



ICT Forum Conference 2011

An Integrated Approach to Student Data Management

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Session outline

- Student Systems Replacement Programme: update
- Brasenose ERM Project
- Expectations vs Reality

Student Systems: current landscape

- Student Systems portfolio:
 - OSS (Oracle Student System)
 - other systems used daily by academics, admin staff, students
- Significant evolution over past few years
- Not primarily 'central admin' systems

OSS Data Feed	Admissions (ADSS/ADMIT, Embark)
OxCORT	Local databases – Depts and Colleges
Graduate Supervision System	Other central admin databases
University Card	WebLearn
CareerConnect	Student Self-Service and Student Gateway
MarkIT	Reporting (internal and external)

Student Systems: the issues

- Removal of OSS support by Oracle in 2013
- Student Systems far behind those of comparator universities
- Constant demand for further systems development
(e.g. ADSS, GSS, OxCORT)
- Poor usability, not intuitive
- Inadequate sharing of data with other systems, both central and local

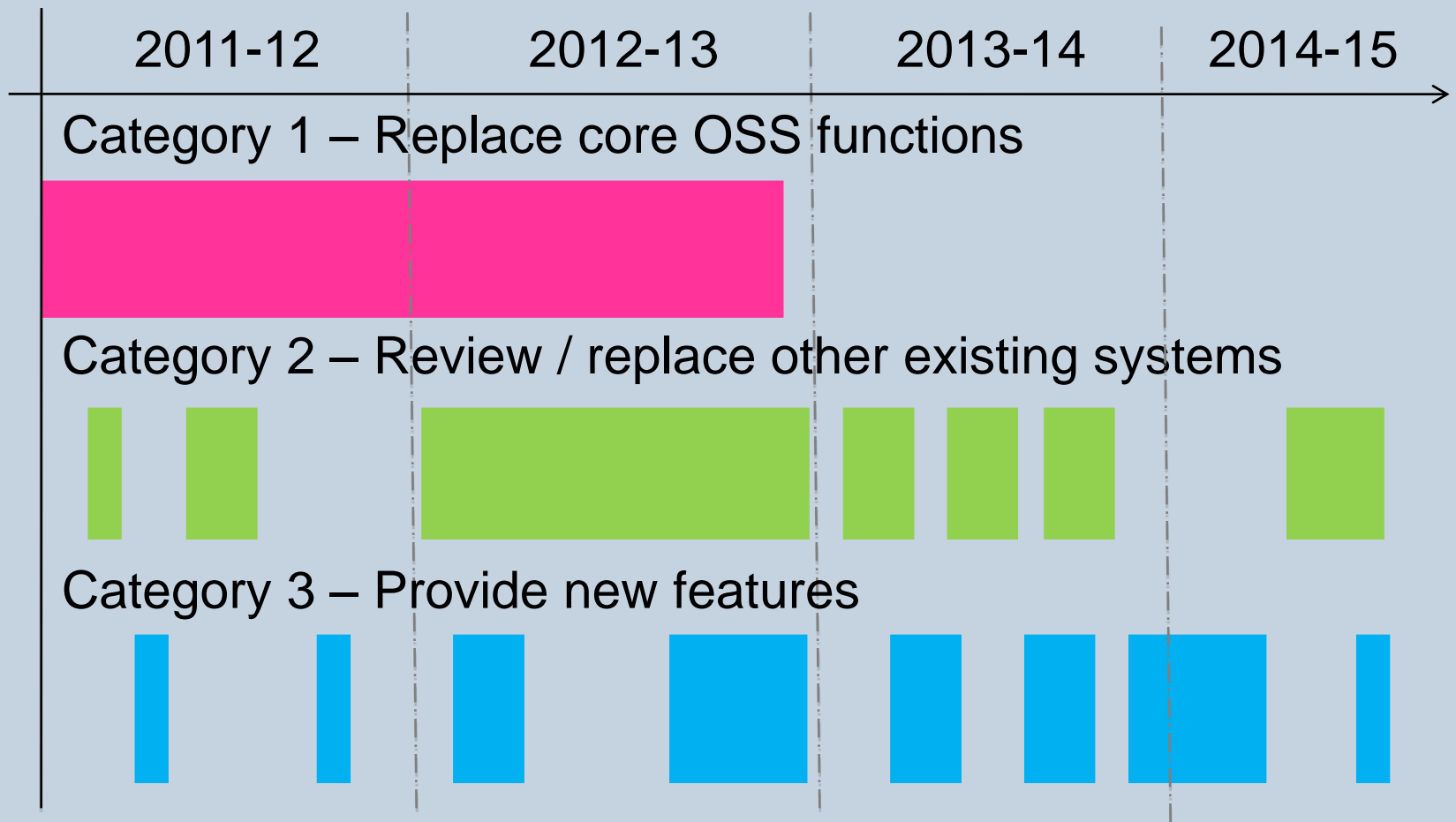
Student Systems: Programme objectives

- Enhanced support for teaching and learning across Oxford
- Enhanced student and staff experience
- Intuitive user interface — access to many areas of work
- Reduced time spent on administrative processes
- Reduced duplication of data entry – focus on integration
- Reduced development costs
- Rapid development supporting policy and process change
- Effective data management by super-users
- Assured production of statutory reports (e.g. HESA)

Student Systems: meeting the objectives

- Student Systems portfolio — core, specialist, local
- Approach
 - Replace core OSS functions
 - Review / replace other systems (e.g. OxCORT, GSS)
 - Ensure effective integration
 - Provide new features
- Preferred bidder: Tribal (SITS Vision)
 - 70% UK HEIs, 43% > 10 years
- Timeframe: 2011-2015
 - September 2012: Degree Ceremonies administration
 - August 2013: Core OSS functions

