

Project progress report

This Report is to enable progress monitoring of process improvement projects by the Operational Excellence Steering Group. An initial report should be completed by the Improvement Champion on completion of the Rapid Improvement Workshop, and then updated at 3-monthly intervals. The initial report and subsequent updates should be sent to the Chair of the OE Steering Group.

Project title

WBS Undergraduate & Specialist Masters Leavers' Careers Destination Data

Improvement Champion(s): **Alison Bond**

Project Manager (if appl'c'ble): **Paul Dawson**

Progress stage: **In progress**

Project reference/version:

OESG approval date:

RIW date: **16/17 September 2009**

RIW Facilitator(s): **Catherine Gordon/Olivia Brook**

Brief

Objective

To establish a new process for the gathering of UG/SM leavers' first destinations data where:

- The various "contact points" are identified and used for data-gathering, as part of an holistic process
- There is a single, central, accessible repository for the data
- The percentage of "complete" data is significantly improved [to 80% achieved within 3 years]
- The data is gathered within a shorter, agreed timescale
- The vision is to prepare for the introduction of rankings

Business rationale

- Current percentage level of data held is low (47% overall but significantly lower on SM)
- Data held is unreliable and out-of-date
- There is a high number of opt-outs from the alumni online network
- Internal processes are unclear, leading to gaps and duplication
- Preparation for Specialist Masters' rankings
- Significantly improved information required for marketing & recruitment, careers and programmes

Benefits expected

Benefit	For whom?	How & why?
Release of work capacity	WBS DARO, students, Warwick careers, PCD and UG/SM programmes	Reduction in duplicated activity, clear message to students, identified time expectations
Simpler process	As above	As above
Better customer service	Students and alumni	Students will be clear about when they need to provide data, to whom and why the data is important. Process will transition into alumni
Cost savings (Please be as specific as possible)	Teams named above	No specific direct cost saving but reduction of duplication and streamlining of process will lead to greater cost efficiency
Other		

Resource estimates

Resource	How much?	Why?
Champion & implementation team	2 weeks	Meetings of communications group, devising comms plan and timeline, designing marketing literature for programmes & students, coordination with programmes
Additional Budget		
Applications development	4 weeks (TBC)	Creation of online form within my.wbs for upload of business data by students directly to MIS. Link within my.wbs to SITS E Vision student portal for updating of personal details.
Other professional development		
Space		
Equipment		
Other		

Success criteria

Measure	Target	Progress	Comment
<ul style="list-style-type: none"> Increase capture of alumni destination data from just under 50% currently to 80% within the next 3 years 	80%		
Maximise the quality and reliability of this data			
<ul style="list-style-type: none"> Establish my.wbs as central point for destination data 			
<ul style="list-style-type: none"> Reduce the number of opt-outs to online network 			
<ul style="list-style-type: none"> Ensure timely collection of data 			
<ul style="list-style-type: none"> Devise communications plan and timeline 			

Implementation plan

Action	When?	Progress	Owner
Produce TO process maps in Excel for distribution to team	2/10/09	Completed	Paul Dawson
Create Communications sub group	End Oct 09	Completed	Alison Bond
Creation of communications plan and timeline	End Jan 10	Ongoing	Alison Bond
Creation of communications student guide	End Jan 10	Ongoing	Alison Bond
WBS DARO/central DARO discussion to improve Raiser's Edge update process	End Oct 09	Ongoing	Alison Bond
Agreement on process for transfer of business details from MIS to SITS to RE	6/10/09	Completed	Alison Bond

Action	When?	Progress	Owner
Determine if unvalidated DLHE survey data can be provided to WBS	28/09/09	Completed	Thea Gibbs
Action	When?	Progress	Owner
Investigate transfer of student data between databases to formalize best transfer process and resources required to achieve it	15/10/09	Completed	Paul Dawson
Produce PROD proposal for (a) creation online form for submission of business details by graduands into MIS, and (b) link to E-vision student portal for update of personal details in SITS	13/11/09	Ongoing	Paul Dawson
Consider feasibility of combining FT calling campaign with DLHE calling campaign	23/10/09	Ongoing	Paul Dawson
Monitor communications from uni/WBS to graduands/graduates from now to DLHE survey	End April 10	Ongoing	Paul Dawson (LEAD), Suranga Rajapakse

Implementation team members

Name	Team	Initials
Alison Bond	WBS DARO	AB
Paul Dawson	WBS SM programmes	PD
Catherine Gordon	WBS SM programmes	CG
Olivia Brook	PCD	OB
Tracy Lynch	WBS DARO	TL
Jen Young	WBS DARO	JY
Karen Barker	Warwick Careers	KB
Claudie Combelas	DARO	CC
Jie Cao	Alumna (MIM)	JC
Sally Taylor	DARO	ST
Trixie Gadd	WBS UG programmes	TG
Jon Lees	WBS SM programmes	JL
Pat Hodges	WBS MBA programme	PH
Clare Hudson	WBS SM programmes	CH
Kimberley Counsell	SARO	KC
Thea Gibbs	Student careers & skills	ThG
Suranga Rajapakse	SM student	SR



At project completion

Project team statement

OESG Comments and Conclusion

Report sign-off

Improvement champion

date

OESG chair

date