

Business weds IT – Saving the Relationship from Divorce

A case study of implementing an online application system in a dual sector university

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Kai Jensen

Today's therapy includes...

- About the University
- Commitment issues (first attempts)
- Apply online direct admissions project
- The honeymoon period (establishing the project and early positives)
- A complicated marriage (mistakes and consequences)
- It's never too late to change (addressing the issues)
- Bad habits return (repeating our mistakes)
- Relationship counselling (forgiving the past and moving on)
- In hindsight



Direct Admissions at RMIT University

Vocational Education

Certificate IV and above only

Undergraduate

All bachelor and associate degrees

Honours degrees

All honours degrees (entry is after completion of bachelor)

Postgraduate by coursework

Graduate certificate and diplomas
masters degrees

Commitment issues...

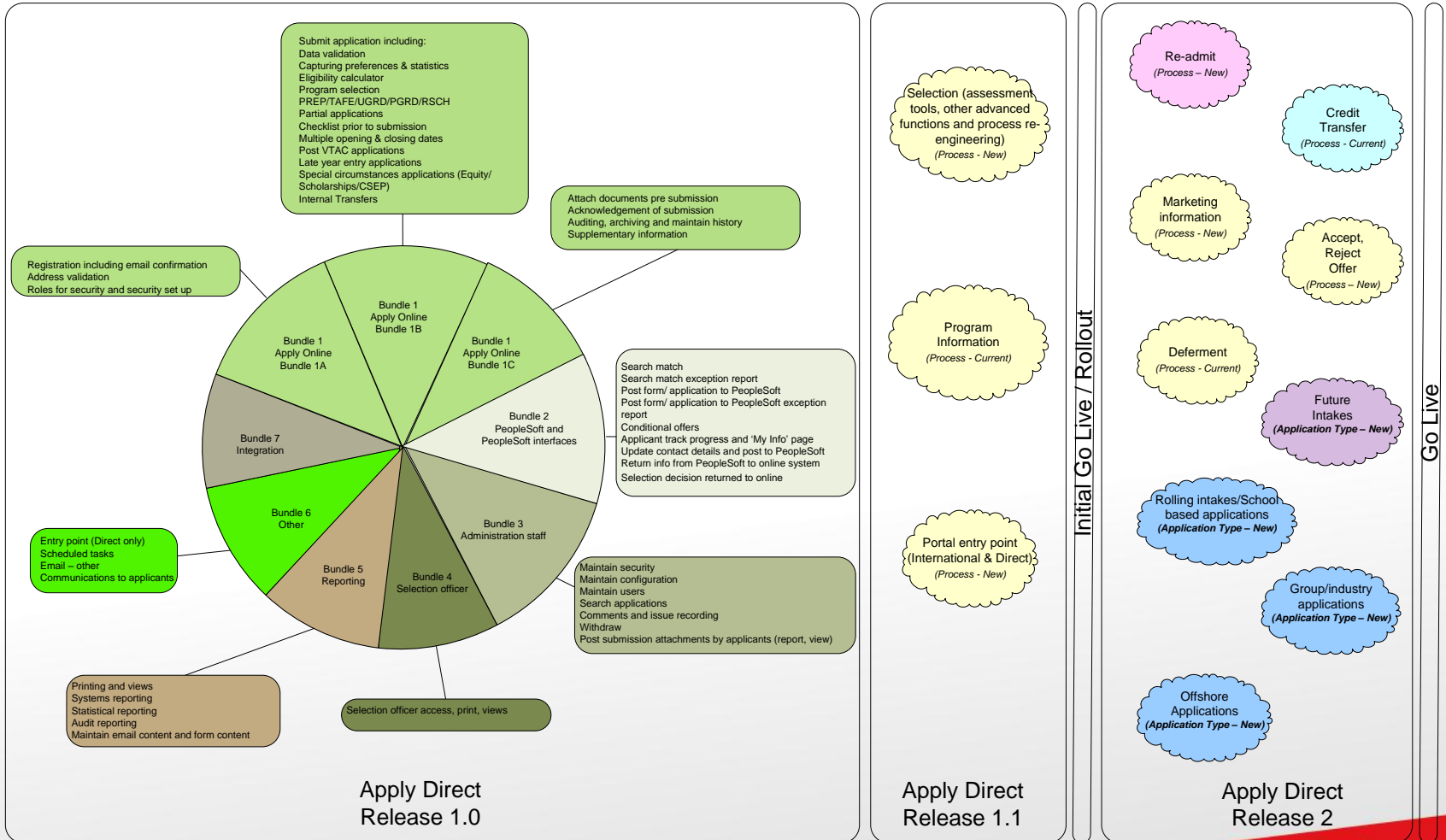
Basic online form to capture information

