



# **The Student Lifecycle at Maastricht University: A transformational change project**

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Student Services Centre  
Mark Arts – Project Manager, itelligence**

When we saw the  
conference schedule  
we got scared...

## 2 days of presentations about...

- HEAR
- KIS
- HESA
- UCAS
- SROC
- TIER 4

**Only one word came to mind:**

**WHAT ?**

## To return the favour this presentation is about...

- DUO
- CRI
- Studielink
- IND
- HODEX
- HERUG

# Scared yet?

# Don't worry

There are more connections  
between universities in the UK and  
the Netherlands than you think...



# Maastricht University





# Maastricht University

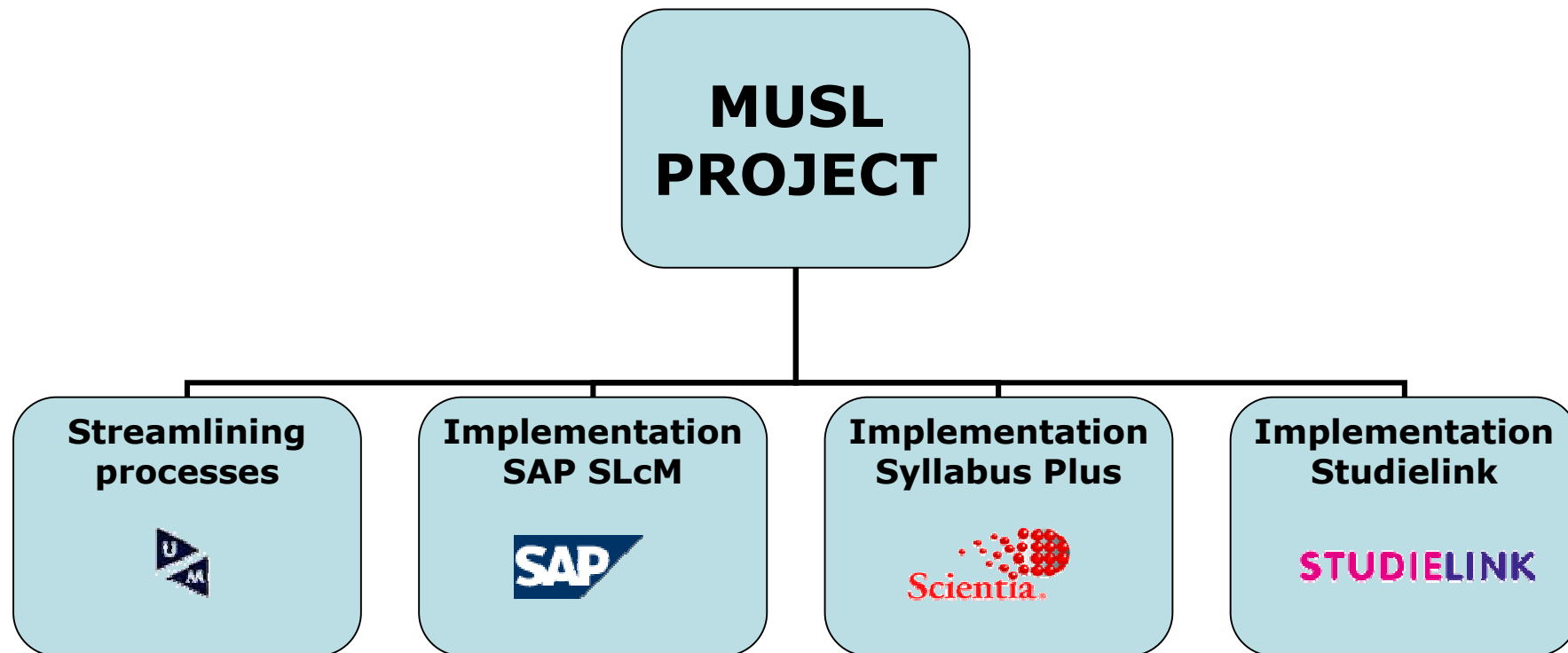
- Youngest Dutch University; founded in 1976
- Most international University of The Netherlands:
  - 3.500 staff: 35% international
  - 19.500 students: 50% international; 15.000 bachelor/master students, 4500 exchange and non funded students
- Education and research concentrate on: Life Sciences, Innovation and Governance in an international context, with an emphasis on the European perspective
- Use Problem-Based Learning (PBL) ever since it was founded

# This year double inflow UK students

- <http://www.bbc.co.uk/news/education-12478018>)

# Maastricht University Student Lifecycle (MUSL) project





## 2007: Streamlining Program

- Launched by Management Team
  - Optimizing operations
  - Education, Housing, Finance, etc.
  - in order to generate additional resources for education and research
- Methods
  - Uniform processes and procedures
  - Make effective systems available



## Goals of MUSL

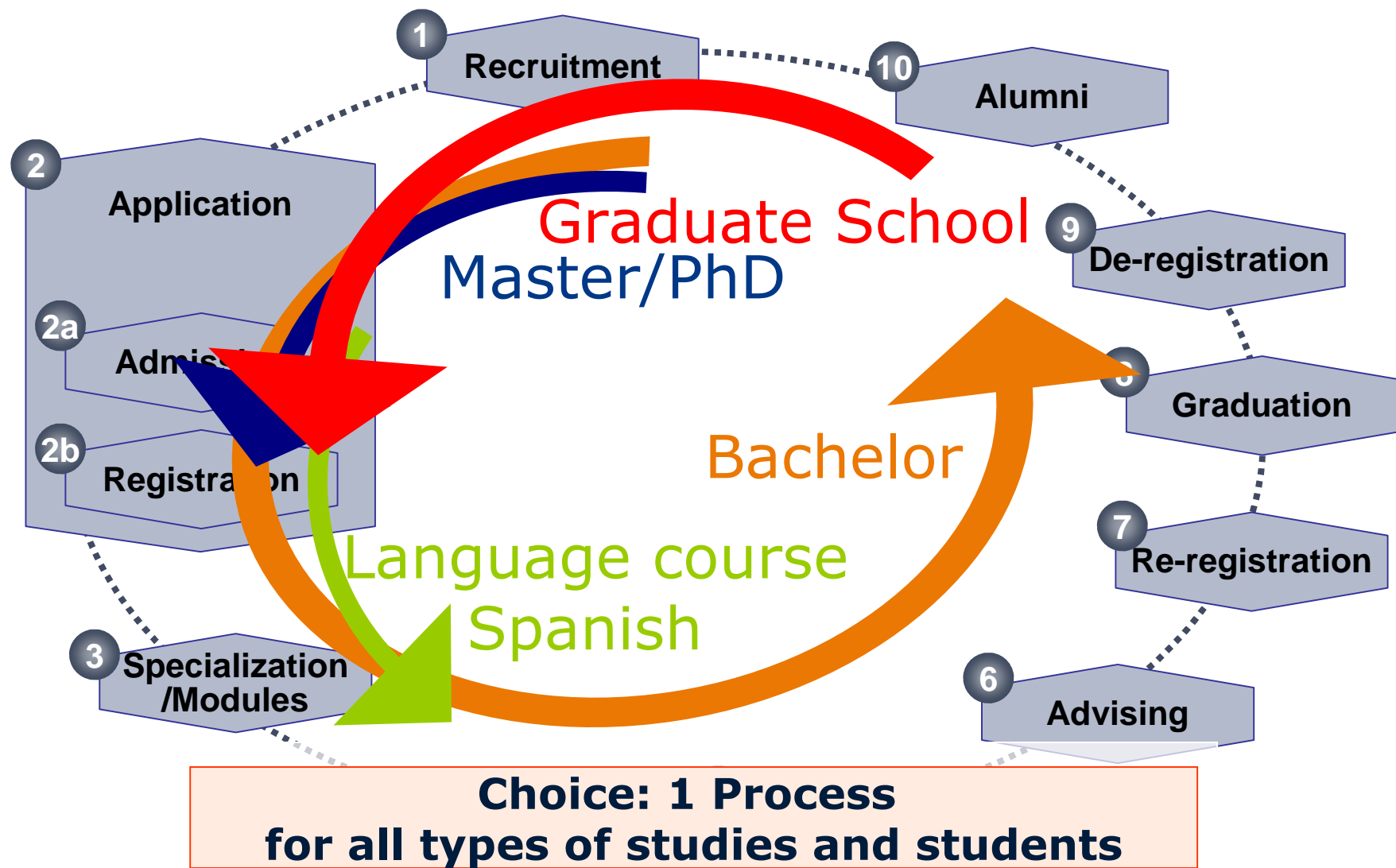
- Improve services to students and staff
- Efficient organization support and logistics to teaching & education
- University vs. faculty perspective
- Student centred
  - Personal information
    - Admission, schedules, rules, status
  - Mobility
- Management information

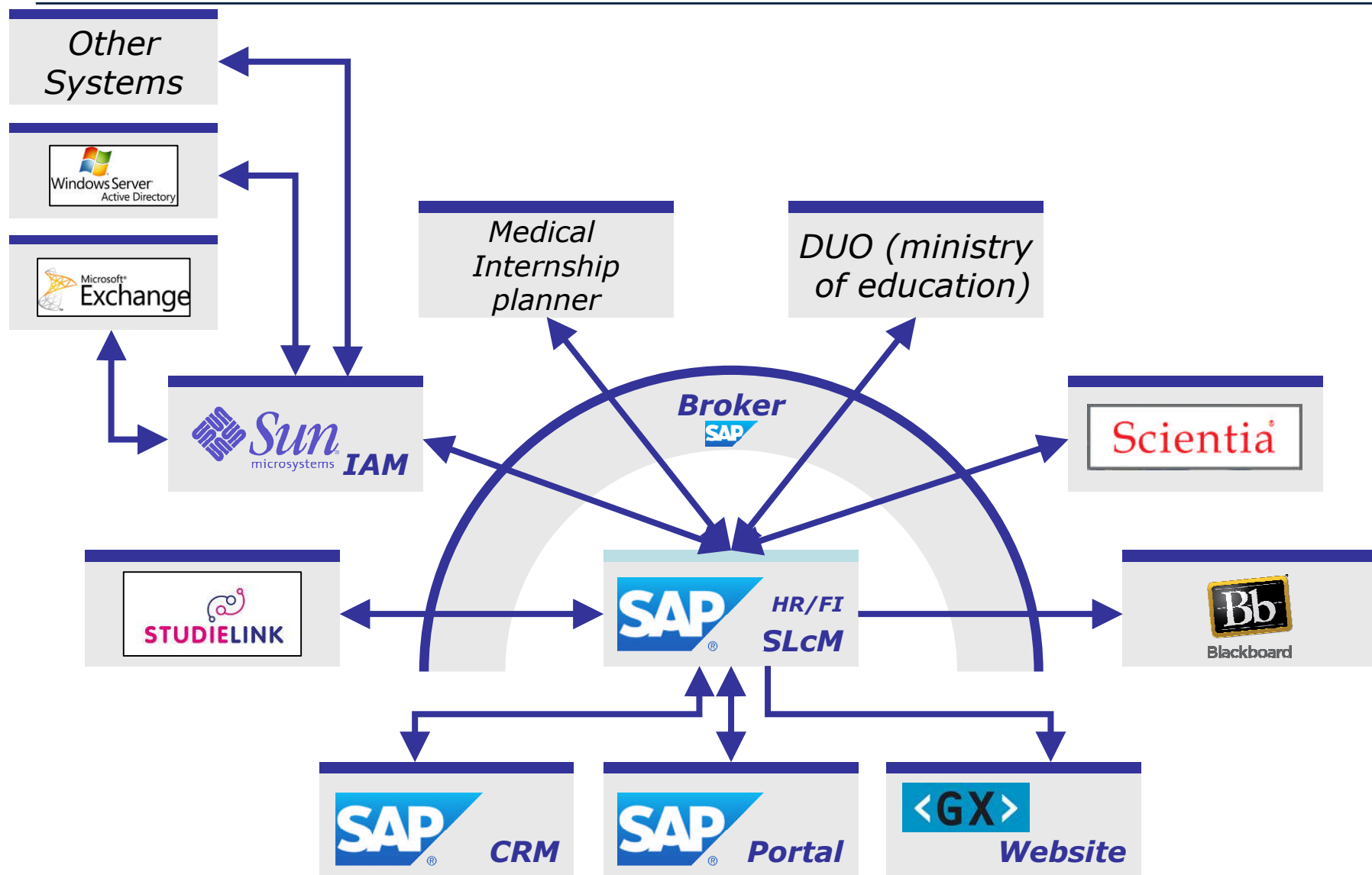
## A round of firsts...

