Sheffield Hallam University

SROC 2014

Centralising and Automating Examination Scheduling

Scott Porter
Examination Manager

Sheffield Hallam University

Breakout Session

Purpose

An honest appraisal of the centralisation of the examinations process and the introduction of a new scheduling software package

Sheffield Hallam University

Centralisation

Historically examinations were scheduled across four faculties

Change to Improve Professional Services - 2009

Lean review - Feb 2010

1. Improve service to students
2. Develop more efficient and effective processes

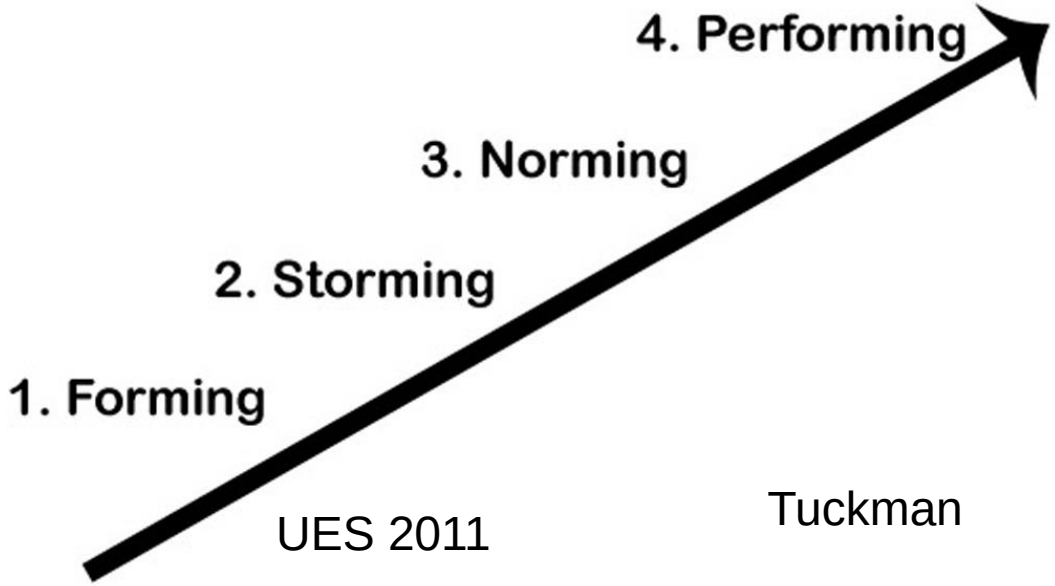
Registry Services restructured

Formation of the University Examination Service - Aug 2011

Sheffield Hallam University

Centralisation

- Competitive recruitment
- Staff from across the university with different scheduling processes
- Need to develop centralised system



UES 2011

Tuckman

Sheffield Hallam University

Examination Project

Systems and Terms

- SI - Systems InTuition (Central system based on a student record system)
- ES3 - Examination Scheduler 3
- EMIT - A data transfer software package
- Examination vista - A user friendly data entry screen
- UES - University Examination Service
- UAT - User Acceptance training

Sheffield Hallam University

Project Vision & Objectives

Vision

To define a new Exam Management process that is demonstrably more effective, efficient and costs less than the current as-is with evaluated systems options for implementation.

Objectives

1. Identify, purchase and implement an examination scheduling system for automating exam schedule production
2. Systems Intuition (SI) workflow to support the management and the production of exam papers, exam packs, holding exams and the collection/distribution of exam scripts
3. To produce process and Management Information reports
4. To provide online and personalised student exam timetables

Sheffield Hallam University

2012 - The Early Days!

