2021 Final Year Project Definition Form

Project Title:

Streamlining an enrolment process via digital innovation

Company details:

Curro Holdings Ltd.
38 Oxford St, Durbanville, Cape Town, 7550
www.curro.co.za

Company background:

Curro's vision is to make independent school education accessible to more learners throughout southern Africa. Curro was established in 1998 and is the leading for-profit independent school provider in southern Africa. It develops, acquires and manages independent schools for learners from three months to Grade 12.

We believe the purpose of education is to empower every person with the opportunity to achieve their potential as individuals and members of society. We further believe that education is the cornerstone in the development of quality leaders and responsible citizens who will positively impact the economy, environment, and society.

Project description:

The enrolment process is one of the most important processes within Educational Institutions. It is one of the main data capturing points where information regarding the prospective learner and parent are received. It is also important to validate the application by completing a credit check, reviewing past academic progress and the prospective learner's age, before accepting the learner in the Educational Institution. This can be a resource intensive process, especially when a high volume of paper applications is received and when human resources are required to validate, capture, and accept the applications. An ineffective enrolment process could lead to applications not being processed in time, losing prospective learners due to the lack of timeous feedback, and data being wrongly captured due to human errors.

Digitisation and digital innovation have grown excessively during the past years and many industries are embracing various technologies to optimise and enhance their business processes. Technologies such as self-service interfaces have disrupt the way businesses interact with their customers. It is replacing many face-to-face service interactions with the intention to make service transactions more accurate, convenient, and faster.

Curro Holdings Ltd. a leading independent education provider, would like to investigate the opportunity streamline the current enrolment process. Currently, there are two methods available to enrol at one of the Curro schools. The first and most popular method is paper application. Prospective applicants can either receive the paper application at the school or download it from the Curro website. The problems with this method is that prospective applicants do not submit completed applications and forget to sign supporting documents, thus the enrolment officers are required to send numerous follow-up communication to ensure that the application is completed. This delays the successful enrolment of a new learner. Furthermore, the enrolment officers are then required to capture the application details on the learner management system.

The second enrolment method is the online application. The online application can be accessed via the Curro website. The benefits of the online applications include (i) an increase in accurate and quality data from the source (learners and accountholders); (ii) it is easily accessible for prospective parents; (iii) once an application is submitted, the data is already captured and available on the learner management system, thus eliminating data capturing time for the enrolments officers. However, it was identified that the adoption and usability of online applications are low.

With the digital era becoming more accessible for all industries, Curro is invested to identify how digital technologies and innovation can be applied and implemented to streamline the enrolment process. The reason for is due to the process being time consuming, paper driven and human resource intensive, especially during

enrolment season. Ideally, the process should be easy and fast as perceived by the applicant but should still consider various constraints that the applicant might experience, such as limited internet access, device accessibility and digital literacy.

Industry mentorship:

Lelani Snyman

Industry mentor contact details:	*Ms. Lelani Snyman*	*Lelani.j@curro.co.za*	*087 087 4723*

Project topic application process:

Please email all applications for the topic to the relevant Curro mentor for the project.

Main objectives of this project are:

- Map the current enrolment process via possible discussions with the role players within the process;
- Do a gap analysis to identify opportunities to streamline the process;
- Requirements specification of researched technologies required to streamline the process;
- Map the streamlined process and provide a framework on how to implement the process.

Specific skills (tools/processes/procedures) likely to be used in this project:

- Business Process Reengineering
- Requirement specification
- Data flow diagrams