- First project of this size in our university
- First Dutch University on SAP SLcM
- First university in the world to implement the full SAP student lifecycle functionality at once...
- First real time interface between Student Record System and Syllabus Plus...
- First real time interface between SAP and Blackboard...

Attention all guests!  
Read important safety information first





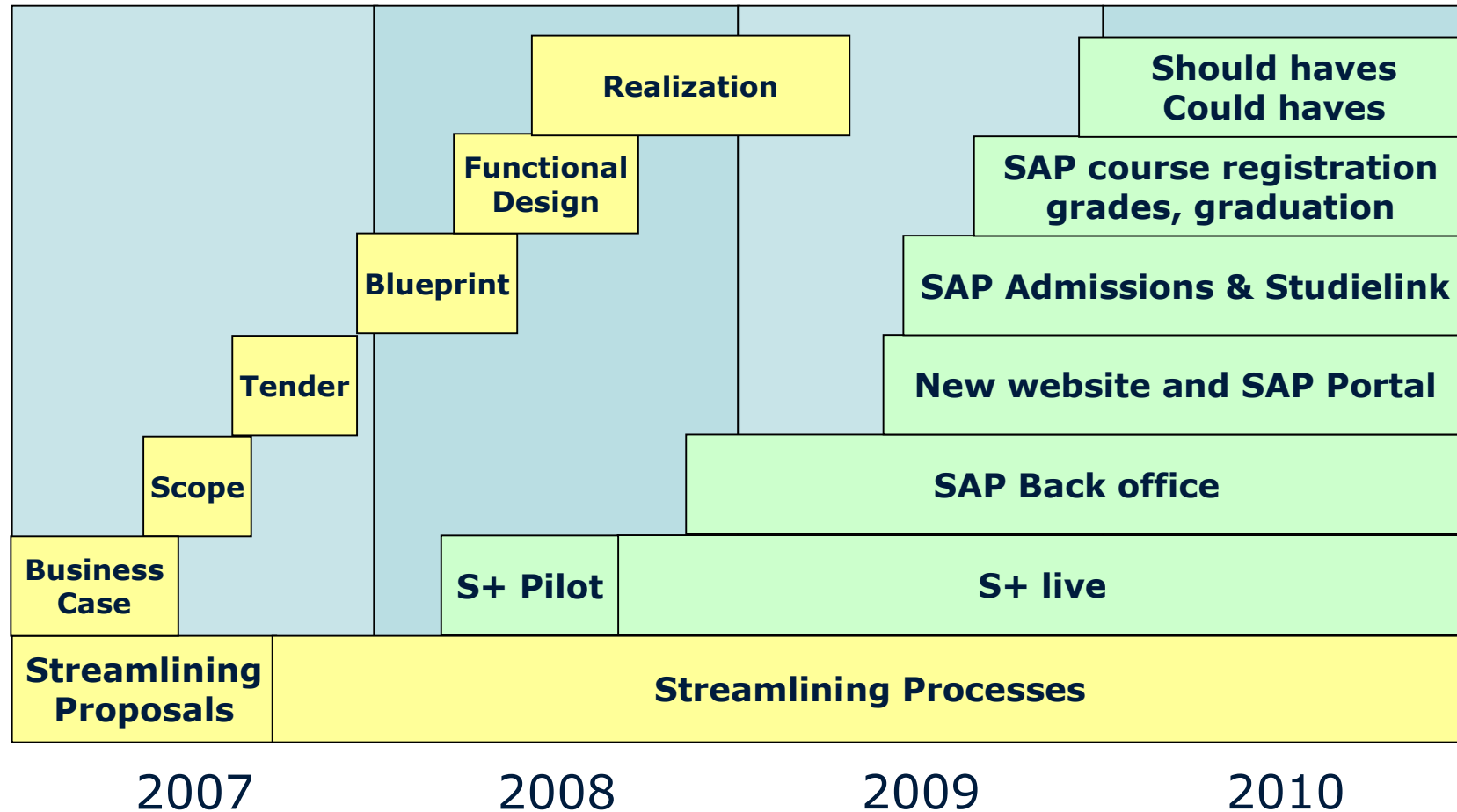




# Impact on other projects and systems



# From Business Case to Go Live...



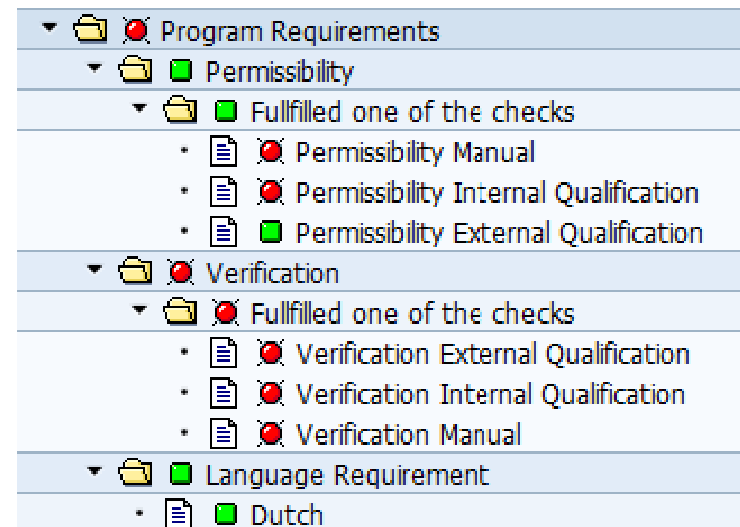
# Top 10 Lessons Learned

1. Commitment
2. Communication
3. Detailed planning and tracking
4. Postpone !?
5. All at once !?
6. Vanilla tastes great
7. Procrastination risk
8. Double
9. Live Interfaces...
10. Connect the islands



