

UNIQUEST



Admissions Services

Applicant support and decision making



“How would I describe UniQuest?”

A differentiator for any University that aspires for growth and change but is struggling to realise their potential. A provider of practical solutions, resulting in tangible benefits. An asset to any public sector HE provider.”

Partner feedback

Easier application and offer-making

Meeting your student recruitment goals

Are you struggling to manage increasing application volumes and deliver an excellent student experience?

Our expert admissions teams can help deliver the service you need to meet your targets. Working together to scale your applicant support and admissions decision-making operations as a fluid extension of your team, we'll improve the quantity and quality of your enrolling students. We're confident that we're the best partner you'll find when it comes to managing admissions processes.



Exceptional Admissions Experts

Benefit from our intelligent admissions experts, with extensive experience working as part of university admissions teams



Speedy Response Times

Exploiting our flexible resource model, we promise quick turnaround times to calls, emails and applications to meet your future students' expectations



Proactive Intelligent Processes

We're organised and proactive, working with intelligent, quality-assured processes and methodologies to make it easy for your teams



Meaningful Actionable Insights

We provide meaningful insights and recommendations to optimise your in-year tactics and strategic plans

We work for all your future students

We understand the needs of undergraduate, postgraduate and widening participation audiences across both home and international markets: of course, we make sure all applications and offers for these varying cohorts are managed in a fair, inclusive and efficient way.

- + **Over 35 university partners**
- + **Responding to applicants from over 140 countries**

How we can help?

We don't like the word outsourcing and we're not an agency. We're your partner, in every sense of the word. We're a partner, in every sense of the word.

It is the application of UniQuest's unique combination of People, Platform and Process that consistently drives results for our Higher Education partners. Our in-depth expertise in student engagement and admissions management, combined with high quality standards and attention to detail mean we quickly become a valuable extension of your admissions team. In addition to getting the basics rights, we conscientiously scrutinise our work and the process to go above and beyond, for you and your students.

Answering inbound application enquiries

We'll answer your inbound application enquiries, providing prospective students with relevant, informed and timely information about their application.

This will help to keep your applicants engaged while admissions decisions are being made. We work in a highly efficient way, reducing pressure on your admissions team, enabling them to focus on important areas as part of the process. We can utilise our own, or your systems, to enable easy integration of our team with yours.



Scale

over **40** support officers answering enquiries each day



Immediacy

real-time response to Inbound calls and live chat*

*During agreed hours



Capacity

Greatly accelerating offer turnaround times*

*Over five times better; reducing 27-day turnaround to 5.

"Thank you, Shanel for taking time on phone today explaining to me the process! I was very confused with the UCAS deadlines and changes which stressed me."

Future Student Feedback

Making application decisions and issuing offers

Our proactive approach enables us to drive productivity – at scale and pace, reducing bottlenecks whilst meeting the offer-making needs of your applicants and your university.

We'll work as an extension of your team to review applications, issuing offers based on your specified criteria and strict quality assurance standards. We'll also be transparent about what needs to change for you to better meet your goals.

- + **Providing you with additional capacity, scale and pace**
- + **Improving turnaround time and relieving bottlenecks in application processing**
- + **Giving you time and focus for the university team to manage specific priority cohorts / markets / programmes**
- + **Delivering a competitive, speedy and professional 'service' for your future students**

over
42,000

applications screened
= 500 apps per day


over
29,000

offers made
= 375 per day

over
129,000

students contacted
= 1,000 per day



A man with glasses and a beard is pointing at a screen in a meeting. He is wearing a dark shirt and a red lanyard with an ID badge. Two women are looking at the screen. The background is a blurred office setting.

“Like many other universities, we were facing significant delays and backlogs in our admissions turnaround times. Working with UniQuest, we expanded our services to better support our applicants, students, staff and university partners.

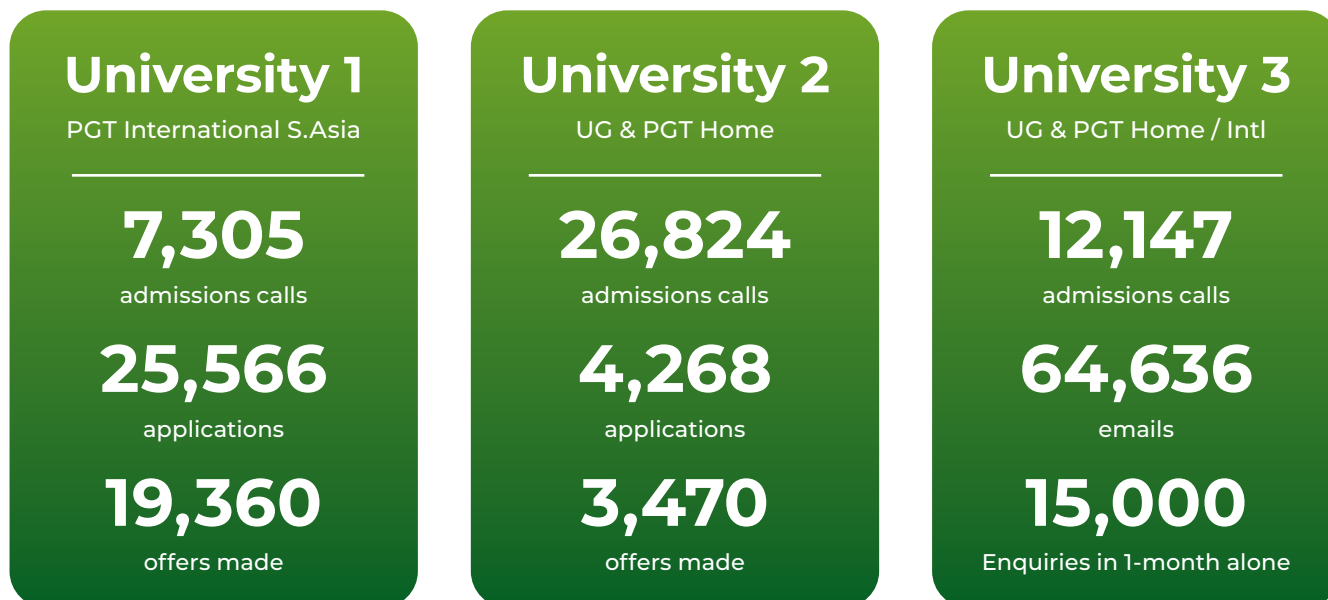
We’re now well-placed to manage the peaks and troughs of our work, and able to focus our resources on ‘quality’ service delivery and ongoing improvement.

UniQuest has been very responsive to our specific requirements, collaborating with us at every step. They’ve taken on a complex project and delivered to a high standard.”

Current UQ admissions services partner

The results speak for themselves.

Proven work with great outcomes



Your success is our business

We make it our business to understand and adapt to different university environments and markets, with experience working for post-92s, Russell Groups, as well as specialist institutions.

Rachel and Natalie's combined 30 years' focus on how best to optimise student recruitment operations means that UniQuest knows intimately what 'good looks like' – and we are adept at translating this experience to achieve enrolment success for our University Partners across the world.

Now with over 200 staff – including leading admissions experts, working across five international offices – we're steps ahead when it comes to meeting home and international admissions needs.

Shaping best practice

Our role is to lead and shape best practice in student recruitment across the globe.

We regularly consult with experts from our 35+ university partner group to discuss how we can continue to improve the applicant experience. Contact us to get involved.



Contact us

We're ready to help. Simply get in touch to start the conversation.

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Contact us to learn how UniQuest can help your university
to improve student engagement and conversion.

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