Withdrawn from use within 12 months

Back to paper applications

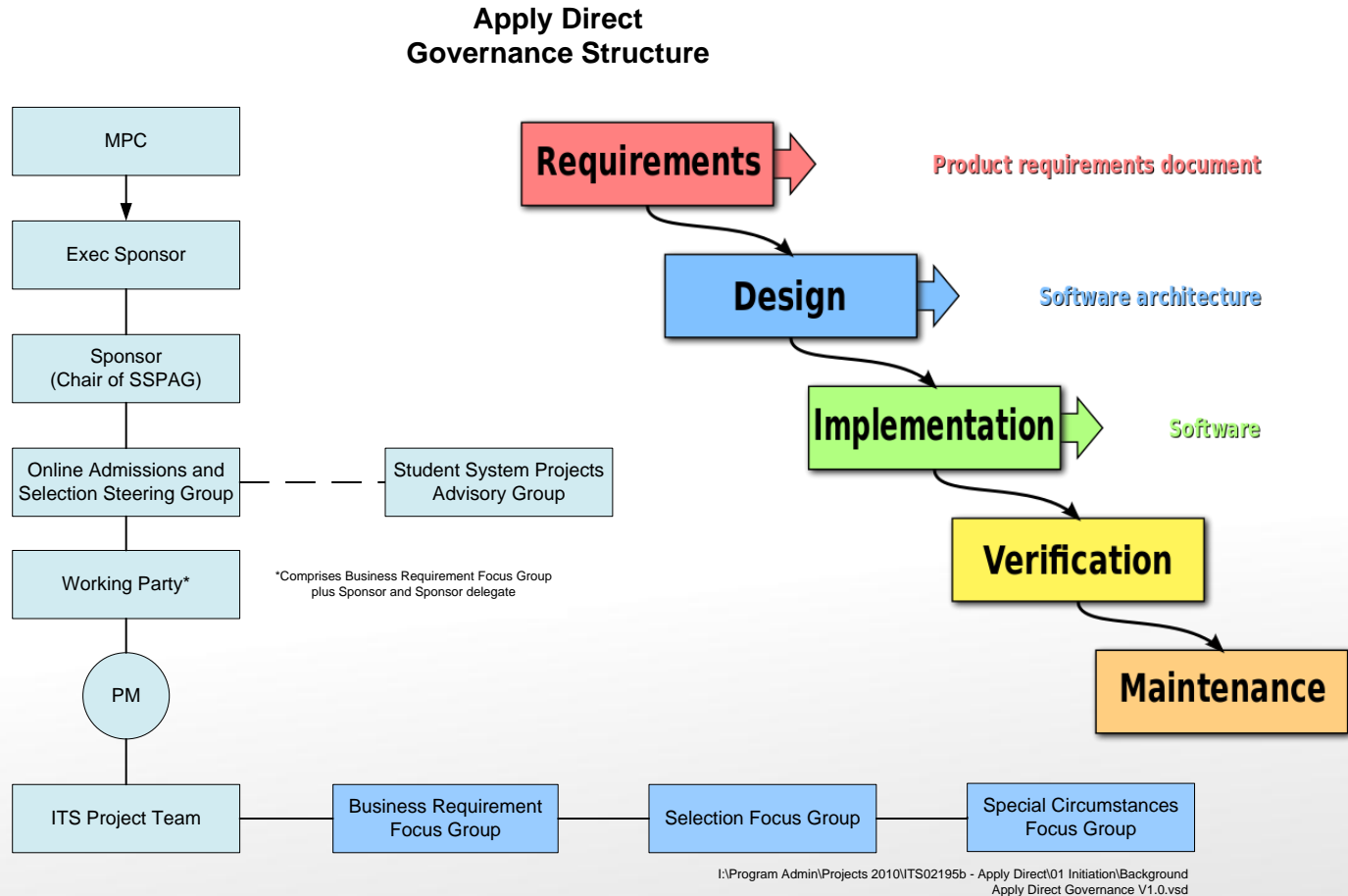
Brave new world

ARG Online Admission and Selection project landscape



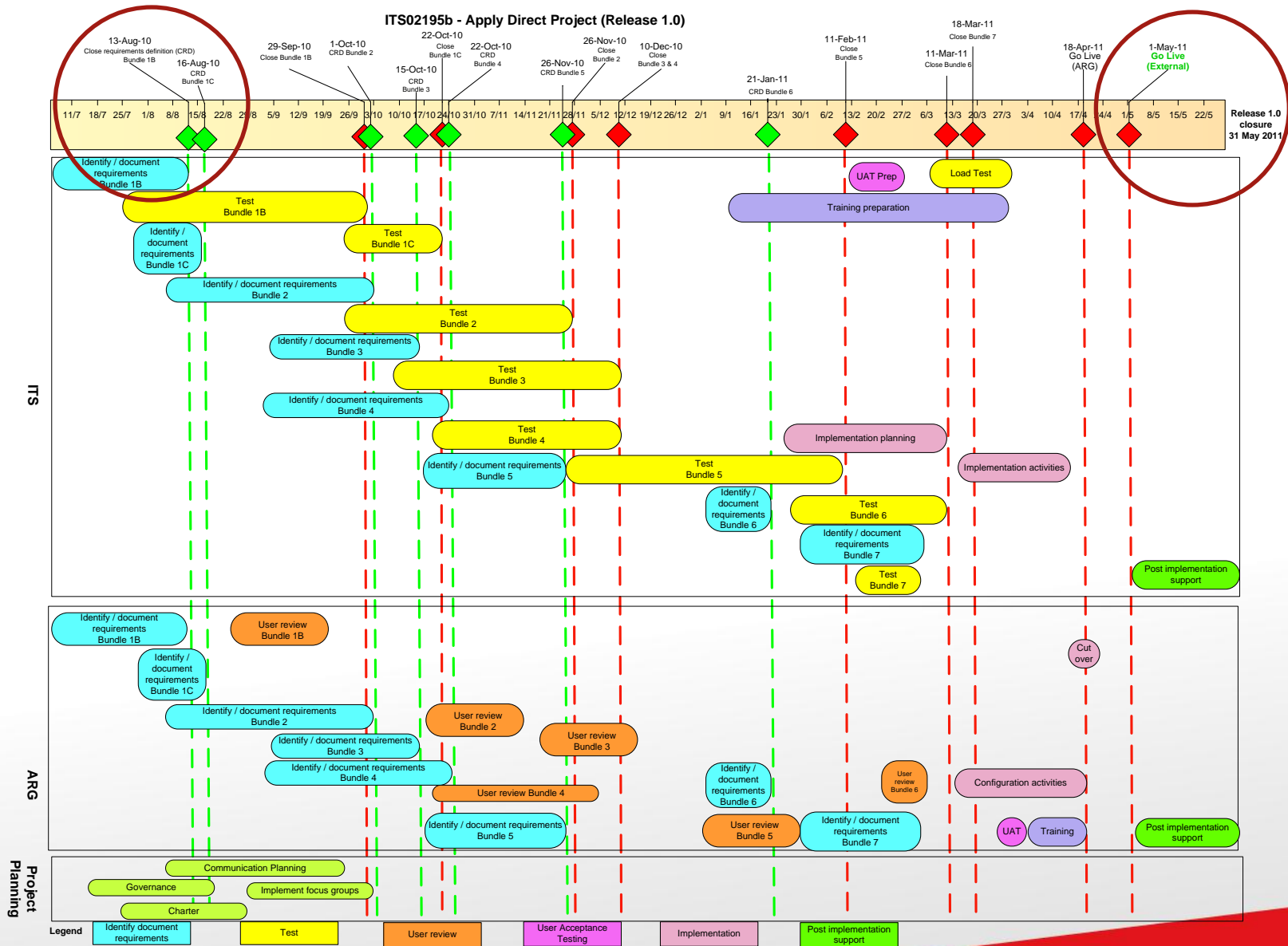
v0.5

The honeymoon period




"Waterfall model" by Peter Kemp / Paul Smith - Adapted from Paul Smith's work at wikipedia. Licensed under Creative Commons Attribution 3.0 via Wikimedia Commons - http://commons.wikimedia.org/wiki/File:Waterfall_model.svg#mediaviewer/File:Waterfall_model.svg

ITS02195b - Apply Direct Project (Release 1.0)




The hard yards...



Apply Direct Business Case

April 2009


Author:
College/School/Area
Sponsor



Information Technology Services

**ITS02195B Apply
ITS Project Office
Statement of Work**

May 2010




Information Technology Services

**Functionality
ITS Project
ITS02195B
FRS 5**

APPLY DIRECT - BUSINESS REQUIREMENTS SUMMARY

Note that where the requirements are uncertain or unknown, sizing estimates may need to be reviewed.

