Directors of Learning and Teaching Forum

7 July 2010
Student Processes Project: Underpinning principles

- Quality
- Equity
- Consistency
- Opportunity
Student Processes Project: Aims

- provide a more equitable, high-quality student experience
- bring forward proposals for consistent, standardised end-to-end processes and supporting system requirements
- identify the most appropriate structures to support these processes across the University
- improve the opportunities for student services staff through clearer pathways for career development
The project will be supported by:

- a Process Support Team (PST)
- four Work Stream Teams (WSTs)
consult widely with stakeholders

act as representatives for colleagues across the University

identify key stages of the ‘to be’ end-to-end process and map them

propose responsibilities for each stage of the process/where each is best placed for most effective delivery

identify any potential systems requirements

make recommendations for change
## Student Processes Project: The Student Journey

<table>
<thead>
<tr>
<th>Pre-entry</th>
<th>Entry</th>
<th>On Course</th>
<th>End of course</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Core function:</strong> Recruitment and admissions</td>
<td><strong>Core function:</strong> Student administration</td>
<td><strong>Core function:</strong> Teaching and research degree support</td>
<td><strong>Core function:</strong> Student administration</td>
</tr>
<tr>
<td><strong>Process:</strong> Admissions</td>
<td><strong>Process:</strong> Registration/enrolment</td>
<td><strong>Process:</strong> Quality assurance</td>
<td><strong>Process:</strong> Examinations/awards</td>
</tr>
<tr>
<td><strong>Core function:</strong> Student support</td>
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</tr>
<tr>
<td><strong>Process:</strong> Conversion</td>
<td><strong>Process:</strong> Induction/peer mentoring</td>
<td><strong>Process:</strong> Referral to specialist support</td>
<td><strong>Process:</strong> Plagiarism/appeal</td>
</tr>
</tbody>
</table>

For each process, the Work Stream Teams will be asked to consider:
- Equality Impact Analysis implications
- core management information needs
- core student communication requirements
- any new systems development requirements