

The BBI-TAITE My eQuals Success Story

Saving costs, time and resources through a secure digital solution for issuing academic credentials



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Challenges

- Time consuming to issue statements and testamurs at the point of completion and conferral
- Costly to maintain process for printed and mailed records
- High 'unclaimed' rate by students and graduates



Solution

- Implementation of My eQuals for digital issuance of academic records



Results

- Significant reduction in time to issue, from 3-4 days to 1 day
- 50% cost savings per document issued and operational savings
- Immediate verification with digitally certified academic records issued by BBI-TAITE
- Learners with academic documents to be shared online with employers, education providers, and other third parties
- Provide greater credential recognition by awarding through the same platform as the universities and ensure their learners knew they operated in the same realm and were future looking by matching their educational ways with their administration

Efficiencies Gained & Printing Costs Reduced

Since 2021, BBI-TAITE has been utilising the My eQuals solution for digitally certifying and issuing official academic records. An immediate benefit has been the reduction in issuing time, previously taking 3-4 days to get records out the door. Gerard Moore, President/CEO of BBI-TAITE said, "It was an extremely manual process for us. We had to manage multiple systems, print out the documents, physically sign them, and check for errors along the way." Since moving to My eQuals, they've seen a significant reduction in time to issue. "We are now issuing within 1 day. We prepare a file and upload it to My eQuals. It's really quite an efficient system. And not having to worry about human error along the way is certainly an added benefit", said Gerard.

BBI-TAITE is a smaller education provider compared to the size of universities and TAFEs, with less than 200 students annually, however they have seen equivalent cost savings comparable to the size of their institution. Gerard said, "In postage alone, it cost us more to send out physical records. When you factor in foils and staff time, it was a significant cost. With every document we send out through My eQuals, we are seeing a cost saving of around 50% from previous means of provisioning. That's important to us and certainly a huge benefit." BBI-TAITE has issued over 700 credentials since going live in September 2021 (on average 35 credentials/month) and realised a significant cost reduction of over 50% from the unit cost of producing hard copies to now issuing official digital records through My eQuals by critically analysing the key input costs per document and staff time.



To implement the platform successfully, we had to ask ourselves how we were serving our students and how being of service could make the workplace more interesting and better."

- Gerard Moore, