Student Intake Process

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INTRODUCTION

The project is about the student intake process at Ekhaya Junction Student Accommodation. As a student system analyst my aim is to study the intake process step by step to understand how it works and propose actionable recommendations. This is a legacy system that has been used throughout the years and needs to be up to date with how innovative things are. The purpose of this project is to increase coherence, productivity, and reduce time spent on redundant activities.

ORGANISATIONAL BACKGROUND

Ekhaya Junction is a vibrant student accommodation located in Pretoria Gardens which comes highly recommended by Tshwane University of Technology students for its multiple amenities and "home away from home" feel they get from the residence.

Prospective residents are invited to join a dynamic community that offers a lifestyle perfectly blending relaxation, study, and social interaction. Residents are urged to take ownership and make a positive impact on their community through citizen leadership. In order to foster academic achievement and personal development, they take advantage of a variety of amenities and services, including study places, leisure areas, and support services.

Furthermore, a secure and connected environment is maintained with 24/7 security and complimentary Wi-Fi across the residence, enabling students to concentrate on their studies and make the most of their university experience.

Given the description of the residence as well as what it offers multiple students storm the building when registrations for the university are open so they can secure their place for the academic year. This is where the Student Intake Process is introduced and students able to secure a room of their liking. Moreover, this process will be thoroughly dissected to understand what it entails and where improvements can be made.

PROBLEM STATEMENT

The current Student Intake system at Ekhaya Junction is predominantly manual, involving enormous amounts of paperwork, manual data entry which leads to cumbersome work, reoccurring and redundant errors, wasteful use of paper, and delays in processing students. These impediments negatively impact the student experience, causing an exasperating experience for students and overburdening administrative staff as well as intake agents with repetitive tasks. Furthermore, the lack of an automated tracking system makes it strenuous to surveil the status of applications in real-time, further aggravating these challenges. To enhance productivity, alleviate errors, and improve student satisfaction, a streamlined and automated student intake system is required.

BUSINESS PROCESS ANALYSIS

- ## Current Intake Process:

    ✓ Register on CJ students on www.cjstudents.co.za and upload all required documents

    ✓ Students need to present hard copies of Identity Document and Proof of Registration

    ✓ New students will then have to create a T-res account on www.t-res.co.za

    ✓ Returning students will need to log into T-res on www.t-res.co.za

    ✓ Students are checked if they are funded by NSFAS, Private Bursary or Self-Funded.

    ✓ Student hard copies are checked, proof of registration must be for the current academic year and relate to the ID

    ✓ While at the gate all verification of all the previous steps is checked by the intake agents

    ✓ If previous steps are completed, student will que to sign paper lease agreement

    ✓ Student, together with lease agreement and their documents will then queue for room allocation

    ✓ Student is allocated a room and requested to sign an online lease agreement on www.cjstudents.co.za/login

    ✓ Student document file is combined and logged into an excel spreadsheet to keep record of student intake

    ✓ Students' documents are scanned for the purpose of invoices

    ✓ Intake agent accompanies student with file to get key, inspect room with checklist and check amenities

    ✓ Student returns with intake agent to register for biometric for easy access to the residence.