Proposed implementation approach

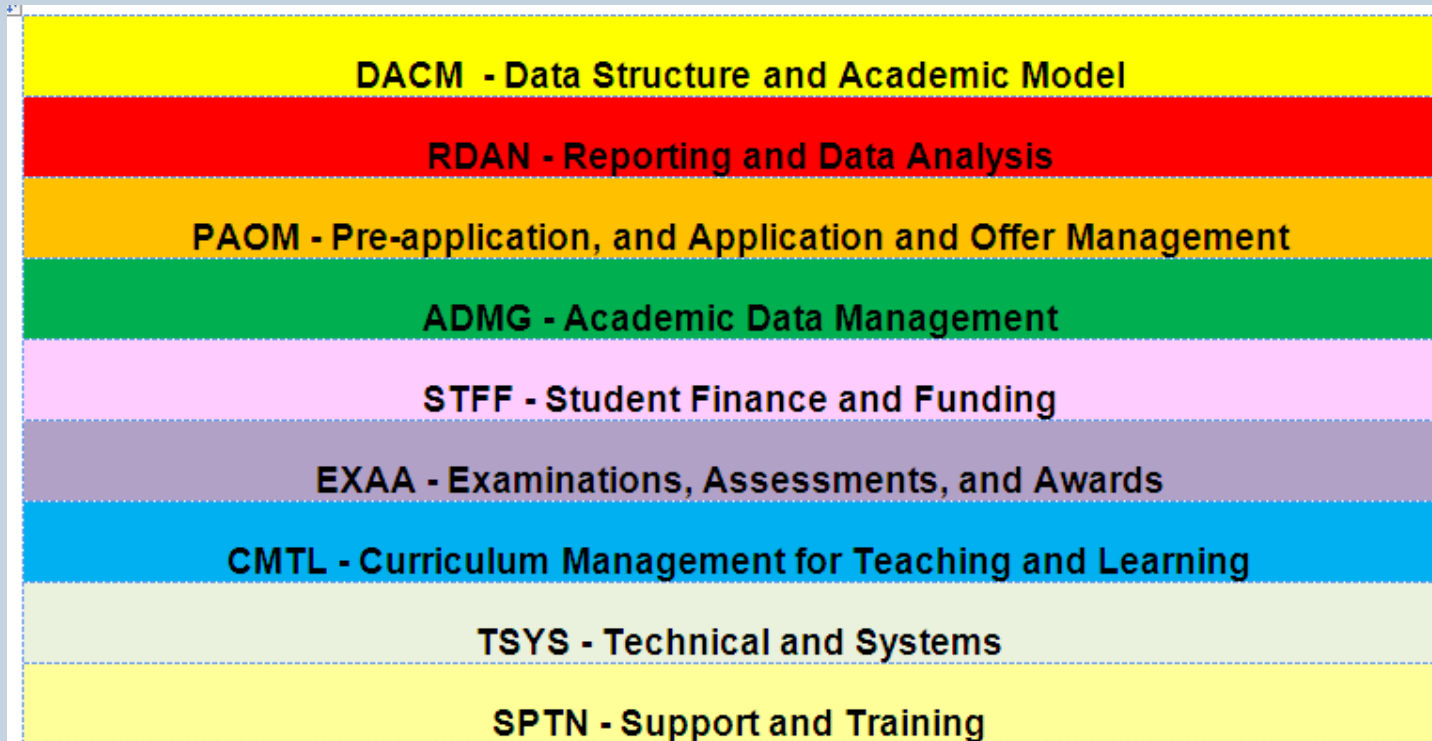


Governance and consultation

- Student Systems Programme Board
- Student Systems Management Group
- Workstream implementation groups
- Workstreams — consultation across Oxford

- Representation from across Oxford:
 - Academics
 - Students
 - Divisional offices
 - Departments and faculties
 - Colleges and Permanent Private Halls
 - Central services

Implementation Workstreams



The Brasenose ERM Project

- College systems in 2007
 - In-house custom built access student records system
 - In-house accommodation module
 - Poor management information systems and no management accounts
 - Expensive finance system with poor client side reporting and poor support
 - Student billing system very inflexible
 - Poor integration between systems
 - Poor communication between departments within college and understanding of data flow requirements
 - Duplicated data and manual systems
 - Not ready to meet the expectations of the 21st Century paying student.

The ERM Project – Brasenose Timeline

