

From Prospect to Alumnus



Issue

Systems & info not joined-up enough to enable effective student lifecycle relationship management. Need to manifest value for money in the student experience.

Risk of not doing

Institutional and national viability of provision due to poor and piecemeal student experience.

Outcomes and beneficiaries

Better institutional articulation of offer/competitive advantage.

Better informed student decisions; better informed stakeholders and national agencies.

Institutional, regional and national efficiencies.

Which Approach?

- 1. Build new shared services and enterprise system enhancements through institutional pilots?
- 2. Improve interaction between constituents of SLRM ecosystem to increase the sum of the parts?
- 3. Empower the SLRM (e.g. through service design & mgt) to deliver better student experience?

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Parameters

- Jisc Digital Futures Project
- Objective: improved and joined-up prospect student and alumnus experience
- 2 yr project initially
- £3-4M
- SRO: Simon Whittemore;

Other key contacts:

Student Lifecycle Stages

Widening Participation

PRE-APPLICATION

ADMISSIONS (Application)

ENROLMENT (Pre-registration and Registration)

INDUCTION

TEACHING AND LEARNING, ASSESSMENT

PASTORAL CARE

EMPLOYABILITY and Placements

GRADUATION

Alumni

Some Related Jisc Resources

http://jisc.textmatters.com/outline/

Simon Whittemore Jisc June 14



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Project timeline

> Co-design SG Define Challenges	> Co-design Consultation	> Solutions Workshop	> Project(s) start	> Iterative Review and Evaluation	> Pilot Shared Services /solutions
April 2014	Jun-Aug 2014	Sept 2014	Oct/Nov 14	Quarterly - logic model	Sep 15– Jul 16
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> Interesting comments/quotes from participant about this stage or event > Interesting comments/quotes from participant about this stage or event > Interesting comments/quotes from participant about this stage or event > Interesting comments/quotes from participant about this stage or event > Interesting comments/quotes from participant about this stage or event > Interesting comments/quotes from participant about this stage or event

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