

Shared services for life long learners through the National Entitlement Card



Doing things differently



Background

- National Entitlement Card (NEC)
 - Firmly established, interoperable smartcard standard
 - 32 Scottish local authorities
- Extending and simplifying access to services
- Modernising services
 - Enhanced business processes
 - Innovation
- Collaborative working/shared services
 - Doing more with less, or the same

Background

- Can HE/FE benefit from the NEC?
- Scottish Funding Council project
 - Phase 1 pilot: shared services for life long learners through the NEC
 - Platform to extend use across HE/FE
- Phase 2 bid developed
 - Supported by Project evaluation
 - Lifelong learning card
 - Applications development
 - Knowledge transfer

Where do we want to get to?

- National Entitlement Card
- Scotland's Colleges
- Scottish Library and Information Council
- Society for Local Authority Chief Executives
- Young Scot
- Universities Scotland (watching brief)
- Angus College
- Angus Council
- Dumfries and Galloway College
- Dumfries and Galloway Council
- Dundee College
- Dundee City Council
- John Wheatley College
- Stevenson College
- University of Abertay Dundee
- University of the West of Scotland

Providing access to services





Part-Time Student Registration

If possible, please provide your student identification number used at your last registration. This will enable us to consolidate your student academic record under your student identification number.

1 1 1 - 2 2 2 - 3 3 3

Mr / Mrs / Ms / Miss Surname
M I S S W A N G

Given Names (in Full)
X I A O

Apt./Unit Number and Street
1 7 5 0 F I N C H A V E . E

City or Town Province Postal Code
T O R O N T O O N M 2 J 2 X 5

Area Code Home Telephone Area Code Business Telephone Business Local
4 1 6 4 9 1 - 5 0 5 0

Have you registered at Seneca prior to this semester?
 Yes No

Date of Birth **5 9** **0 2** **0 1**
Year Month Day

If you have moved, please give previous street address:

Note: Date of birth is required on the Seneca College student record system to assist our office in the removal of your academic grades from the computerized/unofficial student files. Once the information is provided we cannot be responsible for locating and providing copies of your student academic transcript in the future. REGISTER

* There is a fee premium - ask for an International Student Fees Policy for details.

Please check - method of payment: Credit Card
 Cash
 Interac Direct Payment

Please check: Canadian Citizen / Permanent Resident
 or Attending on a Student Visa Authorization (International Student)

Credit Card # _____
 Expiry Date _____

FREEDOM OF INFORMATION AND PROTECTION OF INDIVIDUAL PRIVACY ACT
 The personal information on this form is collected under the legal authority of the Colleges & Universities Act, R.S.O. 1990, Reg. 779. The information is used for the administrative and statistical purposes of the College and/or the ministries or agencies of the Government of Ontario and the Government of Canada. For further information please contact the College Registrar, 1750 Finch Avenue E., North York, Ontario M2J 2X5, (416) 491-0050.

Subject Code		Subject Code		Subject Code	
E	S	L	9	3	9
F	A				
<small>Subject Code</small>	<small>Sec. Code</small>	<small>Subject Code</small>	<small>Sec. Code</small>	<small>Subject Code</small>	<small>Sec. Code</small>
Newnham Campus		Campus/Location		Campus/Location	
<small>Campus/Location</small>		<small>Campus/Location</small>		<small>Campus/Location</small>	
<small>Start Date</small>	<small>Time</small>	<small>Day</small>	<small>Start Date</small>	<small>Time</small>	<small>Day</small>
Jan 29	7-10 pm	M T W T F S S			

#108-02

Common scenario?

- (Student/user/reader) registration
 - Rigorous (lengthy?) process
 - Inward looking
 - Repetitive
 - Presentation at multiple service points
 - Costs
 - Citizen
 - Organisation
 - Resource
 - Lost opportunities?



Where could we get to?

- Simplify access to public services
 - ‘Circle of trust’ model
 - Single point of registration for multiple services
- Services to follow learners?
 - User perspectives: provision or access?
 - When does ‘life long learning’ stop?
- Joined up life-long learning
 - New ‘smarter’ services
 - Working across traditional boundaries

Student card?