- Identified Issues:
  - ✓ There is no central system which allows the seamless processing of the student intake
  - ✓ Students are subjected to long queues of repetitive verifications which could be done once but thoroughly
  - ✓ Students are unable to choose their desired room which they would've viewed before signing a lease agreement
  - ✓ The multiple hubs that the students need to queue in are strenuous and can sometimes cause confusion to the students
  - ✓ Managing multiple students is strenuous to the intake agents and can lead to inefficiency and low productivity
  - ✓ Due to manual data entry, errors are inevitable, which means that data may be unreliable and sometimes not true
  - ✓ Data tracking is difficult to perform as there is no system that can be programmed to accurately store student information
  - ✓ This lengthy process can create a bad reputation for the residence which will decrease profitability and productivity
  - ✓ Administrative work can be reduced if there is an automated system that will be able to capture student information, generate a lease and invoices
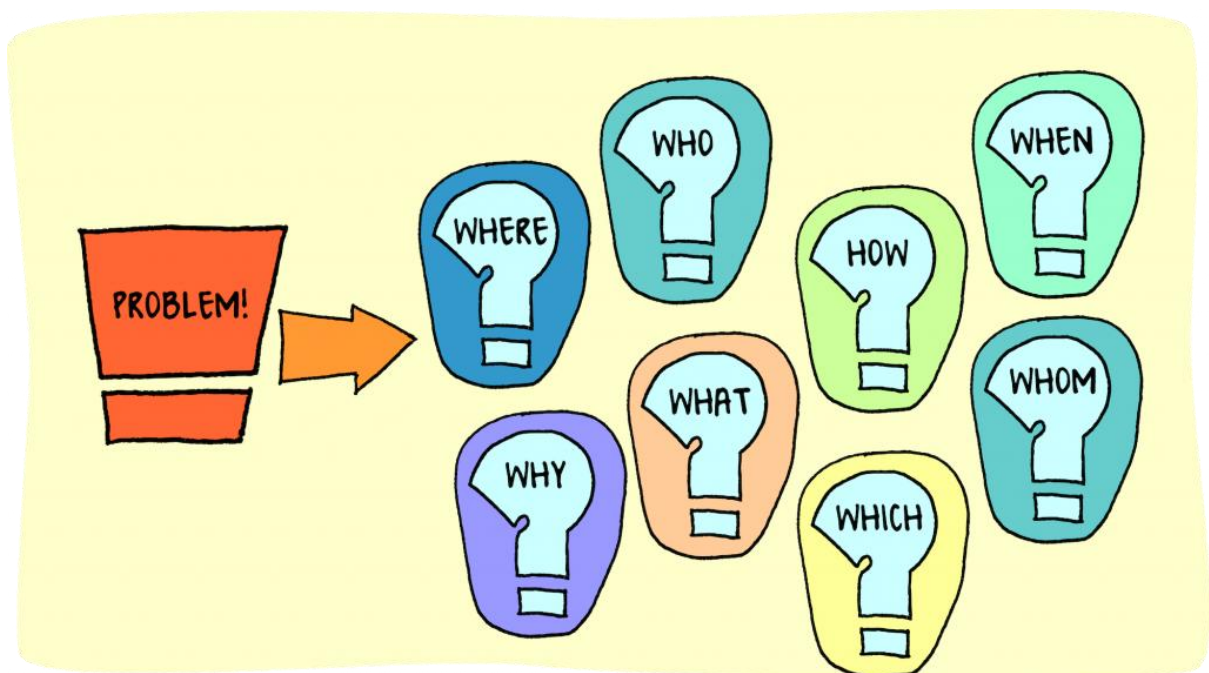
PROPOSED SOLUTION

- ## Description of Solution:

The proposed solution is an Automated Residence Management System, which is designed to replace the current manual, paper-based processes with a more efficient, digital automated workflow. The system will streamline the student intake process from the initial application to being finally admitted to the residence, corroborating quicker processing time, reduced errors and strengthening communication with students.

Key components of the solution:

1. **Online Application Portal:**
   The system will offer an easy-to-use online user interface for prospective students to create accounts, fill out application forms, and submit the necessary documentation (Proof of registration, ID Copy, Proof of Residence and Next of Keen ID). This will eradicate paperwork and provide continuous access, improving the process which will simplify things for both students and staff.

2. **Document and Data Management:**
   When the application has been submitted, the system will automatically evaluate the information supplied (such as general details and documents). The system will then highlight any missing or inaccurate details for subsequent follow-up, ensuring that only full applications are processed. This stage eliminates the mistakes that come with manual data entering.

3. **Automated Communication System:**
   To improve interaction, the system will automatically send notifications to student on significant developments such as missing documents, application status, or deadlines. Notifications will be sent via email and SMS to keep students updated while reducing the quantity of inquiries to the admissions office.

4. **Centralized Database:**
   All student data will be kept confidential and consolidated, with only authorized people having access to it. Admissions personnel can quickly view, update, and track applications in real time, which improves internal communication and teamwork among departments.
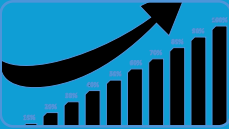
5. **Workflow Automation for Staff:**
   The system will facilitate tedious tasks for the administrative team, which will include application sorting, deadline monitoring, and student notification of necessary steps. By eradicating manual engagement, the team may focus on more strategic activities, increasing the overall efficiency and reducing processing time.

