

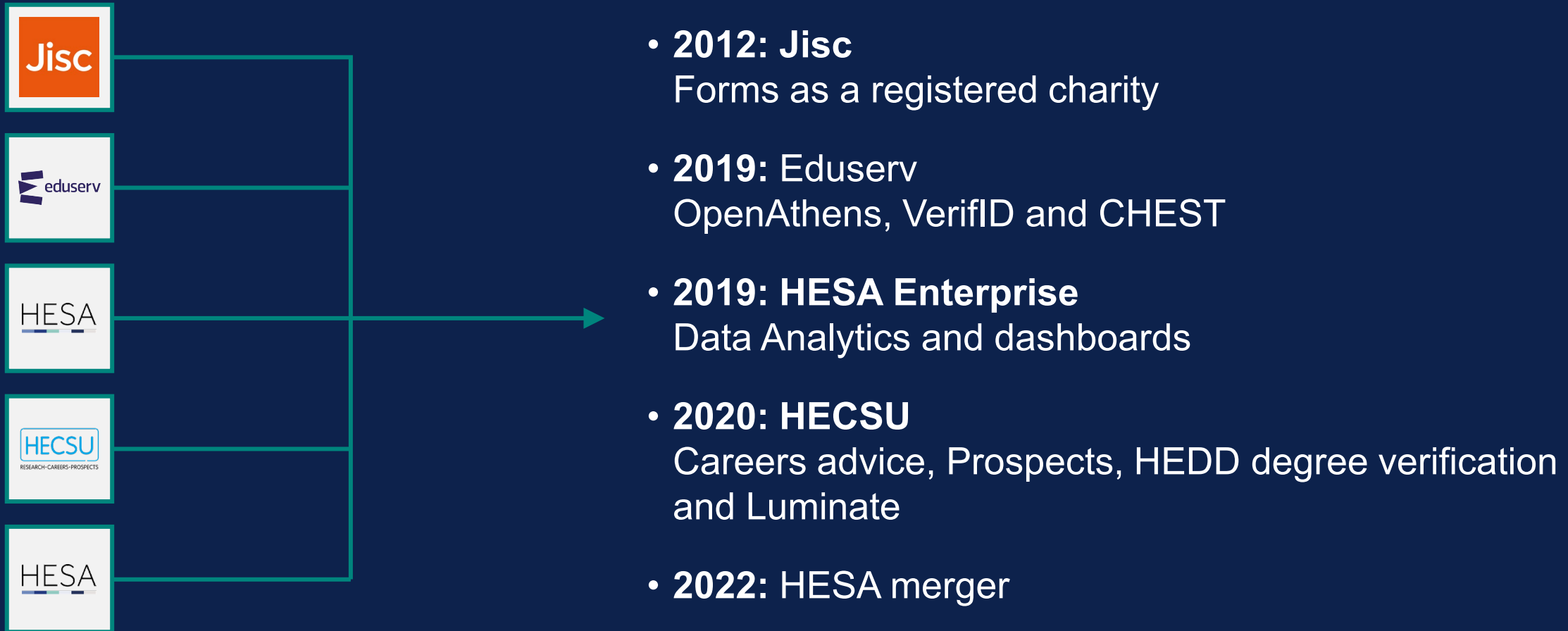


New Jisc strategy and our investigation of student record systems

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Jisc evolution over the last decade



New Jisc strategy





Our strategy 2023-25

The trusted partner in digital transformation

Building on our core strengths and leveraging the collective power of the sectors to maximise our impact

We will achieve this by focussing on three things:

1

Delivering the
right solutions

2

Empowering
communities

3

Be a force
for good



Delivering the right solutions

Enabling digital transformation by providing solutions to our customers through our portfolio of products and services. Striking the right balance between in house delivery and working with partners to respond in the best way to our customer needs

1. We will focus on the needs of HE, FE, Skills and Research, by prioritising our investment and the development of products and services on the needs of our members, their staff and students
2. We will deliver a targeted range of managed services. Primarily we will partner, not build ourselves, to increase our agility and that of our customers.
3. Our products and services will be delivered at pace, at scale and to a defined standard. We will professionalise our portfolio management to ensure our ongoing financial sustainability.



Delivering the right solutions

Supporting universities in their digital transformation

Redeveloping our learner analytics service

Enhancing our licensing to include CIS

Optimising the provision of research infrastructure

Launch of our new cybersecurity threat monitoring service

Building our HE Consultancy offer

Moving virtual classroom to service

Offering more cloud services e.g. session boarder control

Empowering communities

Our strength comes from our customers, sectors and communities. As a sector leader we bring insight and inspiration, and work with these communities to innovate and imagine new solutions

4. We will use our insight, gathered through data, analytics and customer feedback to offer advice, guidance and inspiration to our customers and sectors.
5. We will proactively scan the horizon, to inform and co-design innovative solutions with our customers and trusted partners. We will imagine new possibilities.
6. We will champion our role as a convener of customers and communities around our core strengths.