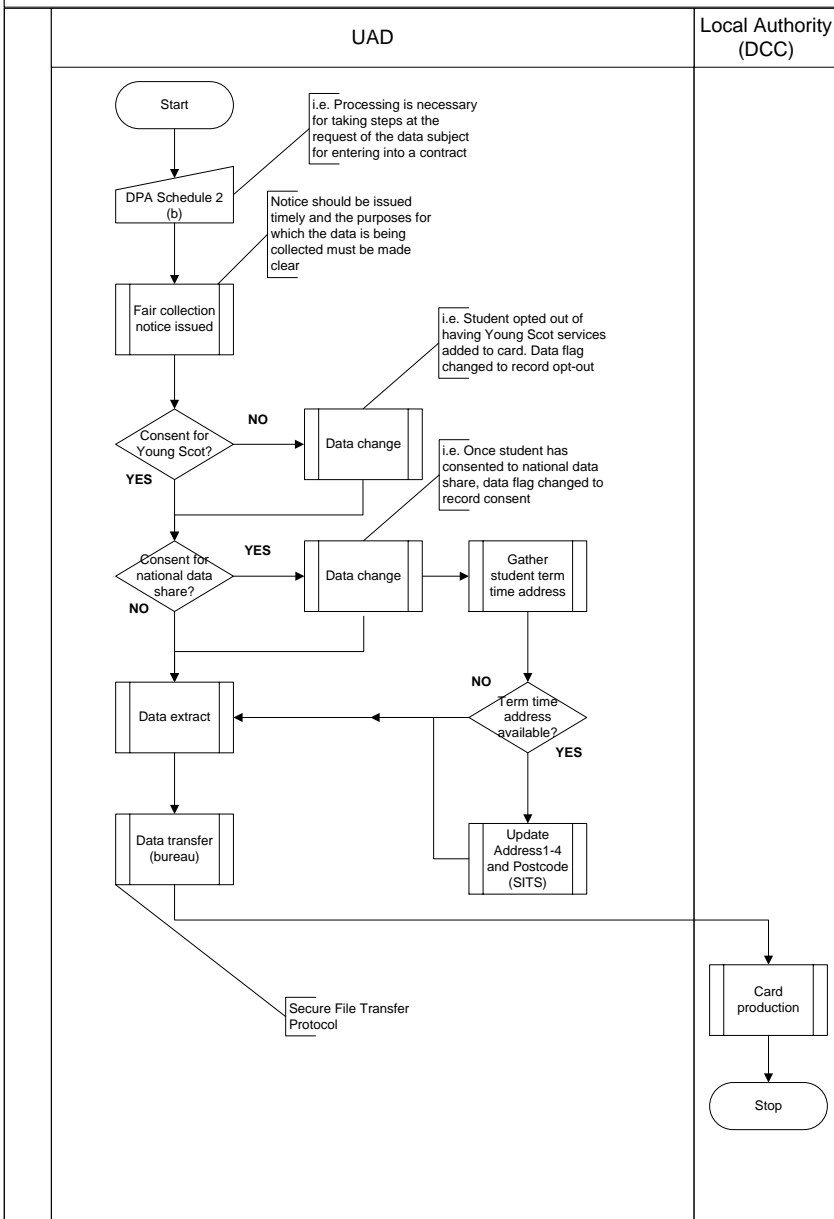
Life-long learning card?



