



Case Study: Student Registration Process

The Strathclyde Way is underpinned by the principles that our greatest resource is the untapped skills of our people and empowering staff to bring about positive change within their working environment. A recent example is the Student Lifecycle Services team's use of the Creative Problem Solving approach, facilitated by the BI Team, to improve registration at the start of the academic year for all new students.

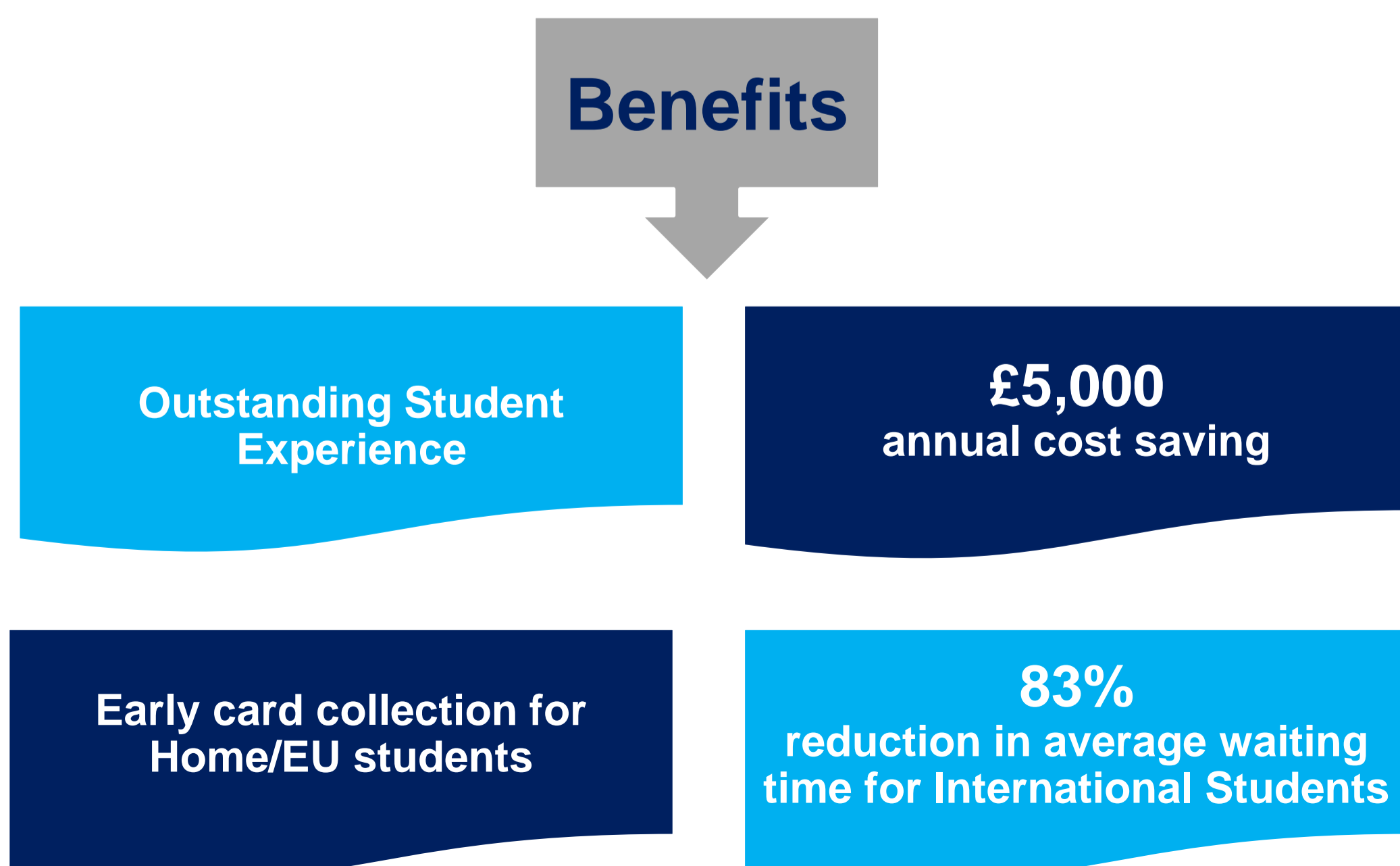
The primary aim was to reduce the waiting time for international students by 50%. The secondary aims were to introduce an early card collect system for home students; and create opportunities for a range of University services to engage with students at registration.

The output from the Creative Problem Solving exercise was an implementation plan aimed at improving the student experience during the registration process. The enhancements delivered by the Student Lifecycle Services team far exceeded expectations and resulted in:

- ▶ Average waiting time for International Students **reduced by 83% (original target was 50%)**
- ▶ **1,800 students** participating in the early card collect scheme (**160% more than expected**)
- ▶ Confirmation from students of the **delivery of an outstanding experience: "Effective and efficient, very, very helpful"**.
- ▶ **Cost savings of £5,000.**

The project delivered the following additional benefits:

- ▶ The early card collect initiative was commended by the Student Loan Company;
- ▶ Establishing a social space for other key University services created the opportunity for new students to engage with each other and for their families to relax and engage with staff whilst the student completed the registration process.



