



THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

UON Online Admissions through OPA and Service Cloud

Emily Middleton

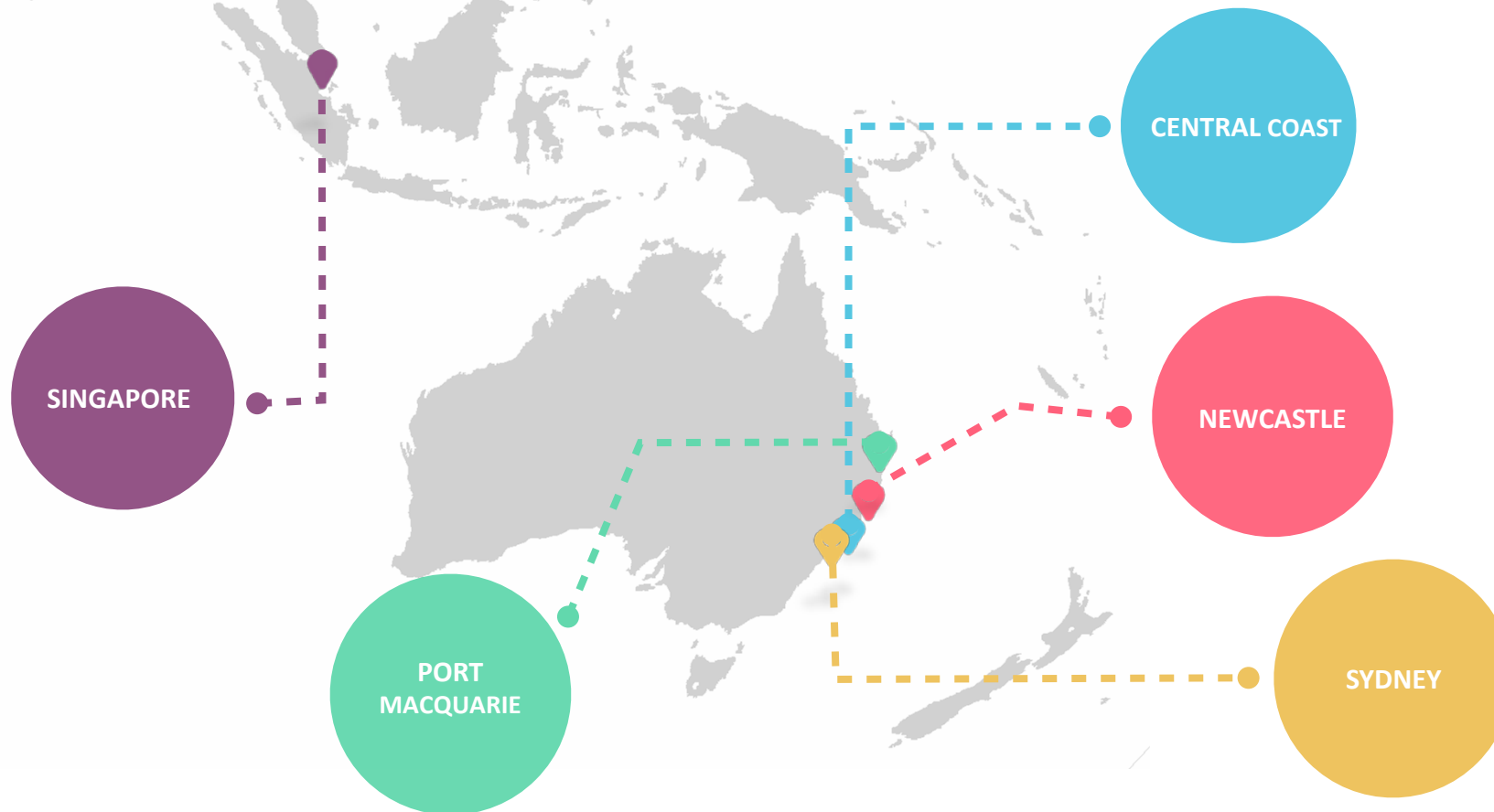
Technology & Systems Analyst

Digital Delivery & Projects | Student Central

University of Newcastle

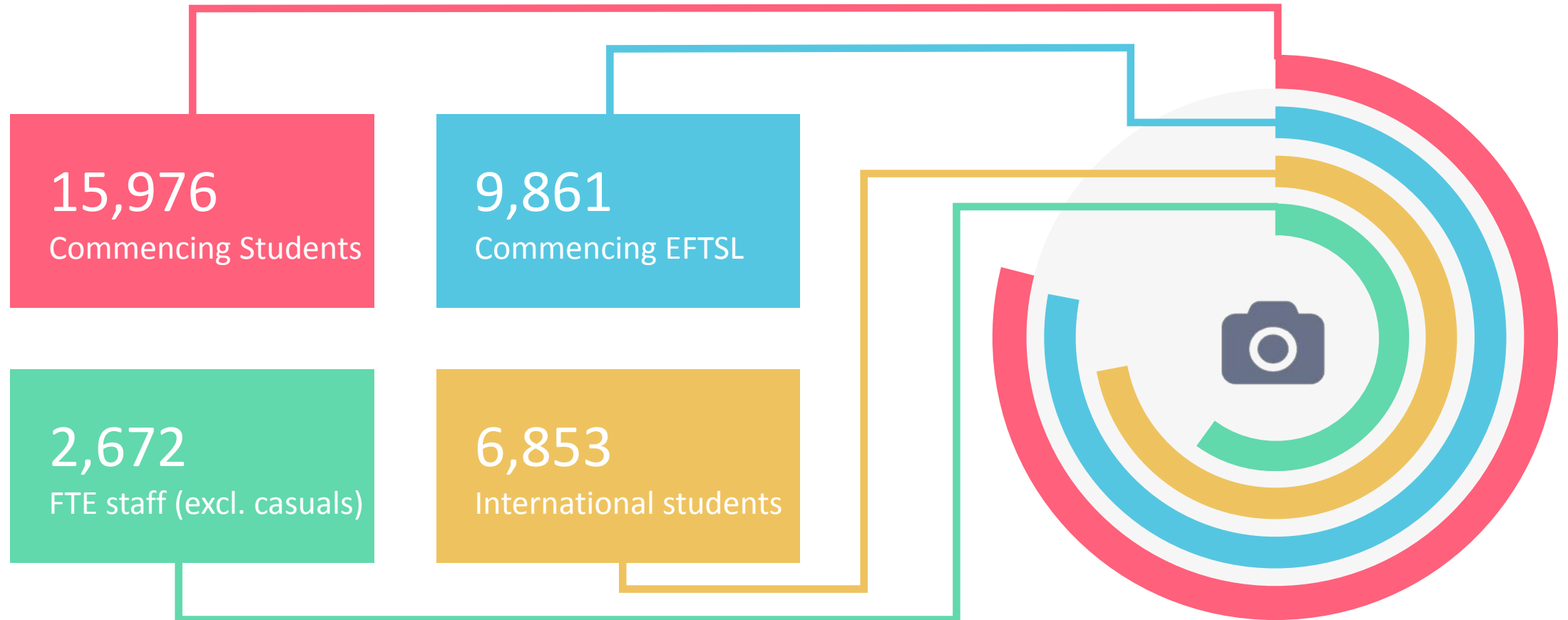


UON Snapshot 2016

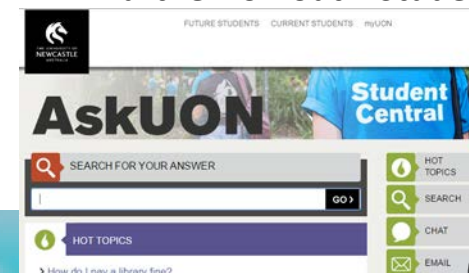
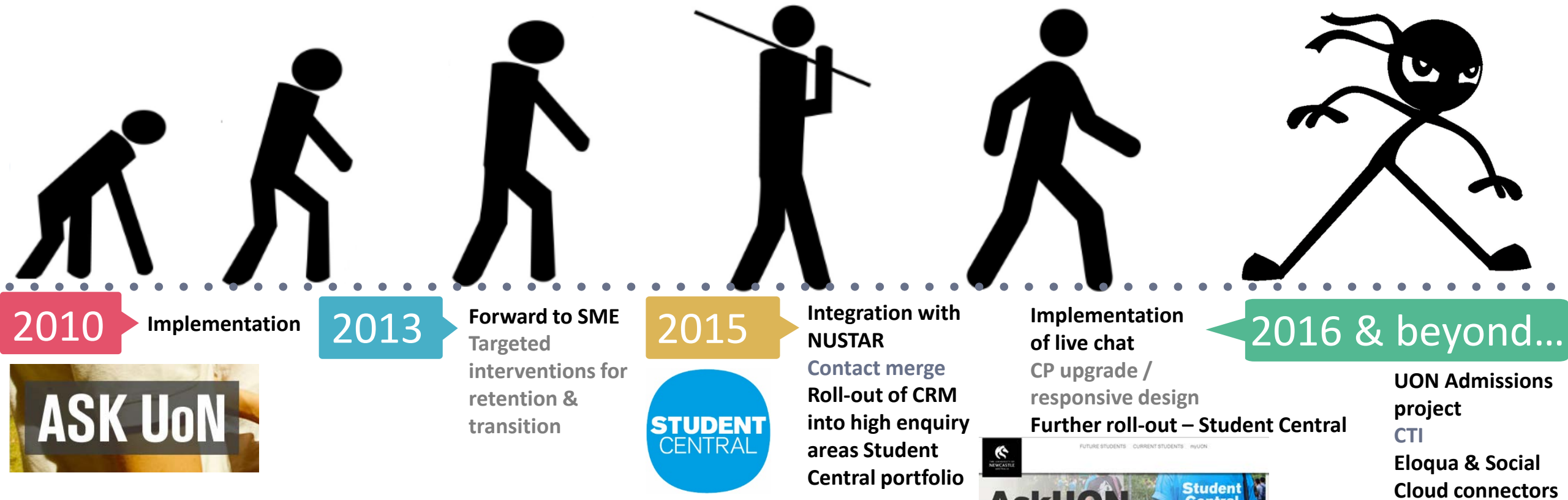


37,026 students
24,398 EFTSL

UON Snapshot 2016



OSC@UON - the story so far...



Admissions System - Purpose

To implement a new information technology solution to support an admissions model that:



Admissions in OSC– key benefits

Data Entry

Applicants and agents enter their own application data and able to track their status in the CP

Automated Assessment

The new solution will automatically assess the academic eligibility of applicants and their English proficiency. For international applicants with an on-campus preference, the system will also assess the number of weeks ELICOS required and provide a framework for Genuine Student assessment.

Enquiry Management

Enquiries will be managed through OSC and will enable staff to quickly view all correspondence related to the applicant and respond quickly using standard text templates.

Faculty Assessments

Assessments will be sent to the Faculty using the new solution and will be easily tracked.

Comprehensive reporting capability

OSC & OPA – supporting business outcomes

APPLICANTS *must be able to:*

- quickly and easily complete an application
- access advice, support and information throughout the entire admission process

UON *must be able to:*

- make an offer immediately if the application meets admission criteria
- complete assessments quickly (target within top 10% of universities' admission turnaround time)
- track the status and progress of all applications at all times
- measure and report on the efficiency of admission processes
- adjust forms, communications and workflow quickly and easily

KEY BENEFITS

- Full student lifecycle management
- Complete view of interactions across UON
- Increased efficiency through more streamlined enquiry management and use of effective student-facing knowledgebase

UON Admissions Project



Funded as a 2016 IT Strategic project – 4 phases over 2 years



Implementation partner: SDS Group



Phase I go-live mid-November (PGRD domestic cohort)

UON Admissions Project Phases

PHASE 1

