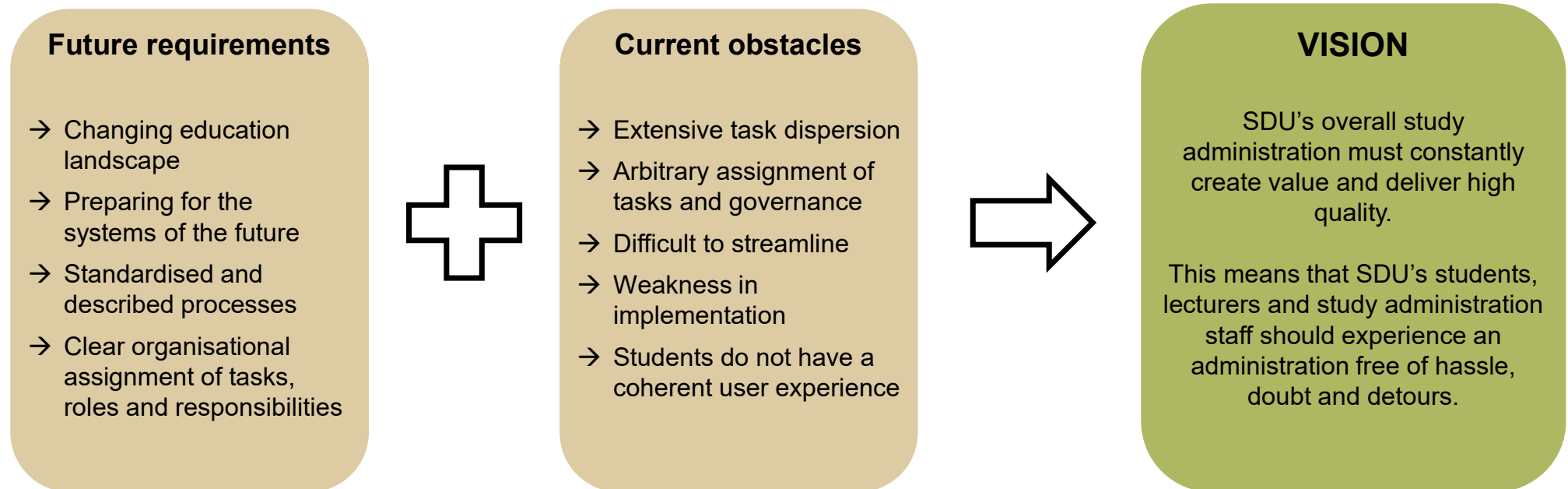


The Future of SDU's Study Administration

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



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 [information page](#) has been created, featuring regular news items and FAQs

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

Definition of study administration

PROPOSAL
NOT YET DECIDED

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:

- 1. 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

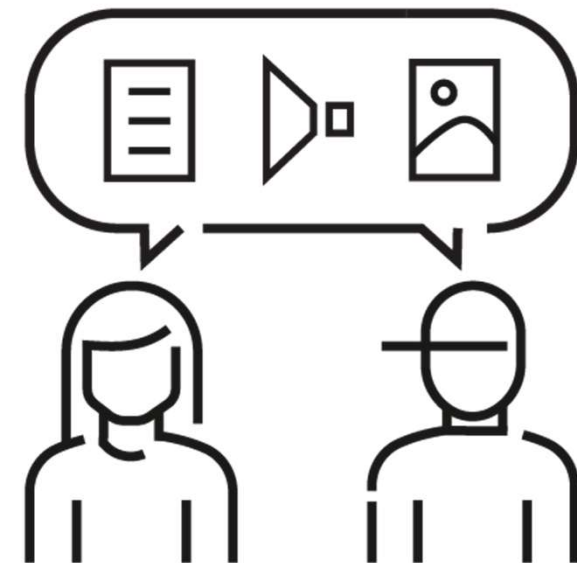
- *Consolidation for efficiency*
- *Service responsibility*
- *Focus on collaboration and coherence*

