The Future of SDU's Study Administration

Better utilisation of resources
High quality in day-to-day support
Preparing for the systems of the future



Status of the restructuring of the study administration at SDU

Future requirements

- → Changing education landscape
- → Preparing for the systems of the future
- → Standardised and described processes
- → Clear organisational assignment of tasks, roles and responsibilities



Current obstacles

- → Extensive task dispersion
- → Arbitrary assignment of tasks and governance
- → Difficult to streamline
- → Weakness in implementation
- → Students do not have a coherent user experience



VISION

SDU's overall study administration must constantly create value and deliver high quality.

This means that SDU's students, lecturers and study administration staff should experience an administration free of hassle, doubt and detours.



How have we approached the task?

GOAL

- 1. Sensible use of resources
- Free up 10% in study administration FTEs
- 2. Students and lecturers should experience a study administration that provides high-quality service
- 3. Ready for the new student information system, Eduhub



SOLUTIONS

Reorganisation by combining tasks Common processes and improvements

Digitalisation of processes



Executive Board

The Rectorate Deans

Steering Committee

Heads of Secretariat Deputy Director of Studies University Director

Project group

Project manager and three project employees.

Involvement of middle managers

2–3 from each faculty

Involvement of the organisation

Meetings with union representatives Meetings with CLC, CA-LC, FAC-LC Interviews with academic staff

Analyses

Process mappings – New SIS Mapping tasks, task allocations and dependencies User journeys (full-time, part-time, international)

Communication

An <u>information page</u> has been created, featuring regular news items and FAQs

PROPOSAL NOT YET DECIDED

Study administration involves all tasks supporting the academic programme tasks performed by academic staff

Definition of study administration

The tasks of the study administration

Choice of study

Application and admission

Study start

Teaching

Examinations

Completion of studies

Alumni

Educational support
Student case management

Counselling

Student communication

IT support

Internationalisation (exchange)

Management information and statistics

Administration of financial support

Projects and strategic initiatives

Study progress

System management

GDPR



Reflections on the study administration of the future

The proposed organisation is expected to meet the overall goals:

- Efficiency: Pooling tasks and resources in a few units creates economies of scale, professional communities and robustness – especially regarding teaching, exams and counselling.
- 2. Quality: The organisation enables the building of domain knowledge and close contact with lecturers, heads of studies and students, e.g. via partner solutions and faculty-specific teams.
- **3. System**: Clarity in task allocation and roles strengthens SDU's preparation for a new student information system with clear governance and harmonisation of roles and rights.

The proposal is inspired by the positive experiences gained in Kolding, Esbjerg, Sønderborg and Slagelse, where there is very close collaboration between departments, faculties and SDU Education on a number of study administrative tasks.

The study administration of the future points to:

- → A clearer distinction in the organisational division of policy and operational tasks
- → Tasks performed in fewer organisational units
- → Coherence across the University with a focus on collaboration



Task allocation Policy

Execution of tasks related to quality assurance and the development of programmes, programme management and strategy initiatives, as well as special faculty-specific business requirements.

Principles of the organisation

- → Academic anchoring and proximity to management
- → Strategic responsibility
- → Focus on collaboration and coherence

Task types

- → Programme support (study boards, programme quality, programme management)
- → Processing of cases in study boards
- → Management information
- → Study start

Operations

Solving repetitive task types related to the educational journey and cross-cutting tasks such as teaching and exams, ongoing case management, student communication and counselling.

Principles of the organisation

- → Consolidation for efficiency
- → Service responsibility
- → Focus on collaboration and coherence

Task types

- → Application and admission
- → Teaching
- → Examinations
- → Completion of studies
- → Student counselling
- → Handling complaints and exam irregularities



Collaboration and partner model in SDU's joint study administration

- → Maintain close collaboration between academic environments and administration
- → Maintain personalised contact and attentive administration through:
 - → Clear entry points
 - → Quality in task fulfilment
 - → Safe operation
 - → Coherence and collaboration
 - → Knowledge and learning loops
 - → Agility within the framework
- → Partner solution where it makes sense
 - → Operates locally under central oversight
 - → Operates centrally while maintaining a local presence
 - → Operates centrally and maintains local knowledge through collaboration
 - → Has a coordinating role between faculty and SDU Education





Clear entry points for lecturers regarding teaching and exams

Common and clear points of entry

Dedicated contacts

Coordinating partner and team leader



Everyone knows where to get help



Team of dedicated contacts with local knowledge



Faculty and programme management supported by a central coordinating partner

Clear entry points for students

Common and clear points of entry



Everyone knows where to go for help

Service centre



Physical and digital counters that can refer you to the right specialists

Specialists



Head of studies
Study coordinator
Study administrator
Counsellor

The next steps

Week 38 (starting 15 Sep)

Processing in liaison committees and councils

23 September

Expected publication

Oct-Nov-Dec

Dialogue and clarification regarding the allocation of tasks and staff placement

Before Christmas

Final announcement on new organisation

1/1/2026: Implementation starts