



Streamlining Processes to Make a More Efficient University

Meeting increased demand without increasing resources

Students expect easy access to all information pertaining to their student record, including the modules they can choose and their personal academic timetables. Previously, students at Maastricht University (UM) had to visit a number of different web-pages on the student intranet to access this information.

UM's challenge was to respond with a single point of information that enabled access to timetables and registration for new modules and courses, as well as supplementary information.

Prior to the Scientia Enterprise

implementation, each faculty scheduled resources separately with no standardisation of the process. Clash-checking of resources was not enabled across faculties, and rooms were not effectively optimised as there was no shared data to balance supply and demand.

Lectures would start at opposing times cross-faculty, resulting in an inefficient usage of room hire as some classes had to wait for rooms to become available, creating inefficient timetables.

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University of the
West of England

UWE Move Forward with Student Allocator

The University of the West of England has been using Scientia products for timetabling for over 10 years. In recent years, the institution has been investigating better ways of collecting the timetable planning data, and building a timetable infrastructure which better interfaces with the student records system. There has also been a particular focus on engaging more effectively with students.

UWE purchased Student Allocator to help it meet these goals. The aim was to allow the institution to produce a complete programme model, collect

information on-line, and make it available to non-timetabling staff and students. The UI presented to students needed to be customised to suit UWE's style.

A project team was established under the leadership of Karen West (Head of Timetabling, Examinations and Space Management). This team has managed the rollout of the product, and has completed the first phase of its implementation.

Student Allocator has already been used successfully for on-line module collection within the Bristol Business School, the School of Life Sciences, and the School of Law - covering around 3,000 students. The structure of the online system has meant that students have had to make a viable selection of modules.

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Delft University of Technology

Scientia Celebrate 100th Enterprise Foundation Customer

Scientia recently celebrated the 100th customer of their Enterprise Foundation suite. Delft University of Technology (TU Delft) recently purchased the software solution to overcome critical scheduling challenges. TU Delft also purchased Web Room Booking and the SPDA.

TU Delft purchased Enterprise Foundation to combat the demands of new developments in education, following the implementation of the Bologna Process, that their existing timetabling solution could not meet. Faculties at TU Delft now have to work closer together, with many subjects being presented cross-faculty since students have been offered more choice regarding subjects.

TU Delft conducted a survey on potential timetabling solutions. The results found that the Enterprise Foundation was the only system that has proven itself within Dutch higher education institutes.

"Scientia's Enterprise Foundation suite meets all our demands for such a system. TU Delft works closely with two other technical universities in the Netherlands, both of which have stated their intention of working with Enterprise Foundation in the near future and so it is a great advantage for all 3 TU's to work with the same timetabling system." Says Svitlana Krijnen, Project Manager, TU Delft.

Enterprise Foundation allows for all information to be stored and managed in a centralised location, enabling more efficiency within the management process and also in the streamlining of work for timetablers and schedulers.

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The Hoegh Brök (High Bridge) with UM in the distance.

Another challenge was that UM employs the Problem-based Learning method, an intensive teaching pattern for small groups that focus on just two modules every eight weeks.

Due to the challenges faced, the requirements were specified to allow for personalised schedules and real-time information to be made available for students and staff, via a standardisation of all tools and processes.

Streamlining Processes

To meet the objectives set within the Strategic Programme, the Management Team launched the Streamlining Programme at the end of 2006: a comprehensive, UM-wide project requiring creativity, initiative and, in particular, perseverance from many people.

The Strategic Programme aimed to meet a number of objectives including the generation of more funds for primary functions including research and teaching. It was identified that this could be achieved by reducing spending on scheduling and building resources by fully optimising them. Another requirement, to increase the number of master students by 15%, would normally have meant that the institution would have to grow by the same amount, increasing its number of rooms and staff. By using Scientia Enterprise, UM aims to optimise resources to ensure it

can accommodate the 15% growth of students without increasing teaching resources or building space.

Business Case

A business case, with input and agreement from all faculties, was produced. Practical proposals were presented to the Board to show the benefits that could be achieved by accepting these proposals. The proposals included the implementation of a range of software, and the time and budget required to achieve it. Requirements for software included Scientia Enterprise Foundation; StudieLink; and SAP's Student Lifecycle Management.

