My eQuals
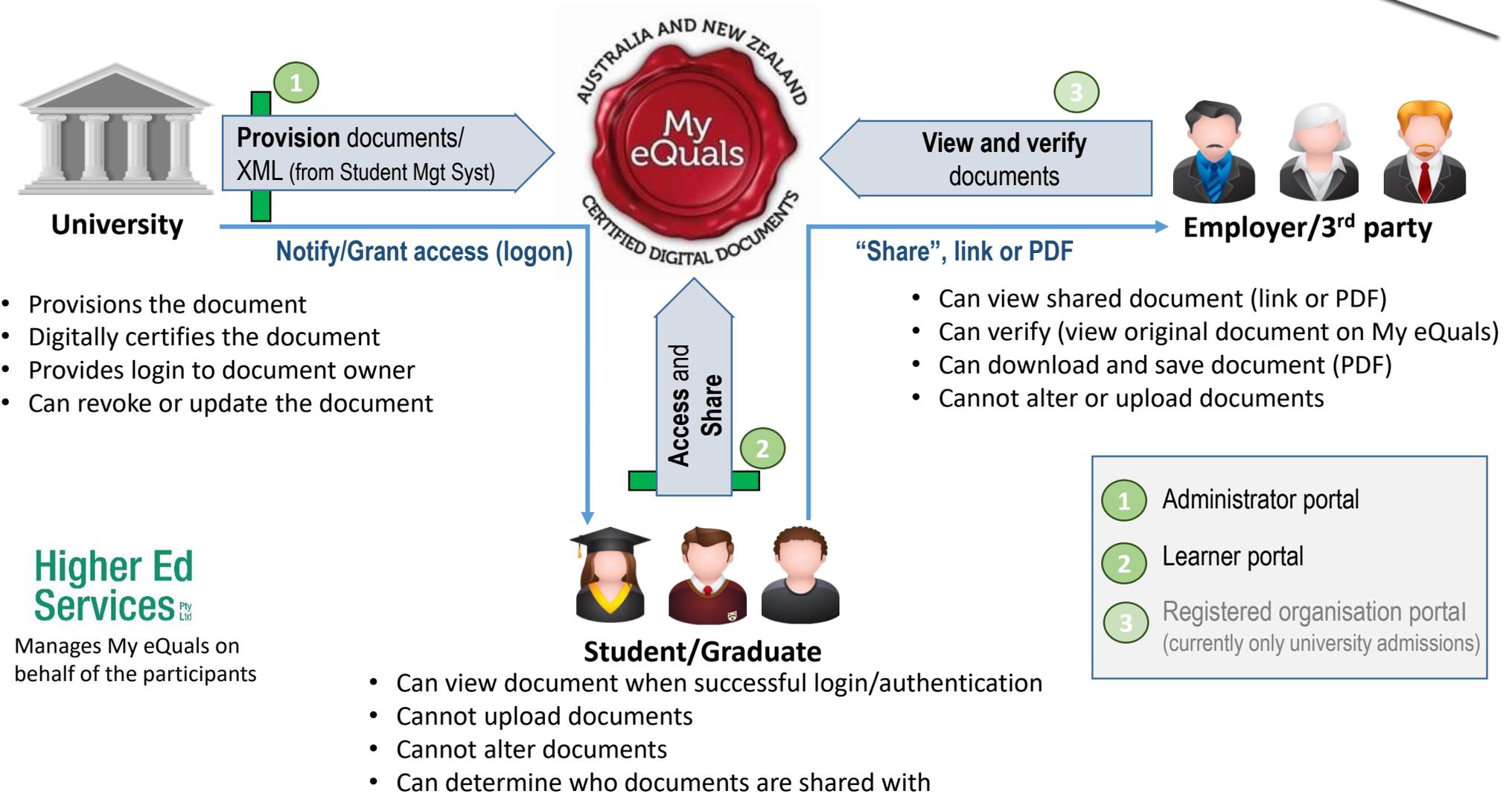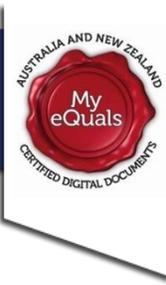
Learnings from the first 18 months of implementation and operation

Jay Segeth
My eQuals Program Director
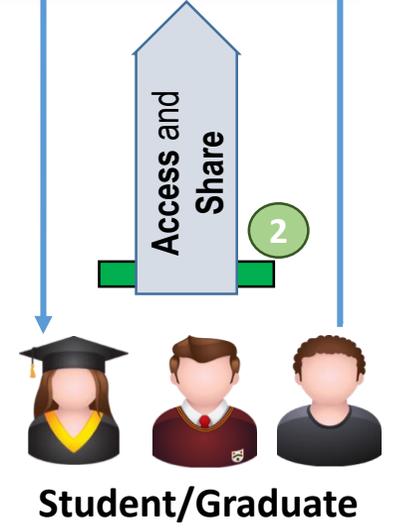
8 May 2018

