

Enquiries to Registration Project – briefing for UK Council for Graduate Education

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What was the E2R project?

- The main work was done in 2005.
- A transformational change project.
- Putting applicants first.

- Involved major change in how Graduate Schools and selectors manage applications and make decisions.
- Involved major change across the University.
- Involved major IT/IS developments.
(portal, business warehouse, CRM, workflow, document management ..)

Some of the things that we achieved (IT/IS)

- A secure on-line form for applicants.
- Offer letters and certificates of acceptance.
- Functionality to manage conditions.
- A deferral function.
- Workflow to refer applicants to Academic Selectors.
- Automated messages to applicants.
- Document scanning and Document archiving.
- 'Quick Entry' screen for data input of paper applications.
- A range of flexible reports
- An agent portal.
- CRM system for enquiries management.
- CRM for communication with applicants

What I'd like to cover today

- The on-line application form.
- How academic selectors can manage applications.
 - Decision making
 - Reports

Any questions?



For further information about the project, please see:
www.ncl.ac.uk/iss/e2r/

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