

Student information system training for UK university

Unit4 Business World (Agresso) ERP

ROYAL CENTRAL SCHOOL OF SPEECH & DRAMA UNIVERSITY OF LONDON

Easy access to valuable information is essential if businesses want to keep moving forward, and ensuring system users have the necessary skills, especially during system change, is imperative. Royal Central School of Speech & Drama has recently reimplemented a software application, Agresso QLS from Unit4 Business Software, to improve their student information and administration.

Royal Central is a university-sector specialist institution established in 1906 and recognised worldwide as a provider of conservatoire higher education in dramatic arts practice. It is one of 19 self-governing colleges of the University of London.

One of the motives of reimplementing the student system was to provide Royal Central's management team with better information to allow for greater analysis and reporting against key performance indicators. Other departments, such as Development and External Affairs and course teams within Royal Central also wanted to utilise the additional information available from the system, particularly in relation to student recruitment, widening participation and alumni.

Project Scope

- Implementation of Agresso QLS from Unit4, a student management system.
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- Optimum training consultants evaluated the QLS system functionality before designing and delivering a bespoke SQL course to enable the reporting requirements requested within the business.

Methods Used



RapidScope®
Planning & designing your training



Reference Guides
Comprehensive end-user manuals



Trainer Packs
Lesson plans for consistent delivery



Presentations
Demonstrations to large groups



Online Solutions
Various web-based learning options



Quick Cards
Double-sided simple process cards



eLearning
Interactive modules & passive videos



Skill the Trainer
Prepare internal team for delivery



Classroom Delivery
Hands-on training sessions



Go-Live Support
Onsite floor-walking and hypercare

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Rob Scott Academic administration officer

As a result, the IT department and Academic Registrar’s Office were being asked to extract information from the database, which was time consuming and handling the volume of requests was proving a strain on their resources. It was decided that the system admin team would benefit from some training in SQL reporting which would help to improve their ability to respond and delegate some of the work to those other departments. They were also able to draw on some funding available from the HEFCE at the time.

After evaluating the training options, they selected the SQL Essentials course from Optimum, the IT training consultancy. The course content was developed specifically for users from the Academic Registrar’s Office, plus the IT and Finance departments.

Optimum first spent time evaluating the Agresso QLS student system configuration and Central’s reporting requirements. The training consultant then developed a tailored course to train the users on how to find their way around the database. Example reports were produced to demonstrate the extent of the information available and users learned how to create their own SQL reports.

As Rob Scott, Royal Central’s academic administration officer, commented: “We’ve all come away feeling that we have the power to get what we want out of the database. I think it’s going to revolutionise the way that my office works. The users

feel more empowered and have the confidence to extract their own reports which should lead to better informed decisions.”

He also believes that there will be longer term benefits as they now understand and can challenge the information available within the system.

Royal Central School of Speech & Drama is now looking at introducing some data analysis software so that the extracted information can be presented in meaningful ways.



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