Recognising the student record as the core of a cradle to grave system

- MT 08 College Office implementation of ERM student record system from Business Insights Group
- TT 09 Finance Bursary replacement of Finance System and Student Billing System with i4e (GP)
- 09/10 Domestic Bursary using i4e Accommodation Module
- TT11 Admissions applicants on ERM
- Aug 11 Domestic Bursary implementation of Kinetic Student
- Jul 11 Finance Bursary building of Interfaces with ERM and GP

I4e College Collaboration

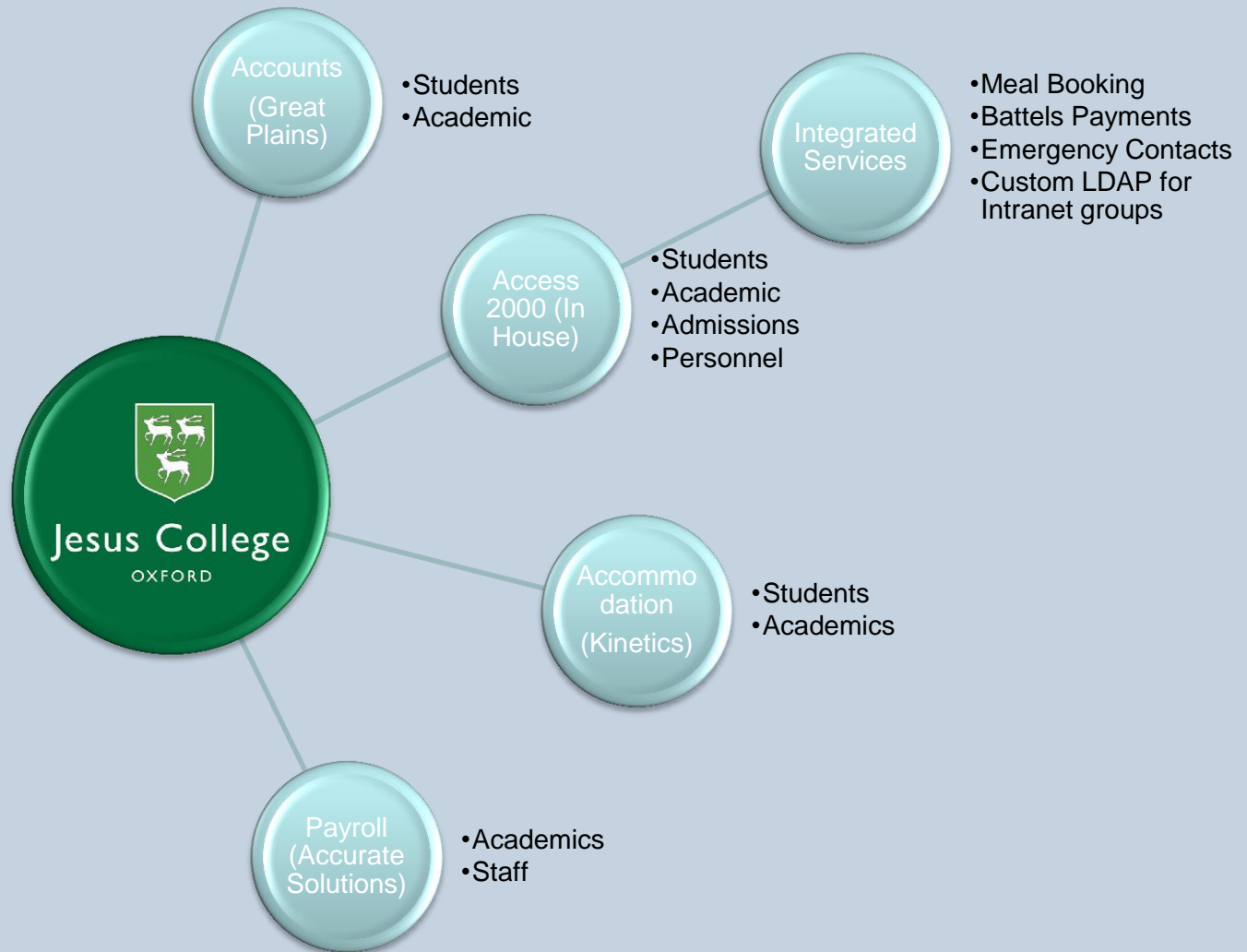
- Currently 8 colleges using varying elements of i4e
- GP User Group - termly meeting of i4e College Accountants
 - Established March 2010
 - Operational matters (eg bugs, shared tips, upgrades, new releases..)
 - BIG support
 - Functionality development
 - Shared training opportunities
 - Email group for communication with BIG Customer Service Manager
 - Collaborative commissioning of eg GP-ChSORP template link
 - Collaboration between Academic Administration Offices
- College Accountants v Academic Administration v IT Departments