6. **Reporting and Analytics:**
   Real-time graphical interfaces and reports will be generated by the system, giving the administrative team access to important data such as the number of applications received, waiting lists, and application trends. This will facilitate
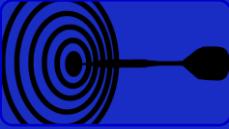
the organization to better monitor its admission process and make data-driven decisions to maximize productivity.

- ## **HOW IT SOLVES THE PROBLEM:**

Effeciency
- Through the automation of the intake process the system will then reduce time taken for application which will enable faster admission

Accuracy
- Manual correction is significantly reduced due to automatic data validation on student records

Enhanced Communication
- Student experience as well as communication will be improved once the automated notifications; that will keep students informed; is applied

Data Protection and Accuracy
- In order to enhance collaboration between different departments, a centralized database will ensure student information is organized, secure and accessible to authorised personnel

- # **Benefits of the Automated Student Intake System**

1. **Productivity (Quicker Processing) which will involve:**
   a. Minimizing manual work
   b. Rapidly increasing the processing of applications
   c. Tracking and notifications in real time

2. **Profitability (Cost Reduction) by:**
   a. Lowering paper and printing expenses
   b. Reducing expenses of staffing
   c. Reducing corrections and errors

3. **Efficiency (Improved Resource Management) is improved by:**
   a. Data centralization
   b. Automating standard or repetitive tasks
   c. Reporting in real-time
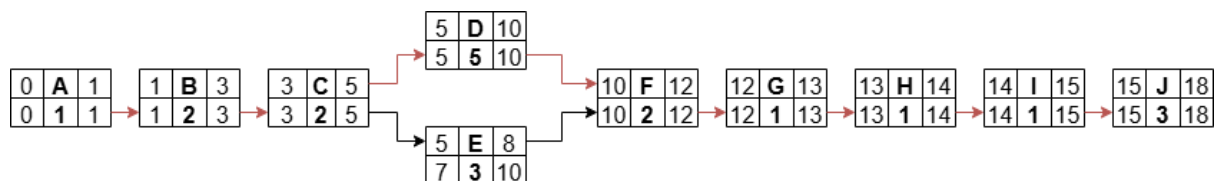
PROJECT PLAN:

- ## Project goals

The Primary Objectives for The Automated Residence Management System Will Include:

