
UCAS TRACKER

Frequently Asked Questions

UCAS



GENERAL QUESTIONS

What is UCAS Tracker?

UCAS Tracker is a redevelopment of Application and Decision Tracker, which enables in-cycle benchmarking for universities and colleges to understand their position against their competition on the sector.

There are now two versions of UCAS Tracker. UCAS Tracker (basic) is covered by the capitation fee. UCAS Tracker (enhanced) is to become the 'paid-for' replacement of Application & Decision Tracker. For the 2024 cycle only, providers who pay for Application & Decision Tracker will get access to the Beta version of UCAS Tracker (enhanced) at no additional cost.

How is UCAS Tracker different to Application and Decision Tracker?

One major difference is that the data in our new UCAS Tracker is updated daily. No more waiting for that weekly report. In UCAS Tracker (enhanced) we have also changed how you can interact with the data and added new filtering options so that you can check on your performance against different dimensions (e.g. international recruitment). We have also built in a "days to deadline" filter which will give you clearer understanding of your year-on-year performance, which we think you will find useful too. This feature becomes most helpful in the couple of weeks just ahead of the deadline.

Further improvements to UCAS Tracker as we iterate development will be shared in our regular webinars as features are released.

GENERAL QUESTIONS

Who has access to UCAS Tracker (enhanced)?

For the 2024 cycle only, the UCAS Tracker (enhanced) beta is available to providers who have already purchased a subscription to the enhanced version of Application and Decision Tracker. If this is the case, anyone in your provider can be given access to view the dashboard by your ucas.com admins.

If you are unsure whether your provider has, or should have, access to the UCAS Tracker (enhanced) version, please contact your Customer Manager, Customer Success Director or datainsights@ucas.ac.uk.

How much does UCAS Tracker (enhanced) cost?

There will be a cost associated with the UCAS Tracker (enhanced) version for the 2025 cycle but that has yet to be set. Once the price has been confirmed, it will be communicated out to providers, so you can plan your budgets accordingly.

For the 2024 cycle, the enhanced beta is included in the price of an Application & Decision Tracker subscription, in return for feedback and input to help us shape the remaining aspects of the product we need to deliver.

DEVELOPMENT QUESTIONS

When will more features be released?

As the product is being developed within agile methodology, we are looking to release features on a regular basis. However, the new releases will all be within the UCAS Tracker (enhanced) version only for the moment.

How can my provider stay informed on upcoming feature releases and give feedback for future development?

Providers that are interested in staying informed with the development and releases of UCAS Tracker are encouraged to join our [webinar series](#). More information can be found on UCAS.com: <https://www.ucas.com/ucas-tracker>.

DASHBOARD FEATURES & FUNCTIONALITY QUESTIONS

How often does the UCAS Tracker data refresh?

UCAS Tracker data is updated daily. This usually takes place overnight.

How are my competitor groups identified?

Your institutional level competitor group is identified as the basket of six other providers with whom you have the most applicants in common.

Competitor groups vary for each CAH1/2/3 group that you have received applications for - each distinct CAH group has a different set of providers which make up your CAH1/2/3 competitor group.

This is calculated by taking the six providers with the highest number of applications you have in common for each CAH1/2/3 group that you offer. Where there is a tie between two competitor providers for a given CAH group, these are split by using, in order: the provider with the highest number of applications in common for the next CAH level up, until CAH1 level is reached; the provider with the highest overall number of applications in common with you in the 2023 application cycle; the provider with the highest overall number of applications in common with you in the 2022 application cycle; a random provider is selected.

If you have fewer than six competitor providers for a CAH1/2/3, then none are displayed for that CAH1/2/3 group.

DASHBOARD FEATURES & FUNCTIONALITY QUESTIONS

When should I use the 'days to deadline' filters?

The 'days to deadline' filters enable you to compare your position for the number of days there are to deadline in this cycle, with the same time away from the deadline in previous cycles. For example, if it is 50 days away from the deadline this cycle, it will compare with 50 days away from the same deadline in previous cycles. Whilst this is a nice feature to look at early in the cycle, we recommend that you don't pay too much heed to it until the few weeks in advance of the deadlines. This is because those figures can be impacted by things like movement of the deadline dates, and application behaviours before and after Christmas.

What happens to the 'days to ECD deadline' filter after the deadline?

The filter remains but becomes a 'days past the Equal Consideration Deadline' filter. So, instead of comparing (for example) 7 days to the deadline this year vs 7 days to the deadline last year, it will report figures 7 days past the deadline this year vs. 7 days past the deadline last year.

