

Confirmation for Clearing Process

Case Study

Context

The Head of Admissions had identified that the current process for confirmation for clearing required staff to print reports of UCAS results, identify missing information and outstanding restrictions, manually calculate tariff point totals and then accept or reject applicants in SIS.

2018 clearing confirmation seen the admissions team confirm 5,069 applicants, with 9,494 individual qualifications over one weekend.

It was recognised that this manual process posed significant data quality risks and potential reputational and financial implications for the university.

Objectives

Increase the process **efficiency**

Increase the **accuracy** of clearing information

Automate the processes by which currently require manual intervention from **staff**

Deliverables

Automatic UCAS reporting integration into SIS to remove the need for printing

Automatic calculation on tariff point totals to reduce potential risks

Simplify SIS clearing interface for staff use

Key stakeholders



Applicants



IT Services



APIS



Admissions

Timescale

Scoping & data capture



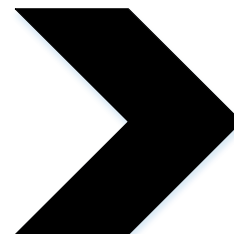
1 Month

Development



1-2 Months

Implementation



1 week

Anticipated Measurable Benefits

Benefit	Measure	Baseline Data
Reduction in overtime spend	Processing time post-improvement compared to baseline processing time (% reduction)	<ul style="list-style-type: none"> £31, 267 in OT cost 42 members of staff involved in the process
Reduction in end-to-end process time	Average of end-to-end process time for a sample of times the process has been completed	<ul style="list-style-type: none"> Each confirmation takes approximately 9 minutes end-to-end 760 hours spent on the process
Reduction in paper through removal of report printing	Baseline inventory costs compared to post-improvement	<ul style="list-style-type: none"> 6.5 applicants per page / 5069 applicants = 780 pages per report £0.1p per A3 page * 780 = £7.80 Assume approx. 80% of staff print out = £265.20
Improved staff satisfaction	Comparison of baseline staff satisfaction rates with post-improvement	<ul style="list-style-type: none"> Staff satisfaction scores via bespoke survey

Post-Improvement Realised Benefits



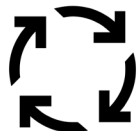
Reduction in OT spend of

45%



26.5k

Reduction of paper sheets



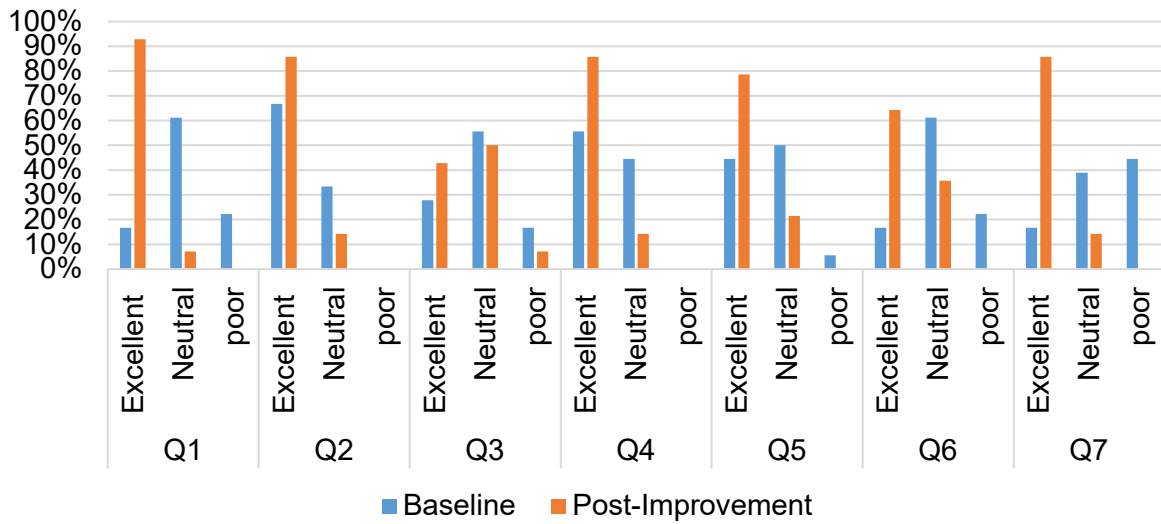
Reduction in process time of

84%



Despite a **5%** Increase
in transactions

Staff Perceptions about the Clearing Confirmation process



Questions

Q1. I found the process...

Q2. My understanding of the process was...

Q3. My influence in developing change to the process was...

Q4. My ability to get is right first time was...

Q5. My ability to cope with the workload was...

Q6. The process flexibility to increases in demand was...

Q7. The process efficiency was...