Higher Ed Services

Digital Credentials in Australia

Japan 12/03/2020





Introductions

The Education System in Australia

My Equals

The Emerging Digital Environment

Higher Ed Services

Higher Ed Services is an integral part of the Australian higher education sector. We work for the benefit of and to strengthen the higher education sector by building capacity, professionalism and quality in both business practices and the education of Australians.

As a not-for-profit company owned by Universities Australia, our mission is to provide support and leadership services that deliver cost-effective, high quality outcomes. Through our <u>collaborative networks</u> we leverage considerable economies of scale and drive good practice in the core business areas of <u>finance</u>, <u>human resources</u>, <u>procurement</u>, <u>student services</u>, <u>technology management</u> and <u>quality</u> in learning and teaching.

We make this happen by:

- Driving communities of practice to share best practice and knowledge
- Providing program management services to facilitate complex sector initiatives
- Enabling scale efficiencies
- Providing sound business and commercial advice

Dr Andrew Trnacek

Chief Executive Officer of Higher Ed Services since July 2016. We provide a suite of high quality professional services and support initiatives that benefit Australia's universities and strengthen the nation's higher education sector. This is achieved by our team of dedicated professionals whose breadth of sector experience help us identify and deliver cost effective solutions and drive good practice. Fostering and promoting collaboration is central to all Higher Ed Services' activities.