ID#	Requirement Title	Brief Requirement Description	Original list reference	Sub release	Considerations
BR_1	Submit applications online				
BR_1.1	Commencing applicants - Apply Online for a program & under special circumstances for a current semester or future semester	Following careers & cohort of applicants will apply using the online application: Careers: PREP (VCE only), TAFE, UGRD, PGRD, & RSCH Cohorts: Onshore Direct Late Year Entry Post VTAC Applications Rolling intakes (School based applications) Group/industry applications Offshore applications Research applications Special circumstances applications to include: Equity scheme, Commonwealth Supported Equity Places applications, Scholarship applications Extra requirements - supplementary forms	43,42,41,40,3f,32,33,34,48,39,10,3b,35	Career - PREP (VCE Only) BR 1.1.1	<ul style="list-style-type: none"> How to determine which programs are VCE Does program list contain sufficient info Specific questions are required Review admit types Need to map selection process (not just selection decision entry)
				Career - TAFE BR 1.1.2	<ul style="list-style-type: none"> No TAFE specific issues
				Career - UGRD and PGRD BR 1.1.3	<ul style="list-style-type: none"> No specific issues
				Career - RSCH BR 1.1.4	<ul style="list-style-type: none"> Does program list contain sufficient info Specific questions are required - review form Review admit types Need to map selection process (not just selection decision entry) Need to map application/admissions process Ownership of process which currently sits outside ARG (transition to ARG - staff responsibilities - who signs off requirements...) Will system need to interface with Research Master? Are all RSCH applications entered into Research Master? Is it used in any admission or selection process?
				Cohort - onshore direct BR 1.1.5	<ul style="list-style-type: none"> No specific issues - is a 'standard' application as long as covered in the careers above with the exception of RSCH