All direct (non-UAC) admissions

Provision of a new Admissions System, including functionality for:

- Application and assessment
- Capture of direct application data including supporting documents
- Validation of completeness of a submitted application
- Workflow management, *incl.* automated & manual assessment steps
- International agent applications on behalf of applicants
- Tracking of application progress and reporting to applicants, agents and staff
- Management of communication between UON and applicants/agents
- Production and communication of offer letters
- Offer responses (accept / defer / decline)
- Implementation of dashboard style reporting
- Creation of a single CRM record for applicants / students

Core Systems Integration, including:

- Integration with NUSTAR PeopleSoft Campus Solutions;
- Integration with Experian (address, email, mobile validation)
- Integration with SAS Data Warehouse to facilitate further management reporting for admissions

Decommissioning of replaced systems:

- Online Direct Admissions (ODA)
- International Management System (IMS) Module in NUSTAR (PS)
- GradSchool web form and database

UON Admissions Project Phases

PHASE 2

Enhanced Admissions

Credit, Scholarships, Accommodation, BMed, Event Scheduling

Extension of system functionality, including:

- Ability to self-evaluate eligibility for credit
- Applications for credit within or outside an application for admission
- Assessment of credit applications
- Applications for scholarship within or outside an application for admission; and assessment of scholarship applications
- Requests for accommodation within an application for admission
- Applications and assessment for the BMed program
- Scheduling of assessment events such as interviews and auditions

Additional systems integration, including:

- Integration with Accommodation management system

Decommissioning of replaced systems:

- Credit Application Tracking Systems (CATS / CATSO)
- International Credit Transfer System (CTANS)
- ASP.Net Scholarships System
- BMed System

UON Admissions Project Phases

PHASE 3

Agent Management

Extension of system functionality for agent management, *including:*

- Recording of agent status, contract and commission details;
- Agent updates to their own contact and address information;
- Communications to agents and publishing content to an 'agent portal';
- Publishing of active agent information on UON website.

