

RMIT University saved time and resources by moving academic award issuing to a digital solution



Challenges:

- Time-consuming and costly to issue statements and testamurs at the point of completion and conferral in a timely manner
- Environmentally and fiscally unsustainable the number of hard copy and 'reprints' returned or damaged due to the postal service
- A number of statements and testamurs returned back 'unclaimed' by students and graduates



Solution:

- Immediate verification with digitally certified academic records
- Issue learners with academic documents to be shared online with employers, education providers, governments and other third parties
- Certified documents with advanced cryptographic hardware and banking-level security



Results:

- Significant reduction in manual handling of generating, printing and posting out of statements and testamurs and the cost involved with that
- Students now need to request and pay for a hard copy statements and any additional hardcopy testamurs – automatic processing to mail out hard copy documents as digital is preferred
- The issuance of statements is an automated system process reducing errors and improving operational efficiencies



Printing Costs Reduced and Efficiencies Found

For the past five years, RMIT University has been utilising the Australian and New Zealand tertiary education sector driven, My eEquals solution for digitally certifying and issuing official digital Transcripts, Testamurs, AHEGS, VE Qualifications and Statements of Attainment. Going digital with My eEquals, the university now issues these official academic documents almost instantly after completion and conferral. An immediate and ongoing benefit has been the reduction in issuing time, previously taking over a month to delivery paper credentials, especially for international students.

Mirna shared, "A great benefit was the reduction in all the paper that we were printing. Each year we had over 2000 documents that were returned to us due to a student moving and not updating their address with us or they don't claim them or they simply get lost or damaged in the post and that was a massive issue for me, that isn't really any longer, due to My eEquals." Damaged and returned prints had become a budget and resourcing issue.

My eEquals plays a key role by enabling RMIT students and graduates to access their securely stored official statements and testamurs and share them online to employers, social media, government agencies and other third parties world wide.

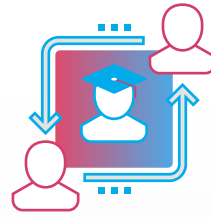
Benefits with My eEquals



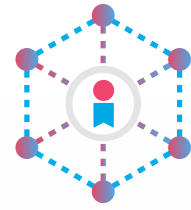
Advanced cryptographic hardware and banking-level security



Store and retain all credentials in one place



Increased staff productivity



Single platform to handle digital issuing now and in the future

Digitising Academic Achievements A Sector Wide Collaboration

In 2015 My eEquals was established by Australian and New Zealand universities to develop a solution that was aimed at enhancing the sector's standing by providing a high-integrity online service that provided students, employers and other interested parties with the ability to obtain information on a student's academic outcomes in a manner that is secure from fraudulent representation.

The level of participation across the sector to implement a digital solution was welcomed and supported. This resulted in the certainty of credential security by providing students and third parties with verified documents from a trusted digital source, along with the assurance of the integrity and security of the university qualifications.

The addition of the My eEquals solution also enabled greater student mobility by allowing students to manage access to their academic records in a way that is convenient, aligns with contemporary ways of business, and is available both locally and globally.

Due to its digital nature the My eEquals solution also removed the need for the hard copy production of transcripts and testamurs, making this something institutions could look to reduce costs in. Credentials issued through the My eEquals platform are also authentic, tamper-evident and legally valid.

RMIT is now delivering a digital and accessible service that students and graduates can access, along with also extending the offering to alumni the ability to come back to RMIT and request their previously earned credentials to also be issued through My eEquals.

The sector wide collaboration to support the implementation of the My eEquals solution has greatly improved student experiences and streamlined processes and will continue to for many years to come.



96,277
students per year

10,000
staff internationally

155,000
documents digitally issued annually

585,557
documents issued since July 2017

66%
document pick up rate

\$830,000
annual cost savings



All of our questions were answered along the journey to implementation to ensure all of our compliance and regulatory obligations were met whilst maintaining an optimum student and staff experience."

- Connie Merlino, Academic Registrar at RMIT University



My eEquals is a tool we now can't live without. It's critical and greatly saves us time in issuing documents, leading to faster and better student and graduate experience."

~ Mirna Bitar, Associate Director, Completions, Awards and Graduations at RMIT University

A Timely Implementation

Implementing My eEquals was a well-managed project that enabled RMIT to configure a My eEquals environment, specific to their documents and certification process and procedures, with documents pushed out from the central student management system. In fact, Mirna Bitar speaks of the My eEquals implementation as, "a fantastic and very successful project that I was proud to be a part of!" She finds that the ease of the system and functionality has been very positive for students and staff alike, giving access to issue documents to alumni within minutes.

During the height of the pandemic, My eEquals was critical in keeping RMIT moving forward with essential business functions. In fact, My eEquals provided business continuity in a time when almost everyone was being disrupted. With staff members working from home during COVID-19, RMIT was still able to send records in an efficient, timely manner - meeting student expectations without putting an extra drain on staff, consumables, or the health of the team.

Yearly Print Cost Saving with My eEquals*

\$830,000

*Based on research by HES | KPMG on average unit cost per document across the sector being \$6/doc.

Calculation based on RMIT's yearly issuing of over 155,000 documents.

Remarkable Results

RMIT has increased the speed and accountability of records exchange and through the My eEquals efficiency, created an environment for staff to be more productive, enabling them to shift resources to more mission-critical tasks. Similarly, RMIT describes the My eEquals student experience as intuitive, user-friendly, and accessible. Students are in complete control of their well-earned credentials and able to access their documents for life from one central location - something RMIT is proud to offer. "Just the way that the data goes from our Student Management System into My eEquals and the overnight processes that work to get statements to the students within 24 to 48 hours after completion I think that's the biggest thing for me, as I know students want things instantly." says Mirna.

"We were able to streamline our processes for everybody, so, when you complete, no matter who you are, onshore or offshore, whatever type of student that you are, you will get a completion transcript in My eEquals."

Looking to gain efficiency and eliminate time-consuming, manual issuing of transcripts, testamurs, certificates and other official statements?