1. Simplifying the application process and admission process for students.
2. The system will enhance data precision and minimize mistakes by implementing automation methods.
3. It will improve the efficiency of processing applications and communicating with students.
4. Another goal is to Improve the student experience by offering live application monitoring and automatic notifications that will be sent out to student where necessary.
5. Administrative burden will be significantly decreases by automating repetitive tasks and consolidating data.
6. An offering of instant reporting and analytics to enhance decision-making will be available on the system.
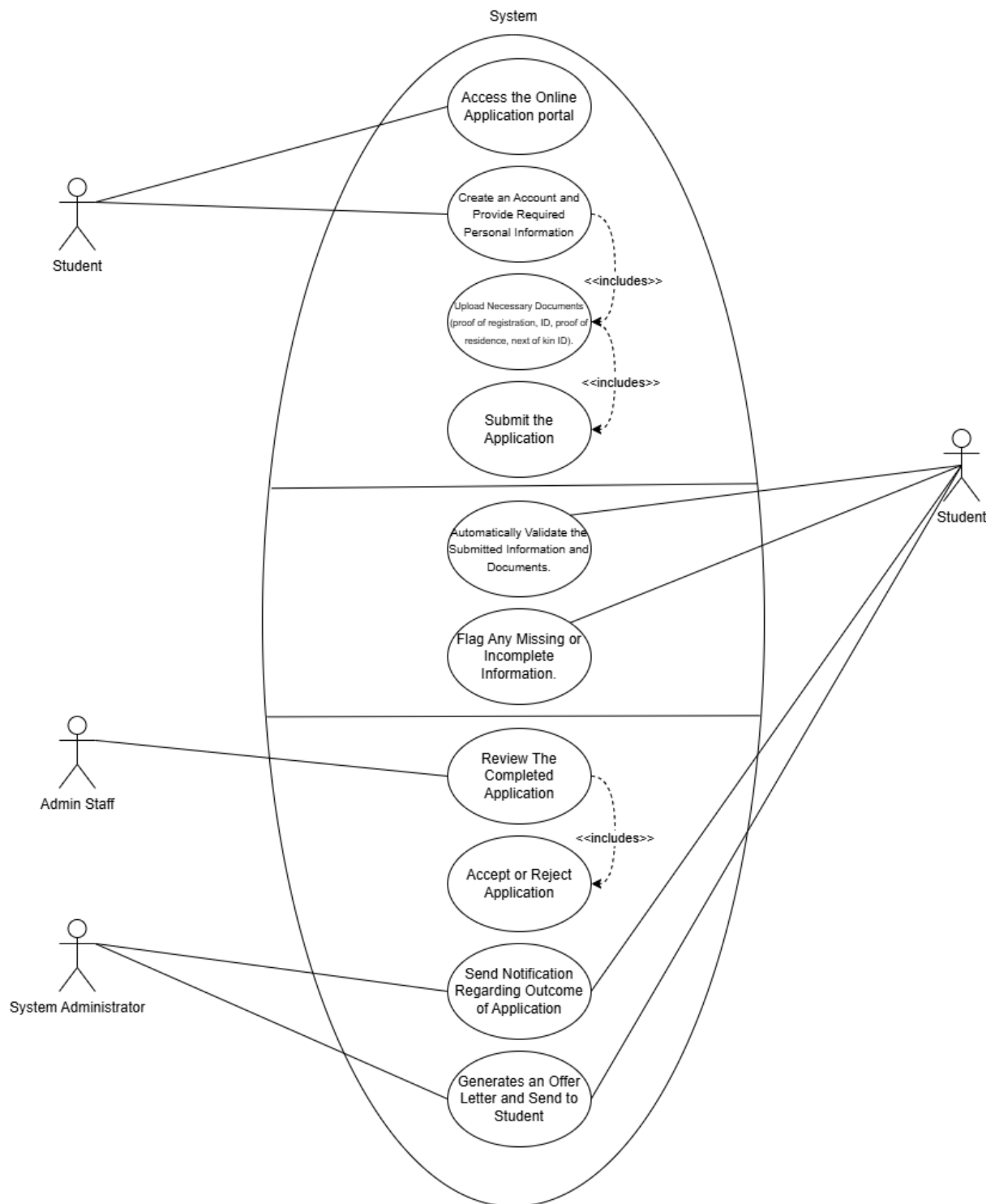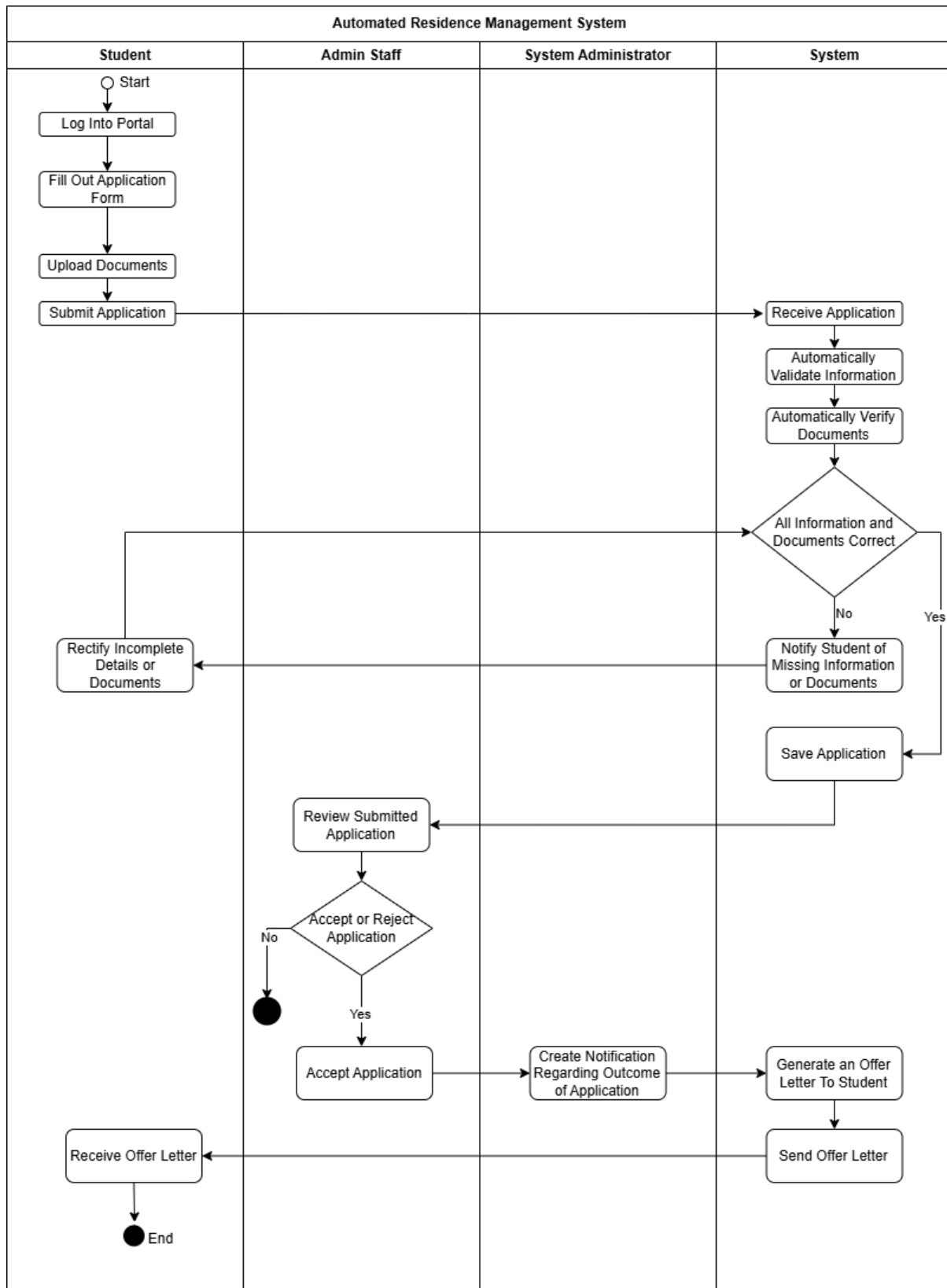
- ## Visualization
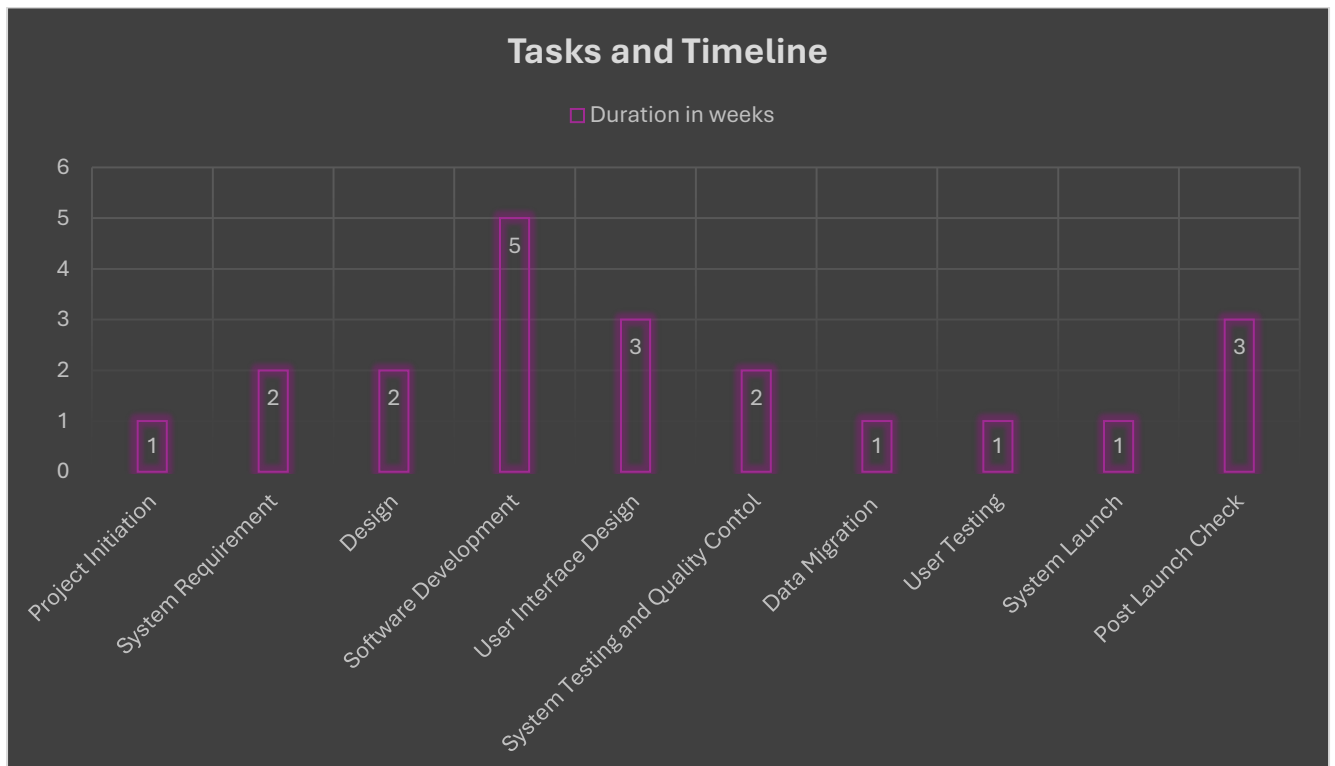
Task Name	Task Symbol	Predecessor	Duration (Weeks)
Project Initiation	A	--	1
System Requirement	B	A	2
Design	C	B	2
Software Development	D	C	5
User Interface Design	E	C	3
System Testing and Quality Control	F	D, E	2
Data Migration	G	F	1
User Testing	H	G	1
System Launch	I	H	1
Post Launch Check	J	I	3

