What is SLSP?
The Student Lifecycle Support Programme consists of a series of projects and initiatives aimed at improving the administrative processes within the student lifecycle and the systems that support them.

It also seeks to improve communications between students and the University and across the University itself.

Why is the University doing this?
- Fragmentation and lack of ‘usability’ of current systems
- Current systems are poorly structured for development
- A number of education processes are currently inefficient and not integrated

What are the strategic objectives?
- Better support for students and academic staff who are able to focus on the educational endeavour rather than the administrative framework
- An intuitive, satisfying, consistent user interface, which marks the University of Bristol’s system as contemporary, if not leading edge
- A design architecture which permits growth and change in-line with the University’s needs
- User-centric systems and processes
- Secure data access and control, ensuring compliance with data protection legislation and providing appropriate levels of confidentiality to students and staff
- Accessibility best practice e.g. multi-language support, facilities for visually/audibly impaired users
- A well trained and motivated professional services team
- Lower administrative cost through achieved efficiencies
- Improved decision support tools for senior management

What are the benefits?
- For students - it will result in much more efficient, slick and online ways of engaging with University education procedures and systems. It will be more convenient, faster, and more useful
- For academic staff - educational administrative processes will be more intuitive and student information will be more accessible in much easier and more accurate ways
- For professional services staff - engaging with systems and processes will be more efficient and intuitive, routine procedures will be automated where possible and job satisfaction should increase as activities become less repetitive and time consuming
What is the scope of the programme?

The scope of the programme includes all stages of the full student journey: Recruitment; Admissions; Enrolment; Study, Learning and Research; Assessment and Feedback; and Graduation.

The scope also incorporates the concept of Relationship Management throughout the lifecycle. This encompasses communications and relationship monitoring related to recruitment and admissions, as well as academic advising and support services throughout the students’ time at the University.

What is the methodology and programme structure?

The methodology involves 3 phases:

1. Outcomes, Objectives and Scope - establishing what the University wants to achieve, why and what areas the programme will have an impact. (2013)
2. Analysis, Planning and Procurement - analysing the current student administrative processes, planning for the implementation phase and procuring the required system(s). (Jan 2014 - Oct 2015)
3. Design, Implement, Maintain and Review - designing the administrative processes, implementing the process and system changes and supporting the outcomes by maintaining and reviewing. (Nov 2015 - April 2018)

The programme structure is made up of the Programme Management Office and has a number of projects which are supported by two workstreams; Data and Systems, and Change and Communications. Team members include: Programme Manager, Project Managers, Business Analysts, Implementation Officers, IT Specialists, Communication Experts and Subject Matter Experts.

What are the key roles?

There are a number of key roles involved in managing and tracking progress throughout the SLSP's lifecycle. These roles include professional services staff working within an administrative capacity from schools and central services as well as academic staff:

- Academic Champion (Professor Judith Squires - PVC Education)
- Programme Sponsor (Lynn Robinson - Deputy Registrar)
- Programme Director (Paula Coonerty - Academic Registrar)
- Project Senior Users
- Programme Champions
- Student Representatives