



PROJECT MANAGEMENT



CUSTOMER PROFILE

Durham University is a world-class University in two locations: in the city of Durham and at the Queen's Campus in Stockton. In both locations the university is engaged in:

- High-quality teaching and learning.
- Advanced research and partnership with business.
- Regional and community partnerships and initiatives.
- Services for conferences, events and visitor accommodation.

The University is collegiate, with colleges providing residential, social and welfare facilities for their student members, and creating a sense of community for staff and students together. Its academic teaching and research programmes are delivered through departments contained within three faculties: Arts and Humanities, Science, and Social Sciences and Health.

Online enrolment managed to success

"The online enrolment project is part of a wider university initiative to enhance the already first-class experience we offer our students."

Carolyn Fowler, Registrar, Durham University

CHALLENGE

Durham University found the manual processes used to enrol more than 15,000 students at the start of each academic year out-of-date and time consuming for both students and staff.

The university realised that their paper based systems could be replaced using online technologies, ultimately enhancing the student experience.

The solution needed to:

- Replace the paper based enrolment procedure conducted by the students.
- Reduce manual changes made on enrolment forms by university staff members.
- Speed up the provision of IT and library access for students prior to their arrival at university.
- Facilitate the production of campus cards in advance of the student's arrival.
- Speed up the enrolment process at the start of the academic year.
- Waterstons were chosen to project manage the solution which needed to be made available in time for the next academic year.

SOLUTION

A senior consultant from Waterstons project managed the development and implementation of a new online Student Enrolment System (SES):

- The project involved liaising with over 270 staff, existing students, the university's IT Services department, and third party Banner

software developers to understand the requirements.

- A new module was specified, approved and created for Banner, the university's existing student record system. This would enable students to upload their information and enrol online before arriving to the university.
- Additional integration functionality was written between SES and other university systems, allowing the relevant information to be pulled into the appropriate systems.

BENEFITS

One of the university's main objectives for the project was to enhance the student experience:

- The solution captures vital information on students such as emergency contact information, term time address and fee payer details.
- Using the online system allows students to upload a photograph so that their campus card can be prepared for collection when they arrive; saving time which would have otherwise been spent queuing when they arrived at university.
- Students can also change their data online, allowing university staff to spend more time on other tasks.
- Online enrolment has improved the provision of management information especially around the number of students enrolling.
- Invoicing of students was completed nearly a month earlier which in the current economical climate was a significant improvement.