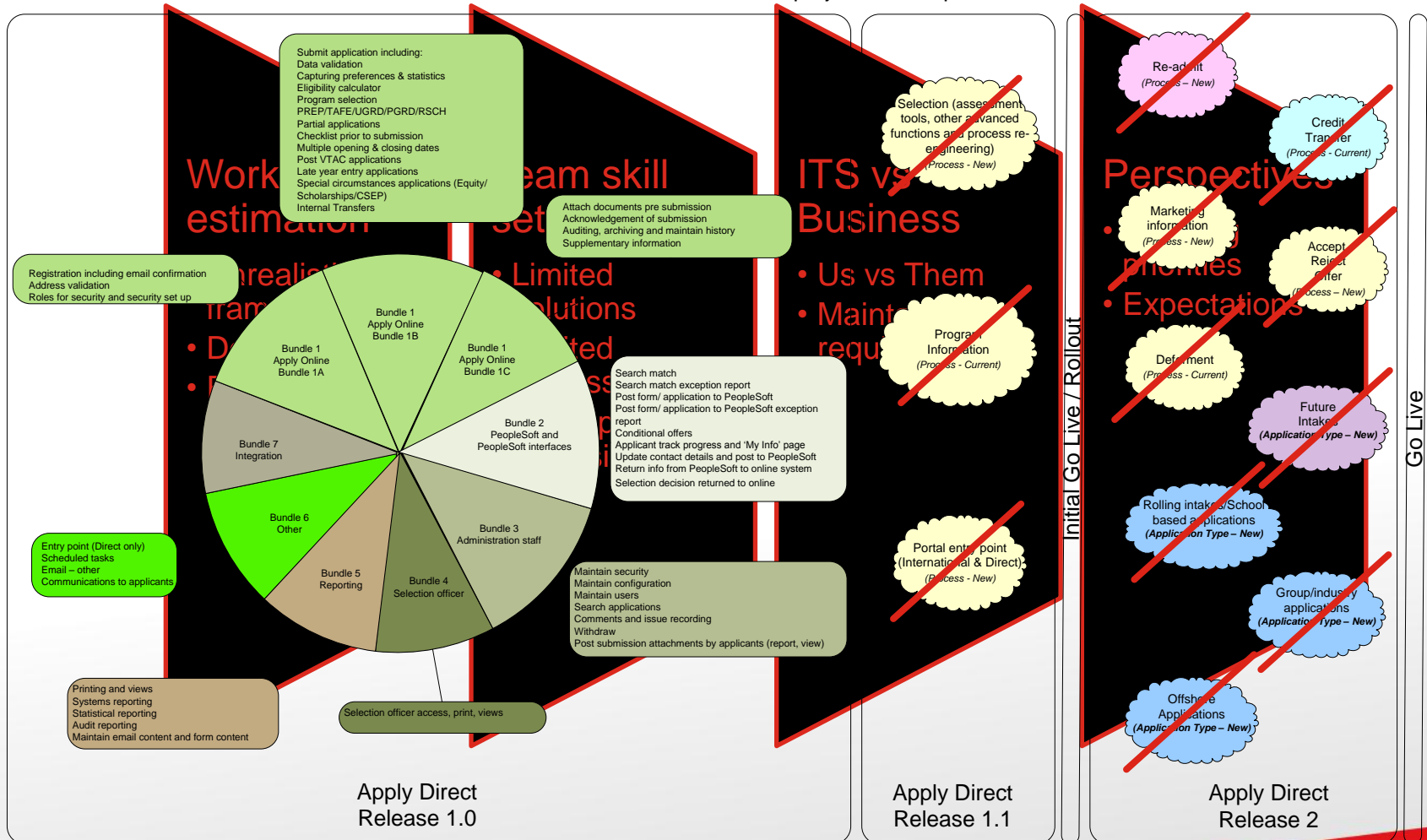
Document: BUSINESS REQUIREMENTS SUMMARY
 Date: 05/05/2010
 Page 10 of 13

You never told me about your ex!



Wait! Let's bring more baggage

ARG Online Admission and Selection project landscape



V0.5

But does it work?