DASHBOARD FEATURES & FUNCTIONALITY QUESTIONS

How does the Change Drivers visualisation work? What does it mean?

The Change Drivers visualisation is an AI (Artificial Intelligence) based tool that conducts a root cause analysis of the changes in your own provider's numbers. It can provide a picture of how varied factors, relating to your applicant's profile and subject choices, are impacting each other. Selecting the plus sign (+) next to your numbers and selecting high or low value, means that Power BI uses artificial intelligence to analyse all the various categories available and will show you your most significant areas with gains or losses (based on whether you chose high or low value respectively).

Will all the PDFs and CSVs that exist in Application and Decision Tracker be replaced?

Some will be replaced. We will not replace PDF reports as that is not functionality PowerBI supports. We will seek to replace some of the most used CSVs. However, it is worth noting that the data behind all visualisations in the dashboard can be exported to CSVs, which already begins to replace some of the existing reports.

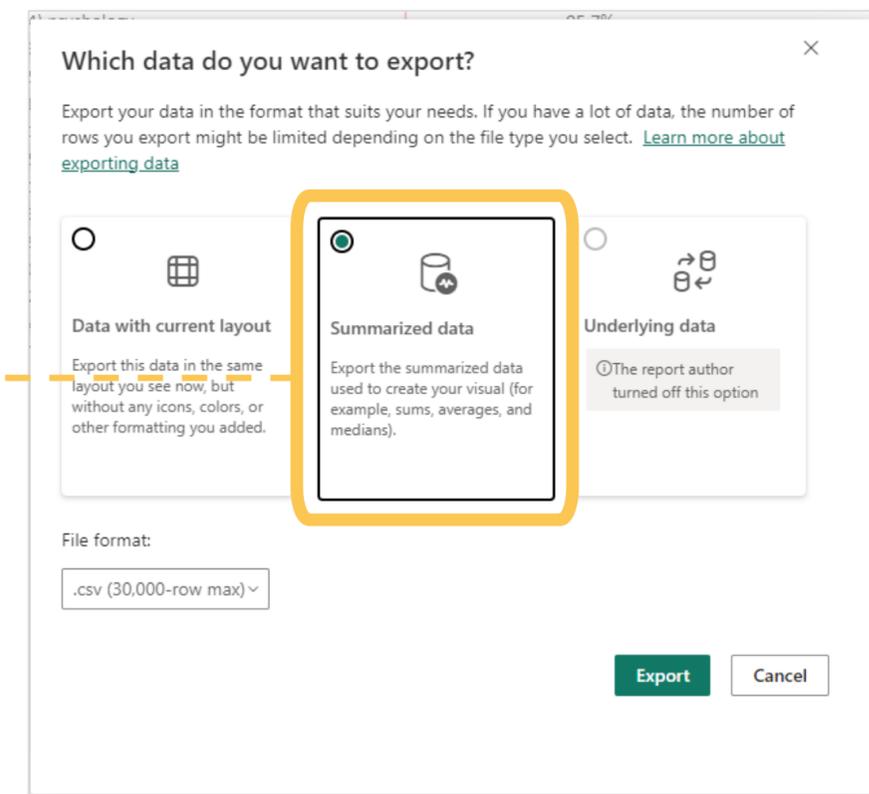
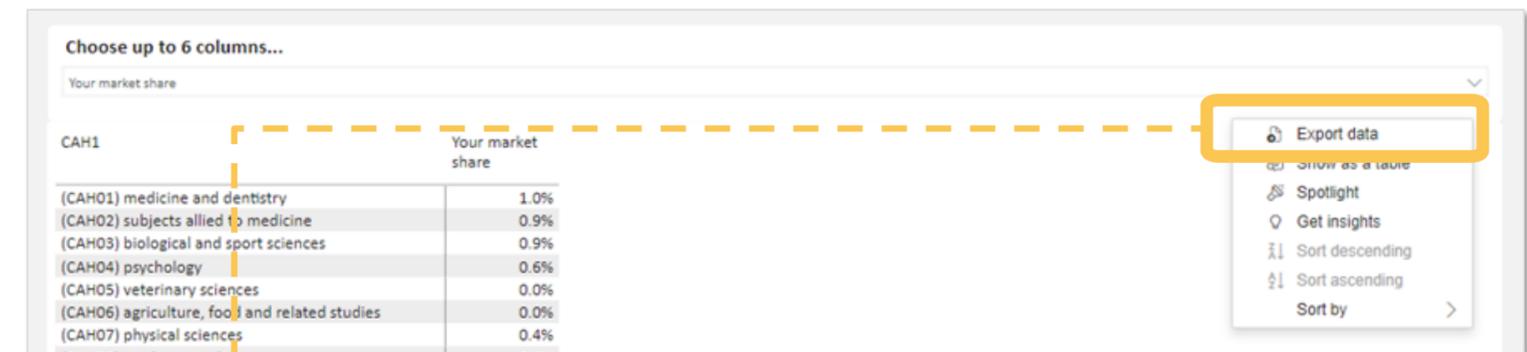
We anticipate that providers will need to adjust their own practices and dashboards because of the new Tracker dashboard and the new format the data will be provided in. Changes to structure and format of data will exist also because of the change from JACS subject classifications, to HECOS.