Core Systems Integration, *including:*

- Integration of agent information with NUSTAR

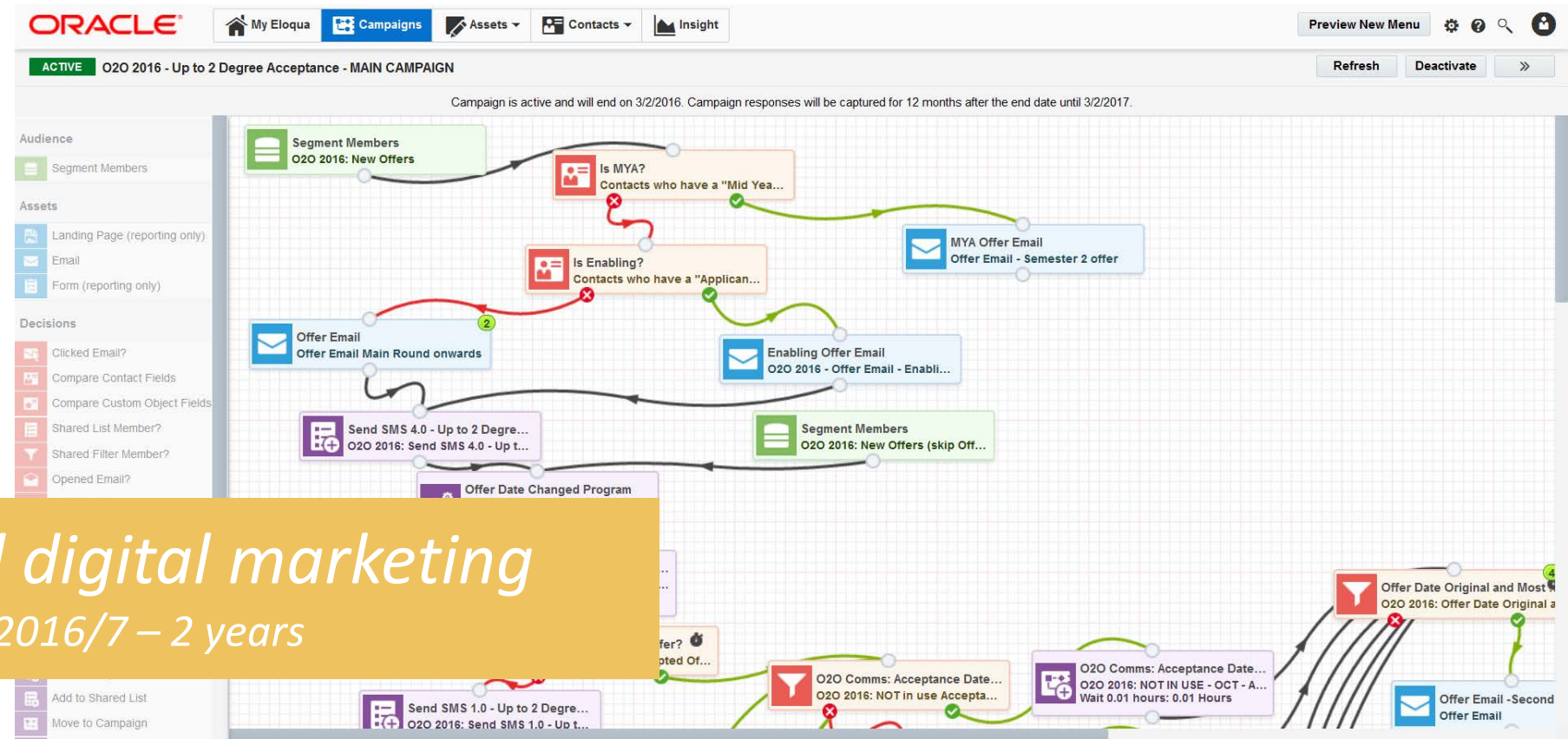
UON Admissions Project Phases

PHASE 4

Prospective Student Marketing

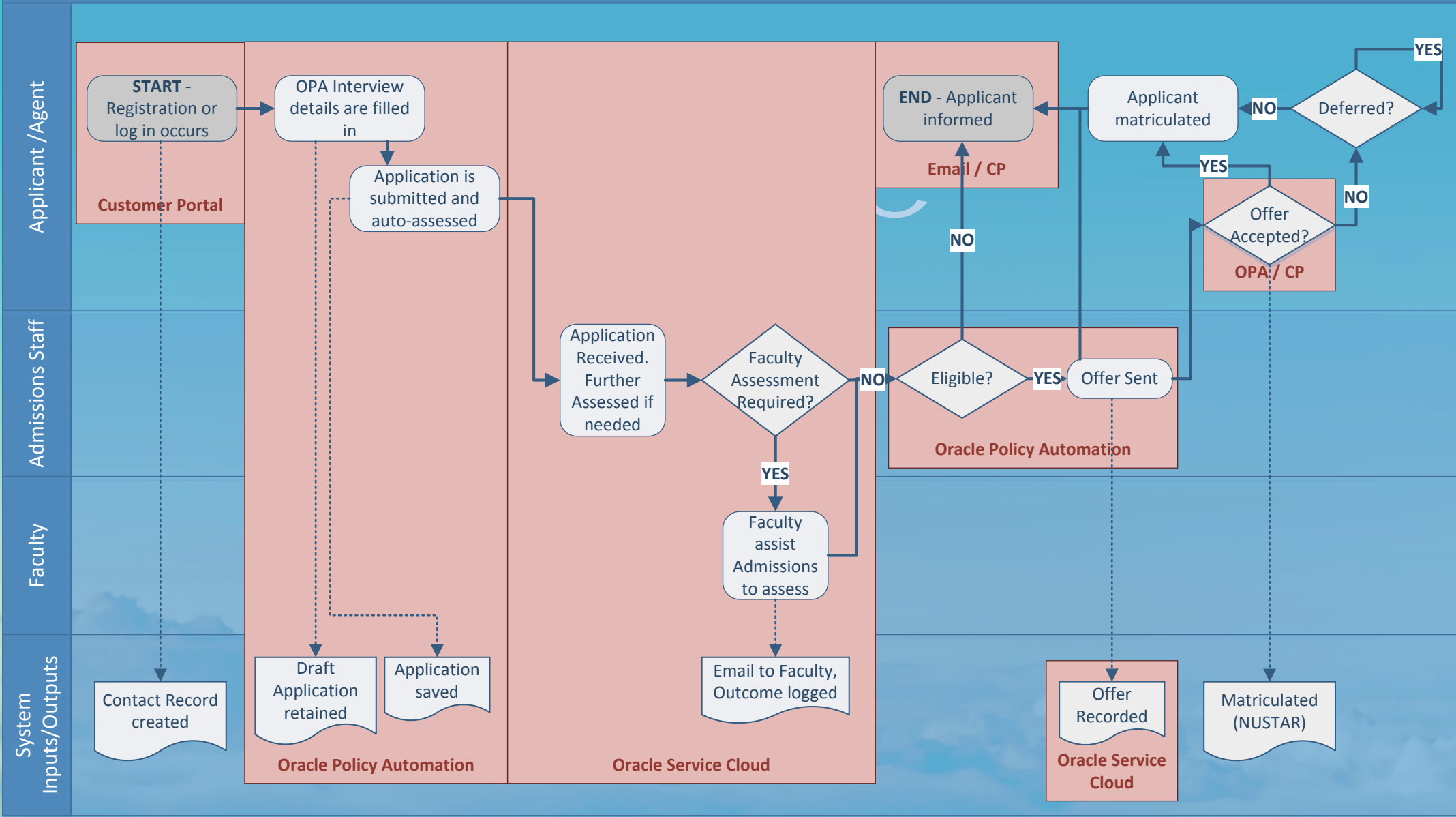
Extension of system functionality, including:

- Marketing, engagement and student recruitment;
- Extension of CRM records to include prospective students

