

## JISC Landscape study of Student Lifecycle Relationship Management

### INSTITUTION SYSTEMS SURVEY

INSTITUTION NAME	<input type="text"/>
HE provision	<input type="checkbox"/>
FE provision	<input type="checkbox"/>
YOUR NAME	<input type="text"/>
YOUR POSITION	<input type="text"/>
TOTAL STUDENT POPULATION	<input type="text"/>
CONTACT DETAILS	
Telephone	<input type="text"/>
Email	<input type="text"/>

Thank you for completing this questionnaire. The questionnaire is organised in three parts: Part 1 is about communicating with, and providing information to students; Part 2 is about the systems that you use throughout the student lifecycle; Part 3 gives you the chance to make any further comments. The purpose of the survey is to provide JISC with a comprehensive picture of the systems that are being used across HE and FE institutions in the UK to manage interactions and relationships with students throughout the full student lifecycle from pre-application to post-graduation. The survey is written with users and business process owners in mind and does not require technical expertise to complete. We therefore hope that its completion will not be too onerous.

Institutions manage their student interactions in many different ways, so we apologise if the function descriptions that we have used do not match your institution's practice. In Part 2, most of the sections have been kept general, but we have subdivided the sections where we are aware that some institutions might operate different systems within the same functional area, for example post-graduation activities.

Please complete the survey as described below, and return it by pressing the 'submit' button by June 9th 2008. If you need to involve other staff to complete it, you may want to forward them a copy. We have provided a PDF version for you to do that. Anyone can look at the survey on-line, but please submit one survey for your institution. The exception would be if your institution comprises several organisations which use significantly different systems.

#### How to fill in the questionnaire

In Part 2, each column heading has some help, which you can access by 'hovering' your mouse pointer over the text.

Under each heading there are spaces for you to enter relevant information. Many of the questions relate to computer systems that may cover several areas; to indicate this, copy and paste the text from one box to the next. If your computer systems do not have facilities in a specified area, please enter 'none' or 'n' under 'Name of system currently in use'.

The questions on 'usability' and 'satisfaction' ask for a rating to be provided on how easy the software is to use, and how satisfied the institution is that it is meeting business need, as follows:

- USABILITY**
- 5 Excellent, users find the system very easy to use, and require little support in its use
  - 4 Good, users generally find the system easy to use, and require some support in its use
  - 3 Quite good, users find some aspects of the system easy to use, but some functions are more difficult and require support
  - 2 Difficult, users find many aspects of the system difficult to use, and need considerable support in its use
  - 1 Very difficult, requires very experienced users and often with considerable technical support

- SATISFACTION**
- 5 Extremely satisfied, the system supports this business process well
  - 4 Satisfied, the system supports most of this business process well
  - 3 Quite satisfied, the system supports some parts of this business process well, but others less well
  - 2 Moderately unsatisfied, the system supports only some parts of this business process
  - 1 Unsatisfied, the system provides inadequate support for this business process

When you have finished a session with the survey, please click on the Submit button to send your response to us. We have provided a link to permit you to clear all your responses in the current session and start again.

You don't have to complete the survey in one sitting. To save your partially completed survey data, make sure that you have supplied your email address and click on the Submit button. Then when you come to the survey again, you can enter your email address at the top of the page and get your previous answers by pressing the 'Retrieve' button. When you have finished the survey, it would be helpful if you would indicate this in the Comments box.

## Part 1. Providing information to, and communicating with students

<b>Do you provide information to students via a student portal?</b>		<input type="checkbox"/>	
Is it available to:	applicants	<input type="checkbox"/>	accepted applicants prior to enrolment/registration <input type="checkbox"/>
	enrolled/registered students	<input type="checkbox"/>	alumni <input type="checkbox"/>
What facilities does it provide?	on-line programme registration	<input type="checkbox"/>	module registration <input type="checkbox"/>
	personal timetables	<input type="checkbox"/>	examination timetables <input type="checkbox"/>
	other (please specify) <input type="text"/>	<input type="checkbox"/>	

## Part 2. Systems used throughout the student lifecycle

Stage of the student lifecycle	Name of system currently in use	Producer / Software house	Can the system exchange data with other systems?  Not known Yes, very easily Yes, easily Yes, but with some effort Only with difficulty No	Length of time in use (years)	Usability  Please Rate 1 - 5	Satisfaction  Please Rate 1 - 5	When do you plan to replace this system?  12-18 months time about 5 years time about 10 years time don't know	Name of replacement system (if known)
Pre-application stage								
Enquiry management			<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	
Widening participation			<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	

Event management			<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	
Literature request fulfilment			<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	
Other functions or activities undertaken using a different system at this stage: <input type="text"/>			<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	
<b>Application stage</b>								
Electronic application facility			<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	
Admissions process			<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	

Other functions or activities undertaken using a different system at this stage: <input type="text"/>			<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	
<b>Post-application / Pre-enrolment stage</b>			<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	
<b>Institution registration / enrolment</b>								
Registration/enrolment functions			<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	
Payment of fees due			<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	
Other functions or activities undertaken using a different system at this stage: <input type="text"/>			<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	

<b>Academic programme management</b>								
Module/course enrolment	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	<input type="text"/>
Timetabling	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	<input type="text"/>
<b>Examinations management</b>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	<input type="text"/>
<b>Progress management</b>								
Recording of achievement	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	<input type="text"/>

Other functions or activities undertaken using a different system at this stage: <input type="text"/>	<input type="text"/>	<input type="text"/>	please choose one <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	please choose one <input type="text"/>	<input type="text"/>
<b>Student financial support management</b>								
Student loan company interactions	<input type="text"/>	<input type="text"/>	please choose one <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	please choose one <input type="text"/>	<input type="text"/>
Management of initial selection for scholarship, bursary support, or prizes	<input type="text"/>	<input type="text"/>	please choose one <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	please choose one <input type="text"/>	<input type="text"/>
Payment of monies to scholarship, bursary or prize holders	<input type="text"/>	<input type="text"/>	please choose one <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	please choose one <input type="text"/>	<input type="text"/>
Record keeping of scholarship, bursary or prize holders	<input type="text"/>	<input type="text"/>	please choose one <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	please choose one <input type="text"/>	<input type="text"/>

<b>Accommodation and residences management</b>			<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	
<b>Management of counselling / other support services</b>			<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	
<b>Library membership</b>			<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	
<b>Sports facility membership</b>			<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	
<b>Graduation processes</b>			<input type="text" value="please choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="please choose one"/>	

Graduation ceremony / event management			please choose one <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	please choose one <input type="checkbox"/>	
<b>Post-graduation activities</b>								
Alumni management			please choose one <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	please choose one <input type="checkbox"/>	
Donor management			please choose one <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	please choose one <input type="checkbox"/>	
Post-graduation marketing activities			please choose one <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	please choose one <input type="checkbox"/>	
<b>Other</b>								
Any other functions or activities undertaken otherwise not mentioned <input type="text"/>			please choose one <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	please choose one <input type="checkbox"/>	

### Part 3. Further comments you would like to make

Please provide us with any further comments about whether the systems in use meet the overall requirements of your institution. For example, some systems might work very well for a particular business process, but not exchange data with the subsequent process, thereby requiring additional data entry and so compromising efficiency and data quality.