- Project was originally launched on 11th Feb 2011 Initially the 'Business User Requirement Documentation' (BURD) was compiled.
- Project team established, four people:
    - Project Manager
    - Examination Manager
    - Information Systems and Technology
    - Systems Support Analysis
- Options appraisal of potential solutions
    1. Wasp
    2. Examination Scheduler 3
- Final Option agreed as ES3 (Scientia)

Sheffield Hallam University

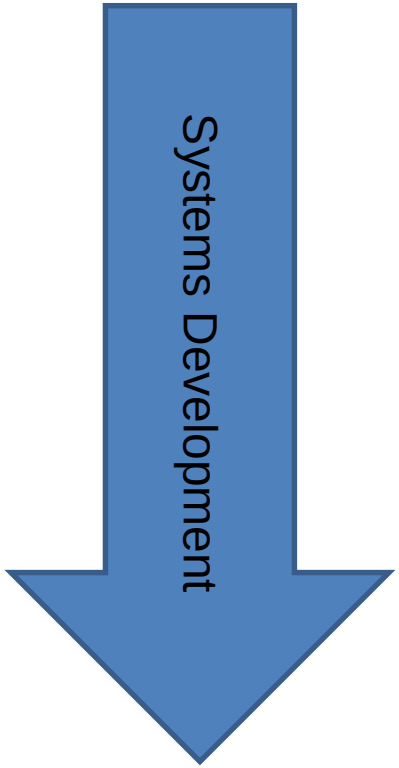
Initial Problems - 2012

- Newly established UES
- Lack of clear procedures and processes
- Initial BURD no longer appropriate following centralisation
- EMIT link not functioning as required

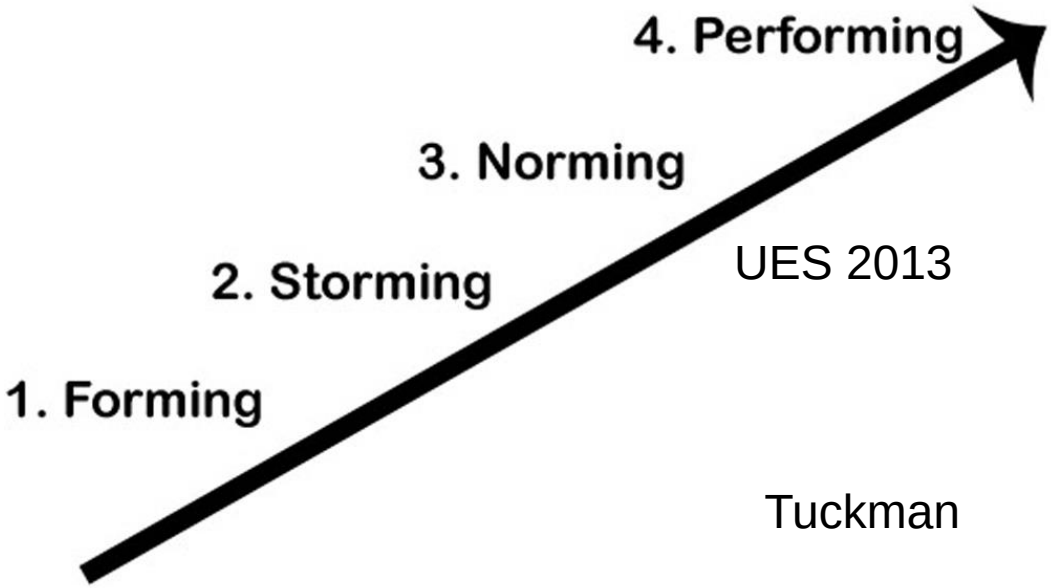
Sheffield Hallam University

Problem resolution and progress - 2013

- New Systems Analyst appointed
- Technical improvements
- User Acceptance Testing (Jan-Feb '13)
- Engagement of UES staff, confidence building
- User Acceptance Testing (Jun '13),
- UAT Report, request for implementation
- Implementation September 2013