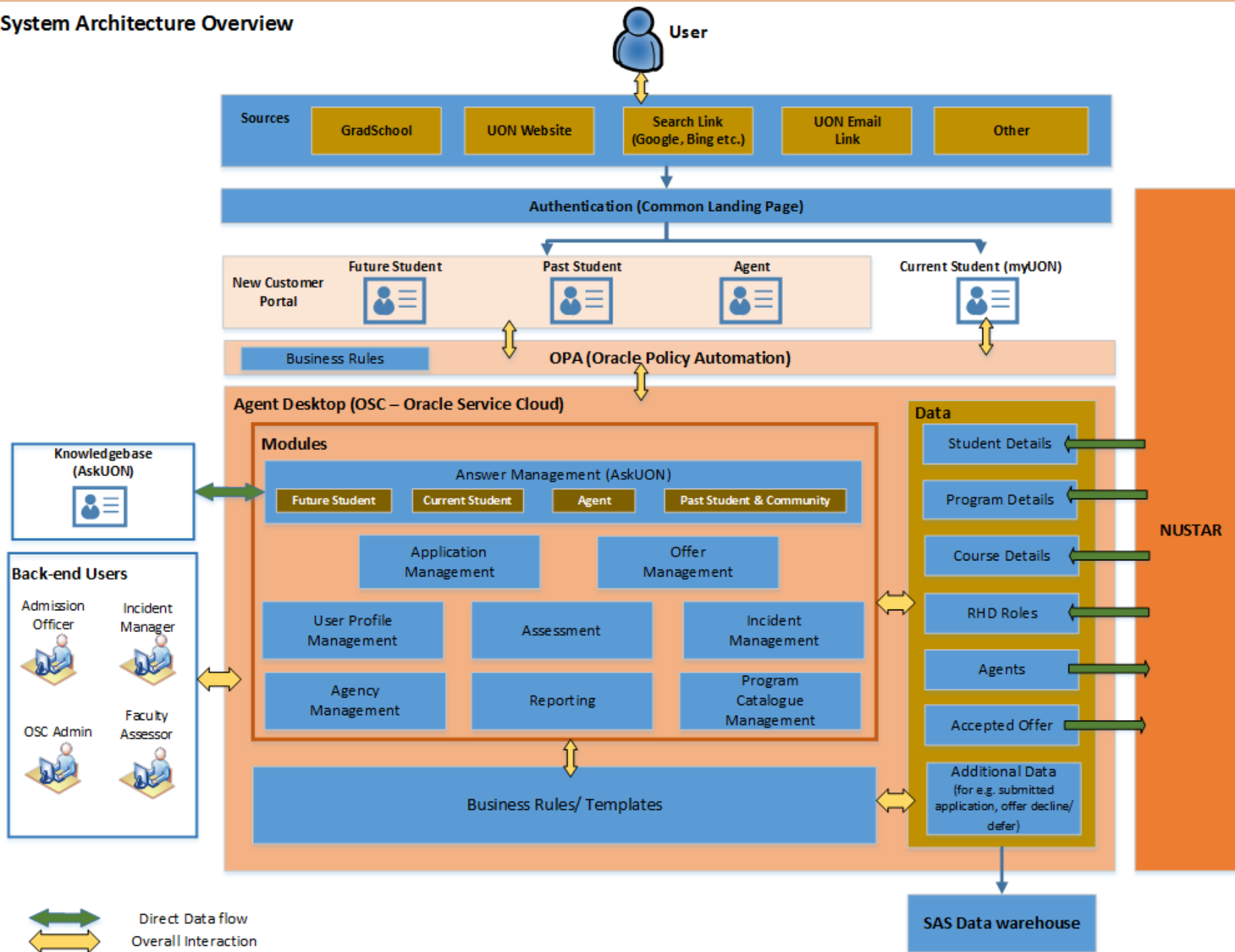


Personalised digital marketing

Strategic IT project 2016/7 – 2 years



System Architecture Overview



CP & Authentication



STUDENTS myUON



Search for your answer

Category

Apply to Study

> UoN Application



- Apply Now >
- Search >
- Chat >
- Email >
- Call >
- Visit >
- Feedback >

AskUON

Student Central

SEARCH FOR YOUR ANSWER

HOT TOPICS

- > How do I pay a library fine?
- > When can I re-enrol in courses for Semester 1 2017?
- > Am I eligible to apply for an Opal Concession card?
- > How do I find out my HECS-HELP Balance/Debt?

HOT TOPICS

- > CHAT
- > EMAIL
- > CALL
- > VISIT



THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

[Back to newcastle.edu.au](#)

Hi, Testy Te... ▾

AskUON

Instructions

Personal Details

[Back to home >](#)

Personal Details

What is your legal name?

Title *

Mr ▾

First name *

Testy

Other name

Family name *

Tester

What is your preferred name format for our records? *

Last Name, First Name, Other Name ▾

What is your date of birth? *

01-11-2001



Nov		2001				
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

What is your gender? *

Female

Male

Indeterminate /
Unspecified

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[✉ Email >](#)

[📞 Call >](#)

[👤 Visit >](#)

[💬 Feedback >](#)



THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

STUDENT
CENTRAL



Citizenship

What is your country of birth? *

Algeria (DZ) ▾

What is your citizenship status? *

Australian Citizen

Australian Permanent Resident

New Zealand Citizen

Australian Permanent Humanitarian Visa

Other Citizenship

Are you of Aboriginal or Torres Strait Islander heritage ? *

No

Yes, Aboriginal

Yes, Torres Strait Islander

Yes, both Aboriginal and Torres Strait Islander

- ✔ Apply Now >

🔍 Search >

💬 Live Chat >

✉ Email >

☎ Call >

👤 Visit >

💬 Feedback >

AskUON

[Instructions](#) [Personal Details](#) [Citizenship](#) [Phone Numbers](#) [Home Address Country Selection](#) [Address](#) **Your Preferences**[Back to home >](#)

Your Preferences

Order	Please select your study preferences	Program Code	Intake	Campus	Intake ID	Add a New Preference
* 1 ▾	* Master of Professional Accounting 🔍	* 11702	* Semester 2 - 2017	* Sydney Elizabeth St	* 132	Remove
* 2 ▾	* Master of Nursing (Advanced Practice) 🔍	* 11682	* Semester 1 - 2017	* Online	* 145	Remove

You can submit up to 5 preferences as part of this application.

- ✓ Apply Now >
- 🔍 Search >
- 💬 Live Chat >
- ✉ Email >
- ☎ Call >
- 👤 Visit >
- 💬 Feedback >

[Instructions](#) [Personal Details](#) [Citizenship](#) [Phone Numbers](#) [Home Address Country Selection](#) [Address](#) [Your Preferences](#) **Your Education**

English Proficiency

[Back to home >](#)

English Proficiency

Have you completed an English language test in the last two years? *

Yes	No	I plan to take an English test
-----	----	--------------------------------

Students may choose to undertake an English language course (ELICOS) at the University of Newcastle instead of providing evidence of English language proficiency and will be offered a minimum of 30 weeks of ELICOS study

Your program start date will automatically change if the ELICOS start date and number of weeks overlap with the selected program's intake period.

- ✓ Apply Now >
- 🔍 Search >
- 💬 Live Chat >
- ✉ Email >
- ☎ Call >
- 👤 Visit >
- 💬 Feedback >



- ✔ Apply Now >
- 🔍 Search >
- 💬 Live Chat >
- ✉ Email >
- 📞 Call >
- 👤 Visit >
- 💬 Feedback >

English Proficiency

Have you completed an English language test in the last two years? *

Yes

No

I plan to take an English test

What was the test? *

IELTS (International English Language ▾

What was the test date? *

01-11-2016 📅

Test Score (overall) *

Test score (listening) *

Test score (speaking) *

Test score (writing) *

Test score (reading) *

Your program start date will automatically change if the ELICOS start date and number of weeks overlap with the selected program's intake period.

the applicant ELT test	the ELP numeric score	the ELP numeric score	the ELP score	the IELTS equivalent
ELICOS EAP			EP - 60% x 4	6
			HP4 - 65% x 3, 60% x 1	6.5
			HP3 - 70% x 3, 65% x 1	7
			HP2 - 70% x 4	7
			HP1 - 75% x 3, 70% x 1	7.5
UTS IAE			Successful Completion of Academic English level 4	6
			Successful Completion of Academic English level 5	6.5
TOEFL PB	>=634			8
	>=610	<634		7.5
	>=589	<610		7
	>=550	<589		6.5
	>=500	<550		6
	>=110	<=114		8
	>=102	<110		7.5
	>=94	<102		7
	>=79	<94		6.5
	>=60	<79		6
TOEFL IBT	>=46	<60		6
	>=35	<46		5.5
	>=32	<35		5
	>=0	<31		4
	>=79	<83		6

the program	ELICOS Group
Master of Teaching (Primary)	PG Group C
Master of Teaching (Secondary)	PG Group C
Graduate Certificate in Applied Linguistics	PG Group A
Master of Applied Linguistics	PG Group A
Master of Creative Industries	PG Group A
Graduate Certificate in Educational Studies	PG Group A
Master of Educational Studies	PG Group A
Master of Leadership and Management in Education	PG Group A
Graduate Certificate in Social Change and Development	PG Group A
Master of Social Change and Development	PG Group A
Master of Special Education	PG Group A
Graduate Certificate in Advanced Computing Technologies for Business	PG Group A
Master of Architecture	PG Group A
Graduate Certificate in Disaster Risk Reduction	PG Group A
Master of Disaster Preparedness and Reconstruction	PG Group A
Master of Engineering Management	PG Group A
Graduate Certificate in Project Management for the Built Environment	PG Group A
Master of Project Management for the Built Environment	PG Group A
Graduate Certificate in Property	PG Group A
Master of Property	PG Group A
Master of Professional Engineering (Chemical)	PG Group A
Master of Professional Engineering (Civil)	PG Group A
Master of Professional Engineering (Computer Systems)	PG Group A
Master of Professional Engineering (Electrical and Electronic)	PG Group A
Master of Professional Engineering (Environmental)	PG Group A
Master of Professional Engineering (Mechanical)	PG Group A

