

Student Records Project - Transforming Student Related Services Briefing Paper

Background and Introduction

The University of Glasgow is one of the United Kingdom's oldest and most prestigious universities ranked 81st in the world, with an international reputation for its research and teaching excellence. With almost 16,000 undergraduates, 4,000 postgraduates and 4,000 adults in continuing education, studying in nine faculties, it is one of the country's largest universities. We offer an exceptional breadth of undergraduate student choice across the physical and life sciences, the social sciences and the humanities, together with a rapidly expanding range of postgraduate courses. Employing over 5,000 staff the University is a major employer in the city. With an annual turnover of £312M, it makes a substantial contribution to the local economy and plays an important role in the cultural and commercial life of the country.

The University has successfully maintained and developed its own in-house Student Records System (SRS) since the MAC initiative. It is used to manage information relating to all students from admission through to graduation and beyond and is currently used by approximately 1,000 staff, 26,000 students and will be used by c.18,000 applicants in the next admissions cycle.

In March 2006 the University published a new four year strategic plan which can be accessed via: www.gla.ac.uk/buildingonexcellence/

In an increasingly competitive environment combined with the objectives set out in the Building on Excellence strategy, the University must adopt the optimal approach for delivering an effective student information system. It has been decided that continuing with the in-house SRS may not be the best strategic option. The University is therefore considering the purchase of an 'off the shelf' 3rd party Student Information System (SIS) to replace the current in-house SRS.

The University's strategic plans are ambitious and require a step change to processes and systems to improve the applicant and student experience through web based interactions, reduce bureaucracy and time spent on administrative processes (particularly by academic staff) and improve efficiency and reduce the costs of central administrative services. The need is for a software application platform with substantial inbuilt flexibility to manage the complex and continually changing needs of management of students, courses and the production of management information to support decision-making by senior management. The systems must enable self-service and must be responsive and accessible to all users.

This step change is required to deliver key elements of the business strategy including:

1. Significantly increased recruitment of PGT, PGR and overseas students.
2. Improved use of business and market intelligence.
3. Improved undergraduate recruitment from regions other than the West of Scotland.
4. Significantly improved retention of undergraduates.
5. More efficient and effective administrative support for academic staff.

Key improvements are required in the areas of:

1. The efficiency and effectiveness of its student administrative processes.
2. Its ability to access, process and analyse key data for the purposes of informing recruitment and marketing activities.
3. The relative flexibility, modernity and capability of its student management information systems.
4. The consequent quality of the student experience both before and during their time of study with the University.
5. Overall competitive advantage.

Overall requirements

With the continuation of the current in-house SRS being questioned as the correct long term strategic option, the University wishes to engage the services of a suitably qualified independent consultant who has experience of building a business case for a complex

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change programme leading to the procurement of a new SIS. This consultant will be expected to work in partnership with a small team of internal staff to expand the business case, building a more compelling argument which is required to secure the 'buy in' of the Senior Management.

Considerable preliminary work has been completed. On selection the consultant will be given access to a range of background documentation, such as:

- The University of Glasgow – Strategic Plan.
- Vision for Student Services – Report on the vision and strategy for the future of SIS development at the University of Glasgow by a recognised independent consultancy firm.
- Determining future strategy for delivering Student Information System.
- Development of the University of Glasgow's Student Information System.
- Proposal for corporate investments: Transforming Student Related Services.

It would be expected that the successful consultant would meet a number of key stakeholders and specialists rather than undertake a series of workshops. A detailed cost justification is not a targeted deliverable. The final report should be styled in a manner that is understood by Senior Academics and Administrators and clearly defines the gains and possible limitations that would result from the introduction of a leading third party packaged solution.

It is expected that up to seven days consultancy work will be required over a two to three week period to complete this work. The latest target completion date would ideally be 30th April.

Please provide a quotation and statement detailing:

- Why you are suitable for this task, experience of similar challenges in the SIS environment is essential.
- How you will add value.
- How you will take this forward, including an outline plan.
- Your earliest possible start date.
- Your daily rate.

Should further information be required please contact Christine Lowther, Director of Registry, in the first instance. The quotation should be submitted by Tuesday, 10th April 2007 to:

Christine Lowther,
Director of Registry,
Gilbert Scott Building,
University of Glasgow,
Glasgow
G12 8QQ

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The University will inform you of their decision by Thursday, 12th April 2007.

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