We are also exploring the possibility of sharing data via an API in the future, which may deliver some efficiencies as data is updated daily.

DASHBOARD FEATURES & FUNCTIONALITY QUESTIONS

How do I export data from UCAS Tracker?

1. Click on the ellipsis (...) that will appear at, or near, the top right of the white box on any table or chart.
2. Click on 'export data' from the drop-down list.
3. Choose Summarized data and change the export format to csv. The 'export' button will then turn green, and you can download the data from there.



TROUBLESHOOTING

One of my subjects is showing as having had more applications at this point last year, than we had at the end of the cycle. Why is this?

This is because UCAS Tracker doesn't track change of course offers. For some highly selective courses, such as Medicine and Dentistry, UCAS tends to see an amount Change of Course offers – this could be result from an applicant not reaching their conditional offer or being offered a change of course straight after applying. In the snapshot of our End of Cycle data we do not hold the course the applicant originally applied for. So sometimes the changes can mean that the number of applications earlier on in the cycle is higher than shown at the end.

The figures presented in UCAS Tracker don't match the figures I can see in Application & Decision Tracker. Why is this?

We ask providers not to compare the figures in UCAS Tracker, with the figures they get from Application and Decision Tracker or any other data source (e.g. Weblink). This is because we take cuts of the data at separate times, and because Application and Decision Tracker compares cycle weeks, and Tracker uses a date-on-date comparison.

You really need to look at figures within each tool on their own if you want to compare apples with apples. Comparing across tools will lead you to compare apples with oranges.

TROUBLESHOOTING

I don't understand the dashboard, or I have a specific question related to something presented in the dashboard.

Any questions about the UCAS Tracker product or dashboard should be sent to datainsights@ucas.ac.uk. Alternatively, you can contact your Customer Success Director.

I can't access the dashboard tab.

It is likely that you don't have permissions to see it. You'll need to contact the admin user at your provider, who can assign you with permission. For more information on how to access the Tracker dashboards [click this link](#).

I can access the dashboard tab but can't see Tracker in the dashboard options available to me.

It is likely that you don't have permissions to see it. You'll need to contact the admin user at your provider who can assign you with permission. For more information on how to access the Tracker dashboards [click this link](#).

TROUBLESHOOTING

I can access the dashboard but it's not displaying any data, what should I do?

It sounds like there may be an issue with the data model – a Service Now ticket will need to be raised and tagged against 'UCAS Tracker' to be triaged appropriately.

I can access the dashboard and I can see the data, but it has not been updated in more than 24 hours, what should I do?

It sounds like there may be an issue with the data model – a Service Now ticket will need to be raised and tagged against 'UCAS Tracker' to be triaged appropriately.

I usually have access to the dashboard page on ucas.com but I can no longer access it.

It sounds like there may be an issue – a Service Now ticket will need to be raised and tagged against 'UCAS Tracker' to be triaged appropriately.

TROUBLESHOOTING

I can see UCAS Tracker (basic), but I cannot see UCAS Tracker (enhanced).

There is a possibility that your organisation has not purchased Application and Decision Tracker and therefore would not have access to UCAS Tracker (enhanced). We recommend contacting the admin user at your provider in the first instance who would be able to confirm this.

If your organisation should have access and you still cannot view the dashboard, it is likely that you do not have permissions to see it. You will need to contact the admin user at your provider who can assign you with permission. For more information on how to access the Tracker dashboards [click this link](#).

THANK YOU

ANY QUERIES, CONTACT YOUR UCAS CUSTOMER
SUCCESS DIRECTOR
OR EMAIL: datainsights@ucas.ac.uk

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