Task types

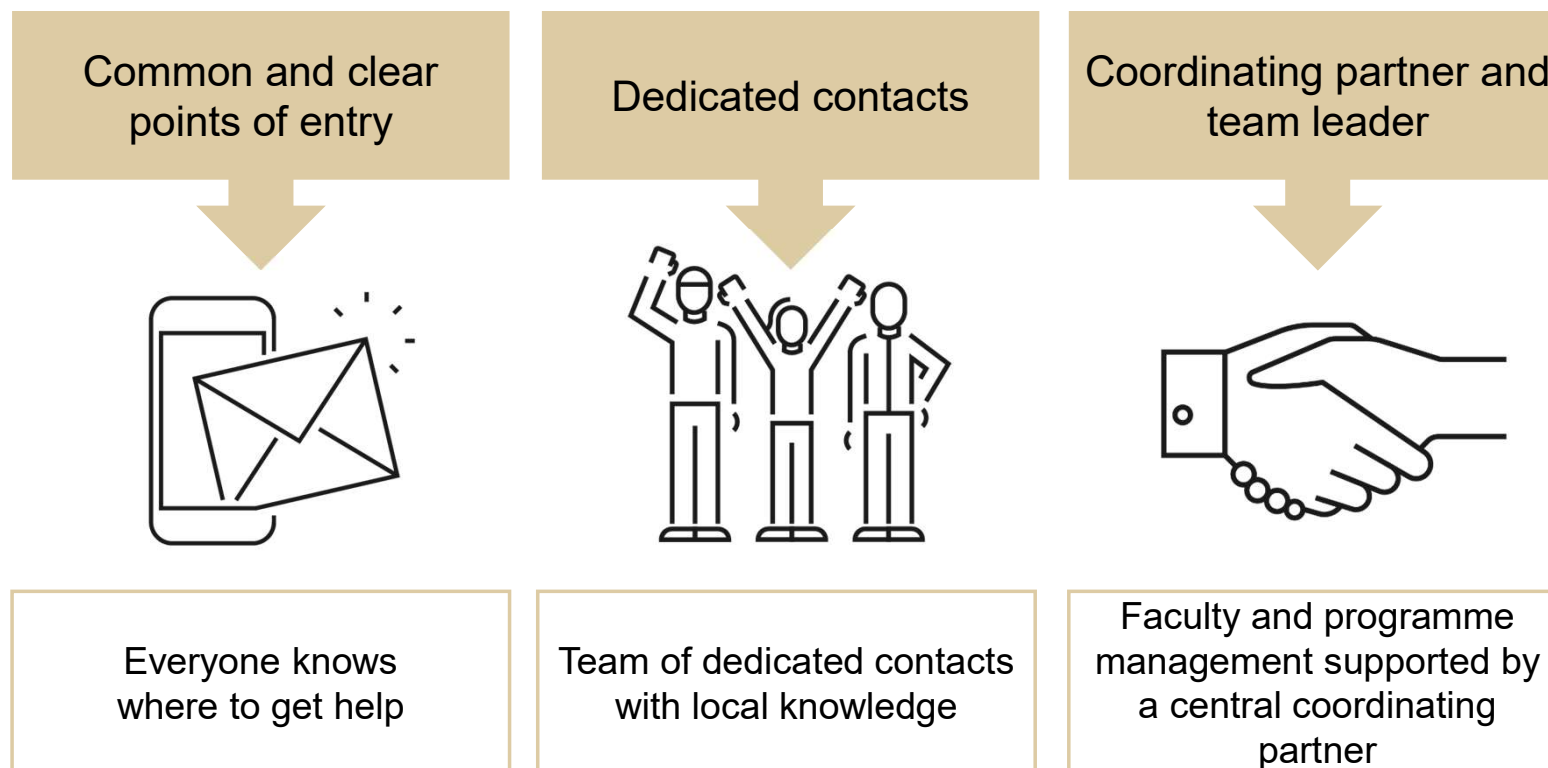
- *Application and admission*
- *Teaching*
- *Examinations*
- *Completion of studies*
- *Student counselling*
- *Handling complaints and exam irregularities*

