

## RE-IMAGINING PROCESSES TO IMPROVE STUDENT ENGAGEMENT & OPERATIONS

### PROJECT DESCRIPTION

The University of Leeds established a transformational change programme called the 'Student Lifecycle Programme' (SLP), to improve the processes, systems, and ways of working that support student education administration across the student lifecycle from enquiry to graduation.

The University sought support from SIG to understand the technology and process elements aligned to baseline functionality within an Ellucian Banner® solution. This required a partner who had extensive industry functional and technical experience and knowledge, and the ability to relate processes to a suite of Banner best-practice process maps.

The goal was to assist with fast-tracking business processes requirements that would provide the foundation for a detailed implementation strategy in support of the University's Student Lifecycle Programme. The SIG engagement consisted of reviewing the University's Banner Student, Financial Aid, Student Accounts Receivable, and associated processes.

Following SIG's Back-to-Basics methodology, SIG consultants conducted a survey of University staff to collect critical information about their work. Next, SIG's business analysts led workshops to review current processes across all programme areas, and to compare these with SIG's proprietary Banner business process maps. Finally, an analysis was performed to identify opportunities to automate manual processes, improve core student and administrative services, and to adopt or revert to as many Banner 'baseline' functions as possible.



### INSTITUTIONAL PROFILE

The University of Leeds is a public research university in West Yorkshire, England. The university serves more than 38,000 students and has a strong commitment to nurturing talent and developing a vibrant PhD and postdoctoral community. It is ranked in the top 100 universities in the 2021 QS World University Rankings. The university is a member of the research-intensive Russell Group of universities and conducts research in advanced technologies such as imaging in biomedical and physical sciences, robotics, and big data analytics.

**"THANK YOU FOR THE SUPPORT AND GUIDANCE DURING THIS PROCESS, WHICH HIGHLIGHTED A NUMBER OF AREAS OF OPPORTUNITY WHICH ARE NOW BEING REVIEWED AND PRIORITISED." -SARAH LUND, PROGRAMME DIRECTOR OF THE STUDENT LIFECYCLE PROGRAMME, UNIVERSITY OF LEEDS**

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### HOW SIG CAN HELP

- SIG can offer a rapid process improvement framework called Back to Basics (B2B) that is typically completed in two weeks for all major functional areas of Ellucian Banner
- SIG will create a shared understanding of current state using a business process approach
- Identify gaps, challenges, and opportunities to obtain consensus, and prioritize work for a realistic improvement plan
- Create a governance structure to manage customisations and operational change
- Ongoing support and education



### BENEFIT/VALUE

In just a few months, SIG's Back to Basics "Rapid Process Improvement" methodology assisted the Student Lifecycle Programme to organise tasks, prioritise work-streams, and approach its next phase objectives on how Banner can meet the needs of student education services in the years ahead. The comprehensive assessment report included:

- Survey of frontline staff revealing the current state of key student interactions, in areas such as prospects, enquiries, admissions, fees, funding, assessment, awards, graduation, et. al.
- Fit-Gap matrix identifying opportunities for improvement based on core application concepts and future product direction, so the university could optimise the cost and value of using the application
- A set of best-practice process maps that incorporated output from the Fit-Gap matrix illustrating opportunities for improvement
- A project roadmap and timeline, resource requirements, and estimated cost to implement the proposed recommendations