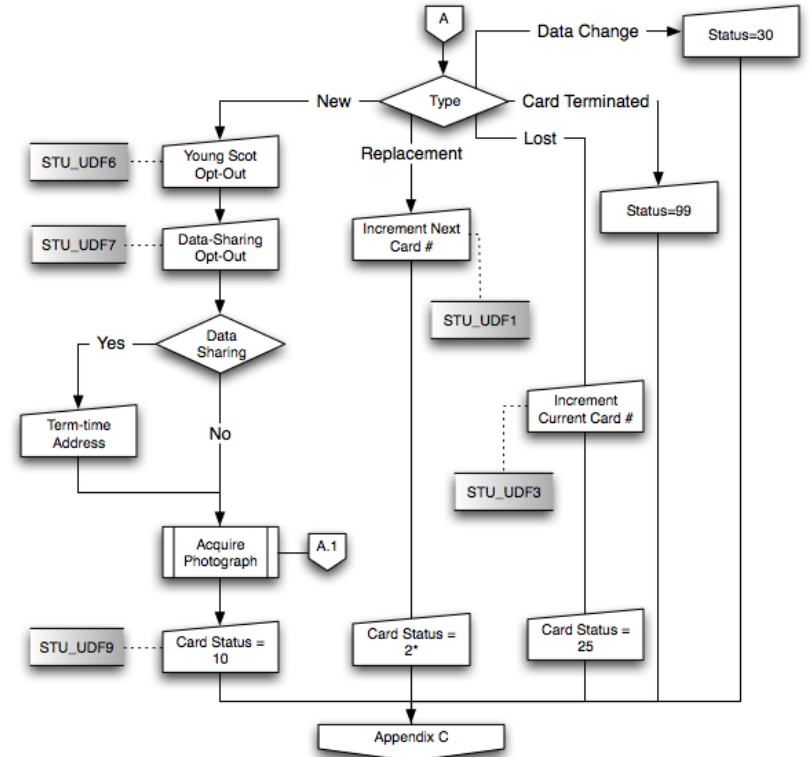
Where do we want to get to?

- Critical mass
 - NEC adoption throughout HE/FE
- Value for money
 - Minimise barriers to entry
 - Maximise existing national infrastructure
- Grow 'smart' applications and services
 - Follow the leader model
 - Knowledge exchange networks

Data protection requirements: pre registration



UAD Card Management 2nd Level Workflow Acquiring / Update Card Production Data



Status	STU_UDF9 Value	Description
10	FIRST CARD	First Issue of New Card Required
20	REPRINT DOB	Smartcard request for reprint (Incorrect DOB)
21	REPRINT EXP	Smartcard request for reprint (Incorrect Expiry)
22	REPRINT FLT	Smartcard request for reprint (Faulty Card)
23	REPRINT FNM	Smartcard request for reprint (Incorrect Forename)
24	REPRINT L+E	Smartcard request for reprint (Expiry Date + Lost)
25	REPRINT LOST	Smartcard request for reprint (Lost)
26	REPRINT P+E	Smartcard request for reprint (Photo + Expiry Date)
27	REPRINT PHT	Smartcard request for reprint (Photo)
28	REPRINT SNM	Smartcard request for reprint (Incorrect Surname)
29	REPRINT STU	Smartcard request for reprint (Incorrect Student Number)
30	DATA CHANGE	Smartcard Back-Office Data Change (Address, YS Consent, DS Consent)
40	RECEIVED	SCARD received by Student Records
50	ISSUED	SCARD Issued to Student
99	TERMINATED	Smartcard Back-Office Data Change (End of UAD Contract)

Where do we want to get to?

- Partnership working: joining up life long learning
 - Universities, local authorities, colleges, Young Scot...
- Shared services, collaborative working
 - Doing more with less or the same
 - Adding real value to life-long learning provision
 - New models of working

Can we do this?

- Phase 1: successfully delivered key intended outcomes
- External evaluation (Inter-ed Ltd.)
 - “Considerable evidence that use of NEC by educational institutions will strengthen life long learning in Scotland”
 - Use of NEC by HE/FE will add considerable value to their life long learning proposition

Project design – phase 2

1. Development of a lifelong learning smartcard;
2. Enhanced business processes;
3. Smart applications and services, delivered through the National Entitlement Card;
4. Enhanced shared services/collaborative working models, where institutions provide access to lifelong learning services and opportunities through the NEC.

'Smart' applications/services

- Cashless transactions (e-purse)
- Internationalisation
- Loyalty and reward schemes
- Shared services
- Transport
- Young Scot information services

Why don't?

- HE/FE libraries extend free library borrowing services to NEC card holders?
- Library as a student recruitment tool:
 - Trusted brand
 - Half-way house
 - External borrower fee
 - £30.00
 - x4 years student fee
 - Circa £16,000
 - Offer more value to the tax payer
 - How much does it cost to put a book on the shelf?