Central University interest in the collegiate ERM initiative

- Sep 10 ERM user colleges were asked to brief OUCS on the development of the ERM initiative
- Nov 10 some college reps met to formulate shared response re central university support, and identified the following key areas for consideration:
 - Need to standardise treatment of key data
 - Benefits of identification of a model implementation
 - Contribution to the development of replacement for OSS
 - Need for central university to understand data flows between centre and colleges, and use of data WITHIN colleges
 - Potential for cloud hosting
 - Shared ERM consultancy resource to share best practice, support implementation etc

Current Developments

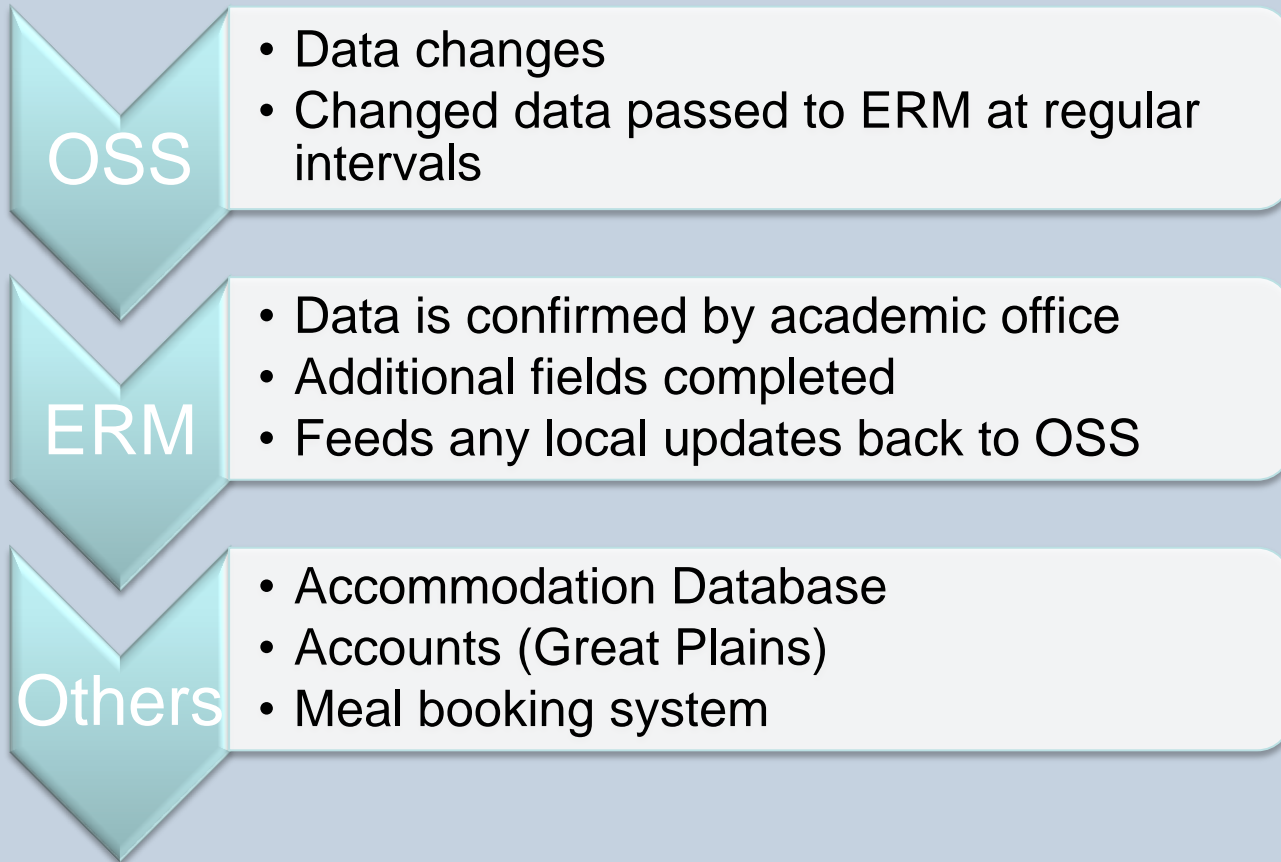
- BIG Customer Service Manager
 - Developing the relationship with the GP User Group as a whole
 - Collaborative commissioning of developments
- ERM 2011 (Version release following CRM2011)
 - Fundamental changes to security and access structure
 - BIG are taking the opportunity to move towards standardisation of key data and field presentation in Oxford 'Standard' version.
 - Customised layer over standard base.
 - (1) Cambridge implementation,(2) new Oxford implementation, (3) Oxford upgrade
 - Reduced dependence on portal access
- Workstream participation
 - College reps to be involved in workstream development of OSS replacement.
 - Key is to extend college involvement BEYOND the College Office



What to change first?

- Common factor was the student record system
- Partial data already being entered for Great Plains
- Access 2000 extended support expired 14/07/2009
- The database had grown organically making it hard to modify
- Additional report functionality was needed
- No PostgreSQL ODBC driver for 64 bit systems (now available)
