The **Student Administration Revitalisation Programme** is a collection of projects that transformed services for applicants and students and made major inroads into modernising our administration systems and processes. Back in late 2015 SARP was established to support the delivery of our objectives of thinking globally and putting our students and staff at the heart of everything we do, resulting in an improved experience for students, applicants and colleagues across all our campuses.

**The Benefits of SARP**

- **Unified Student Engagement Platform**
- **Cross Campus Working**
- **Future Ready Systems & Processes**

**The Success of SARP**

1. **Enhanced Transcript & streamlined Prizes, Medals Processing**
   - **Students**: Students can demonstrate their extracurricular achievements in a verifiable manner to sponsors, employers or simply for their own satisfaction.
   - **Staff**: Consolidates a number of disparate processes for recording student achievements, offices, prizes and medals.

2. **Navigate University life with “Ask HWU”**
   - **Students**: Find answers to students’ questions about their time at University, at any time. Follow-on questions are passed onto the right team.
   - **Staff**: Fewer enquiries from students to deal with. Staff can quickly triage enquiries, and share knowledge across departments.

3. **Access to Personal Tutors and Supervisors**
   - **Students**: Contact details of personal tutors and supervisors are now available online.
   - **Staff**: Quick way to ensure students are assigned a personal tutor and identify which students they are supervising or tutoring.
Supporting PGT Online/Heriot Watt Online

- Select exam centre of student’s choice via an easy online process. Streamlines process of registering for exams in 450+ locations. Students can also select which exams they want to sit in the next exam diet. And within certain timeframes, enables students to make online changes to their choices.
- Greatly reduces administrative tasks for HW Online staff by simplifying admission, course selection and exam registration processes.

Transforming Global Marketing, Recruitment & Admissions Support

- Slicker, more modern user interface, accessible on various devices. Fast turnaround of decisions. Ability to make walk-in offers - particularly useful in Malaysia.
- Better operational and strategic reporting. Supports the sales oriented model of our Malaysian and Dubai colleagues and supports UCAS processing in the UK.

Recruitment Agents Portal

- Prospects receive direct correspondence from the University. Ensuring better engagement and more consistent communications.
- Agents can see that their connection to the prospects is acknowledged in the system, supporting more consistent awarding of commission.

Visitor Management Malaysia & Edinburgh

- This feature accessible through the ‘Visiting us?’ and ‘We are now serving’ tiles on myHWU allows students to join virtual queues on the move and track their place.
- Staff now able to complete the previous student issue before calling another student.
- More efficient process which has also led to consistency across Schools.

Temporary Suspensions of Studies (TSS)

- Accessible and transparent process with a faster turnaround on decisions.
The Future of SARP - The programme has handed over a rich legacy of student systems enhancements, ways of working and lessons learnt. SARP set a precedent for collaboration between academics and professional services. We have established that investment in our systems can make a significant impact. A celebration event was held on September 26th to mark the close and highlight the achievements of the programme, which has been an enabler supporting global organisational change through providing shared systems and connected ways of working.

Enhancing our systems now continues with the Enterprise Resource Planning (ERP) project, the replacement of the Virtual Learning Environment, the Global Curriculum Management project, and others. The Student Systems team and our colleagues in Information Services are also engaging in the Building Our Commonality project, identifying the opportunities for new transformations and enhancements as our new global organisation emerges.

The SARP team also received a values award for Collaboration – here’s a video of the team telling us a bit more about what they do.

For more details on the programme, speak to the project team:

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- Website: SARP SharePoint