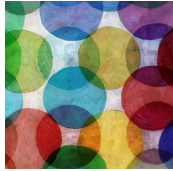


Exploring the student journey

Efficiency Exchange at **SROC2016**

Ian Powling Digital Programmes Lead, Universities UK
Rosie Niven, Content Editor, Jisc

Efficiency and effectiveness in HE



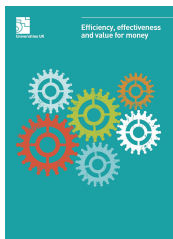
‘Diamond’ review 2011



Procurement UK: improving collaboration and skills



Innovation and transformation fund: promoting good practice in shared services and workforce innovation.



Efficiency, effectiveness and value for money’, UUK report February 2015

Efficiency Exchange



Sharing good practice for
smarter working universities.

Why contributors value EE



Heather Lawrence: Researching funding applications.



John Hogg: Providing a national context for staff training.



Marion Hutchins: Raising awareness of the efficiency agenda.



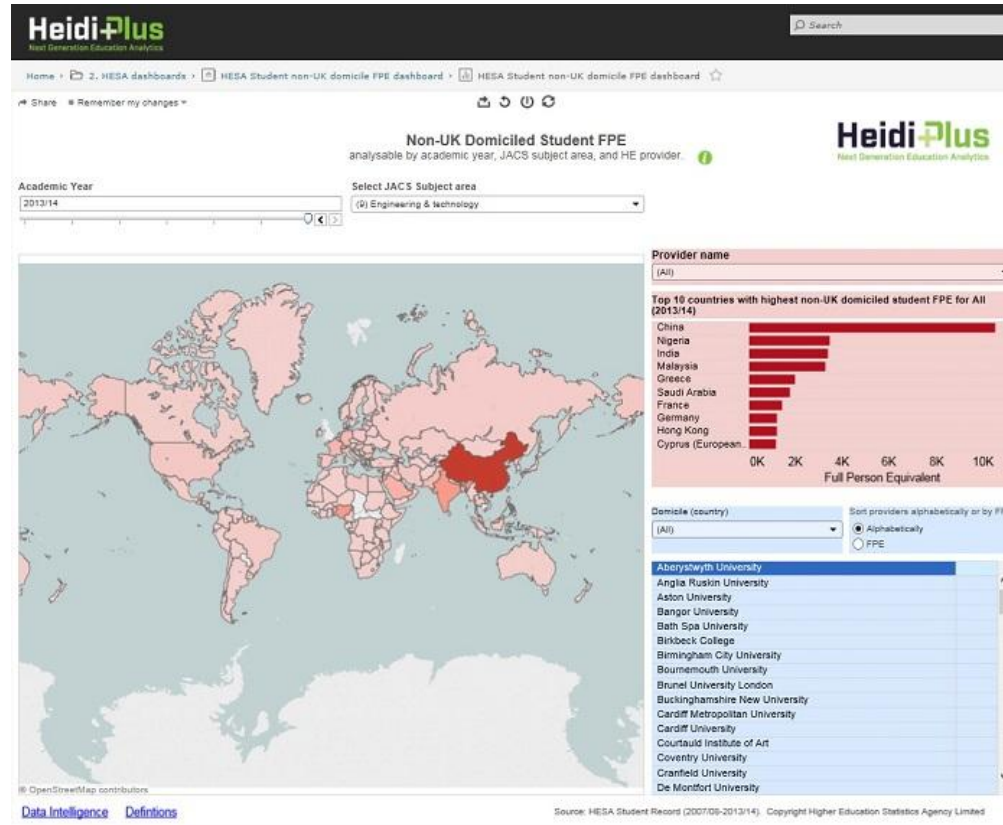
Simon Perks: Networking with potential collaborators.

Fixing 'failure demand' to improve efficiency



Richard Taylor - chief operating officer at
Loughborough University

Heidi Plus



A new business intelligence service from Hesa and Jisc

Evidencing the benefits of business process improvement



Heather Lawrence of
the University of
Strathclyde:

A new guide on how
to quantify the
benefits when
redesigning
processes.