Platform overview

University

Provision documents/ XML (from Student Mgt Syst) — ①

Notify/Grant access (logon)

- Provisions the document
- Digitally certifies the document
- Provides login to document owner
- Can revoke or update the document

My eQuals

AUSTRALIA AND NEW ZEALAND — CERTIFIED DIGITAL DOCUMENTS

Access and Share — ②

View and verify documents — ③

Employer/3rd party

"Share", link or PDF

- Can view shared document (link or PDF)
- Can verify (view original document on My eQuals)
- Can download and save document (PDF)
- Cannot alter or upload documents

Higher Ed Services Pty Ltd

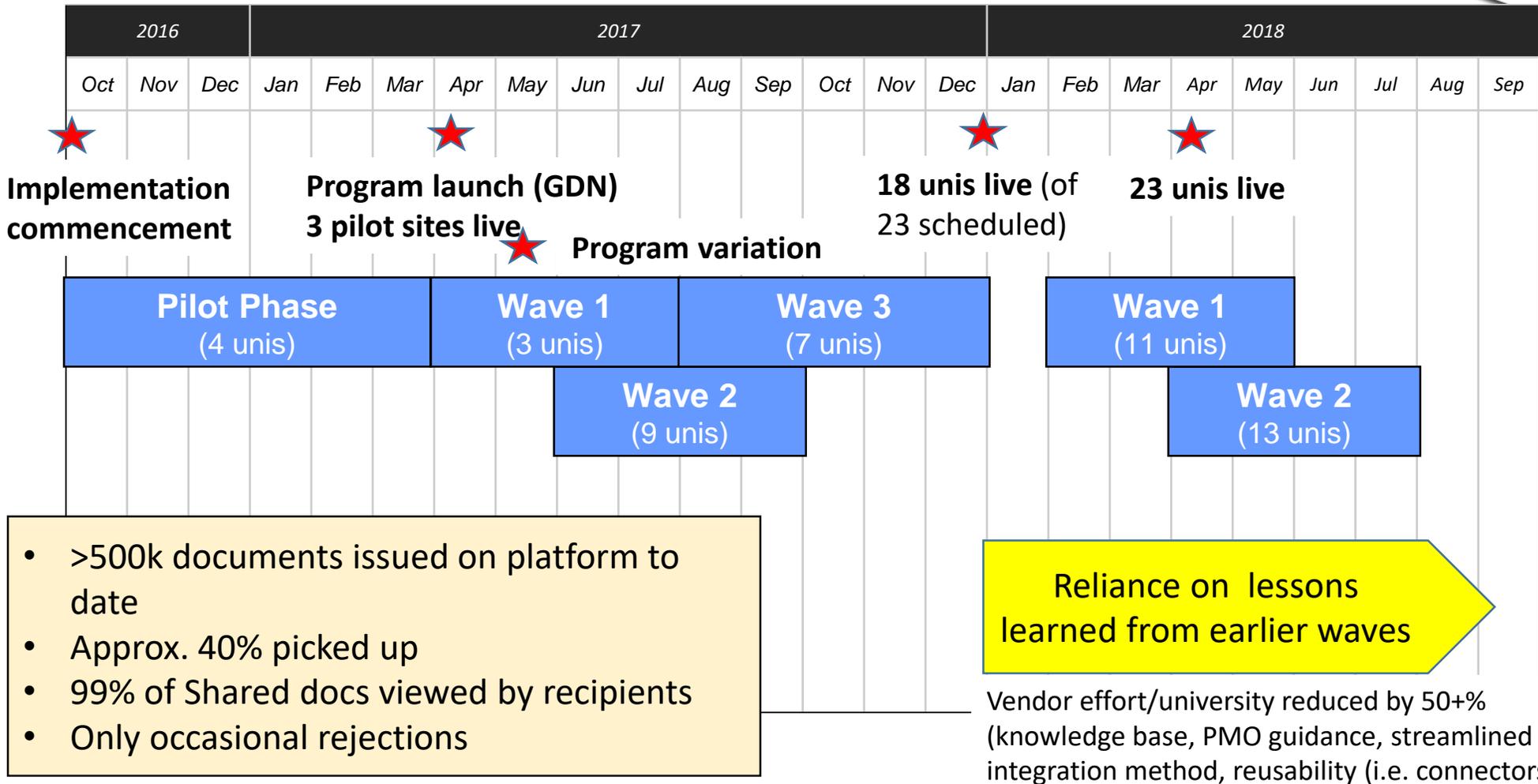Manages My eQuals on behalf of the participants

