



University of Derby
Derby, England
www.derby.ac.uk

Industry:

Education & Research

Annual Budget

US\$190 million

Employees:

2,200

Oracle Products & Services:

PeopleSoft Campus Solutions
Student Administration
Student Financial Management
Events Management
PeopleSoft Enterprise
Financial Management
Customer Relationship
Management

“Oracle’s PeopleSoft Campus Solutions meet our combined needs as both a higher education institute and one of Derbyshire’s largest businesses, while providing an agile foundation to drive profitable growth through process excellence.” – Stephen Dashfield, Information Management Team Manager, University of Derby

University of Derby Leverages IT to Become U.K.’s Pre-eminent Modern, Progressive University by 2020

The University of Derby offers a variety of higher national diplomas, foundation and bachelor degrees, and master courses to 25,000 students. A pioneer in lifelong learning, 27% of the university’s enrollment comes from mature students. In the past four years, enrollment has doubled, leading to the opening of a third campus, while student satisfaction exceeds 71%. Derby was short listed for “The Times University of the Year” in 2007.

Challenges

- Provide unrivalled student service and cut costs by automating and Web-enabling all processes from inquiry to application, acceptance, enrolment, fee collection, graduation, and beyond
- Leverage timely intelligence to increase conversion of inquiries to admissions, maximize retention rates, and continue to grow business through the right mix of courses and study programs
- Gain flexibility to meet changing student and employer needs while streamlining compliance with directives from the Universities and Colleges Admissions Service (UCAS)

Solution

- Achieved rapid roll out of Oracle’s PeopleSoft Enterprise Campus Solutions to 2,000 academic and support staff
- Made a single, consolidated record of each student’s details, grades, and fee payments available to faculty staff and enabled them to input assessment results directly into the system
- Gave students self-service access to selected data, allowing them to view personal details, grades, and account status online
- Reduced administration costs by automating the structuring, management, collection, and receipt of tuition payments with scheduled reminders to students with outstanding debts
- Built “paperlight admissions” functionality for online applications, which reduced reliance on UCAS paper forms, accelerated decision process, and cut student notification times
- Lowered enrolment costs by 70% through online enrollment
- Tailored PeopleSoft’s event management module to streamline organization of graduation ceremonies and open days
- Doubled prospectus orders and boosted direct inquiry-to-applications conversion rate by 20% in two years
- Benefited from enhancements in Release 9 to have U.K. statutory reporting requirements supported in core product