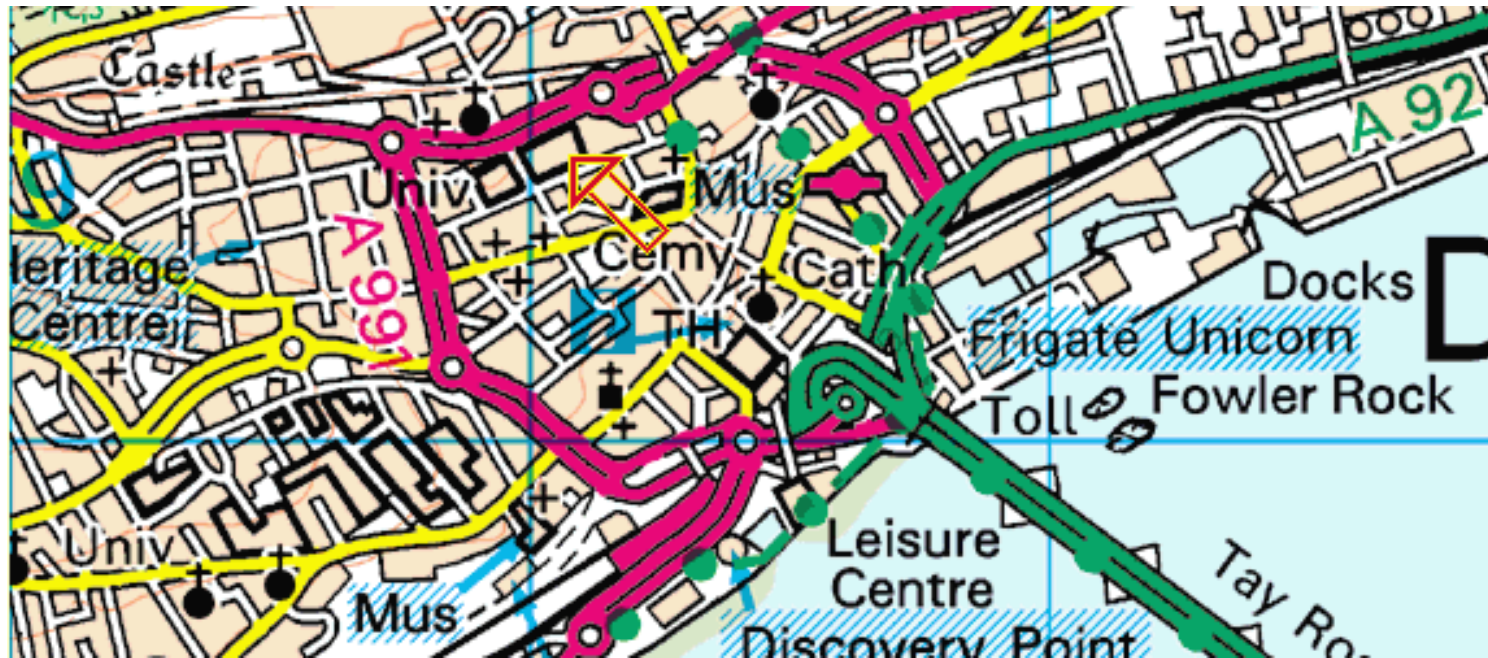


Why don't we?

- Ask users to sign-up for a range of libraries when they seek to use our services?
 - Why restrict this to library services?
- Add more value to the 'registration' process



Access to lifelong learning services across traditional boundaries



Alignment with national policy

- ***Letter of Ministerial Guidance to the Scottish Funding Council 2009-12, 18 November 2008.***
 - New and flexible approaches to curriculum delivery
 - Ethos of partnership working
 - Widening access and progression
 - Collaborative activity across institutional boundaries

- *“Widening access and progression: improving how our colleges and universities assist learners to access and progress through the education system, with a particular focus on better collaboration with schools and between colleges and universities so that provision for learners is more inclusive and the journey through lifelong learning is seamless”*
 - *(Letter of Ministerial Guidance... Delivering for Scotland p.5)*

'Smartcards' 'Smart services'



Contact

- Chris Milne,
- Information Manager
- University of Abertay Dundee
- Tel (01382) 308864
- E-mail c.milne@abertay.ac.uk