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Over the last few weeks, some Common Application users have experienced technical issues with the new Common Application system. The most frequently reported problems have involved errors when attempting to log in, credit card payments that take a day or more to register, and the resulting delay in submitting an application.

None of these issues impacts all users, but each introduces a level of frustration for students, which adds anxiety to an already stressful process. These issues also have the potential to impact processes and deadlines for our member colleges, and we are especially appreciative of colleges that have taken steps to reassure students and parents.

We are committed to resolving these issues promptly, and we are encouraged that application submissions are up 25% over the same period last year, an indication that the system is functioning properly for the majority of users. In addition, we are working closely with Hobsons, the developer of the new Common App online system.

“As the technology provider to the Common Application, Hobsons is committed to the success of the Common Application and its community of users. We are working closely with the Common Application to address, and prevent, any system performance issues or user challenges. Additionally, we are working closely with the Common Application’s network of partners to assist them in their final integration efforts. The success of Common Application during the upcoming peak application deadline period is of the utmost importance to Hobsons. We have dedicated a team of experts to support this effort and collaborate closely with the Common Application,” stated Craig Heldman, Chief Executive Officer, Hobsons.

As we approach the busy deadline season, we are fully committed to ensuring complete and timely review of applications for all Common Application members, particularly those with November 1 deadlines.

About The Common Application

The Common Application is a not-for-profit membership organization that, since its founding over 35 years ago, has been committed to providing reliable services that promote equity, access, and integrity in the college application process. We serve students, member institutions, and secondary schools by providing applications that students and school officials may submit to any of our over 500 members. Membership is open to colleges and universities that promote access by evaluating students using a holistic selection process.

About Hobsons

Hobsons helps educators, administrators, students, and families maximize success through every stage of the learning lifecycle. Hobsons’ personalized learning, academic planning, post-secondary enrollment, and student support solutions serve millions of students across more than 7,500 schools, colleges, and universities worldwide.

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