



Guiding Principles of the Student Management System Project

Vision

Western Sydney University's Student Management System Project is dedicated to realising the University's *Securing Success Strategy* by ensuring our systems enable a distinctively student-centred university as depicted below.

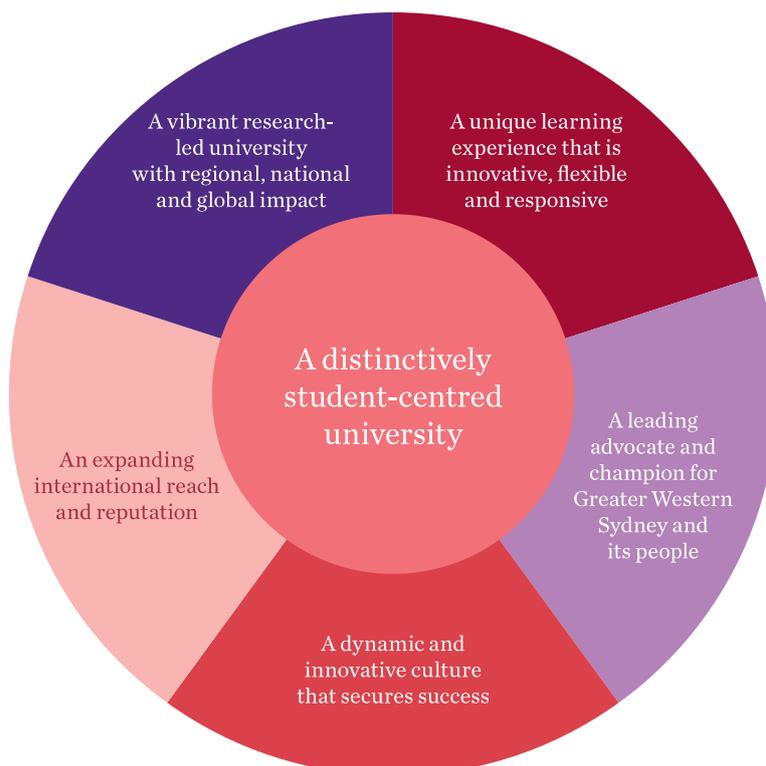


Figure 1 A Distinctly Student Centred University

The Project will transform the student experience by focusing on service-oriented technologies, adding friendliness and accessibility to transactional processes. The transformation will be built on an integrated set of 'best of breed' tools; technologies and processes that are nimble, scalable, user-friendly, and sustainable.

The Student Management System aims to provide an integrated and cost-efficient solution to current processes and functions in place within the University. It is expected that reduction in or elimination of manual or parallel systems currently in place across most functions of student administration will result in significant operational efficiency and cost reduction. To further support these efficiencies, the focus of staff currently completing manual or additional processes will be able to move to more 'student-centred' activities designed to better support the strategic goal of a distinctively student-centred university.



In line with the Future Now: Securing Digital Success 2015-2020, the goals of the Project are:

1. To increase student, academic, and staff satisfaction. This includes admissions, registration and enrolment, student records, student finance, student support, course/program management, assessment and examination, student progression, graduation, and other processes within the student lifecycle, by providing tools and technology that are convenient to access, easy to use, and provide a unified user experience.
2. To deliver tools and technology that enable innovation in supporting students, staff and academic areas. We aim to deliver a system providing cutting edge technologies to excel in a rapidly evolving educational climate and that provides operational efficiency and cost reduction to Western Sydney. We strive to provide a system which will facilitate excellence unlimited.
3. To support the development of a high performance culture that enables staff to do their best work through a review of existing policies and procedures, new tools and technologies, streamlined processes, and training.
4. Any device, anywhere, anytime, powered by the 'cloud first, always mobile' approach. We will leverage the benefits of cloud-based managed services to provide an agile, mobile, compatible and accessible experience across all platforms available to our students, academics, and professional staff.
5. Buy, not build, from a range of sophisticated, sustainable, and highly configurable platforms readily available on the market. We will limit customisation in order to save money and minimise risks related to support required and additional upgrades. Strong governance throughout the project will also mitigate risks related to customisation. We will focus our technologies and processes to be fit for purpose, scaled to suit University needs, and configured to reduce complexities for students, academics, and professional staff.