Student/Graduate

- Can view document when successful login/authentication
- Cannot upload documents
- Cannot alter documents
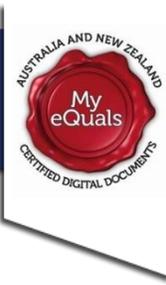- Can determine who documents are shared with

① Administrator portal

② Learner portal

③ Registered organisation portal (currently only university admissions)

	2016			2017													2018						
Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep

⭐ **Implementation commencement**

⭐ **Program launch (GDN) 3 pilot sites live**

⭐ **Program variation**

⭐ **18 unis live** (of 23 scheduled)

⭐ **23 unis live**

Pilot Phase (4 unis)

Wave 1 (3 unis)

Wave 3 (7 unis)

Wave 2 (9 unis)

Wave 1 (11 unis)

Wave 2 (13 unis)

- >500k documents issued on platform to date
- Approx. 40% picked up
- 99% of Shared docs viewed by recipients
- Only occasional rejections

Reliance on lessons learned from earlier waves

Vendor effort/university reduced by 50+% (knowledge base, PMO guidance, streamlined integration method, reusability (i.e. connectors)

Learnings #1 – *Know what you wish for*

University

- *BC objective*: Efficiency, Fraud
- *Selection*: Functional and non-functional requirements

Employer/3rd party

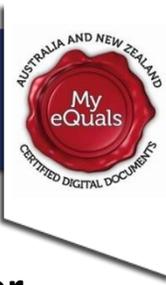- *BC objective*: Trust, convenience
- *Selection*: No specs

Detailed requirements (how)
Vs
Outcome-based procurement (what)

Student/Graduate

- *BC objective*: Student experience benefits (anytime anywhere access
- *Selection*: Requirements & User scenarios

Learnings #2 – *Acknowledge external communication*

- Vast recipient landscape
  - ANZ and Global
  - verifiers, recruiters, employers, government (in many forms), other universities, professional bodies, etc

- Different communication modes
  - Awareness
    - ANZ going digital
    - What is My eQuals anyway?
  - Instruction
    - How does it work?
  - Fielding ad-hoc queries
    - capture unmet requirements
   - Respond to rejections

External communication register

3RD PARTY ORGANISATION/BODY			COMMS APPROACH			
ORGANISATION/BODY	Category	Country of Origin	Present/ meet (awareness)	Present/ meet (workings)	Mailing/ letters (awareness)	Mailing (workings)
ACTAC	Recipients	ANZ	V	V	V	V
Chartered Accountants of Australia and NZ	Peak employer	ANZ	X	X	V	V
Department of Education (Australia) - Mobility Branch	Government	Australia	V	V	V	V
AUSTRADE	Government	Australia	X	X	V	V
DFAT - Department of Foreign Affairs and Trade	Government	Australia	X	X	V	V
AAGE (Australian association of Graduate Employers)	Peak employer	Australia	V	V	V	V
PA (Professions Australia)	Peak employer	Australia	V	X	V	X
CPA Australia	Peak employer	Australia	V	V	V	V
Australian Association of Social Workers (AASW)	Peak employer	Australia	X	X	V	V
Australian Computer Society	Peak employer	Australia	X	X	V	V
Australasian College of Health Informatics	Peak employer	Australia	X	X	V	V
Australian Health Practitioner Regulation Agency (AHPRA	Peak employer	Australia	V	V	V	V
Australian Dental Council	Peak employer	Australia	X	X	V	V
Engineers Australia	Peak employer	Australia	X	X	V	V
Institure of Management Consultants	Peak employer	Australia	X	X	V	V
Australasian Veterinary Boards Council Inc	Peak employer	Australia	V	X	V	V
Royal Australian College of Surgeons	Peak employer	Australia	X	X	V	V

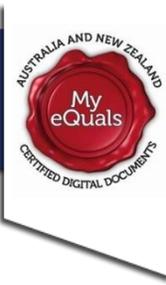|	
V	Activity undertaken/scheduled
V	Activity to be undertaken
X	No activity planned

600+ entities and growing
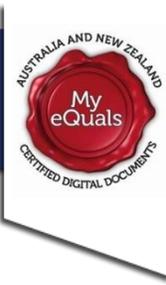
- In the early stages – A new ~~crisis~~ challenge every day:
  - Unpredictability of XML only approach (lesson: separate data from presentation)
  - Reliance on SMS vendors (lesson: PMO should manage)
  - Catering for 47 different governance requirements (security in particular)
  - Leverage existing university systems (i.e. payments)
  - Acceptance of shared platform (one size fits all)

