

## Case Study:

## Enhancing International Student Enrolment, Onboarding and Compliance

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## Enhancing International Student Enrolment, Onboarding & Compliance

### Consultancy Support required:

- SITS Student Records support to review and streamline the onboarding process of international students from enquiry to enrolment and enrolment to readiness for teaching and learning.
- To help the university ensure compliance management and support arrangements for current international students.
- Review of current & potential use of SITS in relation to above areas & move to curriculum which includes block delivery of modules.

### PS EdTech Associate Delivery Team of Subject Matter Expert practitioners:

- SITS Implementation & Development Consultant SME, SITS Technical Infrastructure Consultant, Service Design based HE professional services process review and re-modelling expert.
- Post Review - PS EdTech team providing tailored ongoing SITS Development, Training, Mentoring and Technical Support services.

### 1. End-to-End International Student Enrolment Business Process & Operating Model Review:

- Discovery and service design-based stakeholder co-creation workshop to review 'international student enquiry to enrolment' AS IS operating model looking through the lens of the international student to align stakeholders and streamline timely student support.
- Identified automation opportunities to support the student journey and replace local manual processes and data handling.
- Co-created TO BE experience aligned more closely with academic calendar and support for end-to-end 'enquiry to readiness for teaching and learning', focusing on timings of the stages & enhanced reporting for consistent on time UKVI processes & arrivals.
- Provided detailed recommendations in relation to the SITS components required at the University of Suffolk and any development, configuration and third-party integrations, needed to achieve the target TO BE state.

### 2. SITS Implementation and Ongoing Development & Technical Support:

- Developed Application Processing Workflow in eVision for international student recruitment partner access to student applications.
- Introduced increased use of standard SITS tools and SRL configuration language for future development and configuration work making it easier for SITS developers to apply system changes in future and make the system more supportable.
- Providing ongoing PS EdTech Technical Support and Development services which have included SITS Enrolment Form enhancements via direct development and mentor supported development to upskill University of Suffolk internal SITS resource.

*"Collaborating with PS EdTech has revolutionised our approach to delivering enhancements to the University of Suffolk student experience. Their strategic insights have provided us with frameworks within which to rethink and rebuild our processes, enhance efficiency, dismantle siloed working, and improve the student experience. The support provided at every step of the way has been invaluable. Colleagues now have a better understanding of the needs of our international students and as a result we are seeing significant changes in student satisfaction."*

**Laura Pennie: Deputy Academic Registrar, University of Suffolk**