## Proud of the results

- Within 2 years
- From admission to graduation
- Fully integrated with
  - Financials
  - Scheduling software
  - Portal
  - Blackboard



2012: where we are today





## **Much has been achieved...**

- Many new systems live
- Knowledge transfer consultants to internal support organisation
- Introduction change- & release management
- More awareness of chain approach, more collaboration, streamlining of work processes

## **... but much still needs to be done**

- Changes to system and organisation required to attain a stable situation
- Development of employees needed
- Systems contains a lot of management info
- Collaborate even more with VU Amsterdam

# Shift problems to improvements

- Better insight in progress of admission
- Integration visa and scholarships processes
- Web room booking
- Shortening turnaround times admission process
- Using untapped potential in systems
- Stimulating chain-oriented approach
- Business Continuity Plan:
- Optimising admission & registration of non- regular students (exchange, contract, etc).
- Re-evaluation streamlining agreements

**So far.....**

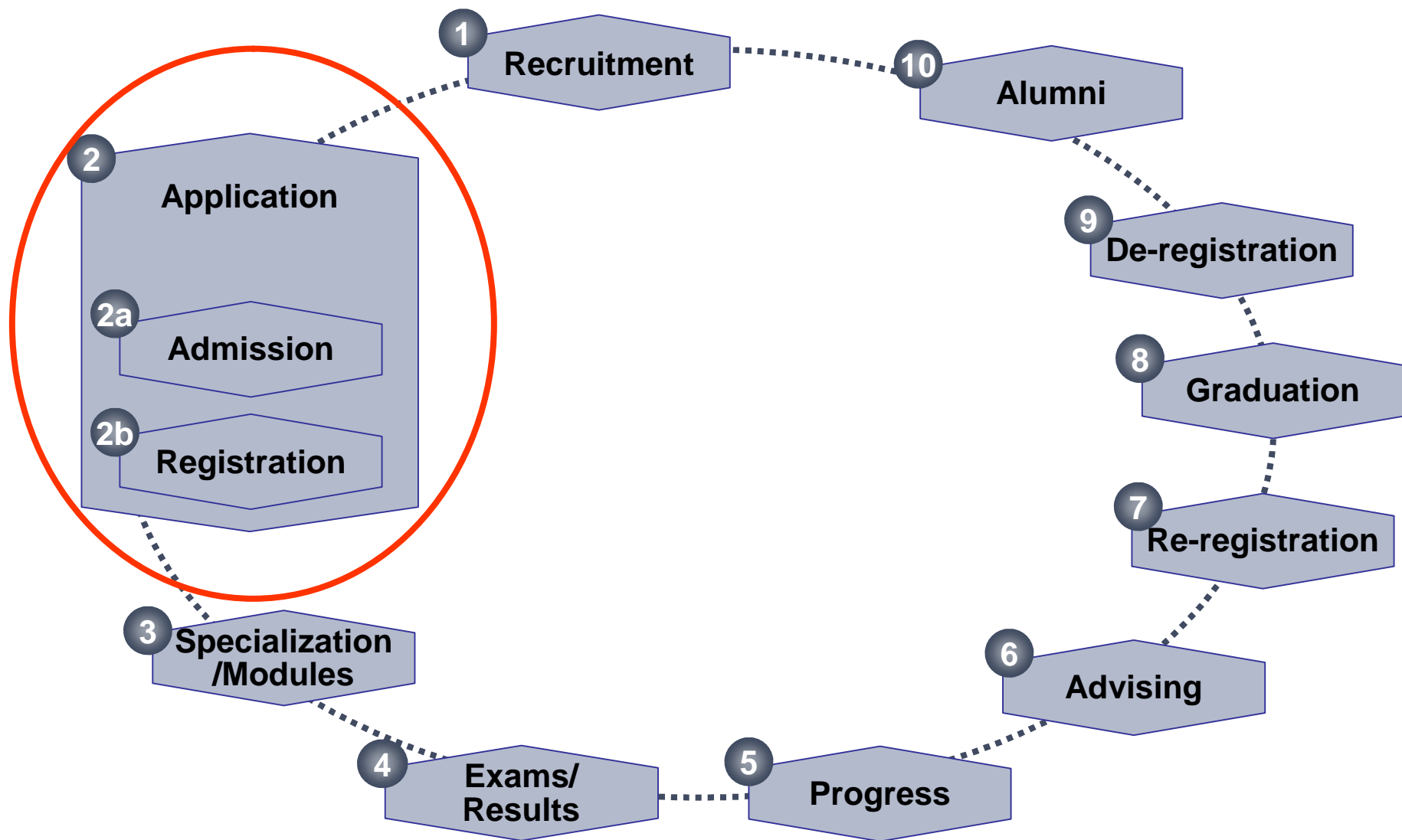
for our MUSL project....

Now some examples from our world...  
a comparison to yours?



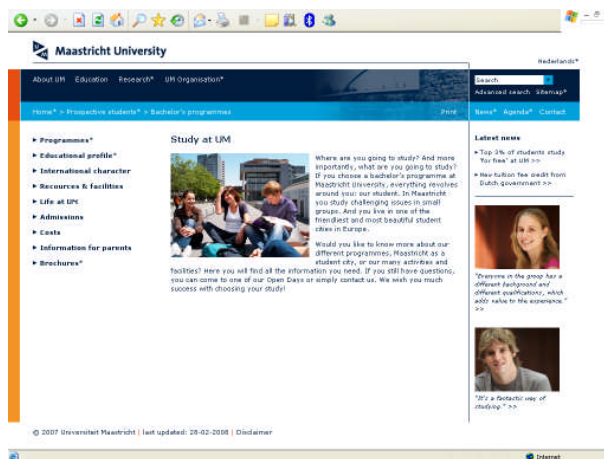
# Studielink (UCAS)



