

LeCAP on-line Frequently asked Questions (FAQs)

General

Q: What can I do if I encounter a problem?

A: If you have tried all the possibilities you can think of and nothing works, click the 'Help' link on the menu on your LeCAP Home page or the relevant web page. Most common issues for schools and colleges are covered. You can also look at a 'LeCAP Online Guide'. Copies of LeCAP Online Guides for Schools, Admissions Managers and Personal Advisers can be downloaded as PDFs from www.connexions-leics.org/mags/staff.asp

If a solution is not listed in the Guide or the help page, contact the Connexions IT call centre on 0116 261 5901.

Q: How can I train tutors and school support staff?

A: The 'LeCAP Online Guide for Schools' and the 4-page 'LeCAP Online' leaflet for students in conjunction with the LeCAP 'Help' pages provide most of the information required.

It is advisable that staff role-play completion of a form as a student. This can be done via the 'previews' test site at:

<http://previews.trisoft.co.uk/ecafupg/asp/asp/login.aspx>

To access this site the username and password are both 'trisoftpreview'. Contact Connexions IT call centre for a school coordinator's username and password for LeCAP on the previews site. You can use the 'Add new users' facility to create test students for staff to logon as.

Getting Started

Q: How do we add students to LeCAP?

A: The single page document '*How to export student data from SIMS for importing to LeCAP*' explains how to populate the LeCAP database with data from your school's SIMS database. The export of data from SIMS is best done by a school administrator who has experience with creating SIMS reports. Ensure that the administrator knows which year and registration groups you require. If they follow the instructions carefully the task is very quick.

Adding tutors names before importing to LeCAP saves considerable time later on and enables easy distribution of students' passwords.

Q: What settings do I need to adjust?

A: You must select the Connexions Personal Adviser for the school, so that this adviser receives emails from LeCAP and any e2e applications. The other settings are important but not essential. Click on 'School settings' and then on 'Help' for more information about these settings.

Q: How can my colleagues access LeCAP?

A: A school coordinator can add other users with identical rights as themselves or tutors with rights only to view their own students. Follow these steps.

1. Click on 'Add new user'
2. Select the type of user.
3. Input a name and email address
4. Click 'Generate' to create a password
5. Click 'Save'.

6. You can then print the username and password to give to your colleague.

If the tutors' names have been input along with the students' data from SIMS, you can click 'Edit users' to view and print tutors' usernames and passwords.

Q: Can I delete a duplicate student from LeCAP?

A: Redundant student records cannot be deleted altogether but they can be made inactive. The record will then not appear on any lists and the student cannot login. Follow these steps:

Click 'Add new user' then click 'Edit existing user'. Remove the tick from the 'user active' checkbox and click 'Save' at the bottom of the page.

Q: Should we encourage students to change their passwords?

A: Yes. This is good data protection practice. For data to be secure a student should use a password that only they know. Tutors or careers coordinators can print usernames and passwords for students not yet logged-on. These should be used to inform students of their initial password but should not be kept as 'master lists' unless they can be stored securely. Once a student has changed their password the initial one is no longer valid.

Q: What can I do if a student forgets their passwords?

A: If a student has logged on but then forgets their passwords, it is better to give them a new password and print it individually. This can be done quickly via the 'Your students' or 'Search' links on the tutor's menu. Click the orange 'P' icon against the student to display a page that allows you to change and print the new password and username.

Student Application Form

Q: What if the GCSE subject I am studying is not on the drop down list?

A: The 'Other Qualifications' section at the bottom of the page can be used for any subject or qualification not on any of the drop down lists.

Q: I completed a page and clicked 'Back'. Why was my data not there the next time I viewed the page?

A: If you clicked 'Back' or 'Forward' on your browser tool bar, rather than within the LeCAP page the data will not have been saved.

Q: How long can my personal statements be?

A: The maximum space allowed is very large. If you write too much the reader may not read it all or may miss the bits you think are most important. It is therefore best to edit your statements to cover the important points clearly and briefly.

Q: The course I want is in the college prospectus or web site but is not on the LeCAP list?

A: Please inform Connexions via the *IT call centre* so that the course can be confirmed with the college and be added.

If you need to submit your form urgently and you cannot wait for an update, select a course that is similar so that the form goes to the right college department. Then explain the problem in your 'Reasons for choice' and give the course title you really want.

Q: The College I am interested in has other activities (eg voluntary work, young enterprise) that are not listed in LeCAP, how do I apply for these?

A: Usually these activities are decided on after you are accepted for the main qualification courses. It is good idea to mention your interest in them in as part of your 'Reasons for choice'.

Q: I click 'OK' on my shortlist page, but the courses were not listed as choices made. Why?

A: You may not have selected a college as you '1st' choice college. This is easily forgotten when there are only one or two colleges on a shortlist. See instructions on the Shortlist page.

Q: I am ready to send my form but cannot see how to.

A: When all the required fields are complete a 'Send' button appears on the home page. If this is not there, check each page to see if something is missing. The bar under the pages icon at the top of the screen stays grey until that page is completed. If you click 'Save' on the personal details page, a red message will warn of any empty fields that are required.

Q: When I click a 'Help' icon nothing happens. Why is that?

A: Your browser may not be set to display 'pop-up' windows. See the *LeCAP online Guide* for how to reset this or seek help from an IT technician.

References

Q: Can a teacher make amendments to a student's form?

A: Only the qualifications studied and predicted grades can be added to, amended or deleted by a tutor or school coordinator. If any other changes are required, the form has to be 'referred' back to the students and the student advised accordingly.

Q: When can teachers start to write the students' references?

A: A student's form and reference page only becomes available once the student has started filling in the form. However the reference can be started offline at any time and then pasted into LeCAP later. If you wish to use the LeCAP reference templates, Connexions can supply copies as Rich Text Files.

Q: How do students know when I refer back their forms?

A: If a student has input an email address, a button on the 'Refer' page allows you to email the student with any comments and advice. Otherwise, you will need to speak to the student. When the student next logs on to LeCAP their form will be amendable and they can resend it for you to re-check and submit.

Q: I have accidentally submitted a form before completing the reference. What can I do?

A: Submitted forms cannot be retrieved. A tutor can view the form as a PDF from the 'Search' page and either print it or save it. The form can then be posted or emailed to the student's chosen colleges with a completed/corrected reference attached.

Q: Can I keep a copy of the reference?

A: From the reference input page you can print or save a PDF of the reference. When applications have been submitted, a PDF file of their forms including the reference can be downloaded. Follow these steps:

1. On the Search page, click the checkbox(es) alongside student(s), or click the 'Check all' button.
2. Click 'Download PDFs' and wait for the PDF to be generated and text to be displayed confirming this. This can take a while depending on the number of forms - be patient!
3. When the text is displayed wait a bit longer to be sure that the process is complete. Then right-click on 'Download File' and save the file to a folder on your computer.

Q: Can I keep a list of the colleges that students have applied to?

A: At any stage during the application process you can save a data file including the students' names and the colleges and courses they have applied to. Follow these steps:

1. From the school coordinator's home page, Click 'Export application data'.
2. Click 'Export data'
3. Right Click on the text displayed and save the CSV file to a folder on your computer. You can feed the data from this file into a spreadsheet or database