What is SLSP?

The Student Lifecycle Support Programme consists of a series of projects and initiatives aimed at improving the administrative processes and systems that every student encounters, from recruitment to graduation.

It also seeks to improve communications between students and the University and across the University itself.

The scope of the programme includes all stages of the full student journey and incorporates the concept of Relationship Management throughout the lifecycle.

Why is the University doing this?

- Fragmentation and lack of ‘usability’ of current systems
- Current systems are poorly structured for development
- A number of education processes are currently inefficient and not integrated

What are the key benefits?

- Improved applicant and student experience
- Supporting student success
- User friendly systems interface
- Consistent data for reporting and decision making
- More efficient and standardised work processes
- Improved quality, IT standards and risk management

How does SLSP contribute to the new University strategy?

- Ability to attract high quality students from diverse backgrounds by providing systems that enable effective communication and support widening participation initiatives.
- Improved applicant and student experience, including an applicant portal, virtual helpdesk and student dashboards of key information.
- Improved systems and processes to enhance our support for student success and welfare.
- Providing the necessary systems and structures to enhance the quality of our learning environments:
  - Bristol Futures curriculum
  - Student Advice Service
What is the programme structure?
The programme structure is made up of the Programme Management Office and has six functional projects, which are aligned with the student lifecycle, and four work streams providing support across the programme.

What are the key roles?
- Academic Champion (Professor Judith Squires - PVC Education)
- Programme Sponsor (Lynn Robinson - Deputy Registrar)
- Programme Director (Paula Coonerty - Academic Registrar)
- Programme Manager (Sylvia Franke)
- Senior Users and Champions
- Process Authorities
- Student Representatives

What is the methodology of the programme?
- Phase I (latter part of 2013). Identified the required outcomes, objectives, reach, governance, organisation, methodology and reporting mechanism for the programme.
- Phase II (January 2014 to March 2016, Analysis and Planning Phase). A Student Process Analysis Project was undertaken consisting of targeted role based interviews looking at the processes that support the student lifecycle. The findings were consolidated and grouped by theme to determine the scope of the programme’s functional projects. During this phase the procurement process for a student record and customer relationship management system was also completed.
- Phase III (April 2016 – March 2019, Implementation Phase). Designing the administrative processes, implementing the process and system changes and delivering training and support to the organisation, including an embedding period from September 2018 - March 2019.