MIS Stage 1 – Student Feedback
Development Funding
David Breese
Policy & Planning Group

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Strategic objectives addressed:

Internal order number: 360337
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1 Executive summary

The MIS Stage 1 Project has been tasked with the delivery of a number of key management reports through the SAP Bi7 data warehouse.

The purpose of this project is to review the current process for the production of various student feedback surveys administered by the Survey Services Centre, and to identify opportunities to reduce manual effort, improve data quality and increase the timeliness, accuracy and flexibility of reporting. Specifically, this is to be achieved through recommending business process improvements, and the use of the SAP Data Warehouse and Business Intelligence tools.

The Survey Services Centre (SSC) is part of RMIT Policy and Planning.

The Centre’s activities include administering student feedback surveys and providing accurate and timely analyses of the surveys through various reporting to relevant staff with responsibility for improving the student experience. The survey results are linked to annual performance reporting and improvement processes, such as program annual review, school and college plans, and RMIT business plan. Student feedback is used by academic staff and their supervisors as part of the process of evaluating and enhancing teaching effectiveness and to inform promotion and probation decisions.

2 Outcomes

The project was tasked to deliver the following outcomes:

The production of:

- Business Requirements document that reviewed the current process for the production of various student feedback surveys administered by the Survey Services Centre, and to identify opportunities to reduce manual effort, improve data quality and increase the timeliness, accuracy and flexibility of reporting. Specifically, this was to be achieved through recommending business process improvements.

- Student Feedback BW Blueprint that contains the data model, extraction transformation and loading data flow together with other components needed to deliver the reporting solution in BW.
3 Project outcomes and impacts

The MIS Student Feedback project was able to fulfil on all its deliverables and within budget. A key benefit of the documentation is that it clearly highlights current business processes and areas where data and process improvement can be made. The documentation has been provided to the Manager Survey Services Centre for review and action. The documentation will also inform the BI project on student survey requirements for development in the new system.

Within the scope for the project the following key outcomes were achieved:

- Business Requirements document with recommendations for data and process improvement,
- Student Feedback BW Blueprint detailing a solution for implementation within a Business Warehouse environment;

4 Budget report

LTIF funding was provided to the project for purposes of engaging consultants with expertise in IT, business analytics and system development. ITS were able to source staff from IMA Consulting and Presence of IT to undertake activity in IT project management, preparation of business requirements / functional specifications.

Approved Budget: $35k
Expenditure $35k

A financial statement attached.

5 Signature page

Please attach the ‘Learning and Teaching Investment Fund final report signature page’.
All signatures are required for the report to be considered complete.