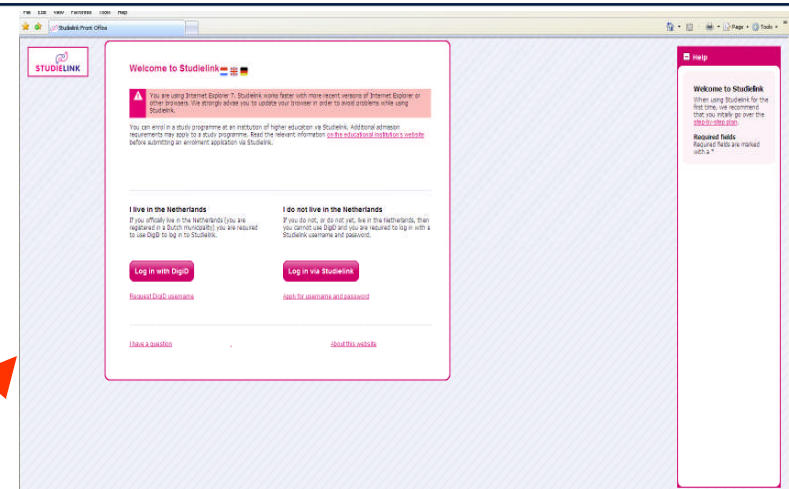




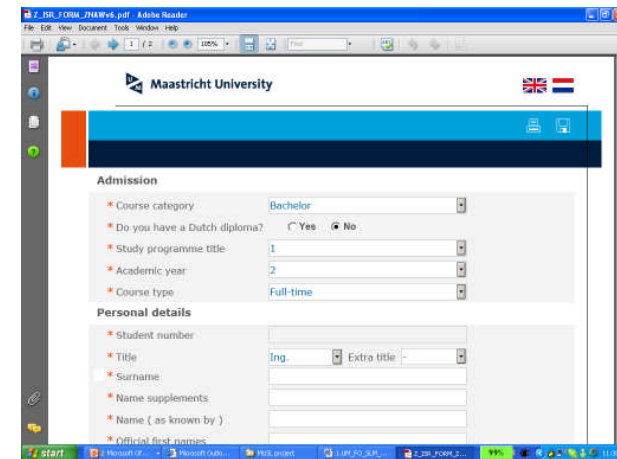
# New student



UM website

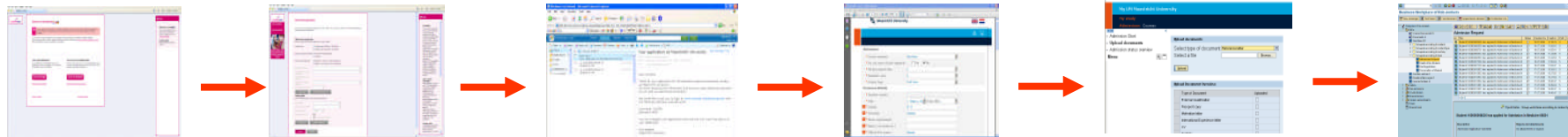
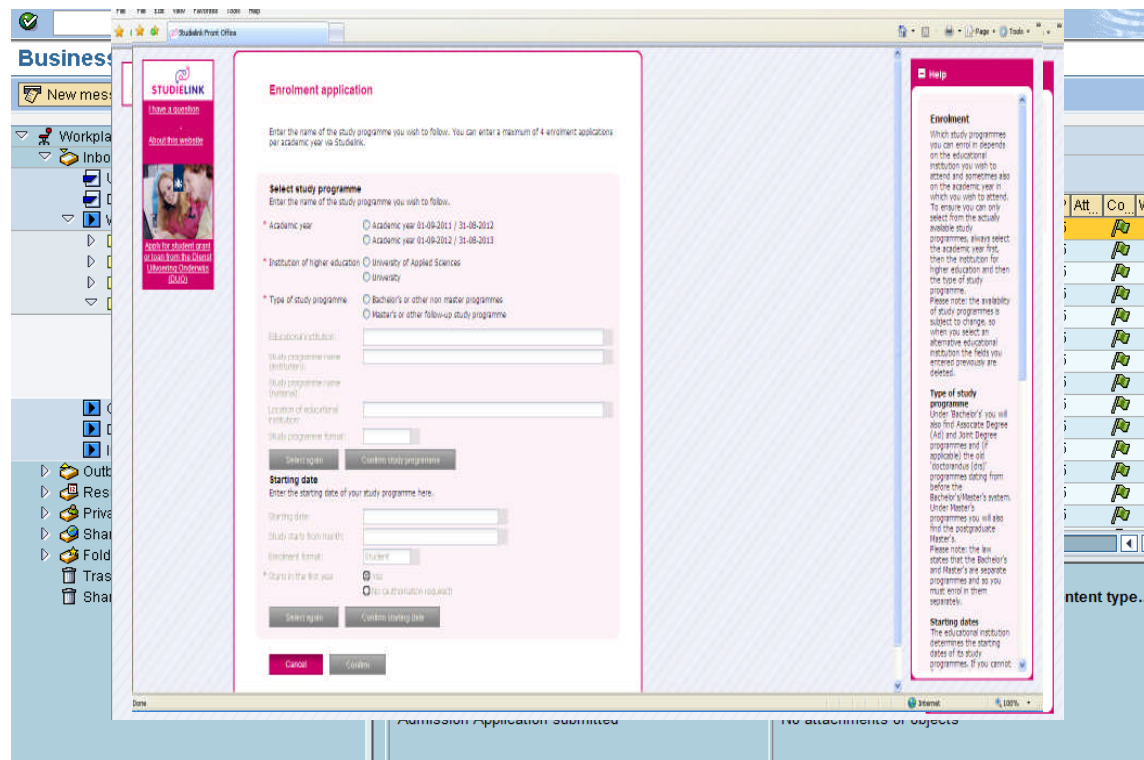


Studielink



Adobe/SAP Portal

# Studielink Admissions

**Enrolment application**

Enter the name of the study programme you wish to follow. You can enter a maximum of 4 enrolment applications per academic year via Studielink.

