

Title of Case Study:

Matriculation Rapid Improvement Event*

Outcomes: (the tangible results from sustainable futures activity)

- An agreed ideal process for managing Matriculation process.
 - Including consultation with key stakeholders
- Set of clear actions and responsibilities supporting successful implementation

Project Image:



Caption: The team works on the final process map on the 5th day of the RIE

Background: (event focus, current situation, key issues)

The Matriculation process is a core institutional activity that takes a student from an applicant status to a full member of the university.

In light of the planned re-integration of the undergraduate and postgraduate academic year at the beginning of session 2014-15, the need to redesign the matriculation process to manage the administrative workload with regard to the increase volume of students required to go through a face-to-face matriculation at Jack Kilby Computing Centre (JKCC), became apparent.

Sustainable Futures were approached by the Student Administration team in June 2013 with request for support in achieving the above objective.

Description: (what happened)

Following discussions with the key stakeholders, Sustainable Futures team agreed to deliver a Rapid Improvement Event (RIE) for this project, which was preceded by a number of data gathering sessions during the Matriculation 2013-14 in September 2013. The real life data from the current process informed the RIE and supported the business case for change and provided baseline to track future benefits, this included:

1. Queue length data
2. Process **Cycle Time*** broken down to queue and activity time duration
3. **Voice of the Customer*** (VOC) information i.e. "Students Calling Students" survey
4. **Defect*** data i.e. records issues, finance issues, Information Services issues, Online Matriculation task issues
5. Verbatim data i.e. comments collected staff involved in delivering on the day Matriculation, as well as Faculty views from the wider matriculation processes
6. Visual Data i.e. Time Lapse photography
7. Environmental Data i.e. matriculation venues layout and the issues encountered

The RIE was held from the 28th October 2013 to 1st November, and involved 14 staff, drawn from a University-wide areas, namely, Student and Academic Services, Information Services, Finance, Faculties and Schools. The RIE workshop focussed on

1. Establishing the current state process
2. Defining a future state process
3. Action planning for implementation

Benefits: (the difference the changes made overall)

- A clear vision for how the University will manage Matriculation going forward
- Improved administrative procedures
- An integrated matriculation process
- Decrease in staff time and effort required to service administration of student joining process

Staff Feedback: (verbatim feedback from workshops / improvement sessions)

"I didn't know what to expect and thoroughly enjoyed the week. I would love to have "mini RIEs" in my team to aid the planning process!"

"Working with Sustainable Futures is a learning experience and definitely something everyone should do/experience. They have the ability to make dull topics fun!"