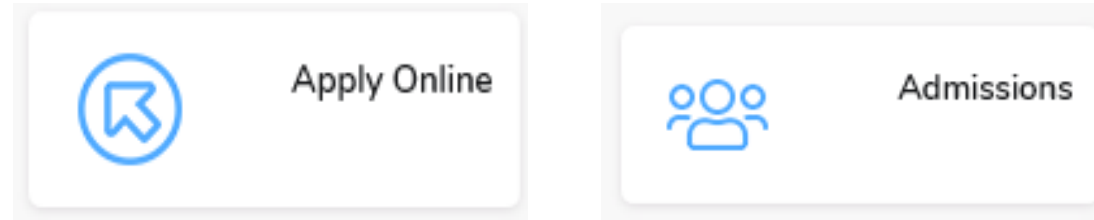# Agenda

- **Student Journey Programme**
  - Admissions
  - Requests & Enquiries
  - Integration
  - Process Improvements
  - Data Access
- **Ellucian Partnership**
- **Student Experience**
- **Summary**

Student Journey Programme

Admissions

Requests and Enquiries

Integration

Process Improvements

Data Access

Revitalisation

Admissions

- Direct Applications

- Access to HE pilot programme & Apply Online Rollout

  - Online application form with customised survey questions

  - Automated applicant communications

  - Backend workflow

- Admissions workflow

Improved applicant experience with application information captured at source directly into the system

Requests & Enquiries

Submit Request →

1 Open Request(s) ▶
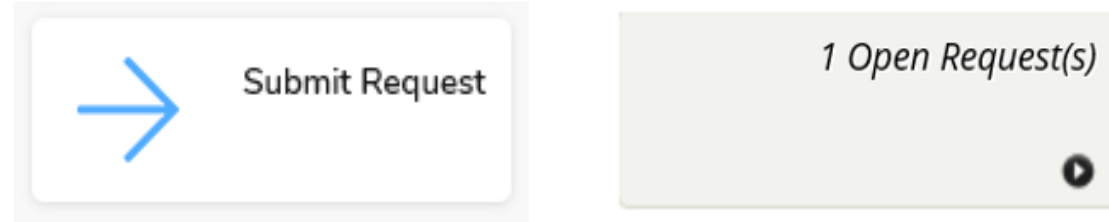
- Case Manager

- Student logged requests via online forms for a range of processes

  - Extensions, Transfers, EMC, Interruptions

- Case loading to relevant teams

- Assignment to stakeholders within a specific process

- Automated communication with the student throughout the process

Improved provision of services to students, ownership for processes sitting with staff responsible

Integration
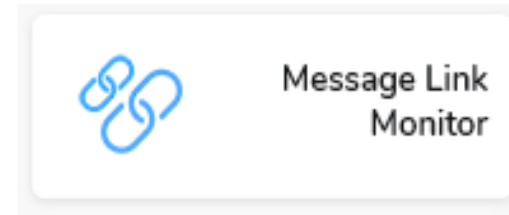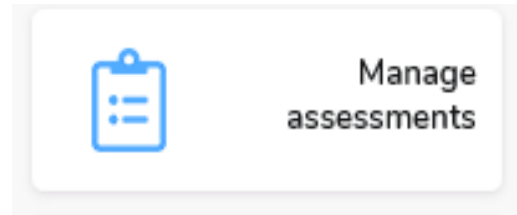
- Quercus Message Link

- Integration between systems to manage duplication of effort

  - Blackboard grades journey

- Population of data within Quercus for a view of as much relevant data as possible

  - Attendance monitoring

Reliable integration between systems to support efficiencies and remove the need for duplication