My eQuals

An initiative of Australian and New Zealand Universities managed by HES

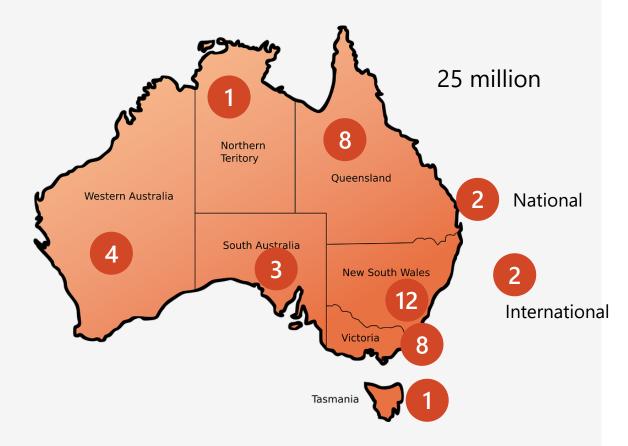
The University Sector in Australia

39 Universities (37 public)

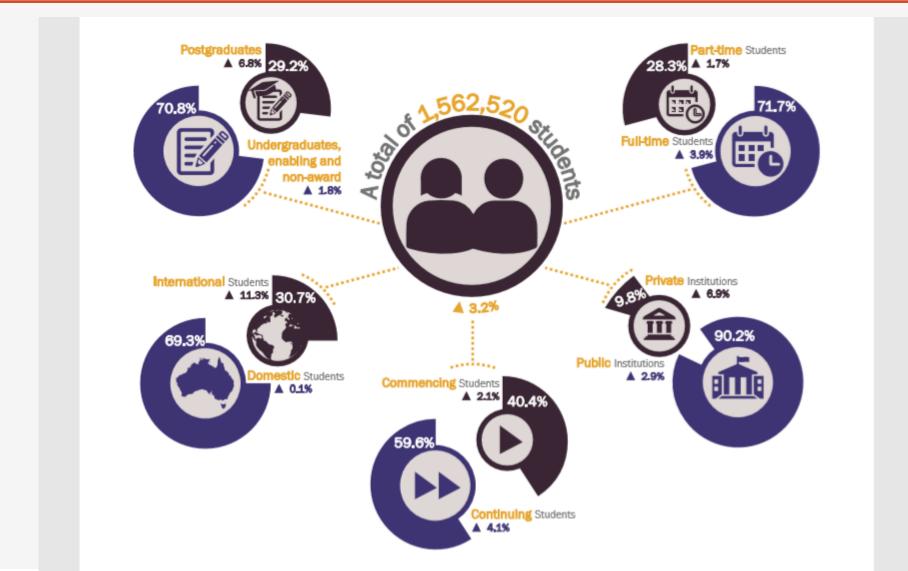
2 International

1.5 million students

25.3 million people



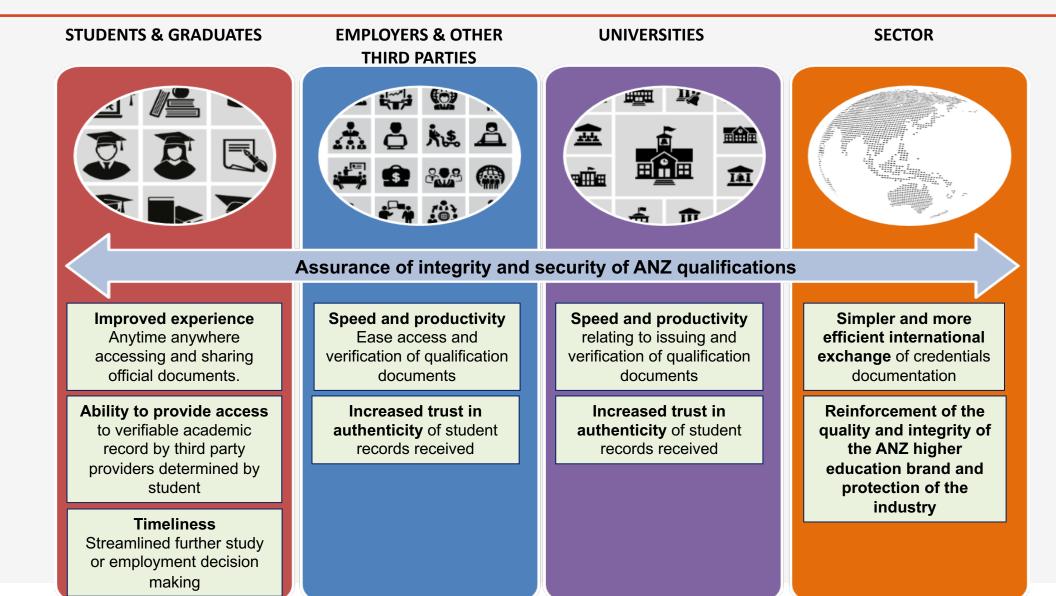
Students in Australia



Object of Diameters

- Reduced the embarrassingly high rates of paper based fraud
- Reduces administration efforts in universities
- Aids student study mobility
- Supports student access to employment

My eQuals provides benefits for all

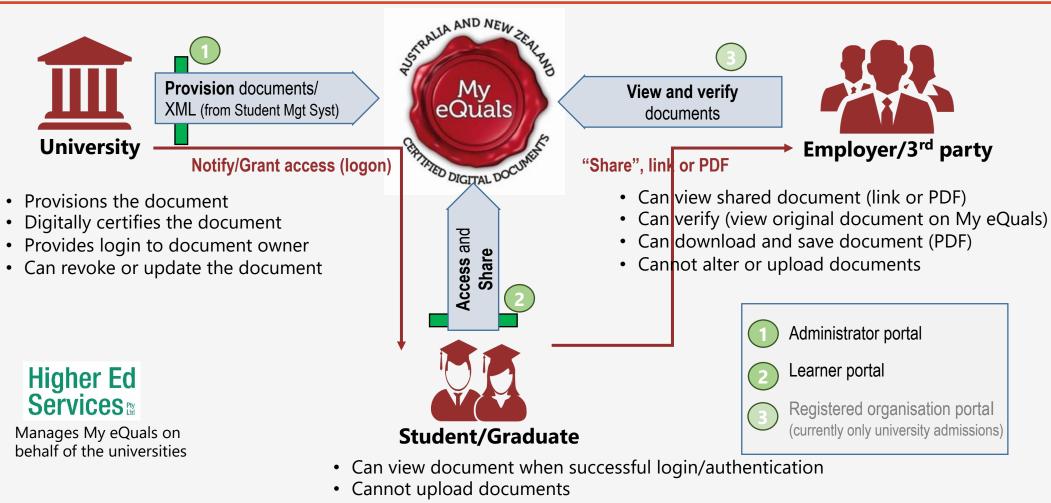


The History of My eQuals

Year	Milestone	
2015	 Digital Student Data (DSD) taskforce established, funded by 39 universities <u>Groningen Declaration signed on behalf of Universities Australia</u> (UA) DSD Taskforce undertakes Feasibility study (including Expression of Interest) 	
2016	 <u>Universities New Zealand</u> (UNZ) signs <u>Groningen Declaration</u> Open tender process to select online credentials platform Development of business case and DVCC approval to proceed Due diligence and formal engagement of Digitary as platform vendor Renaming of DSD to <u>My eQuals</u> Appointment of <u>Higher Ed Services</u> as the managing entity for My eQuals Commencement of implementation (pilot phase) Confirmed participation of 41 universities across Australia and New Zealand at year end 	
2017	 My eQuals formal launch at GDN Annual Meeting Pilot phase successfully completed. Pilot sites (4) go live with My eQuals All 47 ANZ universities confirmed as My eQuals participants 20 universities live at year end, more than 500,000 documents issued onto My eQuals 	
2018	 46 of 47 ANZ Universities live on My eQuals New participants framework agreed. Three new participants confirmed Initial Future State Business Case – DVCC and CSAAS agree to "seed funding" Consultant engaged to support development of Future State Opportunities/Vision Further detailing of Future State Service Delivery Model (in progress) Move from "Implementation" to "Operation" (incl. transition of Governance model) 	