Introducing some calm into clearing

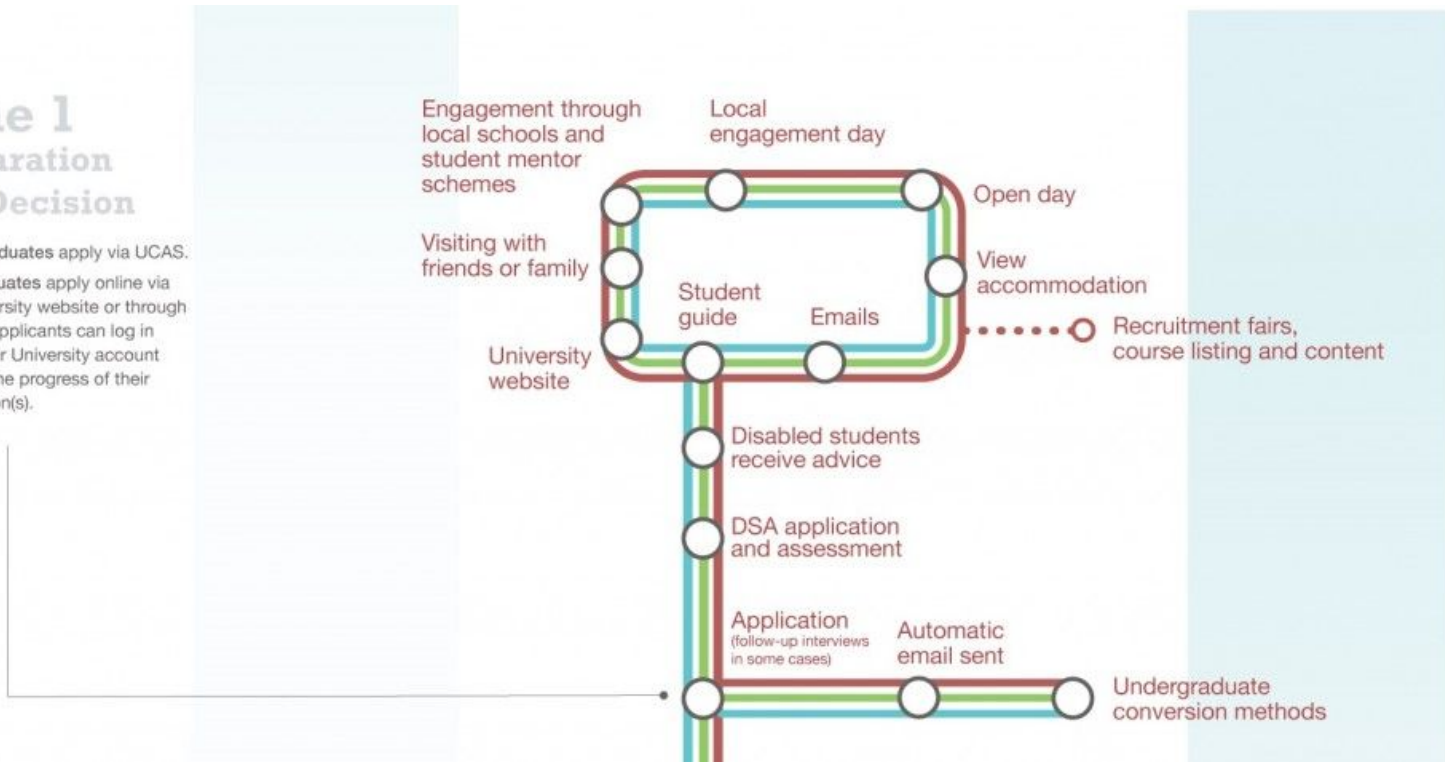


Different approaches to clearing systems.

The road is long with many a winding turn

Zone 1 Preparation and Decision

- Undergraduates apply via UCAS.
- Postgraduates apply online via the University website or through agents. Applicants can log in using their University account to track the progress of their application(s).



Claire Povah: mapping the student journey at Lancaster University.

Discussion

1. Work in groups and capture some key areas in which institutions interact with students.
2. Select the top five areas for discussion.
3. Working in groups, each choose a different interaction area and brainstorm:
 - **problems** - pain points, unmet demands, risks
 - **solutions** - opportunities, resources, change
4. Rotate to new group to examine a different area.
5. Share the ideas with the room.

Thank you

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