

IT Tralee

Quality Enhancement by Process Optimisation



Overview

- Institute of Technology Tralee
- Student Information Management System
 - Banner
- Document Management System
 - Xythos
- MIS Office
 - Two staff: Systems manager, Programmer
 - One additional staff member in advisory role

Overview

- IT, Tralee has developed supplementary online features for Students and Staff.
- The focus is on streamlining resource-intensive processes that occur at peak times, while ensuring compliance with QA / regulatory requirements
 - Online Individual Learning Requirements
 - Post-examination staff/student meeting booking system
 - Secure Drop Box for External Examiners (hosted on the Institute's document management system)

Online Individual Learning Requirement Agreements (ILR)

- Academic Staff and Students are assigned to modules on Banner.
- This allows for module-specific information to be provided to specific individuals only
 - Module – specific information can only be accessed by assigned staff, using their own user name and password.
 - E.g. class lists, which flag students with ILR.
- Data Protection is enhanced

Online Individual Learning Requirement Agreements (ILR)

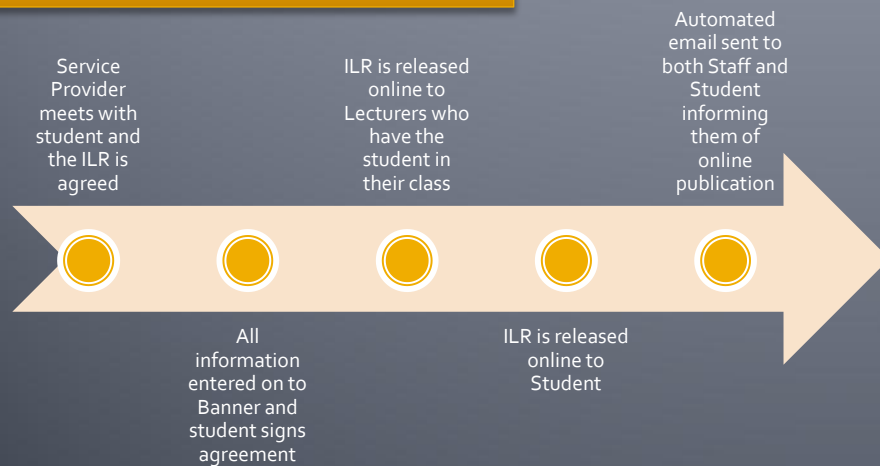
- Information relating to students with special requirements (Personal / Agreed Accommodations)
 - Access or Learning Difference Support Officer(s) meets with student and the ILR is agreed
 - All information is entered on to Banner and student signs the Banner generated agreement
- ILR is released online only the student and to Lecturers who have the student in their class
 - Automated email sent to both Staff and Student informing them of the relevant online publication

Process before and after implementing Online ILRs

Process Before Online ILRs



Process since Online ILRs



Once initial recording of agreement is signed off staff time and effort is minimal

Process before and after implementing Online ILRs

- Original Processes
 - Transitioned over the years from completely paper based to semi-electronic by 2014
 - All processes pre-2015 were still resource-heavy and time consuming
- New Banner Integrated process
 - Integrated seamlessly into Student System (Banner/Self Service Banner)
 - Data entered and agreed once, minimal amendments
 - Eliminates almost all of the communication time, with grouped emails to staff/students at the click of a button
 - Access to accurate agreed information is controlled

Efficiencies gained by Automating ILRs

YEAR	No of Students	No of Communications advising Staff	Admin Time to prepare documents	Admin Time to Communicate
2012 Sem 2	229	2290 (individual)	240 hours	170 hours approx
2014 Sem 2	254	221 (grouped)	1 hour	1 minute

Post Examination Staff/Student Meeting Bookings System

Post-Examination Staff / Student Meetings

- Assessments and Standards Provision
- On the day of release (online) of results students have the opportunity to book a meeting with Lecturer(s) to receive feedback on examination performance
 - Student selects 'Book Student/Lecturer Meeting'
 - See all their modules and all possible Lecturers
 - When they submit they get an automated email
 - Can change their mind up until the cut-off time

Post Examination Staff/Student Meeting Bookings System

Staff Perspective:

- After the cut-off time academic staff receive an automated email with the list of students who want to meet them (by module) .

Process before and after implementing Online Booking

Process Before Online Booking

Student gets results online

Information double checked by Exams office, request not always complete

All information entered on to a local database

Emails to staff giving details of students who want to meet them

Key Staff Absorbed at Peak Time

Student phones/emails exams office giving details of who they want to meet

Exams Office (and extra staff) take the bookings by phone and email up to a cut-off time

After cut-off time all information checked and rooms assigned

Confirmation Emails to individual students

Process Using Online Booking

Student Gets results online

Student books meeting online and gets automated confirmation email

After cut-off time Exams Office assigns meeting rooms and activates automatic email to Lecturing staff

**Eliminates booking errors*.
Frees up key staff for other peak time activities / queries**

Efficiencies gained implementing online Booking of Staff/Student Meetings

YEAR	Time to record request and respond to student	No of Requests	Total Time to arrange meeting
2014 Sem 1	7.5 mins	318	Approx 39 hours (up to 6 staff taking requests at peak time)
2014 Sem 2	Zero (student requests online and receives automatic email)	441	Zero

