



# New Student Record System Driving Change

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# Starting Point

- In-house Student Record System (SRS) not coping with student growth.
- Processes not aligned with sector norms – difficult external reporting.
- Blended learning & distance/degree apprenticeship models.
- 4 separate intakes a year on each calendar/mode.
- 4 semester structure across the year.



14/08/25					06/08/2025		Induction				04/08/2025	
1/09/25				Ext Mod			TW1			Ext Mod		
8/09/25				Ext Mod			TW2					
15/09/25				Ext Mod			TW3					
22/09/25				Ext Mod			TW4					Exam Board Week
29/09/25	Induction			Ext Mod			TW5					Exam Board Week
06/10/25	TW1			Ext Mod			TW6	MCO's				Results Released 15/09/25
13/10/25	TW2						TW7					
20/10/25	TW3						TW8					
27/10/25	TW4					Exam Board Week	TW9					
03/11/25	TW5					Exam Board Week	AW10	13/10/2025	Ass Mark			
10/11/25	TW6	22/10/25/MCO	22/10/2025	Wk 6 Marking		Results release 20/10/2025			Ass Mark			
17/11/25	TW7			Wk 6 Marking			Induction		Ass Mark			
24/11/25	TW8			Wk 6 Marking			TW1		Ass Mark			
01/12/25	TW9						TW2			10/11/2025		
08/12/25	AW10	19/11/2025		Wk 10 Marking		Exam Board Week	TW3			Ext Mod		
15/12/25	Induction			Wk 10 Marking		Results Released 26/11-28/11/25	TW4					Exam Board Week
22/12/25	TW1			Wk 10 Marking			TW5					Exam Board Week
29/12/25	TW2						TW6	MCO's				Results Released 08/12/25
05/01/26	TW3			Ext Mod			TW7					
12/01/26	Non TW						Clared					
19/01/26	Clared						Clared					
26/01/26	TW4					Exam Board Week	TW8					
02/02/26	TW5					Exam Board Week	TW9					
09/02/26	TW6	21/01/26/MCO	21/01/2026	Wk 6 Marking		Results release 19/01/2026	AW10	19/01/2026	Ass Mark			
16/02/26	TW7			Wk 6 Marking					Ass Mark			
23/02/26	TW8			Wk 6 Marking			Induction		Ass Mark			
01/03/26	TW9						TW1		Ass Mark			
08/03/26	AW10	18/02/2026		Wk 10 Marking		Exam Board Week	TW2			16/02/2026		
15/03/26	Induction			Wk 10 Marking		Results Released 26/02-27/02/26	TW3			Ext Mod		
22/03/26	TW1			Wk 10 Marking			TW4					Exam Board Week
29/03/26	TW2						TW5					Exam Board Week
05/04/26	TW3			Ext Mod			TW6	MCO's				Results Released 16/03/26
12/04/26	TW4					Exam Board Week	TW7					
19/04/26	TW5					Exam Board Week	TW8					

# What we did

## 1 Progression report generation (Semester 4, TW4–6)

- No teaching in Semester 4 – marks already in system due to integrated marking.
- SRS produced a *progression report* that had to be **manually reviewed line by line**.
- It generated one of four outcomes: **Progress, Progress & Carry Part-Time Repeat, or Pushback**, which students would automatically be processed on.
- Students with  $\leq 20$  credits passed, or those failing at the 4th attempt, had to be manually set to *withdrawn pending board* before report generation to stop them automatically being pushed on.
- Reports often required **cross-checking between spreadsheets and SRS screens**.

## 2 Progression confirmation (by TW6)

- Manual updates made in SRS to stop students being released to next system suggested level.
- Every change required **manual data entry, checking, and sign-off** by multiple staff.
- No automated audit trail; tracking changes was difficult.



# What we did cont..

## 3 Manual communications and timetables

- Student Support Teams created **individual progression communications** and **timetables** manually.
- No automated templates or system-generated notifications - This was time-consuming

## 4 Resit cycle (TW9)

- Resit marks available from TW9 of semester 4 - entire progression cycle had to be repeated in 7-day timeframe.