2

Empowering communities

Convening university leaders in support of digital enabled student experience

Build on our MoU with UCISA

Investigate the student records system space

Integrate Jisc with HESA, improving data collection and use

Framework for digital transformation

Review of learning spaces & personalised learning

Defining the UK research estate

Articulating a vision for the future of research management

Be a force for good

As a driver for change, we are focussed on our commercial and financial sustainability but are always aware of our place in and impact on the world

- 7. Sustainability is an organisational imperative. We always work to minimise the harm we do to our environment, and we support our customers to do the same.
- 8. We operate in the international community for the benefit of our customers, always striving to make a positive global impact
- 9. Our people are our key asset and we will embed our one Jisc culture through an engaged, skilled, well led, diverse and inclusive workforce.

3

Be a force for good

Safeguard our sustainability by meeting our income and efficiency targets

Integrate HESA with Jisc, improving data collection and use

Engage internationally as the UK's NREN

Baselining and reducing our carbon footprint

Being an exemplar on EDI

Improve product and service management

Continue our support for Ukraine



Improving student record systems



Jisc, UCISA, ARC joint project to explore ways to improve how student records data is stored, managed, and processed.

Progress and Engagement

Interviews	Survey	Totals
18 universities	72 universities	80 universities (47% of 170 HE and Alternate HE providers)
28 total interviewees	140 total responses	168 total engagements



Survey Representation

University Group	Total Responses
Russell Group	31
Pre-92	16
Post-92	54
Post-2000s	8
GuildHE/Specialist	26
Private	2
Colleges	3

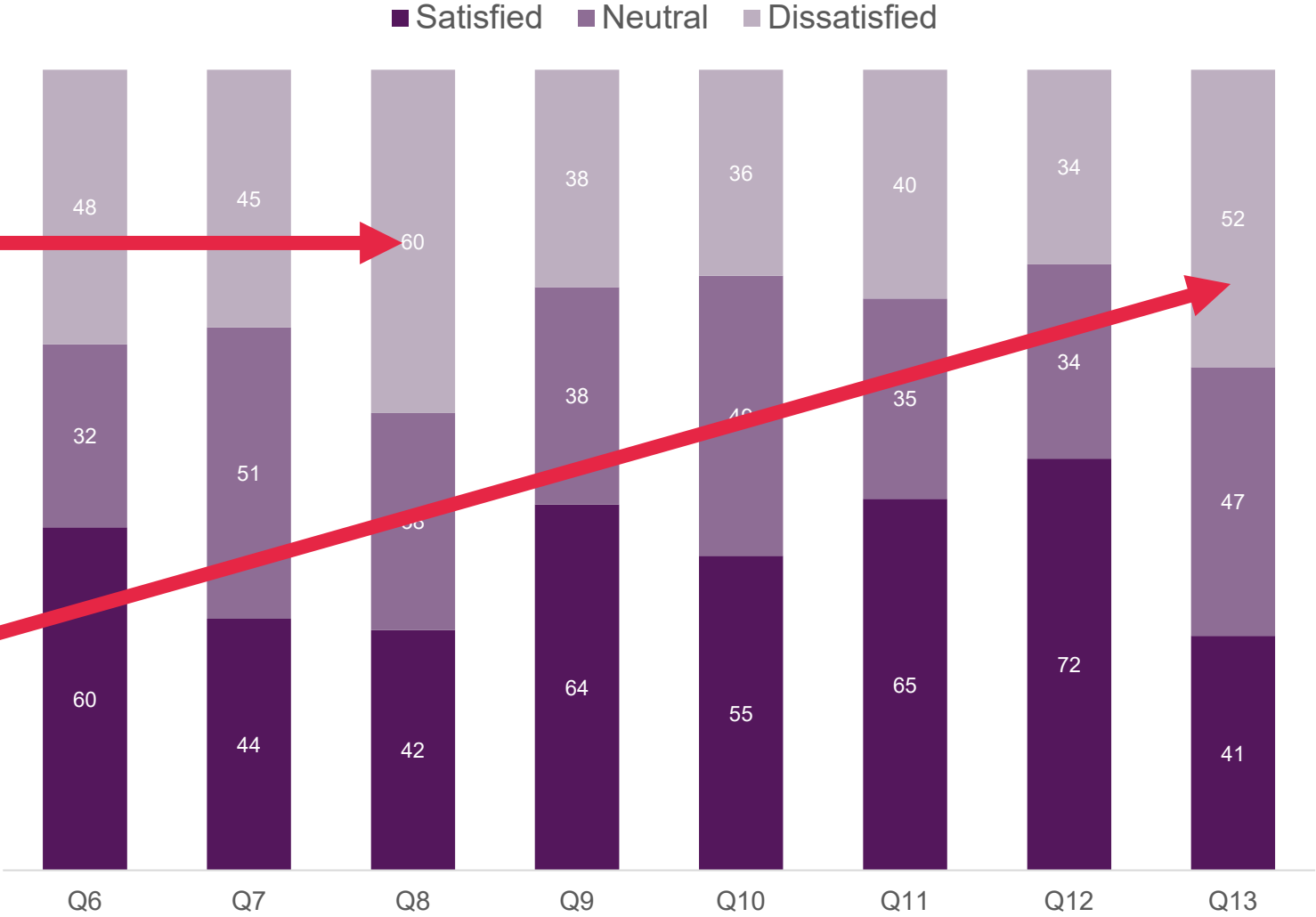
Role Area	Total Responses
IT	54
Administration	84
Learning & Teaching	2



