

FAST SUBMISSIONS, HAPPY APPLICANTS



How A&A transformed the application process

A&A International Education recruits onshore candidates for all Australian universities, including a selection of private colleges, and private and public high schools. With a small team of just 40, managing over 5,000 applications every year was challenging.

“Some application systems could be very tricky,” A&A’s former Director of Marketing told us. Depending on the requirements of the institution, applications can be submitted in a variety of ways – from website forms to paper, fax and email.

“Sourcing information and juggling the different forms and processes can take a lot of time. Some portals take over 40 minutes per application.”

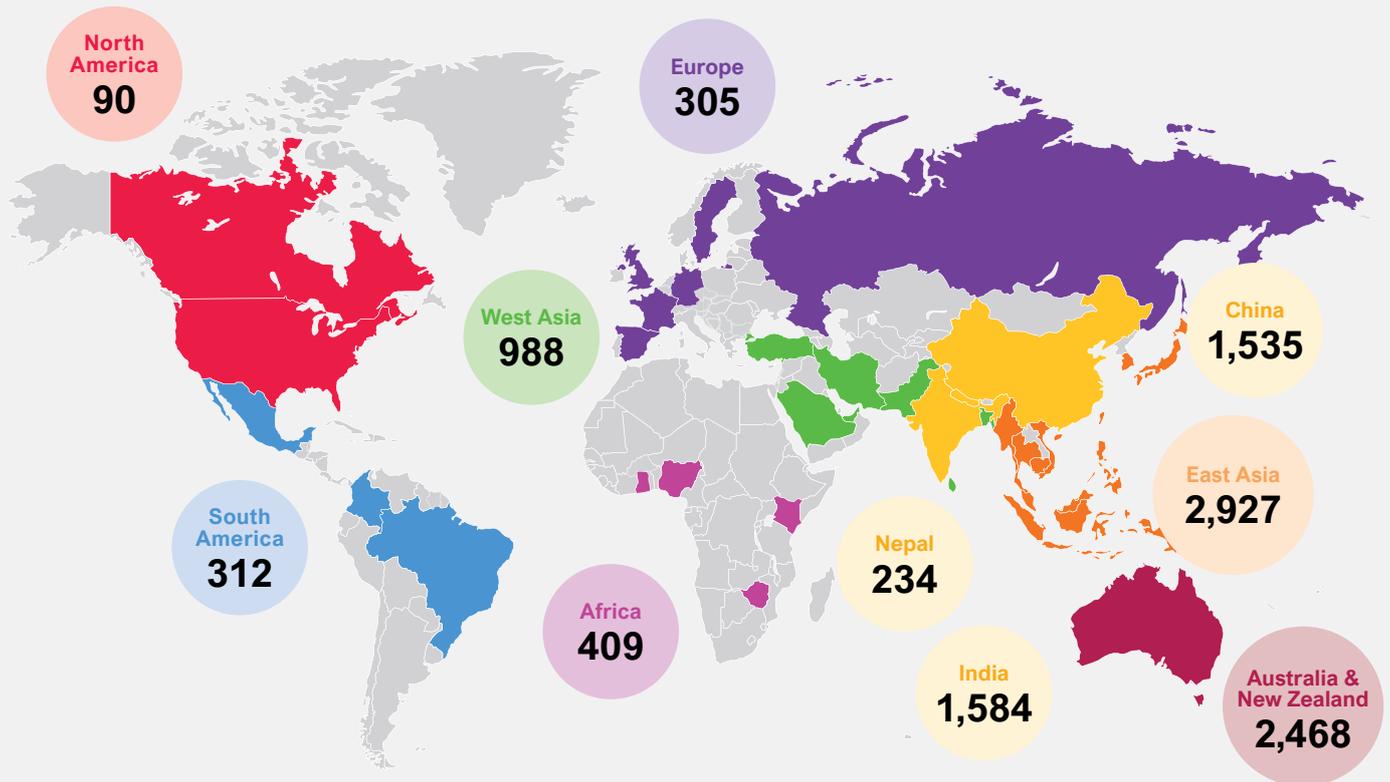
This also created a clunky and stressful experience for A&A’s clients.

On top of streamlining the application process, A&A needed a system with:

- **A simple implementation process**
- **Improved ability to track application progress**
- **Good reporting functionalities**
- **A flexible and easy to use platform.**



So in 2009, they started using StudyLink. The system was simple to use and it didn’t take long for A&A to see the difference.



November 2019. Not all agent numbers are included in the above graphic.

The results: applications are submitted in one go and take only 15 minutes

The A&A team was excited by the speed and ease of the system from day one.

They told us, “StudyLink Connect streamlined the application procedure, making it much easier to submit completed applications in one go. This cut the time down to just 15 minutes.”

StudyLink also enhanced the visibility of applications across a variety of institutions, making it much simpler to track the status of individual submissions. “Application progress can be easily monitored in the portal. This means fewer phone calls and emails to chase universities for information.”

And with all the information in one place, they no longer had to source information from multiple locations – or waste time with manual tasks. “There’s no longer any need for double (sometimes triple) entry of data.”

With such a huge time saving the A&A team can spend more time on what matters most – looking after future students.

According to A&A, “our time can now be better used to assist and counsel new applicants in their education journey. We’re so happy using StudyLink. If you can get more institutions using the platform, we’ll be very happy!”

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