- Move to recognised “off the shelf” packages for support, development and security

Envisaged Workflow



Admissions Process

- 1) Student application received
 - Undergraduates via Admit
 - Graduates entered directly onto ERM
- 2) Offers/Conditional Offers made
- 3) Import into ERM student system
- 4) ERM auto-populates accommodation database
 - Allowing room allocations/Online Accommodation
- 5) Remove unsuccessful applicants
- 6) Mass update applicants to students
- 7) Import SSO numbers, Bod cards, network logins etc.

Systems Information

- In house Virtual MS SQL and IIS Servers
- Silverlight is required for the meal booking system
- Integration via intermediary tables passing our UID (from ERM) as the primary key (2hour intervals)
- A translation table exists that is accessed via an Access front end allowing accounts staff to update and match cost centres
- All financial imports are manual (by choice)
- A Sharepoint server provides web-form access for students to check their Battels and update emergency contact details

Future

- Increase MiFare integration to meals/laundry/vending machines
- Improve e-payment system for Battels
- Fellows and other members meal booking
- Link electronic locks to room bookings
- Produce workflows involving other college departments
- **Increase collaboration between colleges and central admin**

Next steps

- High-level programme planning – set priorities
 - Product Evaluation Group
 - Student Systems Programme Board
 - Opportunities for input
- Workstream implementation groups
 - Need engagement from across Oxford
 - Ensure effective integration of systems
 - Focus on usability

Questions/discussion

- Details on the website:
 - <http://www.admin.ox.ac.uk/ac-div/studentsystems/>
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