The screenshot displays the RMIT University application portal interface. At the top, a progress bar shows steps 1 through 8. The user is logged in as Alison Wallace. A red banner with the RMIT logo and 'Apply // Apply' text is visible. The main content area is divided into several sections:

- Menu:** A vertical sidebar on the left with options: Your applications, Personal details, Address details, Contact details, and Account setup.
- Your applications:** A table listing the user's applications with columns for Reference, Program, Status, Last updated, and Actions.
- Mail Window:** An email client window titled 'Mail From: "RMIT - University" <apply.testing@rmit.edu.au>' showing a message from RMIT University with the subject 'Your RMIT account' and the body text: 'Welcome to RMIT University. Please click on the link below to confirm your email address and activate your account. [Activate Account](#)'. A footer note reads: '**Please do not reply to this email. This is an automated email message and has been sent from an unattended mail box**'.

Your applications Table:

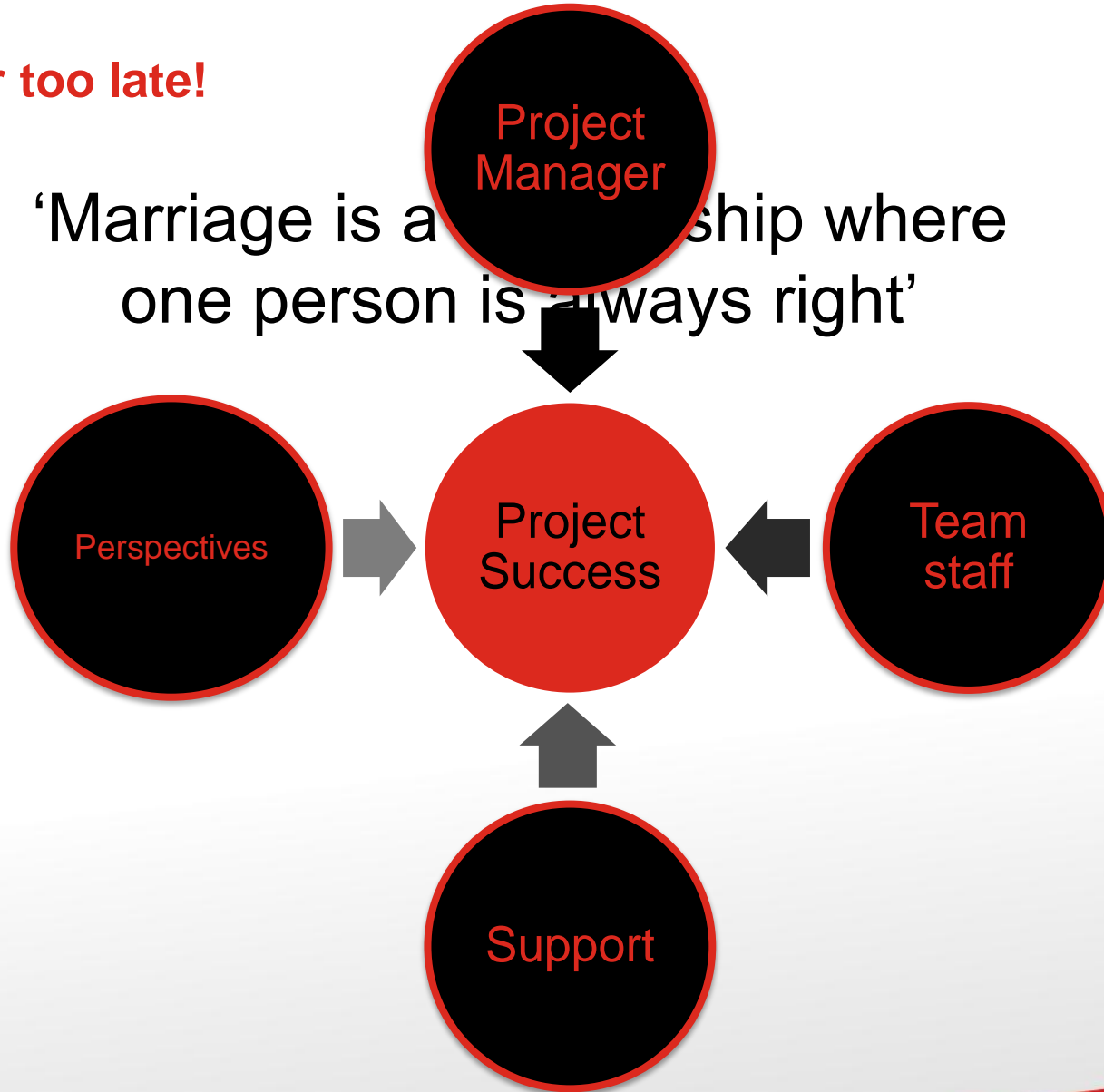
Reference	Program	Status	Last updated	Actions
D102345	Program level: Postgraduate Program: MCB62 - Master of Trout Attendance mode: Off campus / distance education Stream/specialisation: Rainbow Fee type: Commonwealth supported place Campus: N/A Study load: Part time	Conditional offer made <i>You have been made a conditional offer in this program. Your offer is on condition that you meet specific requirements outlined in a letter that will be posted to you in the next 5 working days.</i>	5 Jun 2010	View summary
D102378	Program level: Graduate Diploma Program: GD11AQ - Graduate Diploma in Fish Attendance mode: On campus Stream/specialisation: Fee type: Commonwealth supported place Campus: City campus Study load: Full time	Incomplete		
D102345	Program level: Postgraduate Program: MCB62 - Master of Trout Attendance mode: Off campus / distance education Stream/specialisation: Rainbow Fee type: Commonwealth supported place Campus: N/A Study load: Part time	Under assessment <i>Your application is currently under assessment.</i>		

