

## Mission statement

### Mission

Our mission is to provide student record systems which can effectively support student processes such as admissions and registration; and to provide accurate management information both internally and externally.



### Aims

Our aim is to provide student record systems technical support and training, to facilitate the development of business processes and their application to student record systems, to produce both management information and data quality reports and to contribute to external reporting.

- To enable student record systems to be used to their full potential, improving both the prospect, applicant and student experience.
- To respond to student record systems issues and service requests as effectively and quickly as possible.
- To treat all student record systems users with courtesy and respect and be responsive to their needs.
- To provide documentation and training for the central student record system and related reports.
- To maintain, develop and manage the central student record system and ensure that interfaces to other systems are maintained.
- To improve data quality to enable accurate internal and external reporting.

### Objectives

- 1.1. To develop and/or enhance student record systems from application to student transcript and degree certificate.
- 1.2. To raise awareness amongst staff about the services we provide and how they relate to other School services.
- 1.3. To maintain strong coordination with Information Management and Technology, Finance, Careers, Residences Divisions, Office of Development and Alumni Relations, Academic Departments and other providers of student record systems.
- 1.4. To inform colleagues of the functionality of the central student record system and how it may be used more effectively.

- 2.1. To provide an accessible and easy-to-navigate website that offers clear, timely advice and information.
- 2.2. To manage a help desk facility to respond to student system enquiries.
- 2.3. To use the ITS SupportWorks system to enable staff to log requests and monitor progress.
- 2.4. To publish a Service Level Agreement for all users.
- 2.5. To escalate problems to another help desk when required.
  
- 3.1. To foster a common 'customer' service ethos and cultural and IT competency awareness of users.
- 3.2. To understand users' requirements and respond appropriately.
  
- 4.1. To produce, maintain and catalogue process, training and report documentation.
- 4.2. To make this available on the wiki pages and website linking to Frequently Asked Questions, as appropriate
- 4.3. To develop a reporting tool in liaison with IT Services
- 4.4. To make reports available from the website, via the reporting tools and directly from student record systems
  
- 5.1. To create, maintain and monitor user accounts on the central student record system and associated systems such as e:Vision and Digitary.
- 5.2. To provide an appropriate level of access to users.
- 5.3. To evaluate new versions of the system and manage the testing, installation and upgrade.
- 5.4. To evaluate software updates of the system and manage the testing and installation.
- 5.5. To identify issues with system interfaces and resolve them with the respective team.
- 5.6. To develop interfaces with systems used within the School such as interfaces with the Embark, the UKBA SMS system and the Digitary system.
  
- 6.1. To author data quality reports in response to user enquiries and to highlight HESA issues.
- 6.2. To make these reports available to ARD teams so that the data can be corrected.