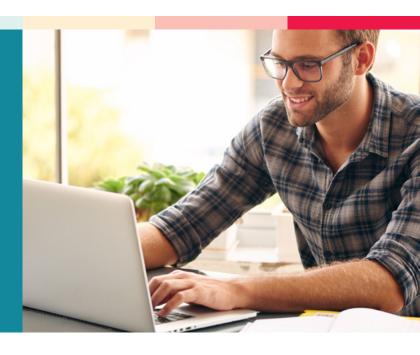# SEAMLESS INTEGRATION, SMOOTHER APPLICATIONS

How University of Tasmania increased international intake

In 2015, the University of Tasmania announced bold plans to double its intake of international students over the next decade, making education one of the state's biggest export industries.

To meet this challenge, the University needed a proven admissions management solution, so it could streamline the experience for students, education agents and staff.

The University identified four main areas for improvement:

- **Reduce data entry for staff**
- **Enhance communications with agents and applicants**
- **Smarter reporting capabilities**
- **Better workflow and referral visibility.**

The new solution also had to give University staff the ability to manage applications both in the office and on the road.

"We needed a solution that would streamline our admissions process, reduce manual data entry and improve turnaround performance."

"We wanted to improve the applicant and agent experience by providing a positive application and acceptance process, as well as regular updates on application status," says Andrew Gillies, Associate Director, Student Systems and Business Improvement.

StudyLink addressed all these needs through a safe, seamless integration with the University's Student Management System.

> "The centralised platform simplifies the application process for prospective students while eliminating time-consuming manual data entry and minimising errors. "

"We rolled out integration gradually," explains Andrew. **"First we integrated curriculum data into StudyLink from our Student Management System. Next, we integrated student details, applications and offers back into our SMS. Updates are synced every night with StudyLink – further reducing data entry time."**

The results: quicker processing of 8,000 annual applications

The University of Tasmania now processes all international and higher degree research applications through StudyLink. And it's not just turnaround time that has improved. Thanks to StudyLink, all data is captured in one place, making it simpler to view and find application information. Staff, agents and applicants can all monitor the status of an application from anywhere. And secure servers mean data does not have to be shared via email, adding an extra layer of safety and reducing the risk of lost documents.

> "STUDYLINK HAS DRAMATICALLY IMPROVED OUR PROCESSES IN TERMS OF THE TIME IT TAKES TO FINALISE ACCEPTANCE OF AN APPLICATION."

"It not only streamlined our processes into one system, but the team provided support and advice throughout integration," says Andrew. "I would definitely recommend them to other providers."