▶ Directorate

Student Experience & Enhancement

▶ Purpose

Improve Student Experience

▶ Key Tool(s)

Creative Problem Solving

The Strathclyde Way

Our people are at the heart of everything we do

For more information contact:

John Hogg or
Kim Blackwood

Business Improvement
Team

University of Strathclyde

Tel: 0141 548 4017

Email:
business-improvement@strath.ac.uk

www.strath.ac.uk/hr/businessimprovementteam/



Case Study: Library – Circulation Services

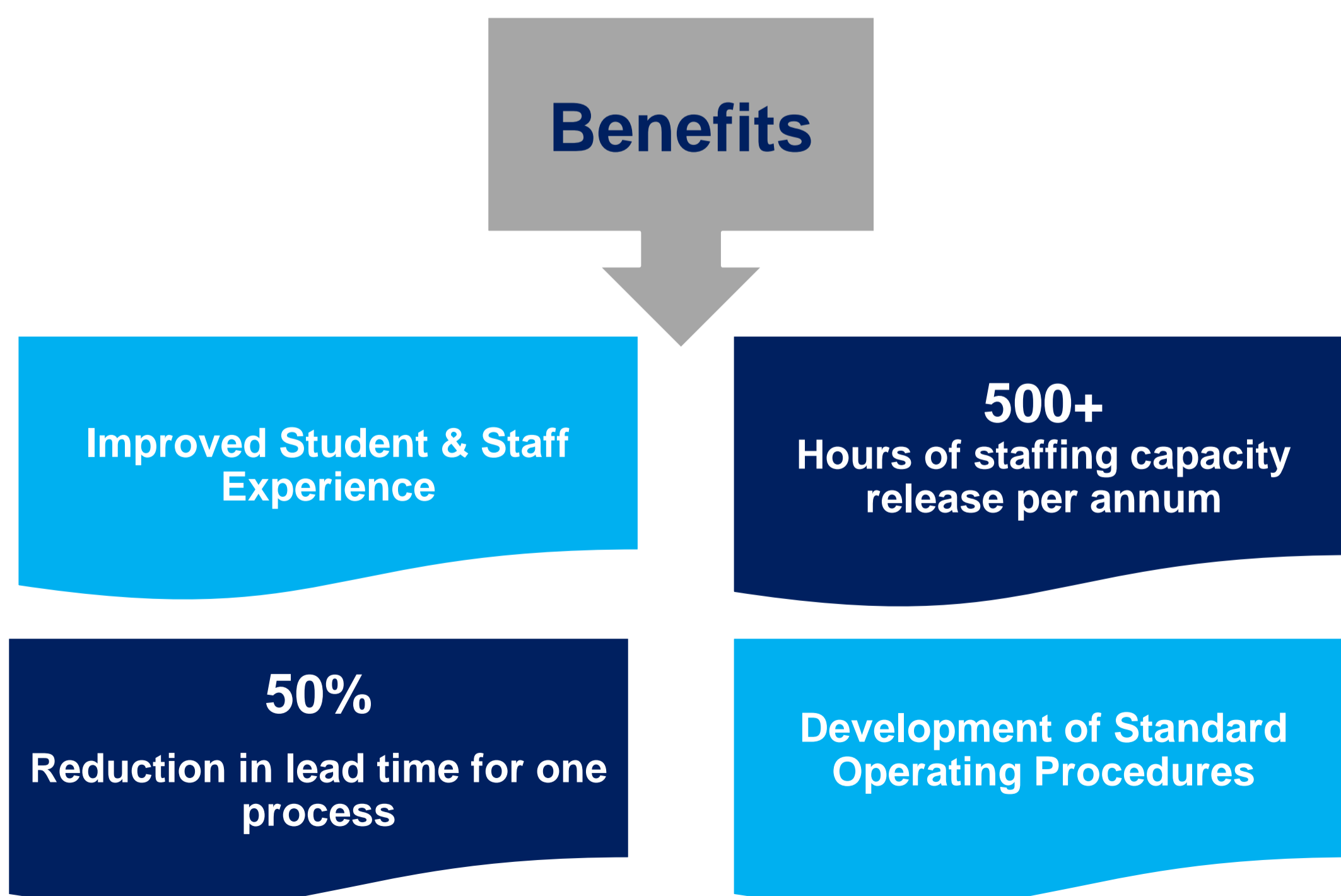
The Business Improvement Team facilitated three process redesign projects in the following areas of activity within the Library (Circulation Services) over a 6 week period:

- ▶ Graduations
- ▶ Reading Lists
- ▶ Inter-Library Loan Requests

The objective of the projects was to review and improve each of these business processes to create a new way of working that enhanced both the student and staff experience. A project team was created to ensure that a cross selection of Circulation Services staff was represented in each of the workshops.

The project team used a variety of tools and techniques to uncover opportunities for improvement, including a SIPOC, process mapping, waste identification, identification of improvement opportunities and an Impact/Effort Chart.

For each of the projects an action plan was developed and actions agreed for implementation to maximise the benefits identified during the projects. The project team led on the implementation of the action plan, which led to a number of significant improvements.



▶ Directorate

Information Services

▶ Purpose

Improve Student & Staff Experience

▶ Key Tool(s)

Process Redesign



For more information contact:

John Hogg or
Kim Blackwood

Business Improvement
Team

University of Strathclyde

Tel: 0141 548 4017

Email:
[business-
improvement@strath.ac.
uk](mailto:business-improvement@strath.ac.uk)

[www.strath.ac.uk/hr/busi
nessimprovementteam/](http://www.strath.ac.uk/hr/businessimprovementteam/)