- Empowered and "intelligent" PMO
  - Support universities in their preparations
  - Innovate integration approach (XML => PDF/embedded XML)
  - Make the most of goodwill of the My eQuals collective
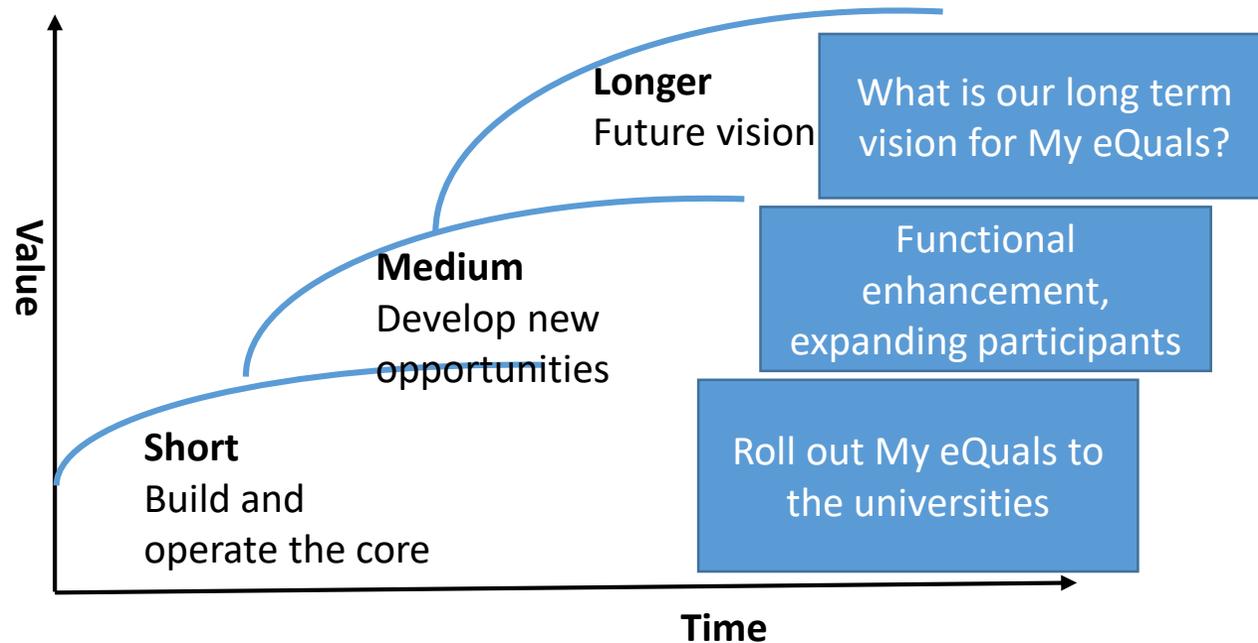
Learnings #4 – *Enjoy Accidental Value*
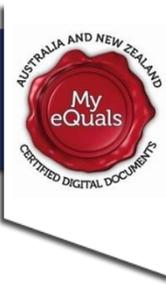
- Value multiplier of a true whole-of-ANZ platform – participation by all 47 universities was not anticipated

- Significant cost benefits of collective initiative vs go-alone

- Transportability of sector-wide collaboration learnings to new initiatives

- Many platform extension opportunities
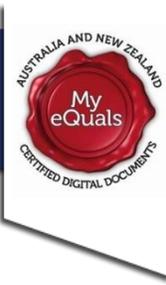
Learnings #5 – *Consider the Future*

- Secure online ANZ credentials
- ANZ-wide platform of credential data and documents

Three horizons

Longer
Future vision

Medium
Develop new opportunities

Short
Build and operate the core

Value

Time

What is our long term vision for My eQuals?

Functional enhancement, expanding participants

Roll out My eQuals to the universities

Future State options (indicative)

- Secure online ANZ credentials
- ANZ-wide platform of credential data and documents

- Value-add 3rd parry services (i.e. verification)

- Shared Credit Transfer platform

- Badges/Micro Credentials
- RPL

- Facilitate employment outcomes (i.e Digital CV)

We have started to consider the mid and longer term horizons

Self-sustaining Funds to innovate

Needs agreement on framework/rules

Common framework?

Maintain relationship with alumni
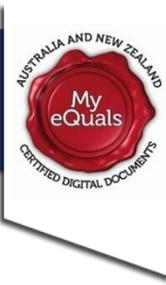
Thank you

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