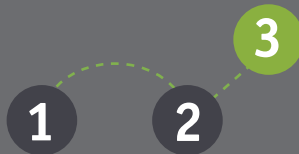




STUDENT
SYSTEM
SOLUTIONS



OLAF Template Implementation



PACKAGED SOLUTION



ADMISSIONS



STU3 COLLABORATIVE PROJECT

▶ A Stu3 project to implement the Stu3 Online Application Form template, with e:Vision Staff management screens.

“The major benefit is that all of the configuration is held in data which is easily updated via a set of pre-developed Staff e:Vision screens, giving the SITS support team total and efficient control over the OLAF content. Additionally, the delivery of the form to the applicant’s client web browser is much much faster.”

David Wraith, Lead Consultant, Stu3

Stu3 Case Study

www.stu3.co.uk

The Challenge

The Courtauld, Wrexham Glyndŵr University and Trinity College Dublin, were faced with the same challenge; their current Online Application Form was not keeping up with the expectations of the applicants and it had become an over complicated and time consuming process.



Alex Hawkins

“The original Tribal application form was designed in 2012 and we hadn’t amended it since. All of the different coding was contained in one SRL so any changes we wanted to make were major changes. The BA’s are also the developers and although we had the knowledge, we had little expertise.” **Laura Conlon, Business Analyst, Trinity College Dublin.**

“We had one part-time developer, who built a set of interactions 9 years ago, bringing The Courtauld into the 21st century and we’ve been patching it together ever since.”

Alex Hawkins, Admissions and Enrolment Manager, The Courtauld

“The online application form we were using was very much a temporary solution, it did the job, but it was not the greatest applicant experience. Students really struggled with it.” **Andy Phillips, Head of Recruitment and Admissions, Wrexham Glyndŵr University**



Andy Phillips

The challenge for Wrexham Glyndwr University was to integrate their online application form directly with SITS. They wanted full control over the questions, look and feel of the form as well as needing to provide their applicants with a fast, modern, online application experience. A directly integrated online application form would allow improved data quality and a huge reduction in processing and turnaround time for applications.

“The big problem for us as an admission team was that our application form didn’t feed through into SITS. So we would manually QAS applicants into SITS, which took up a great deal of our time.”

Andy Phillips, Head of Recruitment and Admissions, Wrexham Glyndŵr University

The Solution

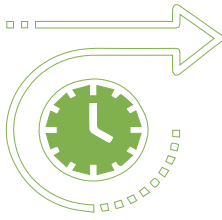
“Stu3 have developed a new Online Application Form (OLAF) solution that is portable to any customer. The major benefit is that all of the configuration is held in data

STU3 CASE STUDY

A Stu3 project to implement the Stu3 Online Application Form template, with e:Vision Staff management screens.

which is easily updated via a set of pre-developed Staff e:Vision screens, giving the SITS support team total and efficient control over the OLAF content. Additionally, the delivery of the form to the applicant's client web browser is much much faster. For both The Courtauld and Wrexham Glyndwr University, it was clear that the Stu3 template was a much stronger solution than any of the other templates they had seen." **David Wraith, Lead Consultant, Stu3**

Key features of the Stu3 delivered OLAF solution include:



- ▶ A swiftly deployed and customisable Online Application Form Template with client customisation kept in mind.
- ▶ All configurable aspects of the form are held in easy to access data
- ▶ Staff eVision management screens to change and customise configuration, allowing any form controls, inputs or questions to be changed in response to the business' needs as they adapt to changing academic cycles.
- ▶ Fast delivery to the client's browser, with the whole application form loading in a couple of seconds and no waiting time when switching between tabs for applicants.
- ▶ All pages developed with the latest WCAG accessibility standards and new SITS/ Edge styling, ensuring it meets the needs of the applicants and is future proofed for upgrades to the SITS system.
- ▶ None of the problems with bloated Standard Letters, made up of a mix of HTML, Javascript and SRL Syntax, that made the old 'standard SITS template' configuration incredibly difficult to manage.

"It was great to see a working demo of the solution that was chosen to be implemented and it still worked in the same way!"

Laura Conlon, Business Analyst, Trinity College Dublin.

The Benefits

The Courtauld found that the Stu3 OLAF solution addressed the feedback they had received on needing to improve the student journey:

"We needed the kind of functionality people expected and people had seen on other application forms. With the help of Stu3, we were also able to organise and futureproof the complicated application forms which we had attempted in the past with limited success." **Alex Hawkins, Admissions and Enrolment Manager, The Courtauld**

Trinity College Dublin initially selected a small cohort to go live with the new form. The OLAF template can be configured to offer that level of flexibility if a smaller rollout is preferred and for TCD, that meant that there was little resistance to buy-in across the institution. Once the first cohort completed their applications successfully, the other departments couldn't wait to use it for themselves.

