

Burton College



Description

Burton College is a medium sized college serving East Staffordshire and South Derbyshire. The college has a broad range of provision including core FE provision, a 6th form centre, higher education, adult education and training partnerships with local employers. It is a Centre of Vocational Excellence in Advanced Manufacturing Processes and Construction. The latter in partnership with Stoke College.

Why a Managed Service?

The current Principal and Chief Executive, Keith Norris was appointed in September 1996. While regarded as a "good college" there had been little curriculum development and an avoidance of any commercial activity. The existing management information system (FEMIS) was coping with the demands for FEFC returns but was providing very little management information. It became apparent that the system was not capable of providing increased demands for information from both the funding council and the college. Although it was obvious that a new system was required it was decided that it would be unwise to implement this immediately prior to a full inspection in December 2000.

The inspection confirmed what the college knew, with a single weakness in management of 'shortcomings in management information'. The college took immediate action after the inspection, implementing a full evaluation of available MIS systems. It was decided to purchase ebs™ with a view to installing it as quickly as possible. ebs™ was chosen as it was the most robust and responsive system that met the wide range and diverse needs of the college.

Having determined the most appropriate system, a number of circumstances led Burton College to consider a managed service:

1. The college wanted ebs™ fully operational within 4 months ready for on-line enrolment in September 2001
2. The internal team required expert help across a wide range of MIS and IT applications in order to make rapid progress and expand community based IT centres.

'Working in partnership has enabled progress to be made at the rate required by Burton College, in respect to the development of MIS and IT facilities in the college and the community based learning centres. This was supported by the results of the recent inspection.'

Keith Norris,
Principal and Chief Executive, Burton College

Key Facts

Location	Based on the East and West Midlands border serving East Staffordshire and South Derbyshire
Turnover	£14m
No. of sites	1 main site, 7 UK online centres and 2 locally based learning centres
Learners	FE 14,000 and HE 500
Courses	2098
MIS	ebs™
Finance System	Symmetry
Learning Environment:	le®
Full managed services from:	April 2001

The managed service at Burton College covers:

- MIS/Registry function
- All IT provision - management and development of infrastructure and support
- Telecommunications
- Facilitating ILT in the curriculum

"Tribal Managed Services brings a range of expertise that a medium sized college could not normally attract or afford."

Keith Norris, Principal and Chief Executive, Burton College

In the first year of the managed service, the main achievements were:

- Online enrolment
- Improved accuracy and timeliness of statutory returns
- Business processes re-engineered
- Initial development of the reporting system for use throughout the college

The following year the college:

- Submitted all statutory returns on time including all ILPs
- Developed reports at curriculum and course level including integration with Goldmine and Proachieve
- Implementation of an effective managed learning environment. There are now 15,000 learning packages on over 160 courses available.



Keith Norris, Principal and Chief Executive

This year the college is fully integrating Curriculum Planner with ebs™. "Fully integrating Curriculum Planner is central to the framework of plan led funding" Keith Norris, Principal and Chief Executive, Burton College.

Burton College had another full inspection in January 2004 which identified that MIS is now a strength of the college.

Achievements to date

- Implemented the management information system, ebs™ within 4 months, enabling online enrolment to take place in September 2001
- Conducted a full information needs analysis
- Completed an initial review of the IT infrastructure
- Managed the external audits of the ISR including the Ufi audit for the Staffordshire Hub
- Re-engineered business processes and put into a framework which enables timely and accurate information flows
- Developed 7 UK online community centres
- Implemented an effective managed learning environment, with increasing curriculum content and utilisation across the college, enabling a variety of learning methods
- Developed the reporting system to enable relevant and timely information to be available at all levels throughout the college, including corporate KPIs
- Implemented a new automated register system

Benefits to the college

- Having a wide ranging MIS that was fully operational in 4 months ready for the crucial enrolment period
- Timely and accurate reporting to enable quicker and more accurate decision making
- Dissemination of information throughout the college to allow more to be involved in college decisions
- Access to additional expertise when required
- Increased community involvement through UK online centres

Benefits to the community

- Expansion of local access to learning
- Broad range of courses available
- Quality learning facilities
- Expansion and integration of computer based learning, moving towards anytime, anywhere learning

Good practice recommendations

- The relationship between the college and supplier must be a partnership
- The senior consultant from the supplier should be a member of the college's strategic management team
- Use the Managed Service Advisory group to share best practice with other colleges and focus the suppliers on the changing needs of managed services

Tribal Managed Services is a Tribal Technology business