Collaboration and partner model in SDU's joint study administration

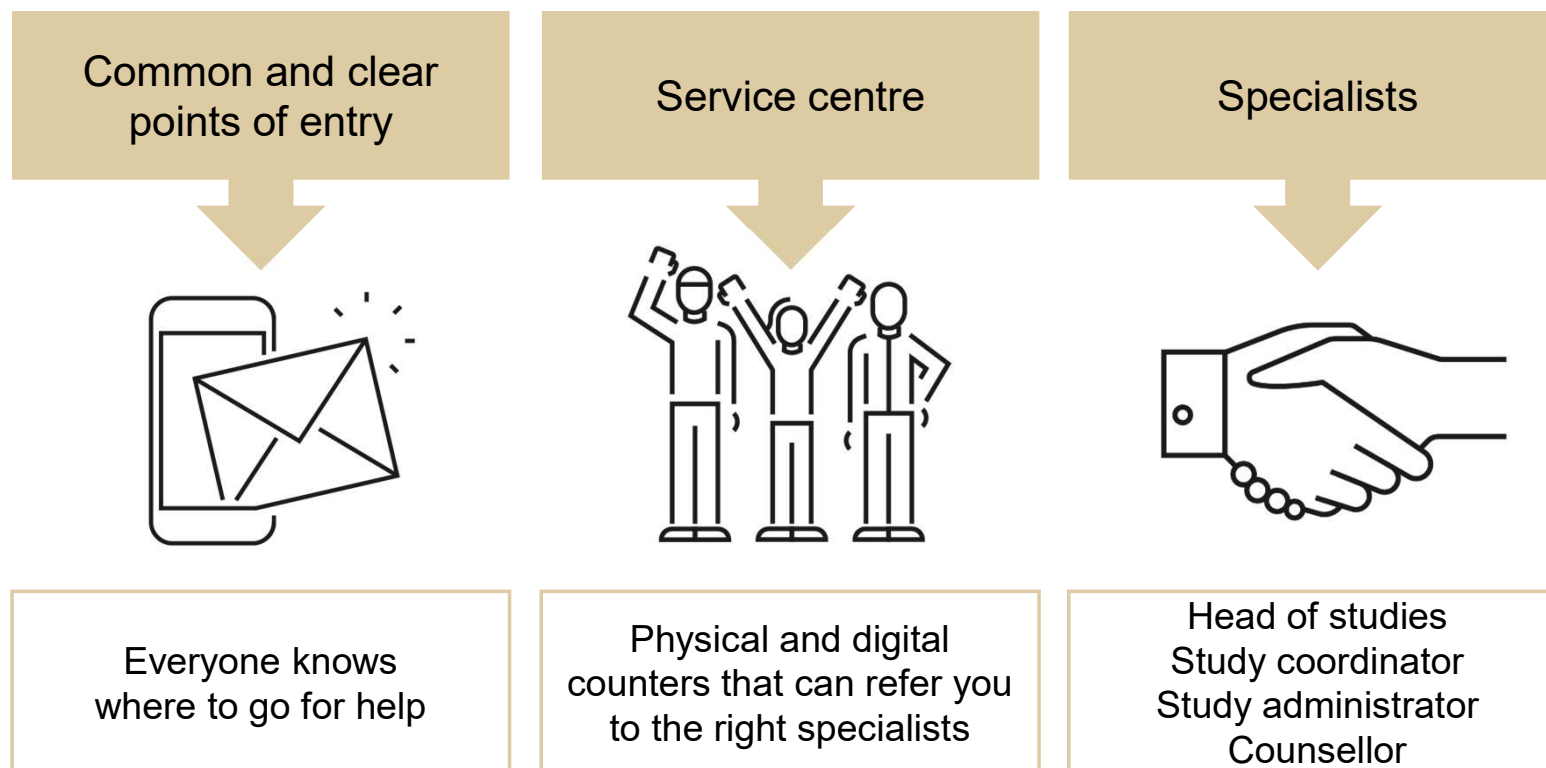
- Maintain close collaboration between academic environments and administration
- Maintain personalised contact and attentive administration through:
 - Clear entry points
 - Quality in task fulfilment
 - Safe operation
 - Coherence and collaboration
 - Knowledge and learning loops
 - Agility within 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



Clear entry points for students



The next steps