The choice for SAP Student Lifecycle Management and Syllabus Plus was based on the outcomes of the comprehensive business case.

The implementation of SAP's Student Lifecycle Management, Scientia Enterprise and StudieLink will all occur within a 2 year period – an incredibly fast implementation time, of which they are still on target for a go-live date in the first quarter of 2009!

Scientia Enterprise – the Solution

The reasons for implementing Scientia Enterprise include the reduction of time required to prepare elaborate schedules for problem-based learning in small groups; better utilisation of space; better management of information; and a more efficient process of collecting and publishing data.

“Two great advantages are that students have more freedom to select their ideal combination of modules and the fact that personalised schedules are now live at the pilot faculty. These are already two huge improvements.” says Mark Arts, MUSL Project Manager.

By using this combination of tools, UM will achieve the flexibility it required in order to meet institutional objectives. By improving the efficiency with which it utilises existing teaching space, UM will be able to cope with a rise in student population without having to increase

the number of staff or buildings.

Lessons learnt

- What appears to be a shortage of space often turns out to be inefficient usage of space. Proper analysis might obviate the need to build. If it turns out that the demand is real, you'll have a ready-made plan for a new build that is designed to satisfy it.
- Effective scheduling can help maximise spare capacity for the resources at your disposal, allowing the spare capacity to be used as a revenue-generating opportunity.
- Building a solid Business Case, with the help of Scientia, will increase acceptance and a smoother implementation.

About Maastricht University

Maastricht University is the youngest university in the Netherlands and has just under 12,000 students and 3,000 staff. UM is known at home and abroad for its innovative education system, advanced research and international orientation. UM purchased Scientia Enterprise in 2007.

The full case study can be found on www.scientia.com.

With thanks to Mark Arts and all at UM for extending us this invitation to join them onsite.

Scientia's European Consultancy Team Increases

In order to better serve our growing customers in continental Europe, particularly those in Belgium and the Netherlands, Scientia's team of consultants has recently welcomed Ronald Degenaeers as new recruit.

In Ronald's previous role he was Scheduling Coordinator Karel de Grote-Hogeschool and so he brings a wealth of knowledge to our users. His main focus will be Belgium and the Netherlands, but he will also be involved with projects in Scandinavia. Initially, Ronald will assist with existing implementations, but in the coming months he'll start managing new implementations in the region.

Business Services

Scientia are delighted to announce the establishment of their new Business Services team. Situated within Client Services, under the leadership of Client Services Manager, Phillip Wingfield, the team will deliver a range of specialist consultancy services to Scientia clients worldwide. These services include space analysis and modelling consultancy, business process review and re-engineering, assistance with the implementation of new products and advising on the extension of Scientia software solutions into related areas of resource management in higher education and beyond.

The team will be headed by Leon Smith,

who will be joined, in the first instance, by Kim Moulding (until recently Head of Timetabling at sector-leading timetabling institution, De Montfort University). Between them, Leon and Kim bring more than 35 years of "real world" scheduling and planning experience to the new team. With further appointments due shortly, the team plans to build on Scientia's already formidable reputation for providing high-value consultancy services to its clients.

If you would like to find out more about how Business Services can assist you in making the most of your Syllabus Plus implementation please contact Leon Smith at Leon_Smith@scientia.com.

Continued: Scientia Celebrate 100th Enterprise Foundation Customer

Scientia Enterprise Foundation also allows external links to Student Record Systems including Osiris (as used by TU Delft), which once more, allows the centralisation of all information.

Scientia will start implementation in October 2008, with a view to going live in Q2 of 2009.

The Enterprise Foundation suite is designed to utilise the power of the web to extend the benefits of Syllabus Plus functionality to a much wider audience. The Enterprise Foundation suite was launched at the **2008 Scientia User Conference: *Managing the Academic Year*** and has since found success within 13 countries and, to date, 100 HE institutions. The Enterprise Foundation Suite comprises: Enterprise Timetabler; Enterprise Course Planner; Authorisation Manager; Desktop Reference Data Manager; Reporting Database; Grid Report Designer and Web Grid Requester.

Benefits of the Enterprise Foundation Suite include:

- Reduces administration overhead;
- Achieves greater user satisfaction;
- Lowers software maintenance costs;
- Ensures system integrity/reliability;
- Protects valuable data;

- Maximises ICT asset value;
- Fits your working patterns;
- Easy user access to multiple data sources; and
- Scalable.

