

Self Service Newcastle Style

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Session format

- Introduction
- Why self service?
- Newcastle University self service
- Self Service developments
- Self Service processes
- Demonstration
- Benefits
- Problems
- Future plans
- Questions and discussion



Introduction

- Newcastle University
 - 3 Faculties, 24 Schools, 11 Research Institutes
 - 20,000 students
 - 100,000 module bookings
- Systems
 - SAP (HR, Finance and Student Lifecycle Management)
 - Blackboard
 - Syllabus Plus



Why Self Service?

- Inefficient old process
 - Paper registration form printed for every student
 - Forms distributed to students at start of term
 - Students completed forms and returned to school staff
 - School staff keyed data into Student Management system
 - Module bookings entered by school staff
 - Ongoing data amendments by school staff
- Large increase in student numbers
 - 2002 – 16,000, 2006 – 18,000, 2011 – 21,000
- Self service common in other areas of modern life
 - Banking, shopping, leisure etc.



Newcastle University Self Service

- Student Self Service Portal (S³P)
 - Web portal interface with SAP Student Lifecycle Management system
 - Used by all new and continuing students to register at the start of each academic year
 - Used by students to select their optional module choices
 - Students can print standard documents (transcript, council tax certificate, certificate of registration)
 - Students can amend their own personal details throughout their studies



Self Service Developments

- August 2007
 - Continuing student registrations
- August 2008
 - New student registrations
 - Standard documents (certificate of registration, council tax certificate)
- April 2009
 - Continuing student optional module choices
- May 2009
 - Student transcripts
- May 2012
 - HEAR



Self Service Process – new students

- From 1st August admitted applicant status (unconditional/firm) triggers process
- Overnight creation of students' main IT account including University e-mail
- Login/password details sent by automated e-mail to students' personal account (gmail, hotmail etc.)
- Student logs into University e-mail account to retrieve registration instructions
- Student logs into S³P
- Student completes online steps
- Student provisionally registers and prints registration document
- Student collects smart card on arrival to complete the process



Self Service Process – returning students

- Login/password details from previous year still valid
- Generic e-mail sent to students in August inviting them to register
- Student logs into S³P
- Student completes online steps
- Student registers
- Student swipes smart card on return to confirm attendance



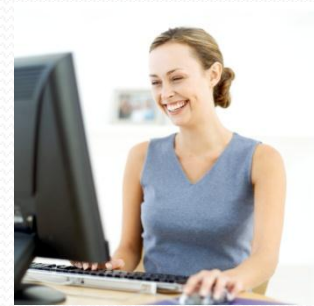
Self Service Process – module choice

- Date/time dependent access by degree programme
- Student logs into S³P
- Student is taken straight to module choice screen (other functions are temporarily disabled)
- Compulsory modules automatically loaded
- Student searches for and selects optional modules
- Built in rules to force correct credit totals/semester splits
- First come, first served access to capped modules
- Module approval process
- Expression of interest facility



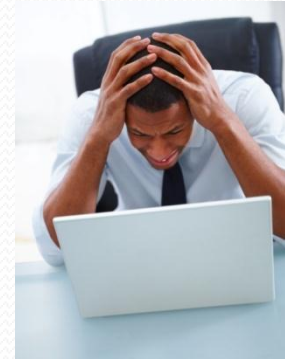
Benefits

- More efficient registration process
- Huge reduction in data entry and amendments by school staff
- Students registered earlier
 - 77% before start of term (September 2011)
- Reduction in volume of paper documents produced by Student Services/Schools
- More efficient module sign up process
 - Fairer process for dealing with limited capacity modules
 - Accurate module data available earlier for timetabling
- Student query management via workflow process
- Simple control of access and processes via status flags



Problems

- Passwords, passwords, passwords
- Students need to read the instructions!
- Restrictions on number of simultaneous users
- Centralised workload
- Development resources

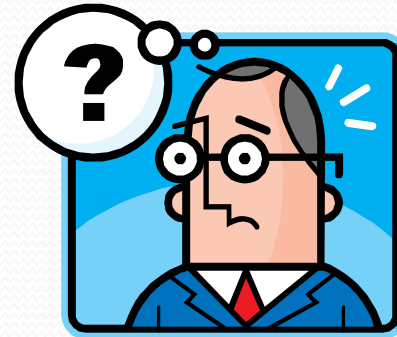


Future plans

- HEAR
- Student access to more detailed assessment data
- Simplify login process
- Changes to meet statutory data collection requirements
- Student access to more financial data
- More standard documents



Over to you!



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