Critical Path: A, B, C, D, F, G, H, I, J

Duration: 18 Weeks

RESOURCES NEEDED:

Personnel:

Project Manager

Business Analyst

System Developers

User Interface Designer

Quality Assurance Tester(s)

IT Support Team

Trainers

Technology:

Software Development Tools

Server Infrustructure

Cloud Storage

Netwrok Security Tools

Communication Tools
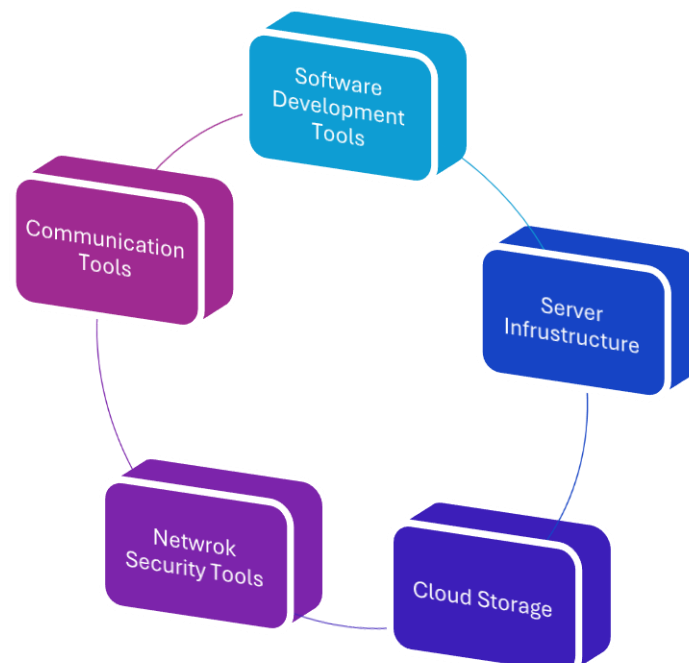
Budget:

Development Costs

Training Cost

Hosting and Server Cost

Support and Maiantainace

CONCLUSION:

In conclusion, implementing the Automated Residence Management System will significantly benefit Ekhaya Junction by facilitating productivity, profitability and efficiency for the Student Intake System. The system will streamline the workflow, diminish manual errors and improve communication with students through automated updates. As a result of the implementation, processing times will be truncated and administrative resources will be offloaded, making the experience easier and more straightforward for both staff and students.

Furthermore, the residence's revenue growth will be directly impacted by the potential savings from less manual tasks, centralized data storage, and significantly reduced paper use. The real-time reporting features of the system will also offer informative information for continuous improvements to the admissions process.

With a well-thought-out implementation strategy in place, this project is expected to transform the student intake process and ensure a more mainstream, flexible, and student-focused approach that emphasizes the residence's growth and operational excellence objectives.

REFERENCE:

Banyini, R. (n.d.). Student intake process. In *Ekhaya Junction Student Accommodation*.