ELICOS Group	the highest IELTS overall	The lowest language RW	The lowest language	The lowest language	ELICOS Required	The E
PG Group A	>=6.5			>=6	FALSE	
	>=6.5			<6	TRUE	
	6				TRUE	
	5.5				TRUE	
	5				TRUE	
	4.5				TRUE	
	4				TRUE	
PG Group B	>=6.5	>=6	>=6.5		FALSE	
	>=6.5				TRUE	
	6				TRUE	
	5.5				TRUE	
	5				TRUE	
	4.5				TRUE	
	4				TRUE	
	>=7	>=7	>=8		FALSE	
	>=7				TRUE	
	6.5				TRUE	
	6				TRUE	
	5.5				TRUE	



AskUON

[Instructions](#) [Personal Details](#) [Citizenship](#) [Phone Numbers](#) [Home Address Country Selection](#) [Address](#) [Your Preferences](#) [Your Education](#) [English Proficiency](#)[Work Experience](#) [Disability](#) [Other Details](#) **Checklist**

?

[Back to home >](#)

Checklist

Mandatory Document Requirements

A passport or birth certificate is required

Completion Certificates and or Test
Scores

Please attach certified copies and official translations of academic transcripts and completion certificates (if applicable). visit [how to apply](#) for information on who can certify your documents.

Attachment type	Description	Attach additional documents:	Add a new attachment
* Passport Details ▾	* Passport Emily Middleton	Penguins.jpg remove <input type="button" value="Choose file"/> No file chosen	<input type="button" value="Remove"/>

[< Back](#)[Next >](#)

- [✔ Apply Now >](#)
- [🔍 Search >](#)
- [💬 Live Chat >](#)
- [✉ Email >](#)
- [📞 Call >](#)
- [👤 Visit >](#)
- [💬 Feedback >](#)

Quick Start x

My Team's Applications x

Application Search Report x

Steve Jobs (2) x

Emily Middleton (2) x

Emily Middleton

161107-000002

Application ID 52

Application Name*

Emily Middleton

Stage*

Application Under Assessment

Assigned

Emily Middleton

Department

Application Queue

[No Value]

Date Created

07/11/2016 10.18 AM

Applicant

Emily Middleton

Domestic / International

Domestic

Agent Details

Agent

No

Current

No

Past

No

Future

No

Contact Details

Domestic Preferences

Attachments (1)

Application Details

Contacts

Tasks (0)

Application Notes

Audit

Testing only

Add

Open

Copy

Delete

Remove

Options

Type	Description	Created By	Date Created	Updated By	Date Last Updated	User File Name	Size
Passport Details	Passport Emily Middleton	No Value	07/11/2016 10.28 AM	No Value	07/11/2016 10.28 AM	Penguins.jpg	759.60KB

Add Files

Open

Download

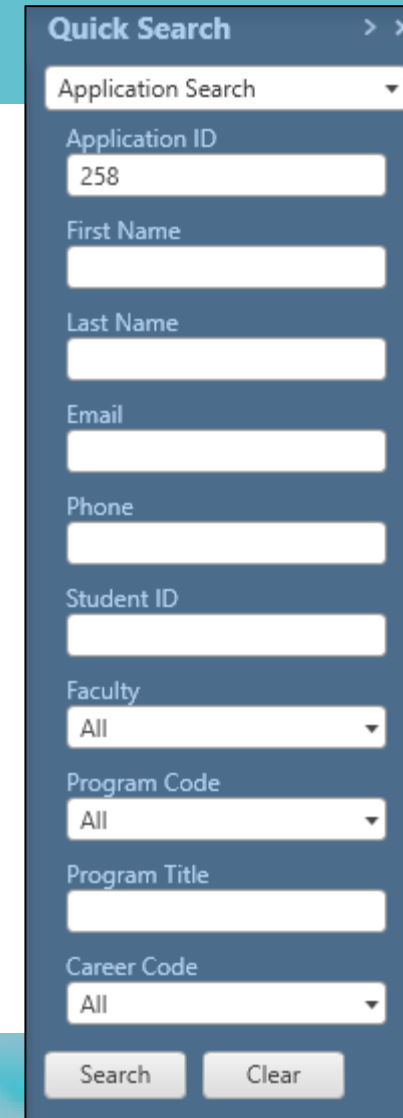
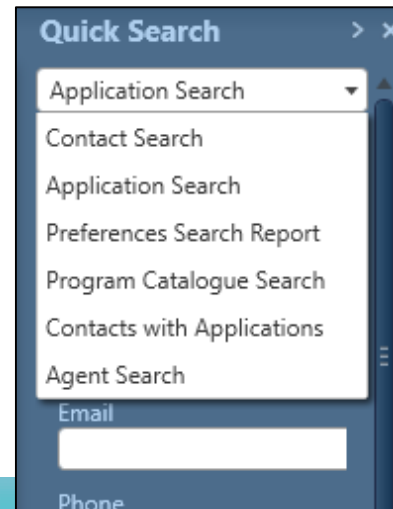
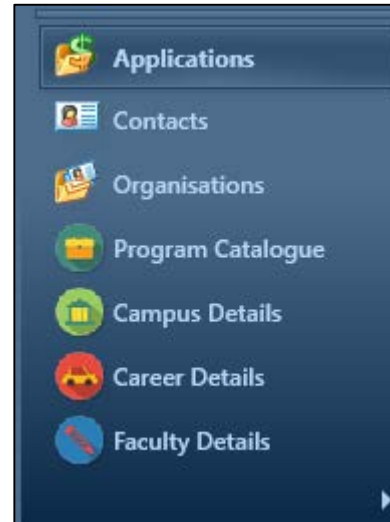
Properties

Delete

Options

Name	Size	Created	Updated	Description	Action
UON Application Summary.pdf	10.64KB	07/11/2016 10.28 AM	07/11/2016 10.28 AM	Form auto generated by OPA.	Open , Download , Delete

OSC – Application processing



Quick Search form:

Application Search

Application ID: 258

First Name:

Last Name:

Email:

Phone:

Student ID:

Faculty: All

Program Code: All

Program Title:

Career Code: All

Search Clear

Dashboards & Reports

My applications tab

Application will be assigned to manually by team lead or
Application will be assigned by program

Application ID	Applicant	Intake Period	Stage	Date Created	Forecast Close
1	54 Shilpi Sharma	2016 - Semester 1 (UG - International)	Application Withdrawn	10/09/2016	17/09/2016
2	189 Rachel Mann	2016 - Semester 1 (UG - International)	Application Submitted	11/10/2016	18/10/2016
3	209 Charlie Chaplin	2016 - Semester 1 (UG - International)	Application Withdrawn	18/10/2016	28/10/2016
4	232 Sarah Connor	2016 - Semester 1 (UG - International)	Application under Assessment	20/10/2016	27/10/2016
5	258 Gracie Hart	2016 - Semester 1 (UG - International)	Application Incomplete	21/10/2016	28/10/2016

Navigation
Applications
My Applications Dashboard (default)
My Applications
My Team's Applications
My Preferences
My Tasks
My Forward to Faculty Incidents
Applications with Updated Programs
Offer Expiry Report
ELICOS

