

Student Digital Pathways

Steering Group

Terms of Reference, June 2019

Background

The current Student Records Solution is comprised of a number of third party software solutions (Quercus, Akari, Syllabus plus, Blackboard Grade Centre, Ellucian CRM), bespoke third party solutions (Exam Modelling Tool, Online Results Entry, Results Capping tool, Starlight – Graduate Studies) and in-house developments (online results/exam timetables, statutory returns).

The central key system, Quercus, was implemented in 2001, the other “satellite” systems were implemented over the intervening period as necessary requirements occurred and beneficial functionality became available.

The Student Digital Pathways programme was established to address key challenges which are;

- Aging SRS (Student Records System) which is no longer fit for purpose.
- Risk of system failure at key time, dependency on key staff to ensure operation.
- High level of complexity and manual intervention around current process and systems.
- Ongoing business needs not being met and impacting on capacity to develop cost effective flexible offerings.

The University needs to address the replacement of the current Student Records Solution in order to reduce the risks and complexity as well as enabling the flexibility which the University now requires.

This programme will assess the products available on the market and all of the current solutions elements in place at NUI Galway. The programme will then determine the most viable overall Student Records Solution for NUI Galway for the future which delivers the requirements, processes, functionality, flexibility and sustainability (resources and costs) needed. As the scope of this work is fundamental to the University’s administration processes there will be a consequential impact on the people who use these processes.

In parallel with the programme, it is likely that a level of organisational transformation will need to be agreed and implemented to ensure the benefits which become available to the University through this programme can be realised. This will require significant change management to ensure appropriate communications and preparations are in place across the University. Dependent on the level of change agreed by this steering group, University policy and procedural changes will be required. This change management will require additional funding.

The initial project in this programme is about procurement preparation and readiness within NUI Galway. The objectives for this project are provided below. When undertaking a programme of this size and complexity it is important that an agreed definitive set of requirements, or capabilities, is established as well as the approach to the work which will be taken.

Subsequent project stages will be clarified as the programme progresses and their general objectives have been provided below.

Objectives

The steering group will oversee;

1. Phase 1 – Procurement & Readiness

- a. **Requirements & Scope:** development of a detailed set of requirements, processes and functions in the area of Student Records Management
- b. **Institutional Readiness:** Development of knowledge of current and future University needs along with an understanding of the solution options available. High-level overview of transformational impact on University
- c. Communication plan for the following phases
- d. Issuing of a PQQ, with associated requirements document in preparation for selection of Vendor/s and systems
- e. Decision and agreement on Procurement route/options which will be adhered to in remainder of project
- f. Outline Plan including, costs, resources and timeline for Procurement Phase of project

This Steering Group will manage one programme with multiple work streams within it.

Scope

The scope of the project is broken down into the following work streams.

Administration Work stream

- Student Recruitment
- Student application
- Student enrolment
- Student financial management
- Student progression
- Student case management (CRM)
- Attendance monitoring
- Student career and work placement
- Student interface portal

Curriculum Design Work stream

- Curriculum planning and management
- Class scheduling/timetabling
- Exam timetabling
- Exam/Assessment processing

Technical work stream

- Data: Entities , Integration, Migration
- Technical Scope
- Mobile application support
- Reporting analytics
- Integrated survey tool
- Contract Management
- Implementation
- Decommissioning & Archiving
- Staff Management

Budget

The initial allocation to the programme is €150,000, Phase 1. The primary use for this budget shall be for dedicated resources as required.

Roles

- The programme manager is responsible for scheduling of meetings/agendas/minutes.
- The programme manager will be responsible for co-ordinating updates from the project boards and highlighting issues and risks relating to the projects for consideration by the steering group.
- The steering group members will contribute to overall programme management, ensuring adequate commitment of resources and where appropriate serve as project executive for projects.

Membership

Title

Deputy President and Registrar (Chair)

Academic Secretary

Bursar

Chief Operating Officer

Dean of College of Arts, Social Sciences, and Celtic Studies

Dean of College of Business, Public Policy, & Law

Dean of College of Medicine, Nursing, & Health Sciences

Dean of College of Science and Engineering

Dean of Students

Interim Director of Academic Administration

Director of Information Solutions Services

Programme Manager

Name

An tOllamh Pól Ó

Dochartaigh

Ms. Caroline Loughnane

Ms. Sharon Bailey

Mr. John Gill

Prof. Cathal O'Donoghue

Prof. John McHale

Prof. Timothy O'Brien

Prof. Walter Gear

Prof. Michelle Millar

Ms. Tara Leydon

Mr. Seán O Farrell

Mr. John Lavelle

Issued By

Programme Manager – John Lavelle