

Course Prospectus (IPP) - Frequently Asked Questions

Below are a number of common questions and answers, together with contact details for further information or guidance. Note this is an evolving document and will be updated on a periodic basis.

Consult....	for queries relating to:	Details:
IPP user guide	Using the IPP system	http://www2.hud.ac.uk/shared/shared_arowg/ASIS/IPP-full-manual.pdf
Marketing Manager	Marketing processes and procedures	Marketing Manager Ext. 2079 j.morley@hud.ac.uk
Admissions & Records Office	Course setup	Information & Communications Officer (ICO) Ext. 3365 Melanie.exley@hud.ac.uk
ASIS Support	Technical, system issues	Ext. 3205/1333 Email "asis support"

	Campus availability needs amending Click on 'edit IPP attributes' and select the desired combination from the drop-down list. Click 'update' to save changes.
	How do I exclude courses from the data extract? In the 'View narratives' screen scroll down to 'Modify' status. From the drop-down list select 'Exclude course' and click on 'change'. See user guide for details.
	I need to assign/change the Subject Area for my course The subject area can only be assigned by the central marketing team – please contact marketing.
	The narrative I need isn't there Only narratives sanctioned by the marketing manager are available to add. If you require a new narrative contact the marketing team.
	The required academic year isn't visible The availability of academic years is controlled by the Marketing manager.
	I need to make a change to a submitted IPP Contact the central marketing team to either make the change for you or to release the IPP record to allow you to make the changes you desire and then submit again.

	I want to edit a locked prospectus
	The availability of prospectus versions is controlled by the marketing manager.
	This course doesn't have any content
	School marketing coordinators are responsible for adding content using the IPP system. Consult the relevant marketing contact for the school or the central marketing team.
	Can't see course in course finder
	Verify that the IPP record exists for the course and contact the marketing team.
	What if my course doesn't appear in the prospectus list?
	Check in the 'availability matrix' to ensure the prospectus is available to edit. If it is, check that the course is still running – it may have been discontinued. If you still think that you have a missing course, contact the ICO.
	The organiser is wrong, or missing
	The organiser is the default point of contact as defined on the master course record (MCR) in ASIS. Changes should be sent to the ICO. NOTE: The organiser is not used in any extracts for the web or prospectus.
	The Course title is wrong
	Courses are set up according to the title approved in the course validation document. If there is an error/mistake, contact the ICO. If you wish to change the approved title it may be necessary to submit formal documentation to Registry; however, the ICO can advise if this will be necessary.
	My course is in the wrong prospectus
	Contact the ICO
	Course no longer running but still displaying in IPP and/or Course Finder
	Has the appropriate process been followed to close down a course? Contact the ICO for further advice.
	Course start/end dates are wrong in Course Finder
	Course dates should be taken from the Course Block Occurrence (CBO) record in ASIS. Contact the ICO to verify the dates are accurate in ASIS. It may be necessary to consult the marketing team if the wrong dates still appear in course finder.
	Mode of attendance is wrong
	The mode of attendance is taken from the master course record (MCR) in ASIS. Contact the ICO to correct this. However, note that changes may need to be submitted through the validation process.