"We now have a form that we can easily customise for different cohorts. The Admissions team can control their own questions and make minor changes to the text and they like the look and feel. They also like how quickly they can move between pages with no lag time!" **Laura Conlon, Business Analyst, Trinity College Dublin.**

Wrexham Glyndwr University, have found the following benefits:

- ▶ A vastly improved applicant experience, in terms of speed and ease of use.
- ▶ Direct linking to a course application, a key feature for a modern university.
- ▶ A huge reduction in the time and resources required from the Admissions team to process applications, allowing them to focus on supporting applicants.
- ▶ A modern approach to University applications, giving the Admissions team new confidence in what they send and show to partners and contacts.

"I think the resource benefits it has had on my team have been immeasurable. Really. Internally, the space it's freed up for us to concentrate on what's been a massive application increase this year, with a lot more new applications coming from UCAS. I think without the new form, we wouldn't have been able to manage."

Andy Phillips, Head of Recruitment and Admissions, Wrexham Glyndŵr University

"The volume of emails we used to get about the application process has really gone down! Instead, we now get more purposeful questions, but not really about the application process." **Alex Hawkins, Admissions and Enrolment Manager, The Courtauld**

"Obviously, I think that the most important benefit is the applicant facing side of things. I think it's a very slick system for applicants, it's like using UCAS, but less complicated." **Andy Phillips, Head of Recruitment and Admissions, Wrexham Glyndŵr University**

Working on the project

“Working with Stu3 was really refreshing. Rather than: “This is how much this tiny little thing is going to cost you.” It was a lot more flexible and positive and we knew Stu3 wanted to help us and get us there on time. It wasn’t a ‘set in stone technical process,’ and what we loved was that Stu3 fit in like part of your team.”

Andy Phillips, Head of Recruitment and Admissions, Wrexham Glyndŵr University

“Working remotely was perfectly fine, we had to go live during the heart of Covid but it was pretty seamless and Stu3 were always available on Teams and made sure we had catch ups throughout. Really useful to be able to do testing and run through things together.

Because it was a reasonably narrow and focused project, we weren’t asking for things that were out of the ordinary, we were able to carry out loose scoping and Dave was able to take that and turn it into a spec. We were really happy with the OLAF project so that has now spiralled into other projects with Stu3.

Stu3 is providing us with ongoing support and we are about to embark on integrating the SAM Module to further enhance the student journey.”

Alex Hawkins, Admissions and Enrolment Manager, The Courtauld

“It’s been a very fluid moving project. We could change things easily and quickly and the template itself was very user friendly. We went from adding the template in August to having a form ready in October! We didn’t go live then as we had more changes, but we could have.

Stu3 are a lovely group of people who are very willing to impart knowledge and help you to understand how functionality works. It wasn’t an implementation where we had no control.

We carried out a huge amount of testing because we were running OLAF alongside the old application form as well as testing after an upgrade. Any issues we found were resolved quickly. We also bought additional Stu3 consultancy days so that we could understand the product build and we’d stack up our queries until we met with Dave and he’d fix everything - all in one day!”

Laura Conlon, Business Analyst, Trinity College Dublin.



Background on Client

The Courtauld is an internationally renowned centre for the teaching and research of art history and a major public gallery. It is home to University of London's largest community of art historians, conservators and curators. The Courtauld Gallery is one of the greatest art collections in the UK, located in the magnificent historical setting of Somerset House.

Wrexham Glyndŵr University is still one of the youngest universities in the UK, taking its name from Welsh scholar and hero Owain Glyndŵr. They aim to champion some of the same philosophies as him, focusing on inspiring their students to aim higher and achieve more. They have been delivering education at the main Wrexham campus since 1887, when it was known as the Wrexham School of Science and Art.

Located in a beautiful campus in the heart of Dublin's city centre, Trinity College is Ireland's highest ranked university. It is home to 20,000 undergraduate and postgraduate students across all the major disciplines in the arts and humanities, and in business, law, engineering, science, and health sciences. Trinity's tradition of independent intellectual inquiry has produced some of the world's finest, most original minds including the writers Oscar Wilde and Samuel Beckett (Nobel laureate), the scientists William Rowan Hamilton and Ernest Walton (Nobel laureate), the political thinker Edmund Burke, and the former President of Ireland and UNHCR Mary Robinson. This tradition finds expression today in a campus culture of scholarship, innovation, creativity, entrepreneurship and dedication to societal reform.

Let's chat.

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