**Select study programme**  
Enter the name of the study programme you wish to follow.

- \* Academic year:
  - ☐ Academic year 01-09-2011 / 31-08-2012
  - ☐ Academic year 01-09-2012 / 31-08-2013
- \* Institution of higher education:
  - ☐ University of Applied Sciences
  - ☐ University
- \* Type of study programme:
  - ☐ Bachelor's or other non-master programmes
  - ☐ Master's or other follow-up study programme

Educational institution:   
 Study programme name (institution):   
 Study programme name (national):   
 Location of educational institution:   
 Study programme format:

**Starting date**  
Enter the starting date of your study programme here.

Starting date:   
 Study starts from month:

Enrolment format:

☐ Starts in the first year  
☐ No  
☐ Yes (via transition required)

**Help**

**Enrolment**  
Which study programmes you can enrol in depends on the educational institution you wish to attend and sometimes also on the academic year in which you wish to attend. To ensure you can only select from the actually available study programmes, always select the academic year first, then the institution for higher education and then the type of study programme. Please note the availability of study programmes is subject to change, so when you select an alternative educational institution the fields you entered previously are deleted.

**Type of study programme**  
Under 'Bachelor's' you will also find Associate Degree (Ad) and Joint Degree programmes and (if applicable) the old 'continuous' and 'intermittent' programmes dating from before the Bachelor's/Master's system. Under Master's programmes you will also find the postgraduate Master's. Please note the list states that the Bachelor's and Master's are separate programmes and as you must enrol in them separately.

**Starting dates**  
The educational institution determines the starting dates of its study programmes. If you cannot...

# International students



## Every year more inflow international students....however...

- Influence Dutch Government
  - Visa regulations
  - Different rates depending on
    - Nationality
    - Place of residence
    - First or second study program (nationwide)
    - Study delay (nationwide)
- Very complex: communication is crucial
- IT changes are difficult!!: many exceptions



# Tuition fees

description	tuition fee 2012-2013
Statutory fee (fulltime)	€ 1.771
Statutory fee (part-time)	€ 1.230
Higher tuition fee (fulltime) (student with a study delay)	€ 4.834 (€ 1.771 + € 3.063)
Higher tuition fee (part-time) (student with a study delay)	€ 4.293 (€ 1.230 + € 3.063)
External students	€ 1.771
External students (student with a study delay)	€ 4.834
Institution fee at the level of the statutory fee	€ 1.771
Institution fee at the level of the higher tuition fee rate	€ 4.834
Institution fee bachelor high* (fulltime)	€ 8.500
Institution fee master high* (fulltime)	€ 12.000
Institution fee bachelor high* (part-time)	€ 4.250
Institution fee master high* (part-time)	€ 6.000
Higher tuition fee University College Maastricht	€ 2.971 (€ 1.771 + € 1.200)
Higher tuition fee University College Maastricht (student with a study delay)	€ 6.034 (€ 1.771+€ 3.063+ €1.200)

\* not yet been decreed by resolution of the Board



Making the right choice...





# Making the right choice...

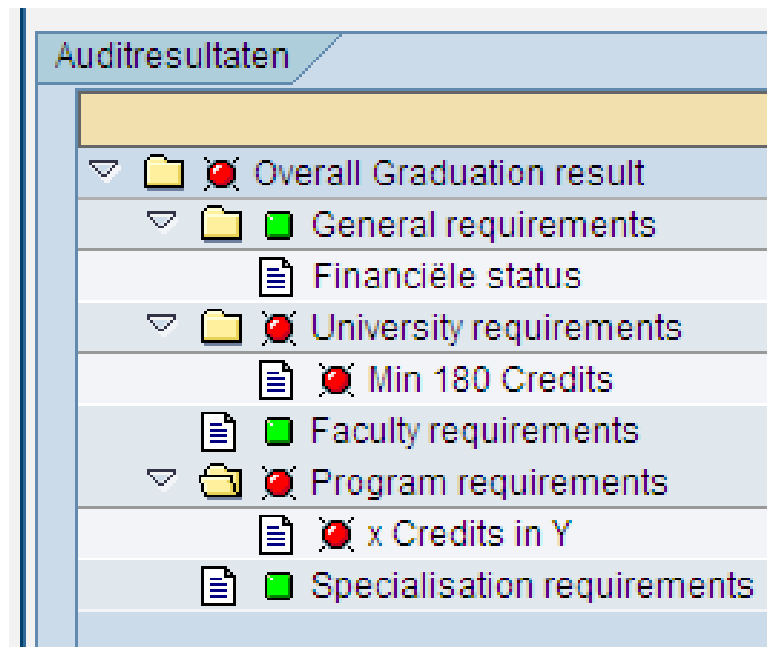
- Recruitment
  - Studiekeuze 1,2,3
  - Hodex
  - Course catalogue
- Admission
  - Numerus Fixus (central/decentral)
  - Selection at the gate: selective masters
  - Matching & binding
- Registrations
  - Binding Study Advise (BSA) first year

# Course and program descriptions

- Studiekeuze 123
- HODEX
- University Website

# Binding Study Advise (BSA)

- Similar to Progress
- Audit rules
  - Administrative
  - University
  - Program
  - Specialization (opt)
  - Major (opt)
  - Minor (opt)
  - Honours programme (opt)



# Progress and Graduation



# Student Self Services: GPA & progress rate

## Student (Bressers ,Rein Adrianus Herman )

**Name** Bressers, Rein Adrianus Herman; \*09.06.1989; Male  
**Principal Org. Unit** Faculty of Law  
**Status** Adm. Appl.; Student(3); Attending(2); De-regist.; BSAcandid(3)

### Study Reference

☒ All  
☐ Program

### Session Reference

☒ All Acad. Session ☐ All Acad. Year/ Sess.