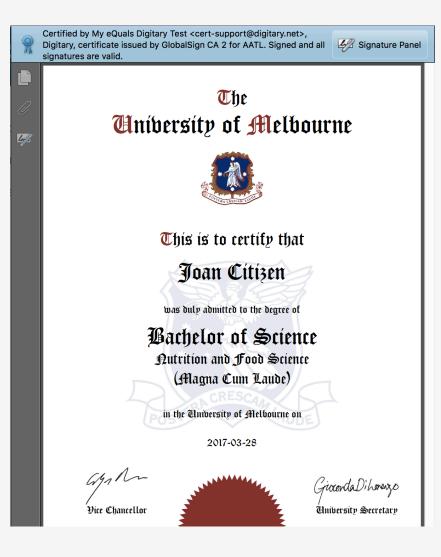


My Equals Overview



- Cannot alter documents
- · Can determine who documents are shared with

My eQuals provides Documents and Data



Presents the student documents:

- Testamur
- Transcript
- AHEG / letter

All documents from all institutions are available to student and for sharing.

Can be shared as a link or PDF

Student controls access and sharing

Document and Data!

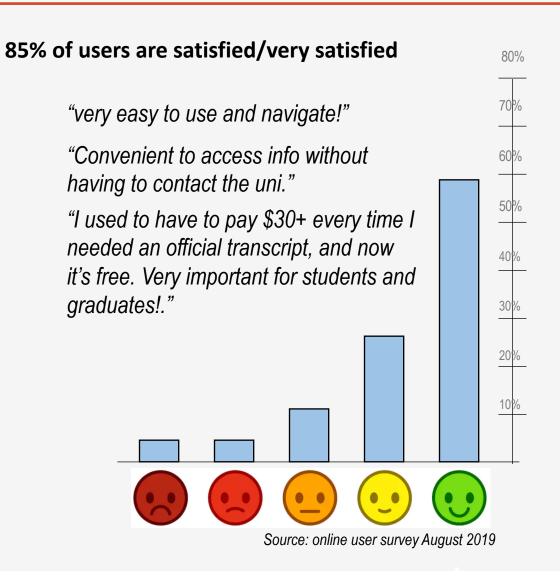
High levels of User adoption and satisfaction



Use and adoption statistics (Dec 2019)

- **2,970,563** documents issued
- More than 1.5 million records shared with 3rd parties and verified
- **845,795** learner accounts registered
- More than 80,000 unique logins per month
- Nil instances of fraud
- SLAs routinely met (platform performance, vendor performance)

Source: Operations report Jan 2020



Lessons learned 1

Shared commitment to "make it happen"

- Program Office
- University roll-out teams
- Vendor
- Governance bodies
- SMS vendors

Continual learning

• Sharing of information, lessons learned and resources between the universities enabled 30% improvement in effort wave on wave (5 implementation waves)

80/20 rule

Not everything will be perfect first time around

Incentives

- Delays at the university-end incurred premium payments (5 of 46)
- Collegiate competition between university roll-out teams

Empower the PMO

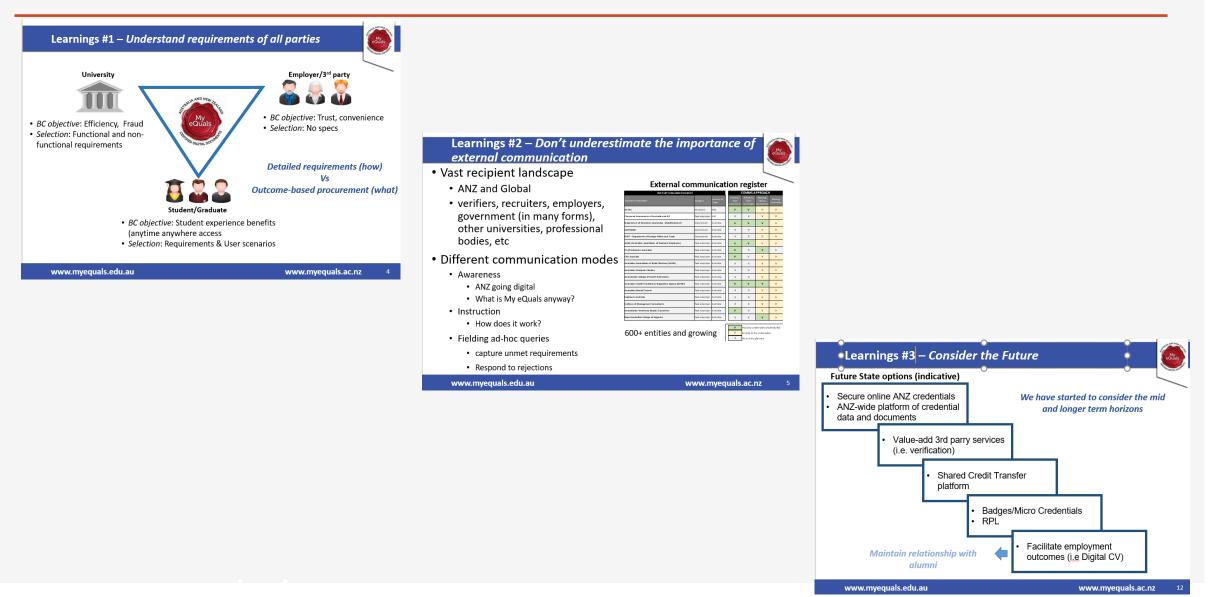
• Establish a Program Office with authority to adequate decision making authority