Sheffield Hallam University

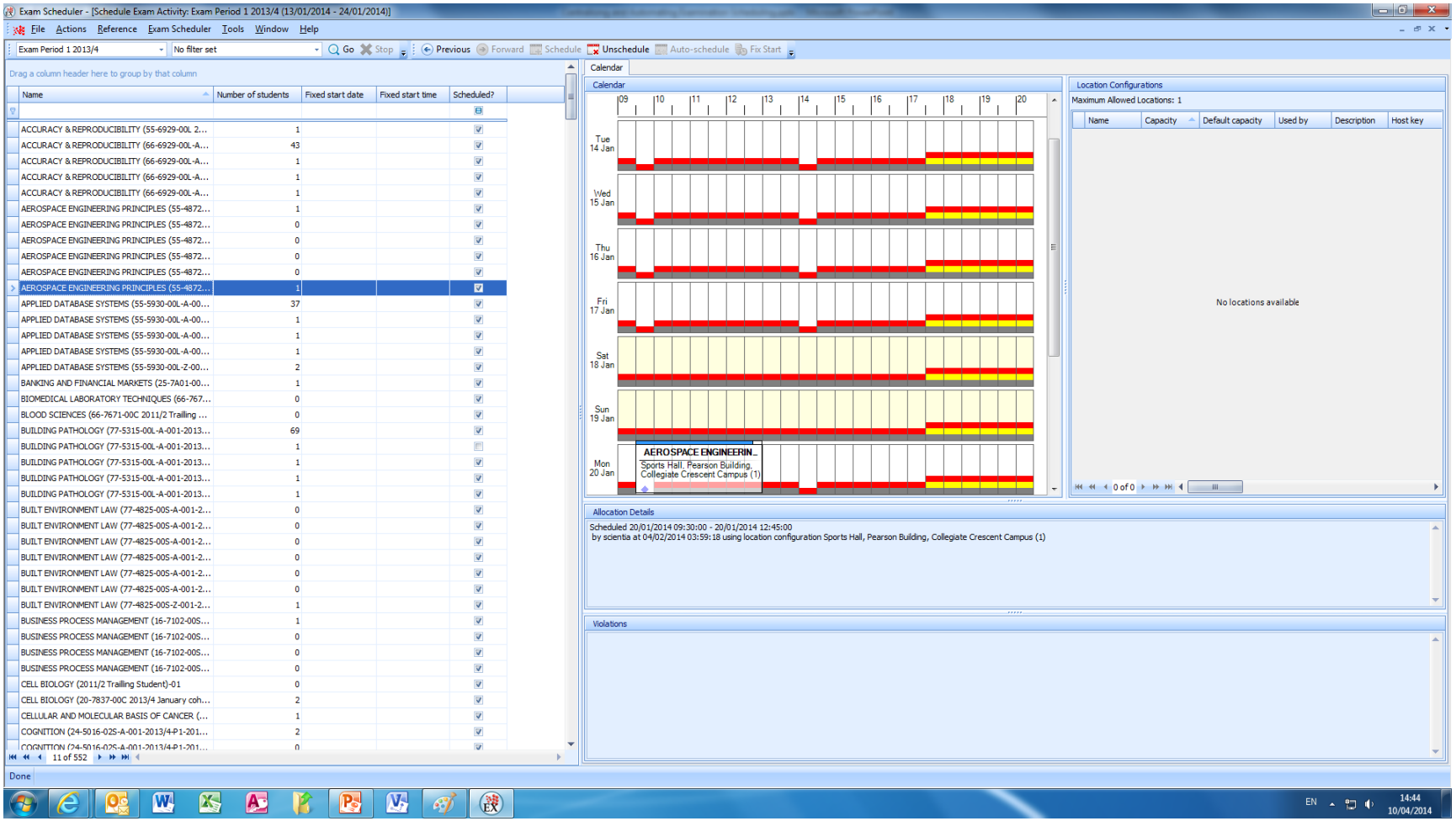


UES 2013

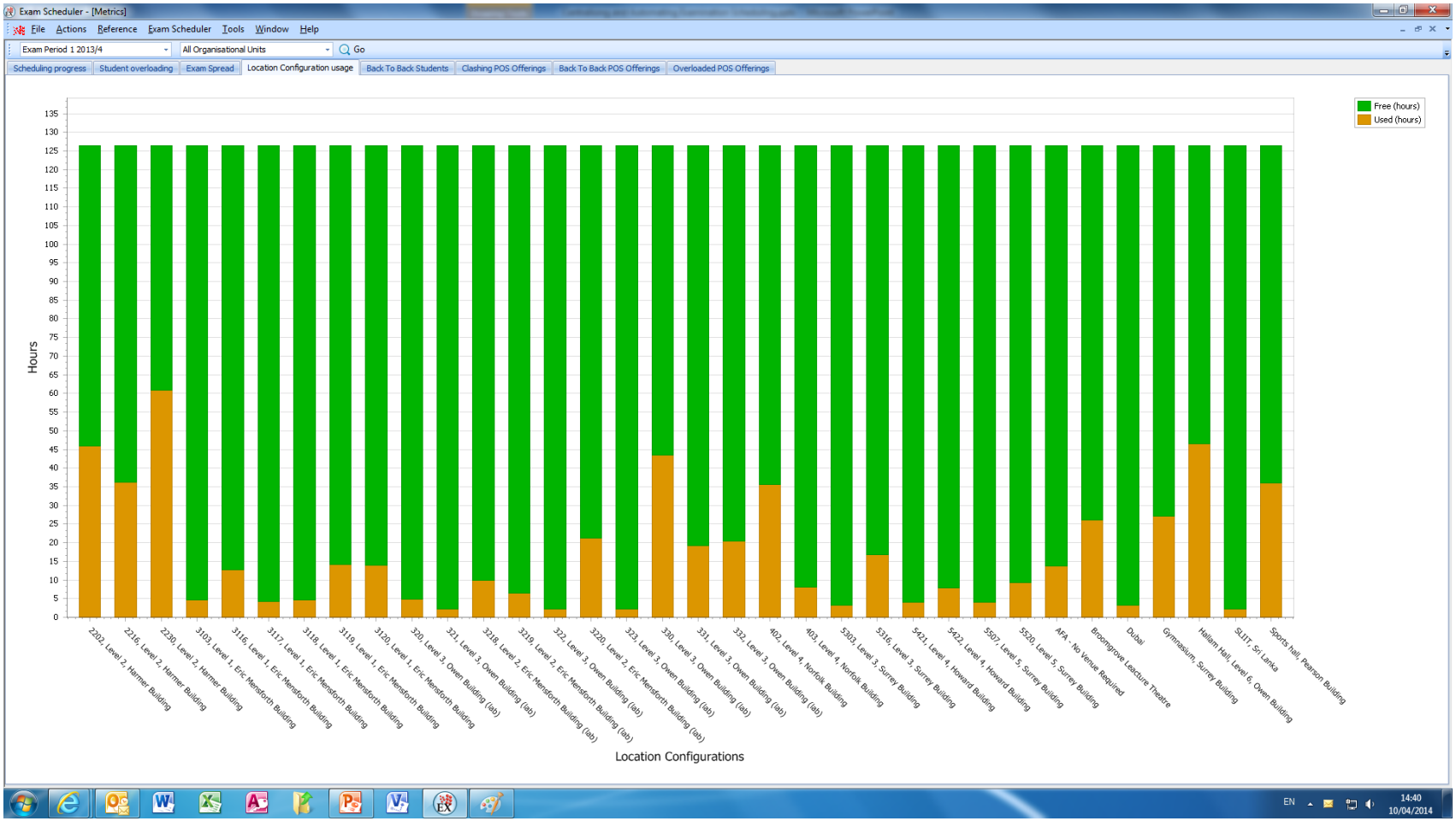
Tuckman

Sheffield Hallam University

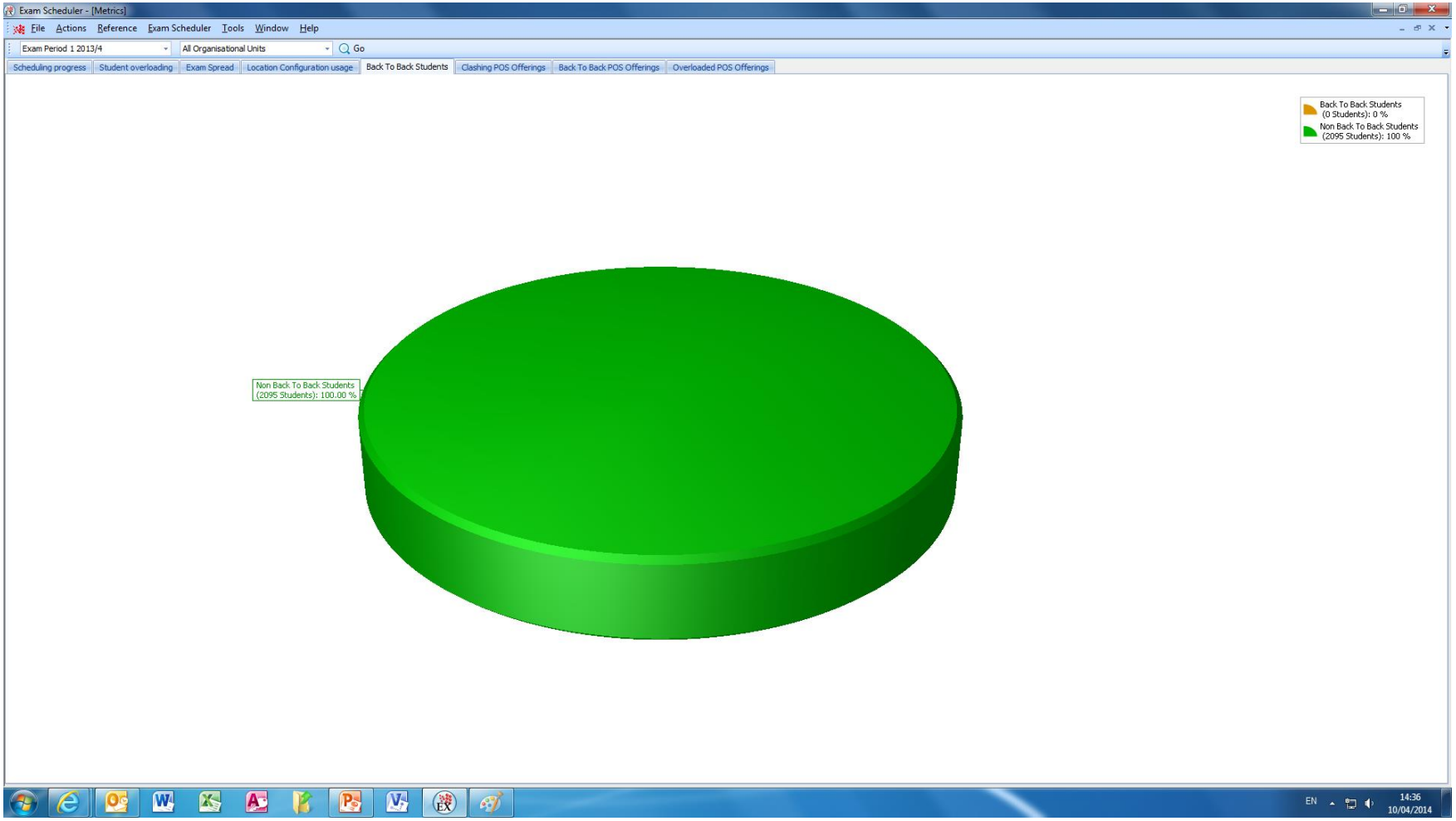
ES3 - Exam Scheduling



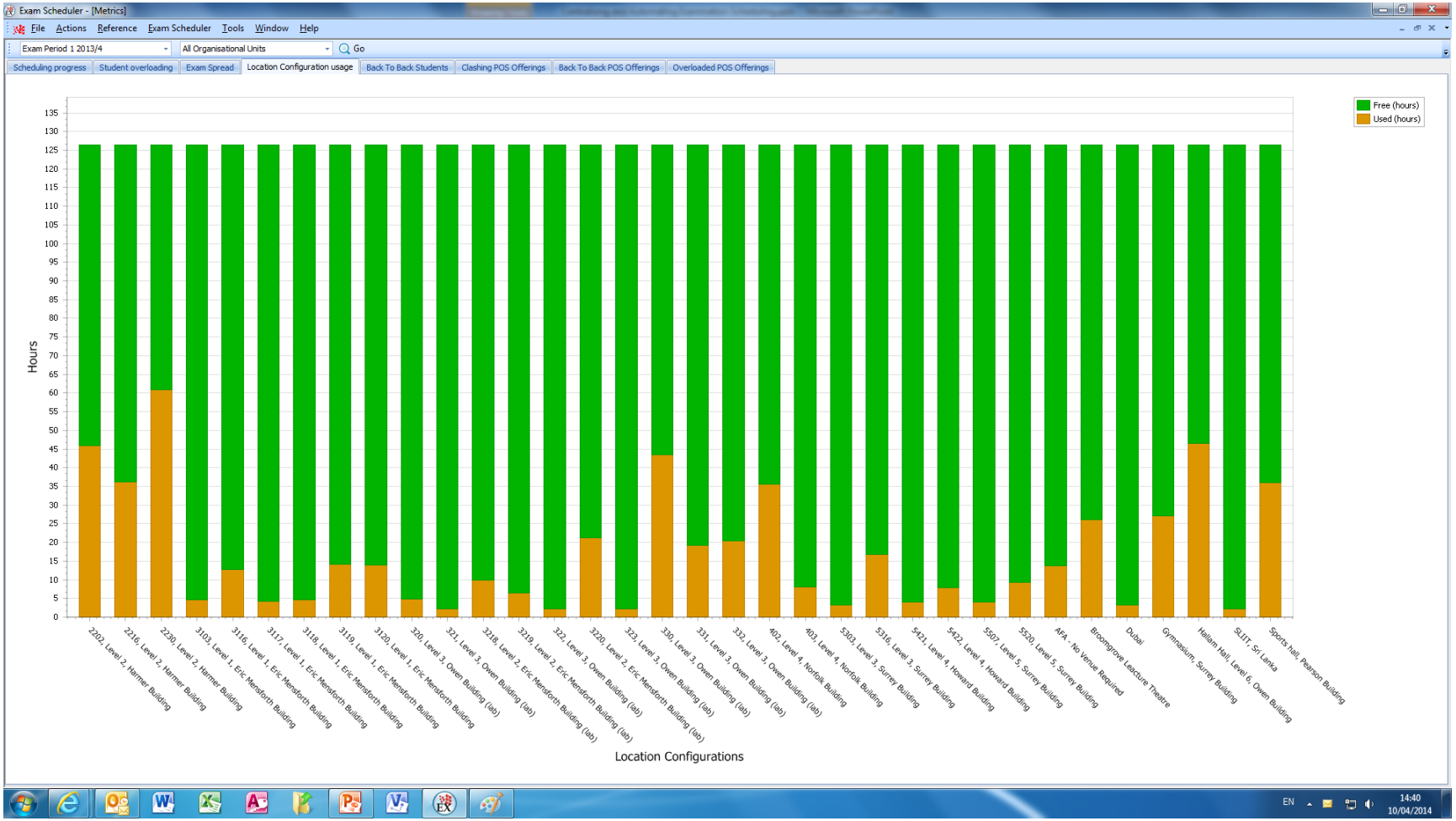
Metrics - Examination Spread



Metrics -
Back to Back Students



Metrics - Location usage



Sheffield Hallam University

Continuing developments

- Trailing students
- Learning contracts
  - Bespoke timings
  - Paper dependant students
- Split venues
- Management information and reports

Sheffield Hallam University

Benefits

- Personalised examination timetable for all students
- Greater and improved management information
- Direct link to live student data (first sit exam marks)
- Improve examination data management
- Increased utilisation of rooms (freeing up space)

Sheffield Hallam University

Lessons Learnt

- The timing of project start-up is crucial
- No blame culture within project team
- Early training sessions prior to UAT
- Strong leadership from business lead
- Front line staff engagement
- Be specific in supplier contracts - systems support and response times
- Align dependant systems and processes

Sheffield Hallam University

Any Questions?

Contact Information

Scott Porter, Examination Manager
s.porter@shu.ac.uk
0114 225 6002