Frequently Asked Questions (FAQ) – Direct Enquiry System (DES)

I replied to an enquiry but haven't received any answer. What “status” should I choose?

Choose “Still considering”. The status “No answer” is only to be used for call backs (and rarely even then – usually we would send an e-mail when there is no answer).

Sometimes there is more than one entry for the same student. What should I do?

If possible, treat the "most important enquiry" in your opinion as the main entry. Later, keep this enquiry updated if there are changes to the status. With the other entries (say, additional language tests taken at around the same time), put an initial response date just to show that it's been "dealt with", and remember to write in the notes an explanation, for instance, "See same person's Enquiry via website".

I try choosing the time for the “First response date”, but it doesn’t work. What am I doing wrong?

The trick is to first choose the time and then the correct date. When you do it in this order, the chosen time will be saved.

I’m finding some “LSI office in charge” alternatives previously unknown to me. What is the “LSI online dept” etc.?

These new departments are created specifically for the DES system, in order to make redirecting an enquiry to the right school/department easier and understanding where a certain enquiry has come from. The people behind these artificial departments are the following:

**LSI Partner schools dept**  Javier García Ruiz (London Central). In addition to being the Registrar at London Central, Javier is responsible for bookings and enquiries concerning partner schools.

**LSI online dept**  Viktor Weckman (London Hampstead), Jesus David Ordonez Gonzales (London Hampstead), Sarah Smith (San Diego) & Sahinde Pala (Auckland). Responsibilities include handling the online live chat, Skype chat/calls, and call backs.

**LSI Young Learner Dept**  Agnes Gulczynska. Agnes is our Young Learners’ Programme Coordinator, for schools in Oxford, London King’s College and London Kingston in the UK.

**Online Hampstead dept.**  Viktor Weckman (London Hampstead). Online language tests (UK) and e-mail enquiries for foreign languages by residents of the UK.