Process Enabled Change Project - End of Year Update

Communication: December 2023

For those people who may have missed the update at the REOG meeting last week, please see below a summary from the Process Enabled Change Project team.

1. October Update: Laying the Foundation

In October, our primary focus was laying the foundation for the transformative journey ahead for the Process Enabled Change Project. The project kick-off on the 23rd of October marked the initiation of this journey, kickstarting the 4-week period of induction for our Subject Matter Experts (SMEs).

2. November and December: Progress Across Multiple Fronts

Our efforts in November and December spanned various crucial areas:

SME Induction and Sessions:

- The Registration and Enrolment process is supported by so many departments across the University and therefore it is essential that this project has this breadth of representation. We are delighted to have dedicated SMEs embedded within our project team from the Colleges, Registry and Finance.
- The structured SME induction period helped ensure our SMEs were provided with the appropriate background to the project and to establish a robust support framework as we move into delivery in the new year. Sessions included an introduction to transformation and change, process mapping, digital experience, communications, and ways of working for the year ahead.

Understanding our 'As-Is' Processes

- Throughout November and December, we have mapped all Level 1 processes across Registration & Enrolment. This will be a fantastic foundation to build upon as we move into generating the 'To-Be' processes in the new year.
- Our SMEs have also helped to highlight all suppliers, inputs, processes, outputs and customers (SIPOC) to these processes, which will help as we seek to identify pain points and improve our processes for the 24/25 intake next year and beyond.

Student Voice Initiatives:

- In addition to the breadth of staff SME representation, we are ensuring that the student voice remains at the heart of the project. We kicked this off with attendance at the Student Panel on 22nd November and have ongoing initiatives including the development of student personas and the creation of student journey maps.

Process Enabled Change Steering Group:

- We have also started to shape our Process Enabled Change Steering Group, which will play a pivotal role in guiding this transformative initiative. We will ensure a representative group of members in this forum, facilitating collaboration to drive change across registration and enrolment.

Our Co-Chairs are:

- Jane Broad, Director of Student Administration & Learning Development (Senior University Lead). Jane has 25+ years of leadership experience in Higher Education, the last 8 of which have been at Glasgow, delivering strategic agenda, streamlining business processes, project management and managing change.
- Graham Stein, Director of Student Lifecycle. Graham joined us in October and brings with him 25+ years of leadership experience across multiple sectors in driving transformation and operational effectiveness.

3. Looking Ahead to January and Beyond

In January, our attention will shift towards identifying and shaping priority areas for presentation to the Project Steering Group. Moving into February and beyond, our team will concentrate on implementation, execution, and continuous insight gathering.

As we seek to make tactical improvements for the student intake in academic year 2024/2025 and longer-term improvement initiatives across Registration and Enrolment, we will need the full support of our colleagues. Your collaboration is crucial in ensuring the success of these initiatives, and we appreciate your ongoing commitment to our collective goals.

Thank you for your continued partnership. We wish you a wonderful festive break when it arrives, and we look forward to making positive changes together into next year.

If anyone has any questions, please reach out to the team.

Kind regards,

Process Enabled Change Project Team