

University of Swansea selects TDS Student Time & Attendance Monitoring Solution



17,445

Students



300+

Readers



2015

Customer Since

Overview

University of Swansea is a public research university located in Swansea, Wales, United Kingdom. It has two campuses located adjacent to the coast at the north of Swansea Bay. The Singleton Park Campus is set in the grounds of Singleton Park to the west of Swansea city centre. The Bay Campus which opened in September 2015, is located adjacent to Jersey Marine Beach to the east of Swansea city centre.

Swansea University currently offers about 330 undergraduate courses and 120 post-graduate courses to 17,445 undergraduate and postgraduate students. In 2014 Swansea was named University of the Year in the WhatUni.com Student Choice Awards and shortlisted in the same category in the Times Higher Education awards. In 2016, Swansea University was named as the best university in Wales by The Times and The Sunday Times Good University Guide 2017 League Table. It was also awarded the inaugural Welsh University of the Year title.

As Swansea sees continuous growth it needed to implement a fully automated process where they can track and analyse real time information. The university was using a legacy approach whereby the pen and paper system was out of date and not keeping with UKVI standards. This legacy approach to the student attendance monitoring resulted in high admin resourcing costs per annum and increased the complexity of UKVI compliance. TDS offered a system which in turn improves retention rates and keeps the university UKVI compliant, increases student engagement and reduces admin costs.

Location

Swansea University to Singleton Park, Sketty, Swansea SA2 8PP, UK

- Singleton Park campus
- Beachfront science and innovation Bay campus

Systems Installed

- TDS Time & Attendance

Hardware Selected

- ✓ x300 fixed Kaba Readers

Favourite Feature

Time & Attendance

Process

Swansea University selected TDS Student Time & Attendance to proactively monitor both domestic and international student attendance, improve student engagement, increase retention and reduce drop out. This required a system that placed the onus of attendance on the student.

Critical to the overall success of the University of Swansea in league tables is the Universities commitment to enhancing student engagement throughout academic life. To ensure continual improvement of pastoral care initiatives the University sought to introduce a Business Intelligence software solution that would provide visibility on student participation in academic life. Offering graphical and tabular reporting, TDS Visitor enabled the University to gain greater insights into student activities on campus while strengthening student communications and reducing administrative costs associated with data capture and analysis.

TDS helped Swansea with the integration of SSO (single sign on) use, Scientia and SITs (student records software) replacing the redundant GAMs system previously used. Due to complex timetabling requirements, TDS Student developed a fully customised systems integration which accounted for the unique timetabling data structures of the University of Swansea.

A unique escalation and de-escalation communications system was also developed to reach out to students at the point of disengagement and provide a tailored student messaging at all points of the escalation process. For example, if a student does not show for more than 2 weeks they are messaged and if they subsequently attend a class they are messaged to welcome them back. This then in turn helped the college learn more about their students and produced more interaction between student and teacher, especially 1st year students which are the most vulnerable.

A phased approach was used for the student portal to ensure a smooth system roll out. The data analytics has proved to be very positive as there was no previous business intelligence and TDS has helped to fill that gap.

"The new system ensures Swansea meets the UKVI compliance standards and student attendance requirements. Retention & student engagement will see the university's growth continue"

Ian Allen
Business Development Manager
TDS



Challenges

- ⊙ UKVI compliant reporting
- ⊙ Attendance monitoring for almost 18,000 students
- ⊙ Retention
- ⊙ Timetable integration

Benefits

- ✓ Full compliance with UKVI Legislation
- ✓ Automated detailed student reports
- ✓ Increased time efficiencies, resulting in lower administrative costs
- ✓ Increased student retention rates, securing valuable revenue streams
- ✓ Timetable integration resulting in higher student attendance
- ✓ Increased student engagement