Secure Drop-Box for External Examiners

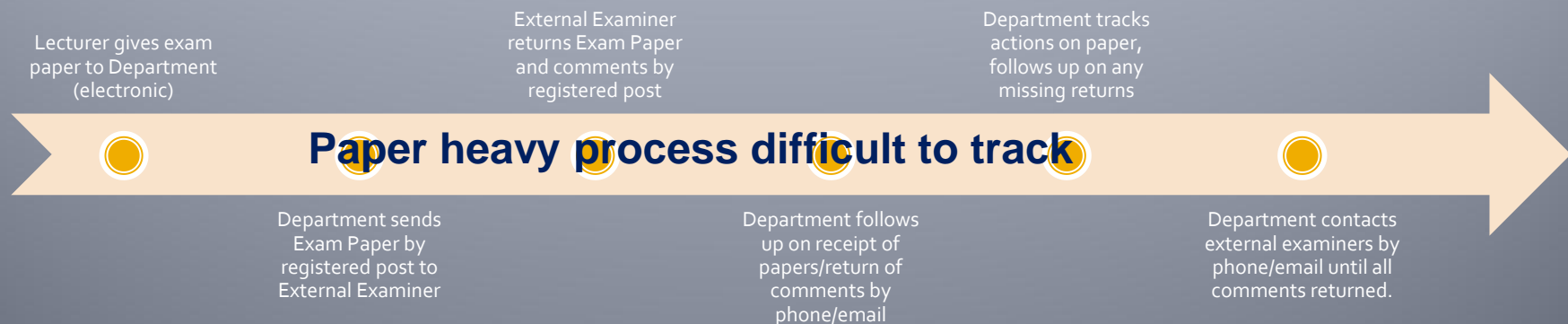
- **Pre 2012: Paper-based System for Review of Draft Examination Papers**
 - Process pre-2012 was completely paper based. Exam papers posted to externs and tracked by registered post.
 - Process was paper heavy and time consuming.
 - Recurring Challenges: Adhering to deadlines, Tracking outgoing and incoming documents

Secure Drop-Box for External Examiners

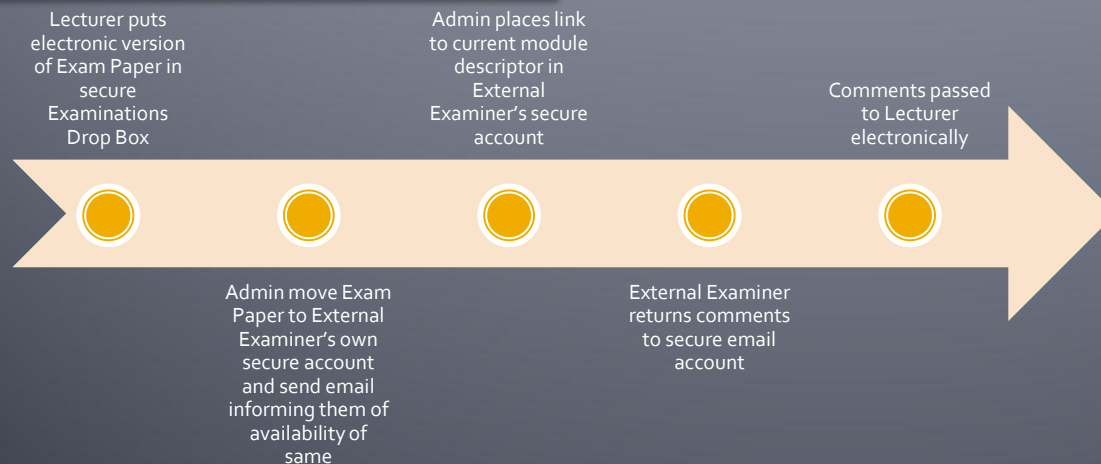
- **Post 2012: Online process**
 - No paper/postage.
 - Eliminates issues with External Examiners postal address changes
 - All online actions are logged and traceable.
 - Documents are instantly accessible by the relevant party.
 - Tracking of papers is timely and transparent

Process Before/After Secure Drop-Box for External Examiners

Process Before Online Facility



Process Using Online Facility

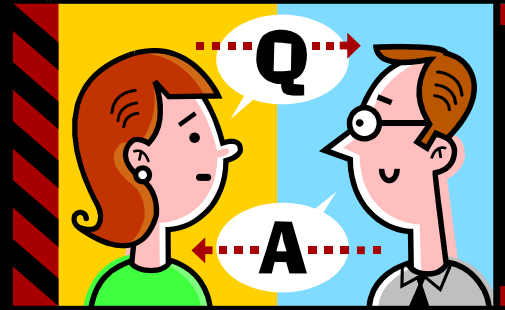


- No Paper
- No Postage
- Actions electronically tracked and traceable
- Secure 'Tickets' issued to External Examiners email

Efficiencies gained implementing secure online Drop Box

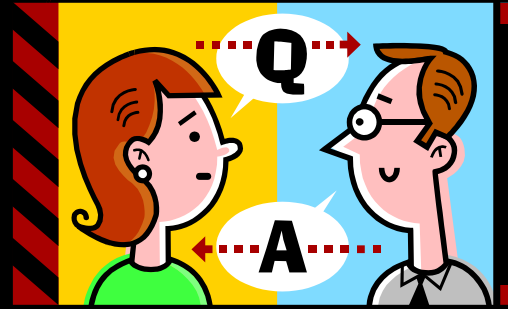
- No production/postage of paper
 - Postage tracking was challenging
 - Address changes and / or confusion over work/home addresses
 - Costs associated with registered post eliminated
- Admin staff electronically track all actions from receipt of paper from Lecturer to production of final paper

Summary



- Replacement of paper-based and / or resource-intensive systems
 - where feasible..
- Simplification of processes
 - Clarification and Optimisation
 - Confidence
- Work to be done at critical times is managed
 - Work intensive activities re-designed

Q&A



- Thank You!
- Questions?