Red – Overdue applications

Amber – remaining processing time is within 3 days of set target date

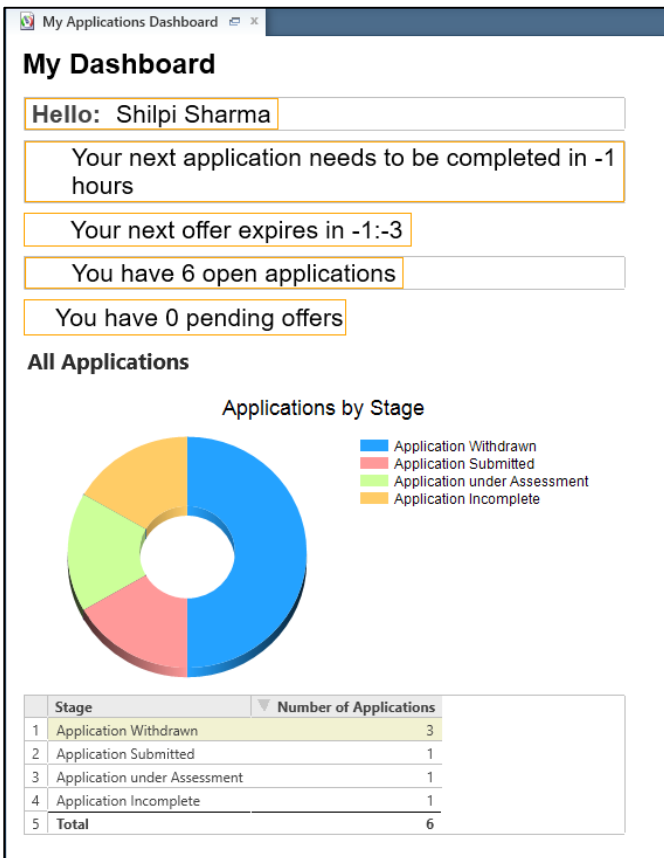
Yellow – remaining processing time is within 5 days of target set date

Green - processing time is over 7 days

RAG reporting: Coloring of the applications based on number of remaining processing days

Display of reports on dashboard profile-specific

Priority	Application ID	Assigned	Applicant	Stage	Number of Preferences	Date Created	Forecast Close
	197	Shilpi Sharma	Sarah Connor	Application under Assessment	3	13/10/2016	21/10/2016
	209	Shilpi Sharma	Charlie Chaplin	Application Withdrawn	1	18/10/2016	21/10/2016
	232	Shilpi Sharma	Sarah Connor	Application Withdrawn	3	20/10/2016	27/10/2016
	258	Shilpi Sharma	Gracie Hart	Application Withdrawn	5	21/10/2016	25/10/2016
Unassigned Application Items meeting criteria: 0.0 %							
Overdue Items meeting criteria: 50.0 %							
Critical - 3 days left Items meeting criteria: 25.0 %							
Warning - 5 days left Items meeting criteria: 0.0 %							
Safe - Over 7 Days Items meeting criteria: 100.0 %							



Dashboards & Reports

Queues Assignment

Applications assigned based on cohorts

Business Groups (BG) and Cohorts

International Group

ELICOS only

Postgraduate Coursework Onshore – International

Internal Program Transfer

Admissions Group

Postgraduate Coursework Onshore - Domestic

Postgraduate Coursework Offshore

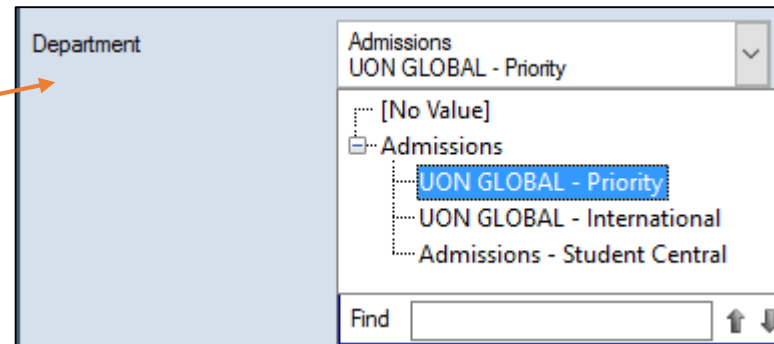
Internal Program Transfers

Queues & Queue Rules

All Admissions BG applications assigned to **Admissions – Student Central** queue

International ELICOS only applications and applications submitted with/by priority agent will be assigned to **UON Global – Priority** queue

All other International applications will be assigned to **UON Global – International** queue



Department

Admissions
UON GLOBAL - Priority

[No Value]

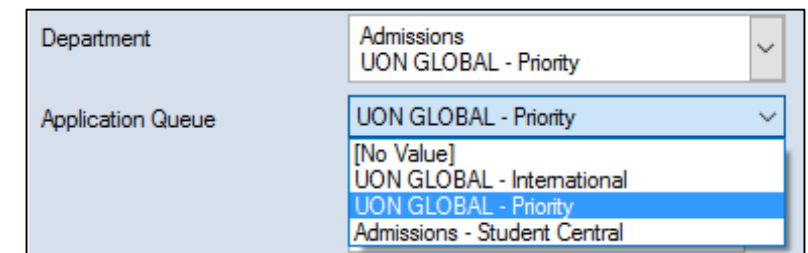
Admissions

UON GLOBAL - Priority

UON GLOBAL - International

Admissions - Student Central

Find



Department

Admissions
UON GLOBAL - Priority

Application Queue

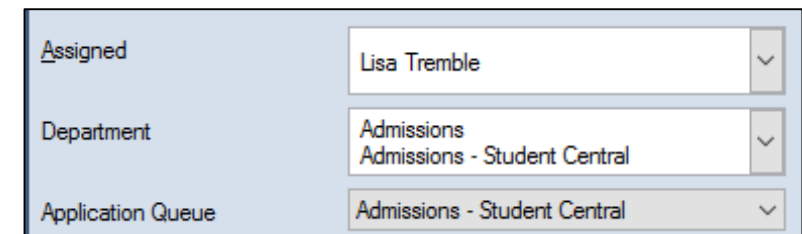
UON GLOBAL - Priority

[No Value]

UON GLOBAL - International

UON GLOBAL - Priority

Admissions - Student Central



Assigned

Lisa Tremble

Department

Admissions
Admissions - Student Central

Application Queue

Admissions - Student Central

Applications & Preferences

My Applications Dashboard x My Applications x						
	Application ID	Applicant	Intake Period	Stage	Date Created	Forecast Close
1	54	Shilpi Sharma	2016 - Semester 1 (UG - International)	Application Withdrawn	10/09/2016	17/09/2016
2	189	Rachel Mann	2016 - Semester 1 (UG - International)	Application Submitted	11/10/2016	18/10/2016
3	209	Charlie Chaplin	2016 - Semester 1 (UG - International)	Application Withdrawn	18/10/2016	28/10/2016
4	232	Sarah Connor	2016 - Semester 1 (UG - International)	Application under Assessment	20/10/2016	27/10/2016
5	258	Gracie Hart	2016 - Semester 1 (UG - International)	Application Incomplete	21/10/2016	28/10/2016

My Applications Dashboard x My Applications x Sarah Connor x									
Application ID 232									
Application Name*	Sarah Connor								
Stage*	Application under Assessment								
Assigned	Shilpi Sharma								
Department	Admissions UON GLOBAL - Priority								
Contact Details Preferences Preferences Attachments Assessments Application Details Applicants and Agents Tasks (0) Application Notes Audit									
Preferred Name Format		First Name, Other Name, Last Name							
Salutation*		Ms							
First Name		Sarah					Previous First Name	Jesse	
Middle Name							Previous Middle Name		
Last Name		Connor					Previous Last Name	Connor	

Applications & Preferences

My Applications Dashboard x My Applications x Sarah Connor x

Application ID 232

Application Name* Sarah Connor

Stage* Application under Assessment

Assigned Shilpi Shama

Department Admissions
UON GLOBAL - Priority

Application Queue UON GLOBAL - Priority

Date Created 20/10/2016 01:27 PM

Applicant Sarah Connor

Contact Details **Preferences** Attachments Assessments Assessments Application Details Applicants and Agents Tasks (0) Application Notes Audit

Programs

Add Program

Add Open Print Copy Forward

Preference	Reference #	Code	Title	Faculty	Intake Period	Program
1	161021-000011	11372	Graduate Certificate in Business Administration	FBUSL	Trimester 3 - 2016	Progr

My Applications Dashboard x My Applications x Sarah Connor (2) x

Sarah Connor 161021-000011

Preference 161021-000011 Application ID 232

☒ One ☐ Two ☐ Three ☐ Four ☐ Five

Application ID Sarah Connor

Domestic Campus 160

Messages

Applicant Details

Programs and Packages

Tasks

Contact Faculty

Assessment

Offer

Attachments (0)

Audit Log

Programs

Auto-Assessment

Quick Start x

My Applications Dashboard x

My Applications x

Sarah Connor (2) x

Sarah Connor

161021-000011

Preference 161021-000011

Application ID 232

Application ID

Sarah Connor

Domestic Campus

160

Status *

Under Assessment

Assigned

Admissions

Shilpi Sharma

Contact *

Sarah Connor

Queue

Email

Auto Assess Result

Auto Assess Message

One

Two

Three

Four

Five

Messages

Applicant Details

Programs and Packages

Tasks

Contact Faculty

Assessment

Offer

Attachments (0)

Audit Log

Testing fields

Auto Assessment

Education

English Test Results

Prior Employment

Academic Assessment

English Proficiency Assessment

Genuine Student Assessment

Preference

Preference No:

161021-000011

Qualification Type?