### Performance Index

Performance Index	Grade/Value	Scale/Unit	Date	Time	Year
GPA	6.38	GPA	07.10.2009	11:08:28	2008
PROGRESS	9.44	PCT	07.10.2009	11:08:28	2008



# Selection potential graduation candidates

General Selection Settings

Study Specific Selection


Program of Study  Academic year


Calculation method

☒ Based on Performance Index ☐ Based on current anticipated graduation date


☒ Performance Index Value Range  To

☐ Performance Index Value Range  To

Module Group  


☐ Module  

Selection method

Registration Type  

☒ Include already notified students

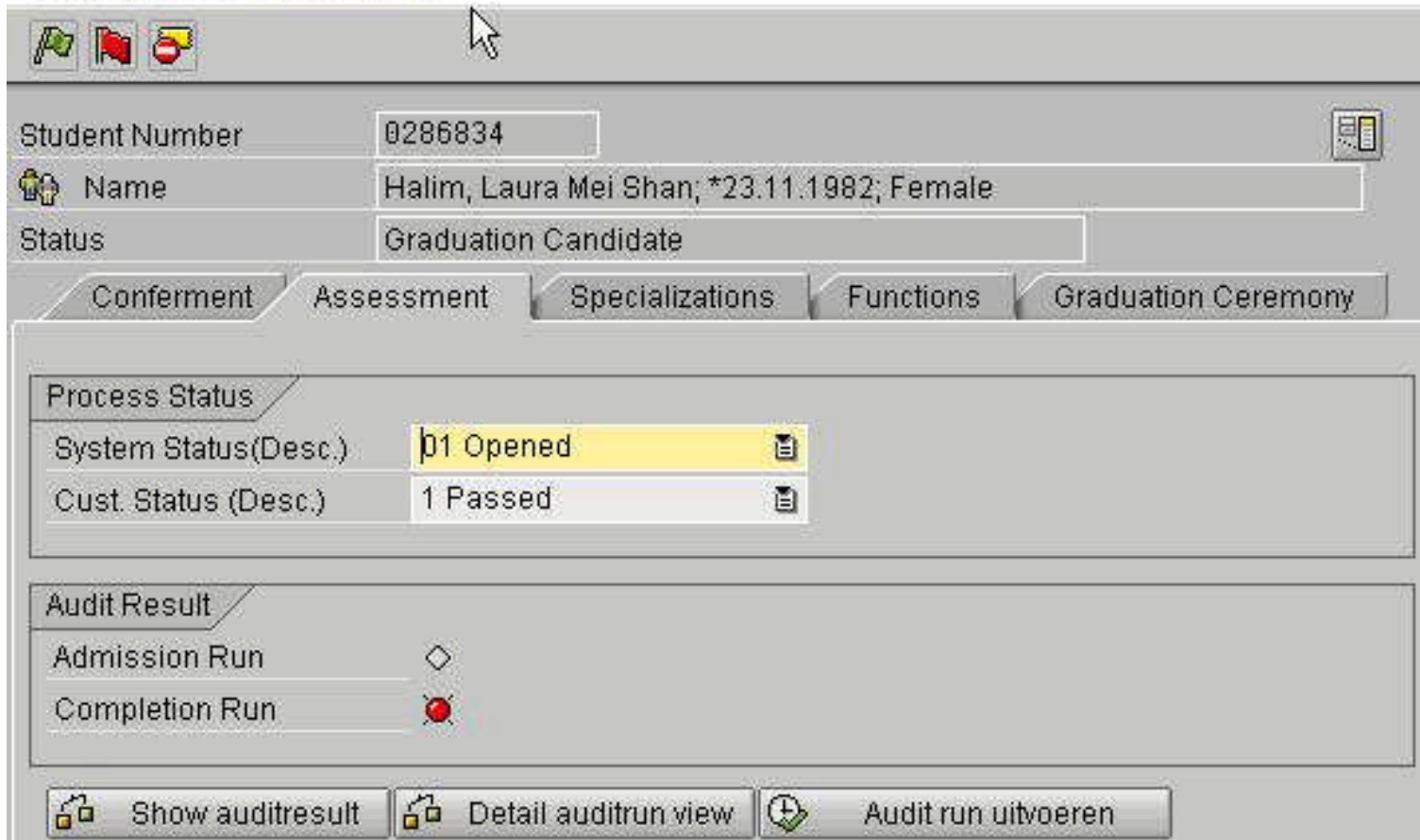
☒ Include already registered students

Graduation status  



# Individual graduation check

## Change Graduation



The screenshot shows a web application interface for 'Change Graduation'. At the top, there are three small icons (a green flag, a red flag, and a yellow flag) and a mouse cursor. Below these are input fields for 'Student Number' (0286834), 'Name' (Halim, Laura Mei Shan; \*23.11.1982; Female), and 'Status' (Graduation Candidate). A tabbed interface follows with tabs for 'Conferment', 'Assessment', 'Specializations', 'Functions', and 'Graduation Ceremony'. The 'Assessment' tab is active, showing a 'Process Status' section with 'System Status(Desc.)' (01 Opened) and 'Cust. Status (Desc.)' (1 Passed). Below this is an 'Audit Result' section with 'Admission Run' (diamond icon) and 'Completion Run' (red circle with a dot icon). At the bottom, there are three buttons: 'Show auditresult', 'Detail auditrun view', and 'Audit run uitvoeren'.

Student Number	0286834
Name	Halim, Laura Mei Shan; *23.11.1982; Female
Status	Graduation Candidate

Conferment | Assessment | Specializations | Functions | Graduation Ceremony

Process Status

System Status(Desc.)	01 Opened
Cust. Status (Desc.)	1 Passed

Audit Result

Admission Run	◇
Completion Run	●

Show auditresult | Detail auditrun view | Audit run uitvoeren

# Results audit rules graduation

Change Graduation

Name student :  System status :   
 Program of Study :  Customer status:   
 Academic year :   
 Session :

	Auditresult	Credits/Number Ach.	Grade	Exemption	Appraisal Status
BA ELS English language track					
Diploma 5553					
General requirements					
LAW5553 tuition fees paid					
LAW5553 tuition fees paid 9999					
Program requirements					
fulfill the following requirement(s)					
LAW5553 modules year 1		42.00 CR			
LAW3011 Comparative Contract Law		6.00 CR	6,0	<input type="checkbox"/>	
PUB1002 Comparative Government		6.00 CR	7,0	<input type="checkbox"/>	
MET3007 States, Markets and European Integration		6.00 CR	8,0	<input type="checkbox"/>	
IER1001 International and European law		12.00 CR		<input checked="" type="checkbox"/>	
MET1005 Legal History		4.00 CR		<input checked="" type="checkbox"/>	
PRI1002 Introduction to Law and Legal English		8.00 CR		<input checked="" type="checkbox"/>	
fulfill the following requirement(s)					
LAW5553 modules year 2		24.00 CR			
LAW2001 Legal writing		4.00 CR	9,0	<input type="checkbox"/>	
PRI3015 Comparative Tort Law		6.00 CR	8,0	<input type="checkbox"/>	
PRI3018 Private International Law		4.00 CR	7,0	<input type="checkbox"/>	
IER2003 Moot Court Training		4.00 CR	G	<input type="checkbox"/>	
CRI3001 Substantive criminal law		6.00 CR	8,0	<input type="checkbox"/>	
fulfill the following requirement(s)					
LAW5553 modules year 3		48.00 CR			
MET3003 Legal Philosophy		6.00 CR	7,0	<input type="checkbox"/>	
IER3008 Atrocity Triangle		6.00 CR	6,0	<input type="checkbox"/>	
RBABASBB064 Willem C. Vis Moot Court Competition		12.00 CR	P	<input type="checkbox"/>	
CRI3005 Comparative Criminal Procedure		6.00 CR	8,0	<input type="checkbox"/>	
IER3002 Human Rights of Women		6.00 CR	8,0	<input type="checkbox"/>	
IER3004 Law and Art: The Free Movement of Cultural Goods		6.00 CR	8,0	<input type="checkbox"/>	
PRI3012 European Contract Law		6.00 CR	7,0	<input type="checkbox"/>	

