Student Registration Process Review

The Challenge

The University's 10 step, on-line registration wizard, has had *ad hoc* changes made to it over the last few years. Subsequently it isn't user friendly or intuitive.

During registration periods there are a large number of telephone and face to face queries. This project aimed to design a new registration process which ensured that student registration was an efficient process through which all required information is collected/or confirmed on-line and that users receive a high quality, seamless and intuitive experience.

The new process aims to utilise 'My Manchester' to deliver a greater range of services and a more streamlined registration process.

What happened?

- A project team of eight people from a variety of central PSS teams was established.

- During the three day event we mapped the existing process, established what the registering students required, redesigned the process and produced an action list to assist implementation of the new registration process.

Key Benefits

- The vast majority of students will be able to complete registration on-line unassisted.
- There will be a reduction in the number of people needing assistance either by telephone or face-to-face.
- Students will no longer be required to provide duplicate information, as information will be shred appropriately across the University.
- The student experience will be enhanced due to the inclusion of postcode validation software and a more streamlined approach to payments.

The Verdict

"There are a lot of processes operating in the University involving many different parts of the organisation, which often operate without all of the areas fully understanding those interactions and indeed no one having an overview of a process. The workshops are stimulating and provide an excellent opportunity to become immersed in an area of work and to explore new and innovative solutions. This project is to improve registration processes for September 2014, an added bonus is the 'quick wins' that you can identify where simple changes in processes can yield an almost immediate benefit."

Catherine Schofield, Head of Student Services Operations, and Project Champion