



# Change Management

**SEAtS change management approach is designed to help institutions understand, empower and maximise the potential of its students through the rapid adoption of transformative change potential of our software.**

## Services

SEAtS solutions are designed to transform how an institution understands, empowers and maximises the potential of its students. SEAtS Software's change management approach has been developed to help institutions achieve this type of process transformation.

Our Professional Services offer a menu of services tailored specifically to HE Institutions. The change management practice delivers expert guidance, a proven road-map, and customisable tools to help your institution address that critical human element of change under-pinned by the rapid deployment and user adoption of our cloud-based student success software.

## The SEAtS Change Management Approach

### Plan

A methodical approach to identifying the reasons for any resistance to change, building champions among management and key stakeholders, and mapping out the strategy and tactics that will enable the desired transformational outcomes.

### Manage

A holistic approach to your institution's SEAtS deployment that applies best practices in employee communications and project management to generate enthusiasm and adoption of your workforce management strategy.

## Sustain

A series of practices and training materials that help maintain enthusiasm and adoption of your new strategy well beyond the initial SEAtS rollout.

## Work Packages and Deliverables

The change management practice also offers a la carte services and deliverables that can enhance or boost the success rate of your SEAtS initiative. Additional change management services and their key benefits include:

### Readiness Assessment

An excellent tool for institutions that have the resources to drive change management initiative, but not necessarily the expertise. In this service, a SEAtS Software consultant meets with your project champions to understand your challenges and objectives, and then generates a strategy document that adapts recognised best practices to your specific timeline and strategic objectives...

### Communication Planning

Managing the who, what, how and when of student and staff communications during an implementation is often the biggest determinant of success. This service gives your team a playbook for developing and disseminating messages that will resonate with your specific audience and help to support the outcomes you seek.



### Training & Performance Plan

Traditional user training focused on familiarising students and staff with the basic system functions and how they will use it on a day to day basis. While valuable, this model is not sufficient to drive transformative change.

For a more effective approach to user training, a SEAtS consultant will design and deliver a plan that promotes the adoption and embedding of the overarching business processes and objectives not just the software. This cohesive plan provides guidance on how to advance beyond functional users into active supports of your process transformation.

### Business Process Redesign

Sometimes it's hard to translate strategic objectives, such as student retention, into tangible process maps that can be embedded in campus culture, particularly for people close to the process. It is harder still to optimise existing policy with disparate custom and practice in individual campus, departments and schools.

The SEAtS team can facilitate realignment of process with strategic goals. When you understand exactly what you want to achieve through your SEAtS applications, but could realise greater returns with a solution or process expert's perspective, let us assist. One of our experienced consultants will help you examine your current state, define and document your desired state, and outline the people, process and technology adjustments needed to bridge that gap.

### What We Can Do for You

You rely on us to deliver the most capable student success management software on the market and our experts can help you to unlock the maximum business value from it. Careful planning, active management, and a precise alignment of people, process and technology are signatures of our tailored services and vital to achieving tangible, positive and sustainable process transformation. We look forward to engaging with you in the near future.

### About SEAtS Software

SEAtS sets a new benchmark for student success with advanced early warning systems, work flows, dashboards, reports and analytics.

What SEAtS can deliver for your institution:

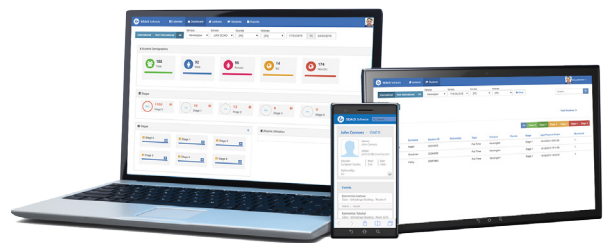
- Retain students through critical early informed interventions.
- Increase completion through better analytical insights into progression.
- Enhance reputation through improved student satisfaction and outcomes.
- Enhance resource and space utilisation with instant analytics.

### How it Works

SEAtS works by sitting above and drawing information from whatever student record, timetabling and other systems you have in place. We do not look to change what you have simply to add value.

SEAtS Software provides:

- Early Warning Systems.
- Cloud Based.
- Real Time Data.
- Increased Completion.
- Enhanced Reputation.



For further information on how we can assist your University :

Call us : **+44 203 755 3646**

eMail us : **sales@seatssoftware.com** or Visit us : **seatssoftware.com**

Cloud

Mobile

Reporting

Analytics