

Enhancing Southern Cross University's Global Reach with StudyLink Integration

Client

Southern Cross University

Business area

Business Applications

Industry

Higher Education

Location

Melbourne, VIC, Australia



Overview

Southern Cross is a multi-campus University on Australia's east coast. It was ranked in the 'Top 200 Young Universities in the World' by The Times Higher Education World University Rankings for 2023 and has achieved outstanding ratings in 23 research fields¹.

The University has three regional campuses: one on the Gold Coast, one in Lismore and the other in Coffs Harbour. As well as four metropolitan campuses in Sydney, Melbourne, Brisbane and Perth. There are approximately 66,000 Southern Cross alumni globally.

Fast Facts

- Integration solution incorporating reference data, student record creation, duplicate checking, application, and offer creation.
- Initial phase went live in November 2023.
- Additional phase integrating offer acceptance and improved error reporting in StudyLink and Elastic Search went live in December 2023.

"Partnering with Atturra for our integration development in the StudyLink project was one of our best decisions. Their team brought exceptional technical expertise and a collaborative spirit that made the entire process seamless. They took the time to understand our unique needs and delivered a solution that exceeded our expectations. Communication was always clear, and their proactive approach helped us navigate challenges effectively. We couldn't be happier with the results and look forward to working together on future projects."

Lisa McGahey, Project Manager, Queensland University of Technology

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¹ <https://www.scu.edu.au/research/research-excellence/>

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Opportunity

In early 2023, Southern Cross University (SCU) chose StudyLink for its international applications. The process of application through to offer acceptance was managed in StudyLink.

Several integrations were required so the University could create applications, offers, check for duplicates, and run reports on applications within StudyLink. It had to be integrated with SCU's TechnologyOne Student Management System (TISMS).

The configuration also had to ensure that accepted offers were transferred into admitted study plans in TISMS so the student could continue their academic studies. Further integrations needed to ensure the TISMS record remained in sync with StudyLink across the application's lifecycle.

To support the application process, SCU needed to manage the transfer of reference data—courses, availability, and fees—to StudyLink. Finally, an integration was needed to flag any relevant sanctions to StudyLink users.

Solution

SCU worked with Atturra from June 2023 through to December 2023 on the end-to-end solution. StudyLink was implemented, and the associated TISMS integrations were deployed into production at the end of 2023 to enable international applications to flow through from StudyLink for the commencement of study in 2024.

The deliverables included integration using TISMS shipped web services, ETLs, custom web services, and the Boomi integration platform to support the integration of reference data to StudyLink, and from StudyLink to support student creation and application and offer creation and updates. Error identification and reporting were developed to give the business visibility of any problems and assist in rectifying any identified data issues.

Atturra worked closely with StudyLink to develop the data mapping and to ensure solution alignment. Atturra also undertook significant testing before the handover to SCU, helping to support SCU in moving the deployment into User Acceptance Testing.

The approach supported a successful knowledge transfer and skills uplift for the SCU team, which included documentation versioning and approval processes, supporting SCU use-case testing and detailed solution and technical documentation.

Outcomes Achieved

Working collaboratively with the SCU project team and StudyLink, Atturra developed processes to support the smooth running and delivery of this complex project. The team's existing skills, knowledge, and adaptable approach helped build trust between the teams and provide a quality outcome for SCU.

Implementing StudyLink alongside the integration increased complexity, but a flexible and adaptable approach mitigated risks. Any gaps in the solution were quickly managed, and rework for teams was minimised.

The successful implementation of StudyLink and automated integrations to TISMS have enabled SCU to provide international student and agent applications through the StudyLink portal, delivering an improved online application solution with streamlined operations and a consistent experience for both agents and applicants.

Technologies

- TechnologyOne Student Management System (TISMS)
- Boomi Integration Platform
- StudyLink