Survey Insights

Question 8:
integration of
the SRS with
other systems

Question 13:
institutional
ability to effect
change in the
way that
student
records data is
managed



Survey Insights

Satisfaction with	All data	Pre92+RG	Post-92+Post-2000s+GuildHE	IT and related	Admin inc. Registry
Student Records System	3.04	3	3.07	3.08	3.04
Provider of SRS	2.94	2.96	2.93	2.96	2.93
Level of integration of SRS with other systems	2.79	2.60	2.90	3.02	2.67
Quality of student records data	3.17	3.02	3.20	2.68	3.41
Institution's internal data standards and policies	3.16	3.02	3.23	2.88	3.31
Processes that underpin management of student records	3.17	2.94	3.26	2.94	3.30
Capability to manage SRS and processes	3.26	3.13	3.28	3.33	3.15
Ability to effect change	2.86	2.55	3.03	2.88	2.88



Interview Representation

University Group	Interviews	Total Interviewees
Russell Group	7	12
Pre-92	6	5
Post-92	4	9
Post-2000s	1	1
GuildHE/Specialist	1	1

Nation	Interviews
England	11
Scotland	3
Wales	2
Northern Ireland	2

Student Records System	Interviews
Tribal SITS	8
Ellucian Banner	4
Oracle Peoplesoft Campus Solutions	3
Bespoke/In-house	2
Thesis - QL	1
Ellucian Quercus	1

Role Area	Total Interviewees
IT	13
Administration	15

SRS Interview insights





Interview insights: Organisation and culture

Business critical, complex, costly to implement,
interacting with numerous core processes and systems

Senior
support
is crucial

Project &
change
management
essential

Autonomy
vs
standards



Interview insights: Sector challenges

Regulatory and reporting changes are frequent and take up considerable resource, often limiting the enhancement and development work

Limited
sector
collaboration

-Negotiation
-Reporting
-Skills



Interview insights: Products and suppliers

General concern over the product marketplace

User
experience
and data
structures

Procurement
favours
incumbency
and
experience

Tensions
with
suppliers



Interview insights: Implementation

Costly, painful, traumatic and underwhelming

Years to
achieve
stability

Technical
resource
unavailable

Bespoke
approach
undermines
process
change



Interview insights: System design and requirements

Lack of support for non standard pathways

Integrations
are complex
and
inefficient

Issues with
data quality
and
responsivity

Interest in
standard
data models

Interview Insights: Suggested future directions for SRSs

- Self-service operation for different users
- Managed services to remove need for servers, upgrades etc.
- Cloud, SaaS
- Intuitive, modern user interface
- Flexibility especially for different student pathways
- Supporting the entire end to end student journey
- Integrating/interoperating well with other systems including APIs
- Automation, removing manual data entry
- AI/machine learning
- Data analytics to inform decision making
- Personalisation and availability of real-time information
- Single source of truth for data within a clear data strategy

Further research

- Use of suppliers outside the two dominant providers (e.g. SAP and TechnologyOne)
- Post-2000s and GuildHE (only one interviewed from each group so far)
- More information on the current status of integration and moving to cloud
- Exploration of a possible standard data model - ref HERM/HESA model?
- Use of blueprints? More info, do people know about this?
- The sector working together including:
 - Design for an ideal system? Principles and ideas
 - A unified voice to negotiate with vendors
 - Shared services, including possibility of shared access to technical skills
 - Knowledge sharing, forum for discussing implementation etc

Any questions?

