

CAPITA

Case Study

Bournemouth University: developing a comprehensive management information service using UNIT-e

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Jon Henly - Information Systems Group Manager

The Need

Essential to a well run University are effective and efficient admissions and student tracking. The University used the Capita UNIT-e solution to provide these.

A flexible and powerful solution

UNIT-e has successfully supported Bournemouth University administering student recruitment, providing statutory returns and ensuring the auditable calculation and processing of assessments.

In addition the UNIT-e reporting tools were used to build a comprehensive management information service. The UNIT-e database populates and keeps up-to-date course and student information within the virtual learning environment. This ensures students have a joined-up experience across administration and learning. UNIT-e has a clear data dictionary that makes the data structures available to facilitate data synchronisation.

Another feature used, is the ability to include tables from other databases in the data dictionary and to report on these with UNIT-e data. Working with Capita's FHE consultancy, the University introduced special data requirements into the UNIT-e data dictionary and integrated these with the main product using the product's tools that allow them to design and build their own Information Interfaces. Features provided by the Information Interface tools enabled them to redesign process-based data input screens to improve their flow, layout and appropriateness.

With UNIT-e installed on over 500 desktops, Capita's version support for Microsoft platforms relieves the pressure for Bournemouth University in the planning and rollout new Windows releases. The UNIT-e workstation installation software proved to be highly reliable - and while pushing out new versions to this number of machines can be challenging, the ongoing support overhead is minimal.

Recent projects at Bournemouth University exploited the Capita Online Services and Internet Builder development toolkits.

Online Services provides a set of web service methods to exchange data with the database using .NET technologies. These successfully delivered online applications to improve



The Background

Bournemouth achieved University status in 1992 but can trace its roots to the early part of the 20th century with the foundation of the former Bournemouth Municipal College. Today the University's income approaches £100 million a year, with a contribution to the local economy of about £240 million and is the UK's Number One New University according to the 2009 & 2010 editions of The Guardian University Guide.

communication, collect information from enquirers, provide operational efficiencies and improve the student's experience by introducing on-line registration.

Internet Builder also uses .NET technologies and is a flexible framework for designing and developing on-line interfaces to our student information system. The University used this product to develop an improved information service to academic colleagues in programme development, who now have real-time access to enrolments and applications as well as a wide range of statistical summaries for University programmes.

Skills, Knowledge, Commitment

Jon Henly, Information Systems Group Manager, commenting on the support provided said **"We developed our solutions using Capita's consultancy services. The extensive knowledge and experience of their consultants proved invaluable in progressing quickly and comprehensively with this new service."**

The statutory changes introduced for the 2007/08 academic year were widespread and meant that HEIs had to completely review their Student HESA returns including transition from csv file to xml format.

Commenting further on Capita's approach during this challenging time Jon Henly stated:

" Capita worked extensively with their HE user base to produce an appropriate, fit-for-purpose and dynamic HESA utility that met the new specification. Capita worked tirelessly to improve the performance of the utility during what is a very time-constrained process for HEIs. The help and guidance provided by their support staff was definitely a contributory factor in Bournemouth University returning its submission within the nationally defined deadlines. "



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