From this page you can:

- **Continue** an application before submission, returns you to the application page.
- **View summary** to confirm what you have completed so far, and what is still to be done.
- **Delete** an application before it is submitted.
- **Add documents** to submit additional supporting documents.

It's never too late!

'Marriage is a relationship where one person is always right'



Getting back to basics!

Program selection

Step 1
Program selection

Welcome Personal details **Program applications** Equity applications

Program selection Your applications

Return here at any time to:

- review progress of a submitted application
- amend, finalise and submit an incomplete application
- create a new application.

Please select the program you wish to apply for

Master by coursework

Please select the program you wish to apply for

MC142 - Master by coursework

Select one program

Program	Reference number	Program
<input type="radio"/> Master by coursework	D197547	Program level: Master by coursework Program: MC142 Attendance mode: On campus Stream/specialisation: MC142AIM - Master of Creative Media (Animation) Fee type: Full-fee Campus: City Campus Study load: Full-Time

From this page you can:

- Continue** an application before submission, returns you to the last place in the **incomplete** applications list
- View summary** to confirm what you have completed so far, and to submit your application
- Delete** an application before it is submitted
- Add documents** to submit additional supporting documents.

Select a program

Your RMIT offer

Dear [ApplyDirectPreview-FirstName]

Congratulations, you have been offered a place at RMIT University for [2nd Semester 2011] in:

Reference number: [ApplyDirectPreview-RefNumber]

Program: [ApplyDirectPreview-ProgramCode] [ApplyDirectPreview-ProgramName]

Plan: [ApplyDirectPreview-PlanCode] [ApplyDirectPreview-PlanName]

Fee type: [ApplyDirectPreview-FeeName]

Campus: [ApplyDirectPreview-CampusName]

Access your offer

Your offer will be available in Apply Direct within 2 business days.

To view your offer, [log in to Apply Direct](#).

I look forward to welcoming you to an exciting future at RMIT.

Yours sincerely

Dr Maddy McMaster
Academic Registrar

****Please do not reply to this email. This is an unmonitored email address.****



Old habits!

'I know nothing'

No
project
manager
needed

e

'It's only
usability'

l'

'It's a
simple
require-
ment'

g

Maxims

expert opinion.'

