

# OPENING A NEW PATHWAY



## The platform for a new partnership

OpenLearning is an online learning platform that increases access to higher quality education by helping students form communities to collaborate in authentic, engaging, connected learning experiences.

In March 2021, OpenLearning launched a partnership with UNSW Global's Transition Program Online (TPO). TPO is a four-month online program that gives international students who fall just short of meeting academic requirements, a chance to gain direct entry into a Bachelor's degree at UNSW Sydney.

To operationalise the partnership, OpenLearning needed a technology solution that would streamline the experience for their admissions team, UNSW Global, agents and direct students.

They identified 4 main areas of improvement:

- A solution that focussed on improving the TPO application process without the need to invest in a full admissions solution
- The ability to access high level data to measure the success of the partnership
- Ability to automate and share data across a number of systems used by both OpenLearning and UNSW Global
- A system that would allow students to accept offers and make payments immediately.

After researching several options, OpenLearning chose **StudyLink Connect – Capture** to receive and manage their TPO applications.

It met OpenLearning's needs by:

- Streamlining the TPO application process through automation and live status updates
- Provided visibility for both partners to access application data and export data reports
- And most importantly, Capture's standard APIs enabled data to flow from Capture to OpenLearning's payment gateway provider, Flywire, as well as UNSW Global's admissions management system.

Capture was cost effective, simple and quick to set-up and allowed OpenLearning to create customisable application forms, email templates and upload offers.

**“StudyLink Connect enables our partnership with UNSW Global because both sides have access and visibility to the dashboard,”**  
Shannen Bradford, Head of Customer Success at OpenLearning, says.

**StudyLink Connect worked really hard with us and UNSW Global to implement API integration with UNSW Global admissions system. So it's quite a smooth process for us when processing applications via StudyLink Connect.”**

These integrations shared across multiple systems provided both OpenLearning and the UNSW Global Admissions team with quality data they needed to make quicker and more informed admissions decisions leading to faster turnaround times.

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AS OF EARLY 2022, THE AVERAGE TURNAROUND TIME APPLICATION SUBMISSION TO OFFER CREATION HAS DROPPED FROM 10-12 DAYS TO 3-4 DAYS.

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## A quicker way to pay

Application turnaround times have also been reduced significantly with integration between Capture and payment gateways providers. This makes it easy for applicants and agents to make payment and admissions teams to confirm receipt of payment and convert the offer.

One of the best aspects of StudyLink Connect is the amount of application information that is securely stored all in one place via one login. All activity relating to an application including documentation, communication, status updates and payments are accessible through Capture, meaning Admissions teams don't have to switch between multiple systems and use spreadsheets and emails to store sensitive information.

**“It’s been so straightforward and smooth, which I think shows that it’s working,”**  
Shannen says.

**We rarely get queries from students or agents asking about payment status or raising issues. And it’s streamlined how we conduct our census checks at the beginning of an intake to make sure we have all the correct documents and make sure payment’s been received.**

**We can just click on the fees tab in Capture and see the payment status there. We don’t have to go into a new window or application.”**

