Introduction

You have been selected to help shape the way the University operates in the future, by contributing to the £13.2M Student Lifecycle project as a Subject Matter Expert (SME). You will be attending meetings, consulting with colleagues, obtaining further/ specific information, and actively contributing to the development of our new product. Your first engagement with the project will be participation in a series of Conference Room Pilots (CRPs) – the meetings which will shape our future processes - using Oracle's Campus Solutions Student Information System. A high level plan can be found in Appendix 1.

CRP 1 – Guiding principles

In designing our new processes, our top line objectives are to:

- **Improve student experience** - Become more student centric, designing processes which focus on the needs of prospective and current students
- **Improve staff experience** – Streamline and integrate processes and systems and automate processes wherever possible to reduce the burden of administrative tasks
- **Improve efficiency** – Simplify processes and find shared solutions which reflect best practice. Challenge diversity of practice and standardise wherever possible and appropriate, eliminating duplication of tasks, records and systems. Introduce some news ways of working - for example Constituent Relationship Management (CRM)

Pre CRP 1 activities

About a week before each group of CRP sessions, the Functional Lead responsible for the group will send you a detailed agenda and any relevant background papers for review prior to the start of the sessions.

What to expect during Conference Room Pilots

- A structured forum providing us with dedicated time to determine the best design
- Walk through Campus Solutions standard processes and see how they satisfy UoG business requirements
- Identify any issues or gaps with the proposed design
- Discuss the roles involved in each particular process, and cross-over points
- Gain a better understanding of change requirements and what will need to be done to address them.

This will be the main opportunity to raise issues, concerns and/or additional requirements for the design process.

Post CRP 1 activities

- The SLP Project team will complete CRP1 Output Documents
- Workshop outputs will be published to attendees and other appropriate staff for feedback –with tight timescales
- Agree next steps for open items / issues
- Preparation for CRP 2
- There are 4 sets of CRPs;
    - CRP1 Fit/gap analysis
    - CRP2 Construct
    - CRP3 Transition
    - CRP4 Deploy

More detailed information at http://www.gla.ac.uk/studentlifecycleproject/

Appendix 1 – High Level Plan

Timeline columns: 1–31 | 2010 | 2011 | Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

#	Task	Annotation / Milestone
4	Campus Community / Conversion	CC — Sept 15 Go-Live
5	Academic Structure	AS
6	UCAS Processing	16 wks
7	Admission Applications (P/T Undergraduate & Postgraduate) & Application Evaluation and Acceptance	
8	CRM Recruiting (Postgraduate 2011/12 Undergraduate 2012/13)	
9	Stu Fin Post Grad Deposit Fees / Collections / Payments / Invoices / GL Interface	
10	ORA targeted functionality - Research - Admissions	
11	GLA Mods - FA On-Line Applications / Selection-Decision Workflow	
1	Enterprise Portal / Legacy Self-Service	<15 Weeks> — 8 wks
2	Reporting (BI) Marketing Sales Financials / Human Resources	8 wks
3	CRM On-line Marketing Overseas Pilot / Support Desk	8 wks
12	Fin Aid Awarding	24 wks — Jan 15 Go-Live
13	Fin Aid Disbursement	
14	Stu Rec Course Catalog	
15	Acad Adv Build Components	20 wks — March 15 Go-Live
16	Stu Fin Tuition	
17	ORA targeted functionality - Campus Community Framework (Registration)	May 15 Go-Live
18	Stu Rec Class Schedule / Term Activation	
19	Stu Fin Undergrad Tuition Calc / Payments / Invoices / Posting / Accommodations / Collections	20 wks
20	Acad Adv Program Projection Advising	24 wks
21	Short Course applications & enrolment	
22	ORA targeted functionality - Self-Service Enrolment / Research - Records	
23	GLA Mods - SAAS Functionality / Direct Debit / Pay to Enrol - Short Course	
24	SAIP Functionality	
25	Stu Rec Enrolment / Placements via Classes	Aug 1 Go-Live
26	Acad Adv Student Advising	24 wks
27	ORA targeted functionality - Program Enrolment (Acad Advisement) Auto-Enrolment / Mandatory / Graduation	
28	(Nov) Stu Rec Grading/Gradebook	Sep 15th Go-Live
29	(Nov) HESA Student (Reporting and Early Validation) / Actual Return Preparation	12 wks
30	(Nov) GLA Mods Grade-Calc Course / Resits / SFC Return Report	
31	(Nov) Reporting (BI) Student Records / CRM At Risk Students	
32	(May) GLA Mods Calculation of Stage / Year Mark / Honours and Degree Calculation	12 wks
33	(June) CRM Alumni	
34	(June) Contributor Relations	
35	(June) ORA targeted functionality Program Enrolment Stage Progression / (Sept) HESA DLHE	

Legend: Structure — Structure — Construct — Transition — Deploy — Technical

CRP = Conference Room Pilot

Project Setup | CRP 1 - Fit Gap | CRP 2 - Unit Test | CRP 3 - System Test | CRP 4 - User Accept Testing

*Safe Harbour Statement for 'targeted future Oracle functionality'

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