XCRI Project-UWE

Challenges As Is

Systems -Challenges
Identified Issues
- UWE has a complicated IT landscape for courses
- SITS (System for Admission) and ISIS (System for student journey) are not connected
- Marketing information, e.g. Web pages come from SITS
- SITS has evolved but does not support multiple occurrences of courses well
- Course terminology is not consistent in prospectus and web
- There is no single list of courses available for all CPD processes and information vary by faculty

Complex

As Is Processes
Review processes
- Services and faculties are working in silo's
- The course approval process is documented and the process maps are published
- The admissions and Marketing course information processes are separate from course approval, ready for review
- Not everyone receives necessary information at the right time
- Processes for tracking and handling external requests for course data are inefficient
- Many courses have to be handled as exceptions, manual interventions are needed

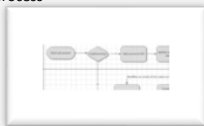### Research & Document Data Collection
Data challenges
- The same core information is handled manually in several paper forms during the approval process
- The course is only recorded on a database once it is approved for design
- The core details of a course might change during the process of design and approval
- The course might have different intakes, providers and study modes. The way SITS has evolved makes it difficult to record these occurrences

Improvements

To Be: An Improved data handling process
Process changes
- Data collection will be improved, guidelines are aligned with XCRI data dictionary
- Recording core details and marketing texts, partner and student recruitment process, incorporated with approval process
- More efficient process, leave out unnecessary steps
- All stakeholders will be part of the new process

Development of a new Online Form
Shared data
- One form for all course data with all process owners via InfoPath and SharePoint

In development

Produce Data Feed in XML
Output
- Develop a working and proven feed with at least the 6 exemplar courses
- Plan improvement of the data quality for the other courses

Benefits

What did the XCRI CAP Project bring to UWE
Benefits
- Course management processes and systems are well established, but not well suited to the new requirements to share information
- The improvement of processes was very useful and widely supported
- UWE will have a data feed developed but needs demand from users to justify implementation
- We now understand and can identify further work which is needed to improve the course information

After the project

Ideas for the future
Sustaining the change
- Continue to improve the data collection process and the data quality, e.g. develop and implement a form for integrated course data collection
- Work towards holding all courses on SITS and the data feed
- Improve the SITS structure to handle multiple occurrences
- Develop SITS to become more flexible for future requirements
- Improve u+we's use of course data e.g. better search options on the UWE website