

Pre-Board presentation: Project LEAP
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LEAP

Transforming our student journey

What is the LEAP programme?

LEAP is...

LEAP is how we will redesign services, processes and systems around the needs of our students and make sure we have the right supporting technology and information structures for:

- our administrative processes
- our communications with students.



The vision for LEAP

LEAP will...

enable all our students to achieve their full academic potential by creating a student experience that is socially inclusive and focuses on their needs.

redesign our services, processes and systems so that the whole LSBU community is engaged, empowered and accountable to deliver on the things that matter most to students.

To leap ahead, not just catch-up, we need to transform the experience at LSBU for our students and stakeholders.

NSS scores by question area, LSBU vs sector 2018



Meeting the challenges we face

To be compliant

To limit institutional risk by meeting the regulatory requirements of GDPR and CMA, as well as OfS and HESA reporting requirements.

Compliant

The information structures in our Student Records System are 14 years old and no longer fit-for-purpose. Redesigning them underpins our future compliance.

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To be competitive

The University's 'Organisation and Management' scores in the National Student Survey (which are at present significantly below our competitors') are suppressed by current ability to timetable and communicate to targeted groups effectively.

Competitive

Redesigning the services, processes and systems that support course administration, student information and assessment and feedback are at the heart of the LEAP Programme.

Meeting the challenges we face

To improve progression

17/18 figures are yet to be finalised, but early indications show falling progression for the last two years.

To boost enrolments

To maintain recruitment in a challenging market, we must respond effectively to student needs.

Sustainable future

Personalised student experience: better data and reporting to enable individualised support; staff time freed for one-to-one personal and customised student solutions where required.

Automation and self-service for specific functions, would lead to significant increase in speed and accuracy of customer processes such as:

- Enrolment and re-enrolment
- Enquiry management
- Publication of exam results.

LEAP enables our future trajectory

LEAP is a necessary enabler to maintain student recruitment, and improve retention, achievement, and National Student Survey results, enabling further league table position improvements & LSBU's journey towards TEF Gold.



Our approach



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We have a core LEAP team in place

We have a core LEAP team in place and are working with University staff teams to redesign our student-facing processes and underpinning back-office functions.

To successfully deliver a whole university transformation programme of this scale and redesign our processes, we need outside expertise.

As the result of a competitive tender PwC have been appointed as our external change partner.

Working with PwC will bring rigour to our analysis, facilitation and delivery that will help establish a good pace for the programme. Our Change Partner will complement our work – not do it for us!

LEAP: activity to date

Work Package 1 defines the LEAP work plan up until the end of October.

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Work Package 1 is about setting the programme up for success and includes:

1. Refining the Vision and Scope for the LEAP programme
2. Mapping the end to end student journey and understanding what the current experience for students is like.
3. Documenting the current use of technology and information to inform future requirements and approach to migration
4. Developing a simple and effective governance structure for the Programme.

Listening to students

At its heart, LEAP is all about the student experience. We need to understand the experiences of different categories of students, pain points and what's great.

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And we need to hear it direct from source...

LEAP: output of our first work package

We have developed a refined a business case with a number of options for the future operating model.

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The refined business case includes:

1. The scope of the LEAP programme
2. The associated costs and benefits of each option
3. The ability to meet the LEAP vision
4. The impact on business processes, the student experience and technology
5. The associated risks and issues for each option.

LEAP: next steps

Once we have agreed on our business case option we will be developing our detailed roadmap for the LEAP transformation.

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Our next phase of work will include work across six areas:

1. The student journey / experience
2. Information and business intelligence
3. Curriculum portfolio management
4. Change management, communications and engagement
5. Technology and systems
6. Programme management, governance and procurement

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