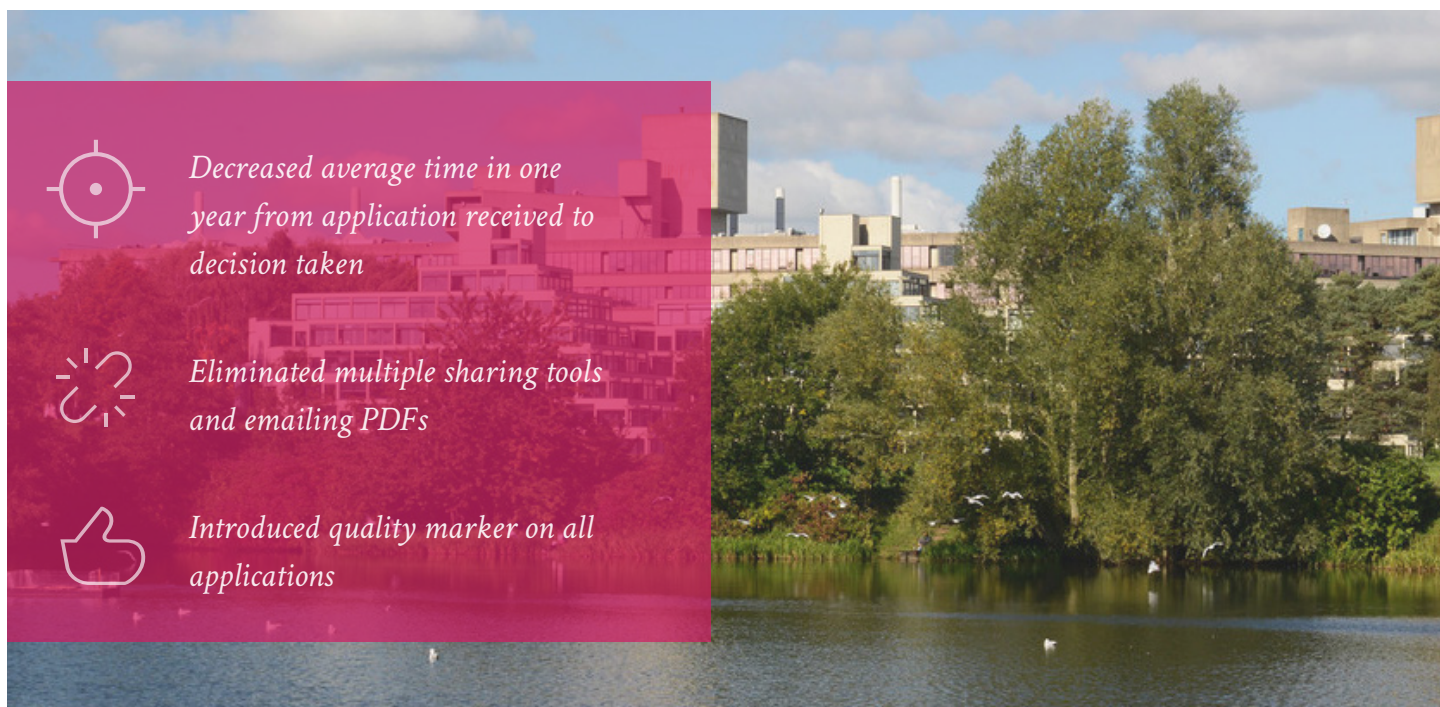
The University of East Anglia (UEA) is a campus university in Norwich. UEA has consistently been rated as one of the best universities for student experience in the *Times Higher Education* Student Experience Survey.

A Need to Streamline

The University of East Anglia comprises four faculties and 26 schools of study. UEA needed a system to streamline its admissions review process rather than the variety of systems and sharing methods they were using.

Quick Stats

- **Website:** <https://www.uea.ac.uk/>
- **Profile:** Internationally renowned campus university in the city of Norwich
- **Population:** Over 15,000 students



Save Time and Increase Efficiency

UEA turned to AppReview by Hobsons to simplify application review and increase efficiencies in the admissions process. They first implemented AppReview for key schools, focusing on Postgraduate Taught and Research applications, before eventually rolling it out to all schools of study. Since implementing the system, the average time from application received to decision taken in calendar days decreased between 2014-15 to 2015-16.

“AppReview saves time where there is a large volume of applications per bundle or programme,” said Vivien Easson, Head of Postgraduate Research Service. “It also helps us even out workload over the year by reducing the activity required shortly after an application deadline.”

Improve Workflows Across Locations

UEA assigns multiple reviewers within AppReview to access applications and make comments, and appoints a Head Reviewer who makes the final decision to eliminate confusion across the team as to whether the decision has had final approval. But not all reviewers are located directly on UEA’s campus.

AppReview allows the work to get done outside of UEA and improve the workflow between colleagues and staff at other locations. Since implementation, AppReview has streamlined the funding approval system for Continuing Professional Development courses where approval must be given by external agencies.

“Academics and decision makers can access applications and make secure decisions from anywhere in the world where they can get internet access,” said Amanda Edwards-Sutton, Admissions Officer. “It is a considerably quicker way of transferring applications to academics, rather than emailing pdfs.”

Strategically Dedicate Resources

Through AppReview, UEA introduced a quality marker on all applications, enabling them to identify where they were getting strong applications and where they could benefit from directing more funding towards a particular area or theme. “We are able to collect much better feedback on applications and have amended our review sheets to require a more structured response for colleagues,” said Fiona Gibbons, Postgraduate Research Officer. “The ability to make changes to the system and respond to academics’ feedback is really useful and it helps them to feel part of the process.”