## 5 Subject Assessment Boards (SABs) – TW4 of following semester

- 9 separate SABs convened to ratify first-attempt and resit marks.
- Students received email confirmation of ratified marks by TW5.



# What we did cont..

## 6 Progression & Awards Team and Pre-PAB meetings (TW6)

- Progression and Awards Team ran progression calculations using ratified marks.
- 9 Pre-PAB meetings reviewed withdrawn students, level completions, and award validations.
- Award data manually checked to ensure accuracy before final PAB.
- Exceptions manually logged and carried to the single, university-wide PAB.

## 7 PAB outcomes (by TW7)

- One PAB meeting reviewed all exceptions.
- Manual updates made in system for awards, completions, or withdrawals.
- Students notified of generic PAB outcomes via automation.
- Entire cycle took **8–10 weeks** from semester end to student notification.



# Why Change



New SRS needed to provide better student record management aligned with sector practice and HESA.



Implement a system that can manage Arden's complex model for multiple intakes.



Remove manual workloads from multiple teams who were always at peaks when the data was presented to them.

# What changed?

## 1 Marks management

- Marks are transferred from Gradebook into SITS by Friday of TW3 of semester 4.
- Actual and agreed marks are visible to staff (but not students).

## 2 Automated compensation process

- Compensation runs overnight.
- Students automatically notified on Monday confirming compensated (CP'd) status.

## 3 SAB report generation and progression calculations

- On Monday of TW4, the SAB team generate SAB reports.
- The Awards Team calculate student cohort progression outcomes for early progression.

## 4 SAB meetings

- On Tuesday of TW4 for two days, the SAB team (5 staff) run 9 SAB meetings to approve marks in the system.



# What changed cont..

## 5 Pre-PAB checks

- On Tuesday of TW4, the award team download PBI PAB report and in 4 days, the Awards Team (7 staff) check all data, run 9 Pre-PAB meetings to present all student records (approximately 10,000 students each semester).

## 6 PAB meetings

- On Monday of TW5, the PAB takes place to review exceptions only (usually around 100 students).

## 7 Grade ratification and progression outcomes

- By Friday of TW5, all SAB grades must be ratified and released to students.
- By Friday of TW5 all Progression outcomes confirmed for all students with one of 14 possible decisions:  
AWD / BiL / MITS / PROG / PROG RT / PROG RS / PROG RTRS / Pushback / PT-RPT / Resit / Retake / WD.



# What changed cont..

## 8 PAB communication

- All students receiving a PAB decision receive an automated PAB communication tailored to their outcome (e.g. progress and carry a retake, re-enrol, etc.).

## 9 Data transfer to timetabling

- Data transferred to Termtime for timetable fitting.
- Students who have re-enrolled at least two weeks before the next academic year receive their personalised timetable.

## 10 Pushback and resit progression

- Students with a pushback decision require resit results to confirm progression.
- The process restarts in TW10 and runs for seven days – finishing 3 days before next level teaching starts.



# How has it gone

Successes	Challenges
1. Student records are more controlled and maintained in line with sector norms.	1. Steep learning curve for all teams from day 1
2. One team manages the PAB process – they own it end to end.	2. Fewer teams now manage SAB and PABs means increase in workload with back-to-back boards
3. SRS built to do 'heavy lifting' with automations.	3. Automations need further refinement – very complex to 'tweak'
4. Smaller team manages PAB process – application of consistency is more controlled.	4. Mark changes are difficult to handle as marks are being used for PABs immediately
5. SAB and PABs can be run in 8 working days.	5. Programmed logic works for the 80% but the 20% left is very complex and a large number against a student population of 42k students



# What next

1. Review of the role of the SAB - many meetings which overlap with the Pre-PABs.
2. Review the role of our EE's and the value they add at SABs and PAB's
3. Review our PAB comms as lots of feedback on confusing message to students
4. Still training and education to do with staff as complex across 4 intakes and the 20% of students that do not follow the standard cycle
5. Possible Reg changes meaning building all new progression logic
6. Review for efficiencies for the SAB and PAB teams in terms of data and reporting