Bachelor Honours Degree

Qualification Duration

2

Employment Status

Full Time

Other

Program

Graduate Certificate in B

Study Area

Anthropology

Employment Duration

4

Next

Auto-Assessment

Quick Start x

My Applications Dashboard x

My Applications x

My Applications II x

161025-000104 x

Preference 161025-000104
Application ID 313

☐ One ☒ Two ☐ Three ☐ Four ☐ Five

There are no items to show in this view.

Application ID

[Heidi Mueller](#)

Status*

Solved

Assigned

Admissions

Emily Middleton

Contact*

[Heidi Mueller](#)

Queue

Admissions

Auto Assess Result

Auto Assess Message

Eligible for the
Master of Business
Administration
(12379)

Auto Assess Basis of Admission

31

Messages

Programs and Packages

Tasks

Contact Faculty

Assessment

Offer

Attachments (0)

Audit Log

Agent(s)

Testing fields

Education

English Test Results

Prior Employment

English Proficiency Assessment

Auto Assessment

Genuine Student Assessment

Preference ✓

Assessment

Assessment

Back

Submit

Program: Master of Business Administration

The qualification is in a cognate discipline

Assessment Result: Eligible - Description: Eligible for the Master of Business Administration (12379)

Basis Of Admission: 31 - Description: Unknown

Genuine Student Assessment

Quick Start x My Applications Dashboard x My Applications x Sarah Connor x

Application ID 232

Application Name* Sarah Connor

Stage* Application under Assessment

Assigned Shilpi Sharma

Department Admissions
UON GLOBAL - Priority

Application Queue UON GLOBAL - Priority

Date Created 20/10/2016 01:27 PM

Applicant Sarah Connor

Domestic / International [No Value]

Agent Details Charlie Chaplin

Agent No


Contact Details Preferences Preferences Attachments **Assessments** Application Details Applicants and Agents Tasks (0) Application Notes Audit

Preference ELICOS Education English Test Results Prior Employment Academic Assessment English Proficiency Assessment **Genuine Student Assessment**

Initial Assessment

Initial Assessment

Total Score 12



Next

Genuine Student Assessment

Quick Start x My Applications Dashboard x My Applications x Sarah Connor x

Application ID 232

Application Name* Sarah Connor

Stage* Application under Assessment

Assigned Shilpi Shama

Department Admissions
UON GLOBAL - Priority

Application Queue UON GLOBAL - Priority

Date Created 20/10/2016 01:27 PM

Applicant Sarah Connor

Domestic / International [No Value]

Agent Details Charlie Chaplin

Agent No

Current No

Past No

Contact Details Preferences Preferences Attachments Assessments **Assessments** Application Details Applicants and Agents Tasks (0) Application Notes Audit Testin

Preference ELICOS Education English Test Results Prior Employment Academic Assessment English Proficiency Assessment **Genuine Student Assessment**

Initial Assessment ✓ Relationships ✓ Employment ✓ Immigration History ✓ Character and Health Requirements ✓ New Screen

Character and Health Requirements

Back Next

Student intends to stay in Australia permanently

☐ Yes ☒ No

Student has been convicted of a criminal offense or been charged with a crime that is awaiting legal action

☐ Yes ☒ No

Detail acceptable? Score

☐ Yes ☒ No 0

Has the student been removed or deported from any country

☐ Yes ☒ No

Detail acceptable? Score

☐ Yes ☒ No 0

Offer letter generation

Quick Start x

My Team's Applications x

Application Search Report x

Emily Middleton (2) x

Emily Middleton161107-000002

Preference 161107-000002
Application ID 52

Program: Graduate Certificate in Professional Accounting (Code 12187, CRICOS Code 065470K)

Career: PGCW

Faculty: FBUSL

Application IDEmily Middleton

Status*Under Assessment

AssignedAdministrator
Emily Middleton

Contact*Emily Middleton

QueueAdmissions

Auto Assess ResultNot Eligible

Auto Assess MessageNone

OneTwoThreeFourFive

MessagesPrograms and PackagesTasksContact FacultyAssessmentOfferAttachments (0)Audit LogTesting fields

Create an Offer Letter

Create an Offer Letter

You are about to create a Conditional Offer. Click next to continue

Next

Offer letter generation

Quick Start x

My Team's Applications x

Application Search Report x

Emily Middleton (2) x

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Auto Assess MessageNone

OneTwoThreeFourFive

MessagesPrograms and PackagesTasksContact FacultyAssessmentOfferAttachments (0)Audit LogTesting fields

Create an Offer Letter

✓

Add Comments & Conditions

Add Comments & Conditions

BackNext

Add a New Text Block

Offer letter generation

Quick Start xMy Team's Applications xApplication Search Report xEmily Middleton (2) x

Emily Middleton161107-000002

Recent Items

Navigation

Quick Search

Preference 161107-000002
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Auto Assess Message

None

OneTwoThreeFourFive

MessagesPrograms and PackagesTasksContact FacultyAssessmentOfferAttachments (0)Audit LogTesting fields

Add Comments & Conditions

Item Name

Remove

Free Form Text

Eligible for second preference

Offering alternate program. Reapply for first preference in 12 months

Academic transcript and evidence of completion

Coloured copies required

Certified documents required


Education completion at UON

English test report required - IELTS minimum overall score 6.5

English test report required - IELTS minimum overall score 6.0

English test report required - IELTS minimum overall score 7.5

English test report - PTF verification required

 THE UNIVERSITY OF
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STUDENT
CENTRAL

Offer letter generation

Quick Start x

My Team's Applications x

Application Search Report x

Emily Middleton (2) x

Emily Middleton161107-000002

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Create an Offer Letter

✓

Add Comments & Conditions

Add Comments & Conditions

BackNext

Add a New Text Block

Item Name

Certified documents required

Remove

Item Name

Free Form Text

Remove

Item Name

Evidence of Change of Name

Remove

Offer letter generation

Quick Start x

My Team's Applications x

Application Search Report x

Emily Middleton (2) x

Emily Middleton

161107-000002

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Emily Middleton

Contact*

Emily Middleton

Queue

Admissions

Auto Assess Result

Not Eligible

Auto Assess Message

None

One

Two

Three

Four

Five

Messages

Programs and Packages

Tasks

Contact Faculty

Assessment

Offer

Attachments (0)

Audit Log

Testing fields

Create an Offer Letter

Add Comments & Conditions

Review Selections

Review Selections

Back

Next

Item Text

This offer is subject to receipt of certified copies of all supporting documentation provided with your application, including academic transcripts and certificates of completion.

required on offer?

required on acceptance?

