
From: Alec Scrimgeour
Sent: 15 November 2010 16:08
To: smg@gla.ac.uk
Cc: smg-info@gla.ac.uk; smg-support@gla.ac.uk; Christine Lowther; Sandy MacDonald
Subject: FW: SLP Slides

Colleagues

Please find attached the SLP presentation which one or two of you requested.

Regards

Alec

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From: Sandy MacDonald [<mailto:Sandy.Macdonald@glasgow.ac.uk>]
Sent: 15 November 2010 13:43
To: Alec Scrimgeour
Subject: SLP Slides

Hi Alec

Please find attached the slides used today in the SLP presentation.

Thanks
Sandy

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Student Lifecycle Project

15th November 2010



SLP Update Agenda

- | | |
|-----------------------------------|-----------------------------|
| 1. SLP: Why? | 5. Benefits |
| 2. SLP Overview | 6. Budget |
| 3. Project Status and Plan | 7. Change Management |
| 4. Risk Summary | 8. SMG's Role |

In- house System is Unsustainable

Benefits

- **Applicants / enquirers – market advantage**
- **Students – accessible and reliable Information**
- **Staff – more efficient processes**
- **Managers – better-informed decisions**

Detailed Plan in Place, Implementation is running on Schedule
Changes will occur starting in May through September

- **May 2011 – Tuition Calculation and New Applicant billing**
- **Aug 2011 – Enrolment into Classes, Records and Fin Aid**
- **Sep 2011 – 2012 All Application Processing**

Legacy systems will be de-commissioned during those times

Support team for system and future expansion will be in place:

- **Staff and Students Must Participate**
- **Business Processes Will need to Change**

Project Status and Plan

University of Glasgow

Student Life Implementation Plan

30/09/2010



* Life Long Learning and Research Students are integrated into each area's functional Go-Live date.

Institutional Change Risks

- **Rolling Out New Standardised Processes Across the University (24)**
- **End Users Not Included or Resistance to New Processes (12)**
- **System Does Not Deliver Expected Benefits (16)**
- **Knowledge Transfer of New Skills to Staff Not Completed (12)**

Project Execution Risks

- **Quality of Data Migrated from Current Legacy Systems (24)**
- **Team Members and Consultants Leave the Project Early (8)**
- **Resistance to the Project from Key University Stakeholders (8)**

Benefits Realisation: Students

***Student Recruitment* - Competitive advantage through outreach to applicants and management of recruitment efforts.**

- **Enquiry and Event management using CRM functionality**
- **Integrated On-line Application and Admissions Process**

***Student Experience* - Enhanced quality and accessibility of information for students, including greater self-service.**

- **Flexible On-line Advising Capabilities**
- **On-line Enrolment into Classes**
- **Single Student Account and On line Payment for all Fees**

Benefits Realisation: Staff

Introduction of CS/CRM will deliver *best practice processes* which are more consistent and efficient: estimated savings of over £500K on admin support, with additional savings in academic staff time.

- **Auto evaluation at application and confirmation for UCAS**
- **Automated awarding and disbursement of financial aid**
- **Automated accounts receivable and collections processes**
- **Comprehensive Course Catalogue integrated with advising and class enrolment**

Improved *management information*

- **Single source of data with comprehensive Query availability**
- **Tracking/Communication with At-Risk Student Population**
- **Scholarship tracking through financial aid data**

Future (Post Go-Live)

Going Live is the Beginning of Process Improvement

Ongoing Exercise to Extend Use of Productivity/End User Tools

- **Automated Workflow Processing**
- **3Cs (Checklists, Communications and Comments)**
- **Business Intelligence (BI) Reporting System**
- **Customer Relationship Management (CRM) system**



SLP Project Board 3rd November 2010

Change Management and SMG's Role

Change Management

- **Network of SLP Coordinators and programme of training**
- **Business model documents (Jan '11) define new processes**
- **Standard processes must be fully adopted**
- **Current ad hoc systems must stop**

SMG's role

- **Maintain the University's strong commitment to SLP**
- **Ensure School/service managers implement new processes**
- **Realise benefit of reduced resource requirement**