# Transcript

Faculty of Psychology and Neuroscience

## Transcript / Resultatenoverzicht

Student number / Studentnummer: 6006010

Name / Naam: Margot Monnens

Date of birth / Geboortedatum: 04 August 1990 / 04 augustus 1990

Place of birth / Geboorteplaats: Bree

Bachelor Psychology

	Grade	Date	Attempted ECTS	Earned ECTS	Resits
<b>Bachelor Psychology year 2</b>					
Academic and professional skills: portfolio year 2	Pass	09.12.2010	2,00	2,00	
Memory	5,0	21.12.2010	5,00	0,00	1
Memory	8,5	26.10.2011	5,00	5,00	
Personality and differences between people	5,0	29.10.2010	5,00	0,00	1
Personality and differences between people	6,0	28.10.2011	5,00	5,00	
Academic and professional skills: critical thinking	6,0	22.12.2011	6,00	0,00	
Psychopathology	NG	20.12.2011	5,00	0,00	
Academic and professional skills: programming	6,5	04.02.2011	6,00	6,00	
Consciousness	6,5	01.04.2011	5,00	5,00	
Computing	NG	01.04.2011	5,00	0,00	
Research Practical	8,0	30.05.2011	11,00	11,00	
Statistics II	6,0	01.06.2011	7,00	7,00	
Practical Testing Memory functions	Pass	27.10.2010	0,00	0,00	
Practical Measuring differences between people	Pass	29.10.2010	0,00	0,00	
Practical Connectionistic models	Fail	01.04.2011	0,00	0,00	
Practical Scientific Symposium	Pass	01.06.2011	0,00	0,00	
Practical SPSS II	Pass	01.06.2011	0,00	0,00	
Progress Test year 2 Bachelor	6	09.06.2011	4,00	4,00	
<b>Earned credits / Behaalde studiepunten (ECTS)</b>				<b>101,00</b>	
<b>Minimum credits programme / Minimum studiepunten opleiding (ECTS)</b>				<b>180,00</b>	
<b>Grade Point Average / Gewogen cijfergemiddelde</b>		<b>6,66</b>			

Print date / Print datum: 23 March 2012 / 23 maart 2012




# Grading table

	% 6 $\pm$ 7	% 7 $\pm$ 7	% 8 $\pm$ 7	% 9 $\pm$ 7	% 10 $\pm$ 7	% Totaal $\pm$ 7	Totaal $\pm$ 7
Econometrics and Operations Research	20	23	28	23	6	100	694
International Business	17	32	32	14	4	100	24.393
Economics	22	32	28	14	4	100	7.080
Bachelor Economics	24	33	28	12	3	100	8.878
Fiscale Economie	33	34	24	9	1	100	1.480
Bachelor Econometrics and Operations Research	21	31	28	17	3	100	873
Management of Learning	8	23	50	20		100	239
Economic and Financial Research	13	21	42	22	3	100	112
Business Research	4	15	49	31	1	100	74
International Economic Studies	12	21	38	25	4	100	653
Infonomics	8	19	56	16	1	100	80
International Business	4	31	49	16	0	100	11.299
Econometrics and Operations Research	9	21	35	30	5	100	395
Financial Economics	10	25	41	20	3	100	465
M Global Supply Chain Management&Change	3	30	50	16	1	100	195
Fiscale Economie	25	34	33	7	1	100	335

# DIPLOMA SUPPLEMENT

*This Diploma Supplement follows the model developed by the European Commission, Council of Europe and UNESCO/CEPES. The purpose of the supplement is to provide sufficient independent data to improve the international 'transparency' and fair academic and professional recognition of qualifications (diplomas, degrees, certificates etc.). It is designed to provide a description of the nature, level, context, content and status of the studies that were pursued and successfully completed by the individual named on the original qualification to which this supplement is appended. It should be free from any value judgements, equivalence statements or suggestions about recognition. Information in all eight sections should be provided. Where information is not provided, an explanation should give the reason why.*

## 1 Information identifying the holder of the qualification

- |     |                               |  |
|-----|-------------------------------|--|
| 1.1 | Last name(s)                  |     |
| 1.2 | First name(s)                 |  hi |
| 1.3 | Date of birth                 | 29 September 1988  |
|     | Place of birth                | Utrecht, the Netherlands   |
| 1.4 | Student identification number |     |

## 2 Information identifying the qualification

### 2.1 Name of qualification and (if applicable) title conferred

Comparative Arts and Media Studies, Bachelor of Arts

### 2.2 Main field(s) of study for the qualification

### 2.3 Name and status of awarding institution





Finally...





There are more connections  
between universities in the UK and  
the Netherlands than you think...

# Globalization

- Economic crisis effects Higher Education
  - differentiation tuition fees,
  - more rules and regulations
    - Quality
    - Effectiveness educational process (accreditation)
- Same processes; same systems?
- International user groups (HERUG)
- Don't worry... the dance goes on...

# André Rieu

- From Maastricht...
- Performing in Newcastle...

## Contact

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- [Mark.Arts@itelligence.nl](mailto:Mark.Arts@itelligence.nl)