STUDENT JOURNEY PROJECT

SERVICE REVIEW FRAMEWORK

Introduction

The completion of the Service Owners consultation moves the Student Journey Project into its next phase of organisational change activity. This will take place alongside the appointment of a supplier for the Student Record System and Customer Relationship Management system and implementation of the systems. In addition the new PGR Monitoring system will be launched in September 2013 and the new Accommodation system is currently planned to begin implementation from November 2013.

Organisational Change Review Process

The next stage of the organisational change work will be to undertake a series of service reviews (as outlined below). Detailed below are a series of questions and answers which are intended to provide staff with information about what will take place and a broad review framework.

What is meant by "review"?
A review means an *evaluation* or *assessment* of the current service and processes and how this is being delivered. It is therefore not a formal consultation process.

What will the review involve?
Each review will be looking at how the service and processes are currently working, identify the improvements being sought and establish how these can be achieved. This will therefore involve considering the work that was done in Phase 1 of the Project by the relevant Process User and Change Impact Assessment Groups, the capability of new IT systems (where applicable), and establishing how the service can best achieve the most efficient and effective service possible to deliver service excellence to enhance the student experience.

Who will lead the review work?
The Organisational Change Lead for the Project, HR Manager and Business Analyst will oversee each review, working with the relevant Service Owner throughout the review process. It may be the case that some reviews will be led directly by the Organisational Change team and others by the Service Owner, this will be determined in due course.

Who will take part in the review?
It is very important that all staff who are involved in the delivery of the service under review, have an opportunity to take part in the review work. This complements the approach in Phase 1 of the Project where the process user groups were formed from staff delivering the processes being reviewed.

How will staff participate in the review?
This will vary depending on the service being reviewed and the range of staff involved, but it could include taking part in discussion groups, responding to queries, providing individual or team input and contributing to the implementation of new IT systems.

How long will the review last for?
To some degree the length of the review will depend on the scope of the service being evaluated and the number of staff involved in delivering the service. It is anticipated that a review will typically take between 2 and 4 weeks but more information will be provided for each review in due course.

What will happen after the review is finished?
Once the review work has been completed the findings, along with an equality assessment, will need to be considered by the Organisational Change team and the Service Owner. A decision will then be made as to next steps and how those changes are taken forward. This could include a formal consultation process depending on the level of change proposed.

When will the area I work in be reviewed?
The timetable of reviews provided in both the Communications and Engagement Strategy and Service Owner Consultation documents has recently been re-evaluated by the Student Journey Project team and discussed by the Project Steering Group.

Taking into account the publication date of the Service Owner Consultation outcome, recognising the time of year and the expected timelines for the new IT system implementations, the following dates are now being worked to:

Service Review	Review Commencement Date
Review of PGR Administration	Start of September 2013
Review of Placements	Start of September 2013
Review of Events Management	November 2013 – post Graduation
Review of General Enquiries	End of October 2013 – post start of term
Review of Timetabling	End of October 2013 – post start of term
Review of Accommodation Support	November 2013
Review of Admissions	November 2013 – post enrolment
Review of Student Administration Team	June 2014
Review of School Administration	June 2014
Review of Student Record Team	September 2014

It should be noted, however, that these could change in areas where IT systems will be changing and a confirmed IT implementation timetable is still awaited. If there is a change to the timeline then all staff will be advised accordingly.

Next Steps
Prior to a review starting, all of the staff involved in the delivery of the service concerned will be advised by their line manager and asked to take part in the review work. It will be important that staff do engage in the review whether that takes the form of discussion groups, contributing to the introduction of an IT system and similar. The Student Journey Project team will seek to ensure that communication and engagement with staff continues and updates are provided either via email, updates to the Student Journey portal page or the forthcoming SJP Blog.

Further Questions?
If you have any further questions about the Student Journey Project and the review process you can raise them either by contacting:

Jackie Molnar (Organisational Change Lead) jmolnar@bournemouth.ac.uk
Judith Wilson (HR Manager) jhwilson@bournemouth.ac.uk
or the Student Journey email studentjourney@bournemouth.ac.uk