From: Freedom of Information
Sent: 21 July 2021 15:57
To:
Subject: Freedom of Information Response (Our Ref: K/21/187)

Dear

Freedom of Information Response (Our Ref: K/21/187)

Thank you for your Freedom of Information (FOI) request dated 9 April 2021, reference K/21/187. Please accept our sincere apologies for the delay in responding to your request.

Your request read:

“I would like to find out the following information below:

1) How is your Admissions department structured? Is it a centralised team managing all student applications or do you have a separate admissions team for each faculty?
2) How many staff are in the Admissions department?
3) What department does Student Records belong to? E.g. Facilities, registry services or standalone
4) How many staff are in Student Records?
5) How many staff are there in HR and Accounts payable?
6) What Enterprise Resources Planning (ERP) systems do you use across the university? If you use multiple systems, please specify.
7) What Customer Relationship Management (CRM) systems do you use across the university? If you use multiple systems, please specify.
8) What Student Information System(s) do you use? If you use multiple systems, please specify.”

The University of Leeds holds this information.

1) How is your Admissions department structured? Is it a centralised team managing all student applications or do you have a separate admissions team for each faculty?

We are a fully aligned admissions function with distributed delivery at faculty level.

2) How many staff are in the Admissions department?

125 members of staff.

3) What department does Student Records belong to? E.g. Facilities, registry services or standalone

Student Records is a section of the Programmes and Assessment team in the Student Education Service.
4) How many staff are in Student Records?

21 members of staff in the central team, with a proportion of student record activity undertaken by staff based in schools and faculties.

5) How many staff are there in HR and Accounts payable?

There are 148 staff in the central HR team, and a total of 249 members of staff when other teams which fall under HR in the structure (Equality Policy Unit, Org Development and Prof Learning, Wellbeing, Safety & Health) are included.

There are eight members of staff in the Accounts Payable team.

6) What Enterprise Resources Planning (ERP) systems do you use across the university? If you use multiple systems, please specify.

SAP

7) What Customer Relationship Management (CRM) systems do you use across the university? If you use multiple systems, please specify.

Banner (Ellucian), PGT Admissions CRM (MS Dynamics)

8) What Student Information System(s) do you use? If you use multiple systems, please specify.

Banner (Ellucian)

We hope this information is helpful. If you have any questions about this email, however, please do not hesitate to contact us on foi@leeds.ac.uk

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can request an Internal Review. Requests for Internal Review should be made in writing using the following contact information:

Post: Mr D Wardle
Deputy Secretary
The University of Leeds
Leeds
LS2 9JT

Email: foi@leeds.ac.uk

Requests for Internal Review should be submitted within 40 working days of receiving the University’s response to your request. Further information about how the University manages Freedom of Information requests and about our complaints procedure is also available on our website (www.leeds.ac.uk).
If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review/complaints procedure provided by the University. The Information Commissioner can be contacted at: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Chloe Wilkins
Freedom of Information Officer

Secretariat
University of Leeds