

skills4success

Case Study



Information4Transformation

Improving Student Enrolment

Reason for Action:

Enrolment is one of the fundamental steps in the student lifecycle, the point at which an applicant transitions to becoming a student of the University. It is one of the first interactions with the University systems and creates a first impression of the University as a whole.

The level of complexity and change in immigration requirements for overseas students placed particular demands on enrolment processes at the University of Warwick and led to a less than optimal student experience with some applicants facing long delays. In addition, the existing process relied heavily at peak periods on volunteer staff from other functions with the necessity to rapidly train them to handle relatively complex administrative tasks at short notice.

Results:

Following a visioning session in November 2015 which included the participation of all Senior Officer's, a vision for the future was outlined and a team specially selected to lead a Rapid Improvement Event (RIE) to totally re-design the existing process.

It's too early to say how effective the new process will be, but initial indications following rapid experiments undertaken suggest that the current process will be totally revolutionised. Some of the key changes include:

- Moving the bulk of the immigration transactions typically undertaken face to face, to an online process where the bulk of checks can be undertaken prior to student arrival on campus, it is predicted that this change alone will reduce the amount of queuing time from hours to less than 5 minutes .
- A total re-vamp of the online registration requirements process to create a far simpler, more friendly and personalised student experience, combined with a new student ID card distribution process.
- A significant improvement to the provision of student status letters (frequently used to open bank accounts etc.) plus a confirmation from certain participating banks that student status letters are no longer required.has enabled considerable process simplification.

Further experiments are still underway to mirror the planned key changes. If the results initially demonstrated are fully replicated in this years enrolment intake, the changes will represent a key step change in improvement for both students and staff members actively involved.in the process.