The project has the guiding principles defined in the table below:

Guiding principle	What it means	Why is it important?	How the principle will be evident
1. Vision – Securing Success	Delivering a student management solution that embodies the vision of the <i>Securing Success Strategy: Realising our Distinctively Student-Centred University</i> .	The system is a key tool in supporting a student experience that is focused on service excellence, widening participation and retaining students, in line with <i>Securing Success</i> .	The system will assist all students' interactions with administrative processes to be straightforward and intuitive, to support all students, and especially those who are first in family to attend university, and to ensure that students who enrol remain as strong ambassadors during and at the end of their academic journey.
2. Mission – Securing Success	To be a university of international standing and outlook, achieving excellence through scholarship, teaching, learning, research and service to local and international communities, beginning with the people of Greater Western Sydney.	The system will provide faster responses and automated processes so that student administrative processes are easy to follow and provide a single source of truth, supporting a culture of high performance.	Automated processes such as recording of grades will ensure accurate information and reduced risk of error. Manual work-arounds and parallel systems will be reduced or eliminated.
3. Academic Mission	All decisions on processes and systems will be made in the context of supporting the academic mission of the University. This is an overarching strategic principle guiding the Student Management System project.	Staff will have access to information that will allow them to be more student-focused.	Academic staff will use the Student Management System to support all aspects of the academic journey including pathways, undergraduate, research, post-graduate. The System will support a common approach and language for academic and professional staff as they support students through their academic journey.

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4. Academic and Administrative Cohesiveness	A central tenet of the University's student-centred approach is to integrate academic and personal support at all stages of the student lifecycle. Compliance and performance of our courses on the basis of demand, attractiveness, and quality, using a course lifecycle model, will ensure cohesiveness and our ability to meet the demands of our students and staff.	Academic and personal support are strong predictors of retention. This enriches the learning and research experience and enables students to realise their full potential.	Students will be clear about their status and progress in subjects and courses. Academic and professional staff will work together to provide excellent service to students across the entire student lifecycle and have the required information to provide academic and personal support.
5. Actively Simplify	Simplify, consolidate, and streamline our business processes and portfolio of technologies to support the student experience. Our technologies and processes will be fit for purpose, financially sustainable, scaled and suited to the needs and expectations of students and staff.	Policies, processes and technology combine to support a student-centred university.	Students will find the enrolment process to be simple and straightforward. Policies and procedures will be based on sound governance and will be supported by the Student Management System, rather than the System dictating policies and procedures.
6. Fully Integrated and Modular Solutions	The University will adopt new technologies to respond to the emerging needs of students and employers to support the end-to-end student lifecycle, from initial contact to graduation, and will support seamless integration for all interactions and support a modular approach to adoption.	The core Student Management System needs to integrate with solutions that are deemed to provide better functionality for some aspects of student administration. This could be delivered via a modular approach.	Integration with all student-related systems will be seamless, with reduced reliance on satellite or parallel systems or manual processes. Automated processes will be integral to all student administration functions and where possible, manual processes will be removed.
7. Operational Efficiency and	Operationally efficient and consist processes and systems will provide a	Existing policies, processes and systems need to be reviewed to reflect the	Schools and the Student Experience Office will have common and consistent

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Process Consistency	<p>more coherent student experience. This will allow the University to better manage risks including upgrade and support costs and customisation. All core activities will be supported by a single, common system.</p>	<p>University’s goal of being distinctively student-centred. Reducing our operational costs is essential to provide financial and competitive sustainability.</p>	<p>policies and processes. Students will feel confident that records and systems are consistent, adequately transparent and fair. The University will be able to support more students at the same or lower costs and be able to adapt to change.</p>
8. Organisational Support	<p>We want to support the University in its organisational activities and aspirations through easy to use processes, data, information, and technology. Therefore, we will reduce the need for workarounds and satellite systems, thus supporting process consistency and improved effectiveness, whilst aspiring to the highest standards of University governance and accountability.</p>	<p>The System will contribute to the University’s strategic vision and provide support to goals of reputation and influence.</p>	<p>The Student Management System will provide a ‘single source of truth’. The System will support an integrated and streamlined approach to student administration. The System will support a high level of governance and accountability that will enhance the reputation of the University as a high quality institution of excellence. The System will provide added value to existing focus and commitment of staff to the best possible experience for students.</p>