

# processfix

Winter newsletter 2024/2025

## Welcome

In an ever-evolving global landscape, the role of higher education institutions extends beyond imparting academic knowledge. Universities are uniquely positioned to shape the holistic development of students, preparing them for the multifaceted challenges of the modern world. The need for an integrated student experience has never been more essential.

An integrated student experience fosters a supportive and cohesive environment, promoting academic success, personal growth, and social engagement. This approach ensures that students are not only equipped with the necessary technical skills but also with the emotional intelligence and cultural awareness required to thrive in diverse settings.

In this quarter's newsletter read how Buckinghamshire New University has focused on developing an integrated student experience, from academic support through to student engagement, highlighting the imperative for universities to adopt a collaborative and inclusive approach to its introduction.

## NEWSFLASH!

### London, UK – January 2024

The British Academy review progress of new application and award management processes with 50% fewer steps



## Creating an integrated student experience at Buckinghamshire New University

Jon Lees joined Buckinghamshire New University as Academic Registrar in October 2023 after 11 years at De Montfort University where he was responsible for the strategic direction of student and academic services. Jon's experience, coupled with his self-confessed passion for process improvement, has significantly shaped his approach to delivering an efficient, effective and professional support service across the University. From reinvigorating student engagement through face-to-face enrolment and a comprehensive support hub, the impact of these initiatives has been profound.

"I first came across Processfix in 2007 whilst serving as Administrative Director for Masters Programmes at Warwick Business School. Having undergone a period of rapid growth, we needed to scale up our processes without automatically resorting to an increase in resource."

"One of the great successes, was working with colleagues across departments to review our postgraduate taught admissions processes. At the time, the university's central admissions team was struggling to keep pace with growing application volumes. It was taking around six weeks to process an application which was resulting in high volumes of queries from applicants."

"The revised process, which re-ordered steps and delegated some communications to departments, meant many decisions were processed within 24 hours of receiving the application. All of those queries asking when they'd get a decision on their application disappeared overnight!"

"Having studied several modules on Operations Management as part of my MBA, I was already an advocate of process



improvement. The Processfix approach enables staff from all levels of the organisation to come together, learn and then apply the techniques to improve their own process."

"It offers a really accessible and unintimidating means for staff to have a voice in improving their processes through a very structured approach, whilst

also ensuring the value to the customer is always kept at the forefront of your mind."

"When I joined De Montfort University, I ran regular workshops on process improvement. They proved really useful during the implementation of our student records system and, most recently, I dusted off my skills to facilitate a review of the enrolment and attendance monitoring processes at Buckinghamshire New University."

"We completely changed the enrolment process by bringing back a face-to-face element for the first time since 2019. There were initially some compliance risks to tackle but it proved to be a win-win because it ensured students enrolled promptly whilst also creating a real buzz on campus during Welcome Week!"

## "we needed to scale up our processes without automatically resorting to an increase in resource"

"We also applied the approach to our in-person student support by launching the Student Hub in September 2024. This brings together a range of services into one place to prevent students from being 'ping-ponged' around campus. We've exceeded our aim of answering 80% of queries first time, despite launching at the busiest time of year, and have already noticed a significant reduction in emails."

"We are now planning to extend the Student Hub model to include email, phone and chat service delivery channels, alongside a major review of our course and student data requirements as part of our preparation towards implementing a new student records system."

## About us

Organisations rely on processes to get things done. Often these simply evolve over time and become inefficient ways of working. Processfix bring powerful, proven and behaviour-changing techniques to bear in a professionally facilitated environment.

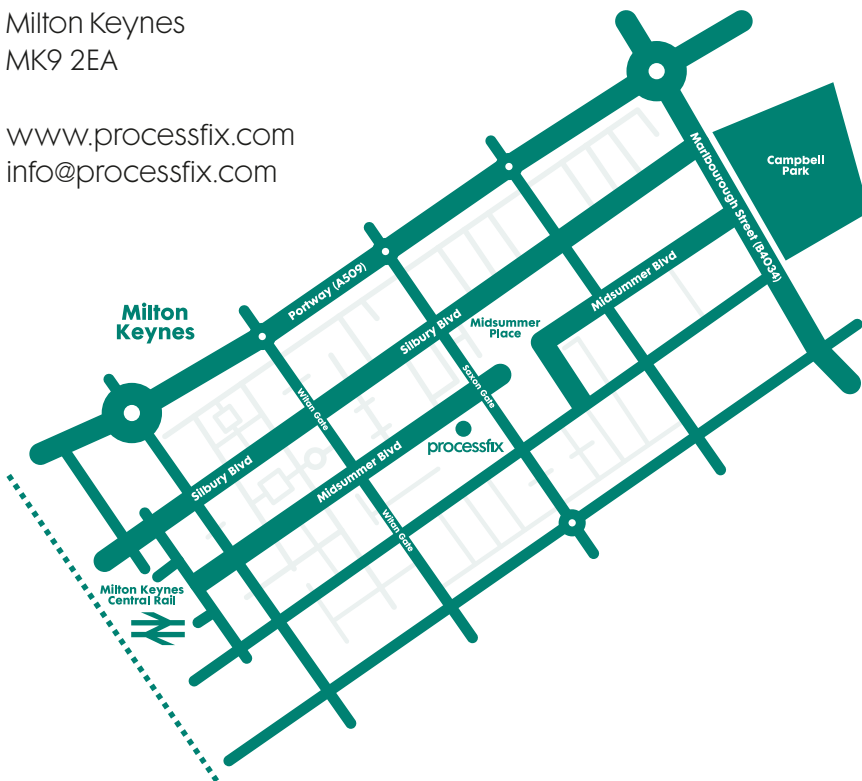
We focus on engaging your teams in their own improvement, empowering them to re-evaluate the way they do things and to develop new and improved ways of working that transform performance and deliver immediate results.

Whether you require rapid improvement workshop facilitation, an organisational wide process improvement programme or to develop and train your team. Processfix specialise in engaging your people, delivering immediate benefits and instilling continuous improvement across your organisation.

If you would like to find out how Processfix can benefit your organisation, please contact us at:

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## And finally...

Europe's leading discount supermarket chain average 40% time saving from each process reviewed



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**26th June 2025**  
**Price £795 per person**  
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