Ensuring a degree of success : managing the student record from within the records management system

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Educating tomorrow's professionals

JISC Building Bridges conference:
Ensuring a degree of success
3rd March 2009

M Sarah Wickham
University Records Manager
Managing the student record from within the records management system

- SITS, EDRMS and records management at Huddersfield – the background
- Integrating SITS and the EDRMS
- Lessons learned
Huddersfield, SITS, EDRMS and records management

- 7 schools, 3 campuses, 12-13 support services
- 22,000+ students, 2,200(ish) staff
- SITS in use since 1997-8
- Document management project begun early 2004; Wisdom in use since 2006
- Records manager/information governance officer appointed late 2007
What is the student record?

- SITS: core details sufficient for the provision of an official transcript for students (from 1992 onwards)
- Admissions & Records office
- Academic School: Admissions Tutor
- Academic School: School Office
- Academic School: Module leader
- Student Services: Careers
- Student Services: Disability Support
- Student Services: Counselling
- Student Services: Skills Tutor
- Student Services: Module leader
- Registry: disciplinaries
- Registry: appeals
- Student Finance Office: income
- Student Finance Office: ALF
- Occupational Health
- International Office
The Student Centre
So where does the EDRMS come in?

- Easily viewable in conjunction with SITS for current business purposes
- Easily accessible to those who need and who have authority to use
- Better maintenance and management of authoritative records
- Retention & disposal in line with the schedule
Implementation: student records
The fileplan:

- [ADMIN] Student-Template
  - [01] Student-Admin
    - [01] Application-and-Enrolment
    - [02] Module-Choices
    - [03] Research-Degrees
    - [04] Attendance
    - [05] Placement-and-Field-Trips
    - [06] Personal-Circumstances
  - [02] Student-Finance
    - [01] Student-Expenses
    - [02] Access-to-Learning-Fund
    - [03] Payments
    - [04] Bridging-Loans
    - [05] LEA- Contribution-Forms
    - [06] School-Finance-I ssues
  - [03] Student-Services
    - [01] Student-Support
    - [02] Disability-Office-General-Correspondence
    - [03] Student-BOE-Disciplinaries-Appeals-Complaints
    - [04] Exit-References
  - [04] Occupational-Health
    - [01] COSHH-40
    - [02] Health-10
Admin staff are now either saving directly into Wisdom or scanning in - the process is quick once the student has been retrieved in SITS and saves time. We no longer need to sift through a filing cabinet for the piece of paper; an added bonus is that the need for storage space is reduced. Academics are also gradually being trained to access the student area through e-vision so there will only be one file per student - unlike the present situation of many files and no-one knowing exactly what is where!

Jane Reddington, Deputy School Services Manager
Lessons learned

- Colleagues get it and (mostly) like it!
- Approach to integrating with line of business system
- Active relationship with users and key stakeholders
- Project management: clarity of purpose and brief, timescale/momentum
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