



# Scottish Rural College

## Overview

Registry processes were an inefficient blend of paper and digital. The SRUC had an ambition to update how Registry operated to streamline the user experience for customers and staff.

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## Objectives

- Redesign and standardise registry services
- Assess suitability of systems for becoming a remote learning centre
- Accelerated the whole project due to covid

## Gunn Stewart Solutions followed Service Design principles.

From the outset, Gunn Stewart Solutions engaged users to redesign the Registry services and inform the development of IT requirements.

- Internal and external user workshops
- Undertook user research
- Created user prototyping
- Process mapping using LEAN principles

### Time savings



The project delivered over 5000 hours in time savings.

### Improved experience



Learners and staff both reported an improvement in their user experience.

### OUTCOMES

Implemented a number of online processes, saving the organisation time and money.

Supported the organisation to adapt to remote working and a blended learning model.



We were delighted with the input from GunnStewart Solutions – the practical support and advice enabled us to accelerate our service redesign during Covid to support colleagues and students quickly and effectively."

**Dr Kyrsten E Black, Registrar**