Relationship counselling

Agile methodology

- Low documentation
- 4-weekly sprints
- Backlogs

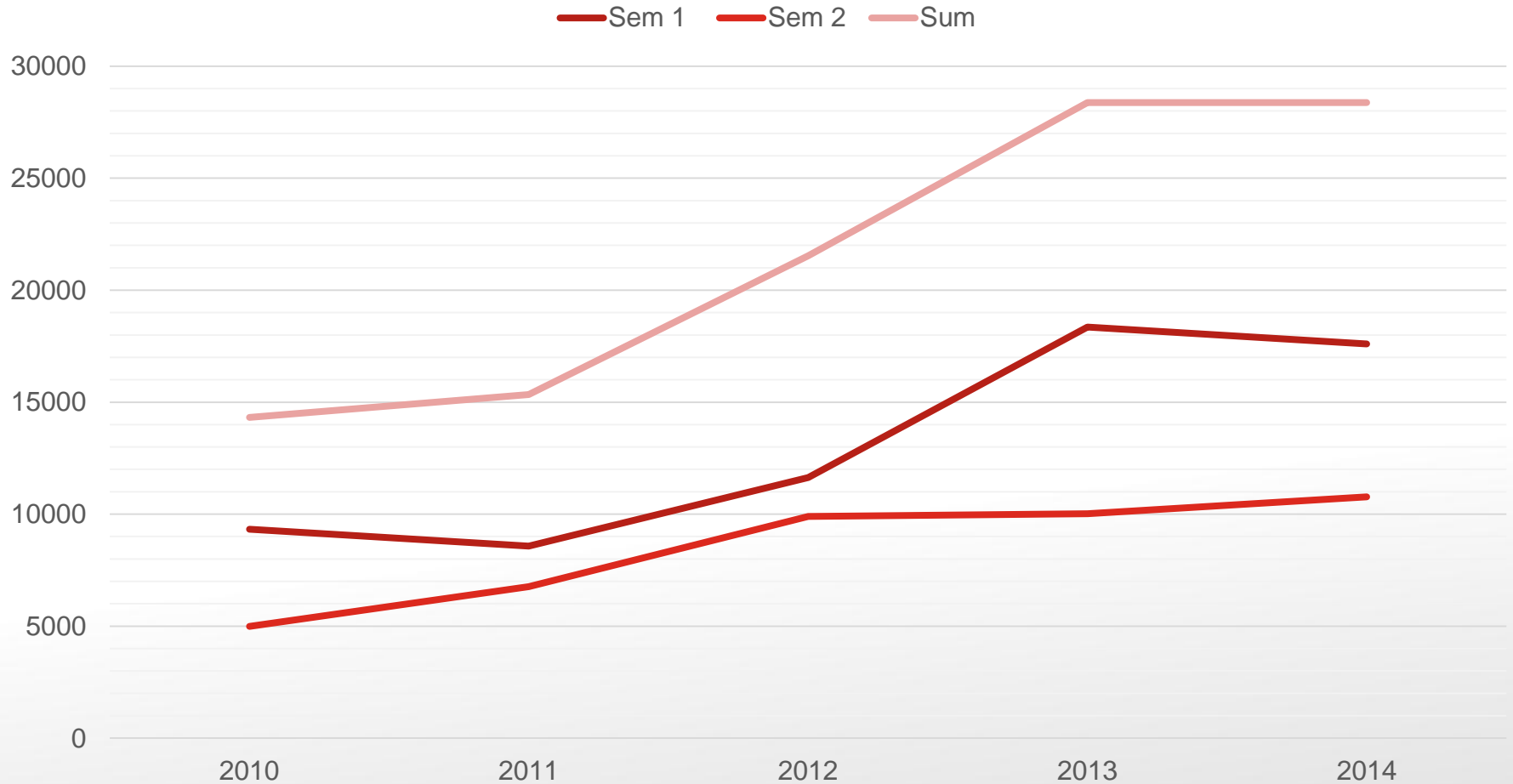
Management

- Regular updates
- Expectations
- Prioritisation
- Resources and estimations

Staff skills

- Continuity
- Context
- Triage

How do we look now?



In hindsight



And they lived happily
ever after...

Thank you