Universities are the laggards

- Students are ready
- Industry is ready

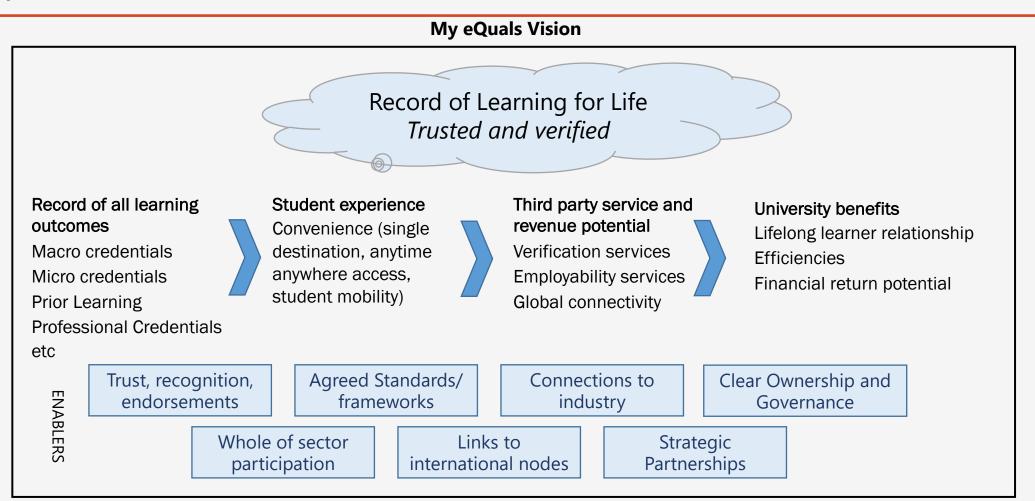
Lessons learned 2





My eQuals future direction





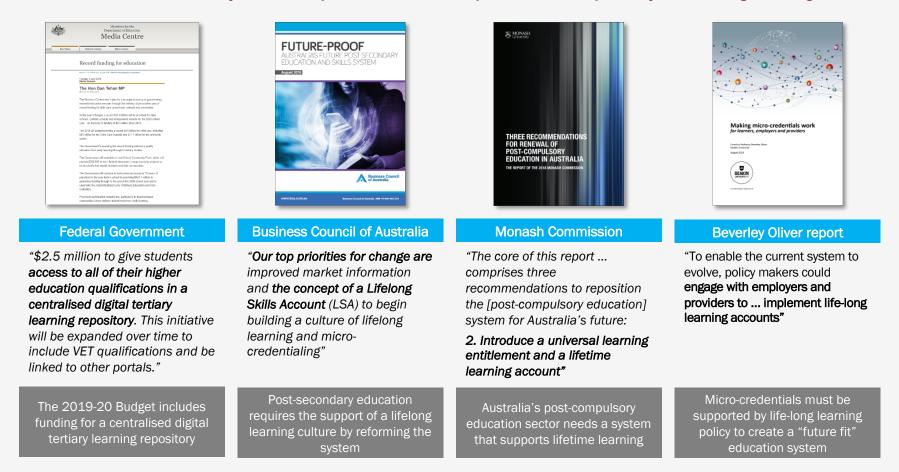
Supporting a future of lifelong learning

The Federal government is looking to fund development of a centralised digital repository. The BCA, the Monash Commission and the Beverley Roberts report all stress the importance of a repository for life-long learning

AND NEW

eQuals

DIGITAL



Digital and Data Initiatives

Schools (K-12)	Vocational (VET)	University
Nothing ?	Unique Student Identifier (Department of Education and Skills and Employment, DESE)	 Credentials and Data My eQuals Aus and NZ Unis through HES
		 Tertiary Learning Repository TLF DESE Interest in expansion to micro-
Industry		credentials
		Data Feeds TCSI
Industry is waiting for digital credentials		DHS & through DESE

• ARTS TACs

Higher Ed Services

Questions?