Process Improvements

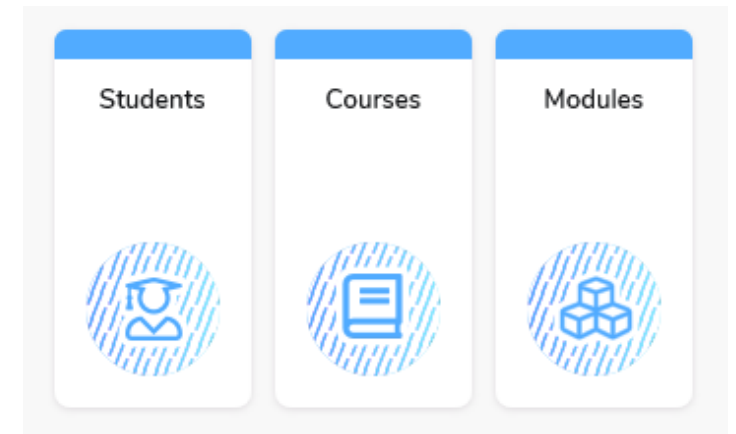|	
Programme Manager	**Manage assessments**
Plan Curriculum	**Attend Graduation**
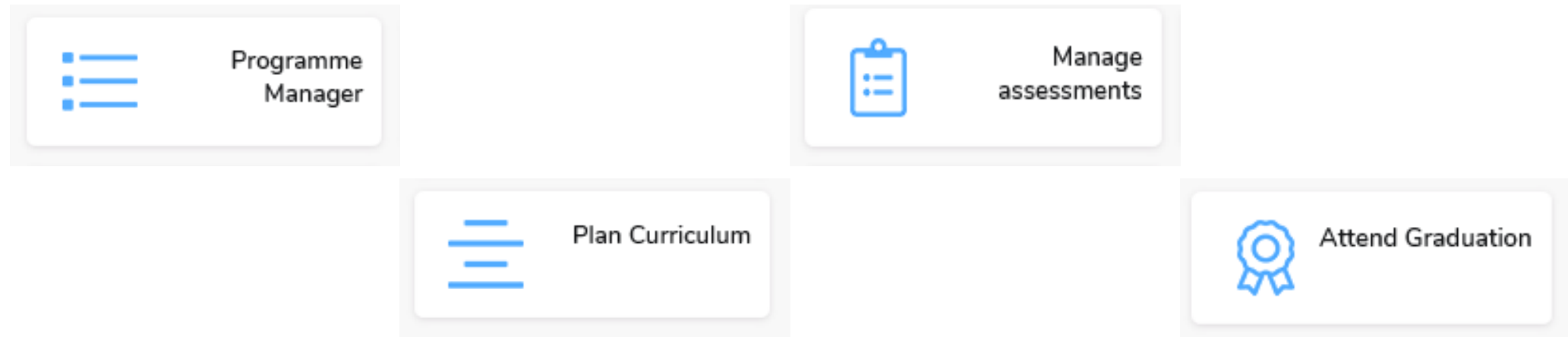
- Programme Management

- Curriculum Planning

- Assessments & Awards

- Graduation ceremony management

Adoption of updated system functionality for continual process improvement

Data Access

Student Dashboard to support Personal Tutors

- Background Admissions information

- Assessment data

- Interactions

- Rounded view of key data to enable greater student support
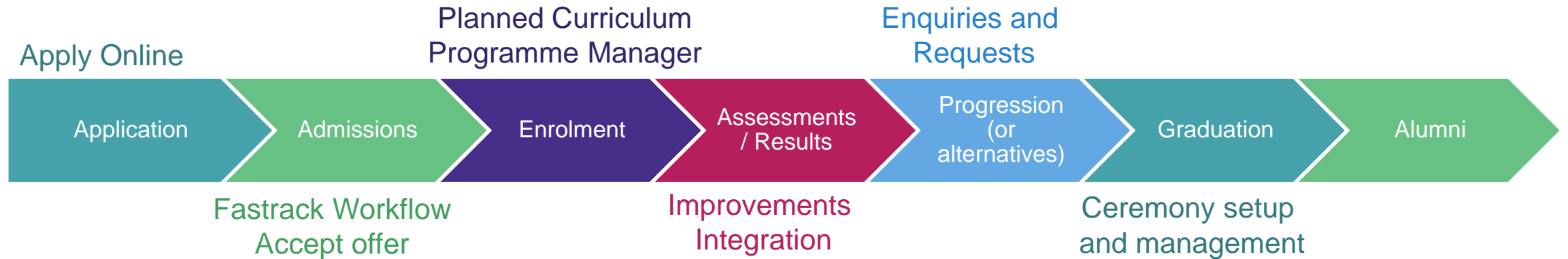
Student Gateway

- Visibility of applications and requests

- Documentation attached to student record

Single source of truth for relevant data held directly against the student record

ellucian. Partnership

- SJP Systems involvement from the beginning

- Consultancy

- Community involvement

- Effective Partnering and communication

- Critical friend relationship

- Supporting a successful Student Records System strategy

Student Experience

Apply Online

Planned Curriculum
Programme Manager

Enquiries and
Requests

| Application | Admissions | Enrolment | Assessments / Results | Progression (or alternatives) | Graduation | Alumni |

Fastrack Workflow
Accept offer

Improvements
Integration

Ceremony setup
and management

Students: Ownership of their student record and access to review information relating to it

Administrative staff: less time on inefficiency, more time with students

Academic staff: key data at the right time to enable the best possible student support

Summary

- Single, central source of student information within the University

- An effective, fit for purpose tool to support students and staff throughout the lifecycle

- Student Records System Strategy

- Effective vendor partnership

- Supporting Edge Hill University to build on achievements so far