About Delft University of Technology
Delft University of Technology is not only the oldest, but also the largest university of technology of the Netherlands: a university constantly seeking outstanding talent to keep the research and education of this unique institution top-ranked. TU Delft specializes in Science, Design and Engineering.

www.tudelft.nl

SMEUG 2008

SunGardHE Middle East Users Group

We will once again be Platinum sponsors of the SunGard Higher Education Middle East Users Group at the Atlantis hotel, The Palm, Dubai between 15th and 17th December 2008, where we will be showcasing the latest **Enterprise** solutions.

Continued: UWE Move Forward with Student Allocator

In previous years, there has been no satisfactory mechanism for dealing with non-standard students. The Student Allocator interface has provided an efficient system for managing their requirements, which were previously time consuming to resolve.

There have been a number of benefits. The early collection of module information was felt to have been of huge benefit and decisions not to run under-subscribed modules were made with greater certainty.

Students found the system easy to use, and substantially more have engaged with the module collection process than in previous years. The time spent by faculty staff in administering the collection process has also been considerably reduced.

UWE has now formally adopted Student Allocator as its official mechanism for collection of module data across the institution. In September 2008, the next phase of the implementation will begin, enabling some students on level 2 and level 3 modules to select or change their choice of activity once the timetable is in place.

Summarising the impact of Student Allocator on the institution, Karen West said "Using Student Allocator has revolutionised the management of timetable data, through the use of a sophisticated infrastructure. It has increased student engagement in module collection processes by 50%, enabling informed planning and timely, accurate timetables. Student Allocator has also made significant staff savings in cutting direct data input into timetable and student record systems."

www.uwe.ac.uk

Scientia Acquire Pythagoras

Scientia and Pythagoras to deliver solutions that redefine how HEI's optimise and manage resources

Scientia is pleased to announce the completion of its acquisition of the Pythagoras Group. The acquisition will assist Scientia in fast becoming a complete solutions provider to FE and HE institutions.

The combination of Scientia and Pythagoras creates an innovative and diversified solutions provider within the resource management industry. The acquisition brings together some of the industry's strongest software products, solutions and technology for planning, scheduling and optimising resources.

Pythagoras was an early adopter of advanced object-oriented technology to define buildings, assets and space. Through a programme of continuous development, the Pythagoras systems now integrate both graphical and tabular data into a single database. This database is at the heart of a wide range of applications supporting property and facilities professionals.

For further information on how Scientia and Pythagoras solutions, including space analysis and modelling consultancy, can help your institution, please contact your local Account Manager.

Scientia Gears Up for Growth in Asia

Expansion will help strengthen local customer service and grow future business

Owing to Scientia's increasing success in the Asia Pacific region, we have recruited Karman Wong, an experienced Consultant to assist with the continued growth of Scientia in Asia.

Karman previously worked within the Marketing and Business Development, Education division at Multiple Intelligence Education Foundation.

"I have an academic background within business systems and always wanted a role where I could use this knowledge along with my experience in the education sector. So, it is a great pleasure to join Scientia. As part of the Scientia team one of my objectives is to help education institutes streamline their administrative works and better utilise their resources so that they are able to concentrate their efforts in providing a superior academic training to the students." Karman Wong.

Karman will initially cover Greater China, Hong Kong, Taiwan and Macau.

Customer Relationship Management

Scientia are always looking at ways to improve how we deliver services to customers especially around support.

For many years now, Scientia has managed customer's information, call records and details in a system called the CSDB or Client Services Database. While the CSDB has worked well, it has been recognised that it was reaching its limitations and needed to be integrated with other systems. So some time ago we embarked on a project to investigate CRM systems and whether we should build our own or buy, and in the summer the decision was made to go with Microsoft CRM.

We are now mid-way through the migration to MS CRM which has seen

us sending people on CRM training and also reviewing our business processes and how these could be improved with the workflows in CRM. We are now starting to customise CRM so it is closer to our requirements and expect to go live with CRM over the Christmas break.

When we go live we will see an integrated CRM solution which should provide better access to customer information that relates to the individuals role within the company and as such should provide customers with a better experience when they contact Scientia.

MS CRM is also the keystone to other IT projects that will happen in 2009 which should help build the contact experience with Scientia.

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