Item Text

Free text can be entered

Emily Middleton

Emily Middleton

☒ One
 ☐ Two
 ☐ Three
 ☐ Four
 ☐ Five

Application ID

Status *

Assigned

Contact *

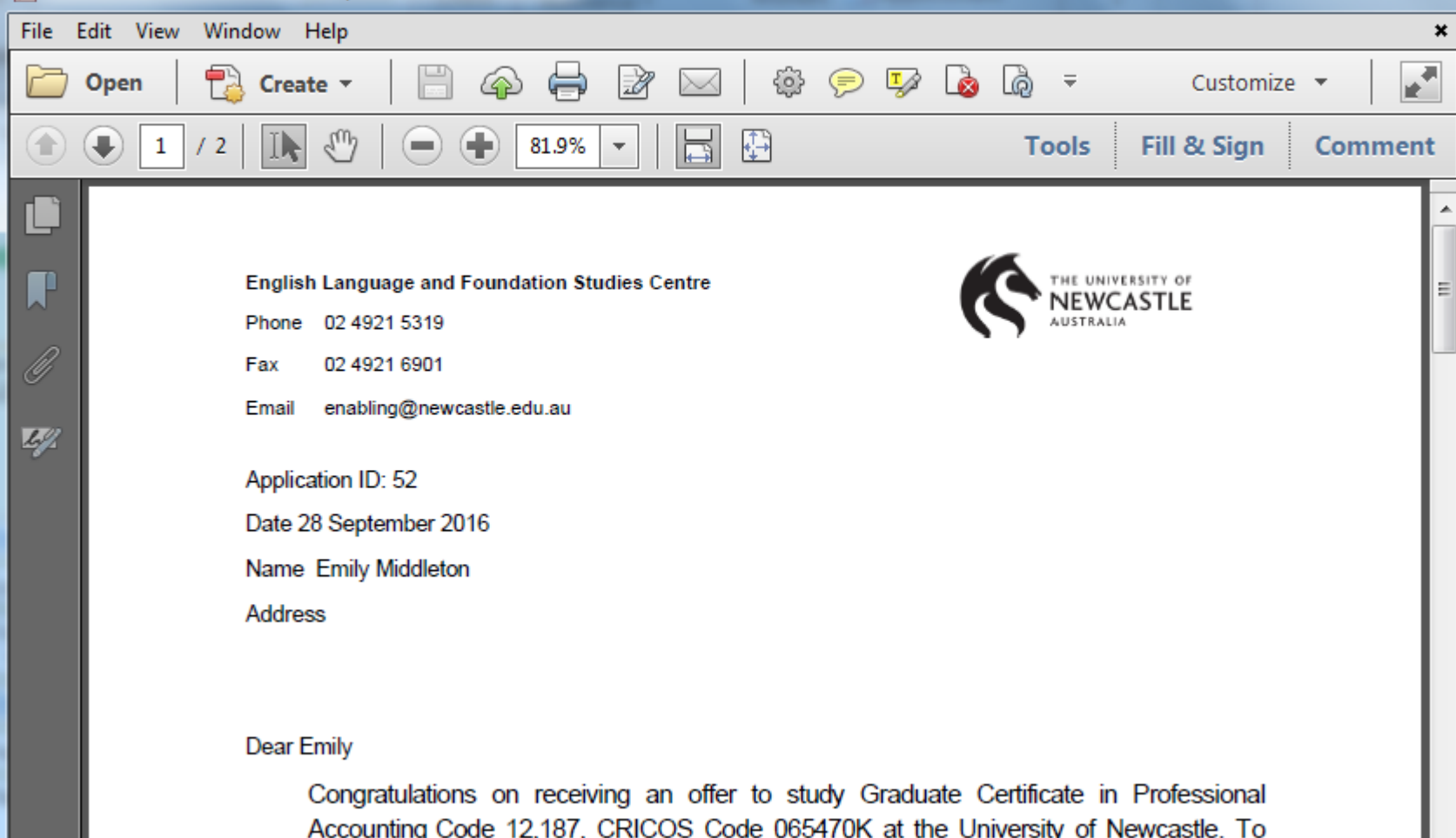
Queue

Auto Assess Result

Auto Assess Message

Messages	Programs and Packages	Tasks	Contact Faculty	Assessment	Offer	Attachments (0)	Audit Log	Testing fields
----------	-----------------------	-------	-----------------	------------	-------	-----------------	-----------	----------------

Domestic+Conditional+Offer[1].pdf - Adobe Acrobat Pro



Submit

Forward to Faculty

Quick Start x

My Team's Applications x

Application Search Report x

Steve Jobs (2) x

Emily Middleton (2) x

Emily Middleton 161107-000002

Preference 161107-000002
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Assigned

Administrator
Emily Middleton

Contact*

Emily Middleton

Queue

Admissions

Auto Assess Result

Not Eligible

Auto Assess Message

None

☒ One ☐ Two ☐ Three ☐ Four ☐ Five

Messages

Programs and Packages

Tasks

Contact Faculty (0)

Assessment

Offer

Attachments (1)

Audit Log

Testing fields

Forward Preference to Faculty

Create

Add New

Add Existing

Open

Print

Copy


Remove

Forward

Propose

Options

Reference #	Queue	Status	Faculty Name	Faculty Email
There are no items to show in this view.				

 THE UNIVERSITY OF
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STUDENT
CENTRAL

Quick Start x

My Team's Applications x

Application Search Report x

Steve Jobs (2) x

Emily Middleton (2) x

Emily Middleton 161109-000002

Forward to Faculty 161109-000002

AssignedEmily Middleton

Status*Forward to Faculty

Queue

Faculty

Preference

There are

MessagesAttachments (0)Audit Log

SubjectFaculty assessment - application ID NNN

Quick Start x

My Team's Applications x

Application Search Report x

Steve Jobs (2) x

Emily Middleton (2) x

Emily Middleton 161109-000002

Forward to Faculty 161109-000002

AssignedEmily Middleton

Status*Forward to Faculty

QueueEnquiries and Hubs - Email

Faculty Staff*Mairtin Mag Uidhir

Preference ID161107-000002

Preference:1

Last Name:Middleton

First Name:Emily

Email Address:evm481@newcastle.edu.au

Application ID:52

Code:12187

Title:Graduate Certificate in Professional Accounting

Career:PGCW

Faculty:FBUSL

Intake:Semester 1 - 2017

MessagesAttachments (0)Audit Log

SubjectFaculty assessment - application ID NNN

☐ Send On Save

Add

SmartAssistant

Search Knowledgebase

Standard Text

Options

System Default

Plain Text

ResponseEmail

Emily Middleton, 09/11/2016 01:23 AM

Dear Mairtin,

Can you please provide your approval, by replying to this email, for the applicant mentioned below?

Applicant: Testy Tester

Program/ Package: Master of Clinical Epidemiology

Intake: Semester 1 2017

More details on applicant can be found in attached application summary document.

Final Assessment Completed by Program Convenor (please provide 'Yes' against relevant outcome)

Offer to be made to the <program name/ package name> -

RPL to be applied to student record -

Offer to be made to the <program name/ package name> -

Additional Faculty Comments -

Next Steps

1

Go-live week commencing 14 November 2016 (**Postgraduate domestic cohort**)

2

Undergraduate direct domestic cohorts

3

International cohort

4

Followed by many more cohorts: Enabling, Research, Honours, Non-award and extending CX journey with Eloqua

5

Business “as usual”



Lessons learned

- Methodology matters!
- Documentation required to engage the right people at the right time & facilitate effective collaboration
- Personnel changes / finding the balance
- Communication fatigue – highly anticipated project, held up at RFP for many months
- Testing – aggressive timelines mixed with agile development means concurrent design, development, systems test, UAT *and* training
- Due consideration and careful planning of BAU activities required / continuous improvement (managing environment)
- Minimising customisations = complicated configuration
- Admissions is really complex!



Questions?

Emily Middleton

Technology & Systems Analyst
Digital Delivery & Projects | Student Central
University of Newcastle

Marty Mag Uidhir

Senior Manager
Digital Delivery & Projects | Student Central
University of Newcastle

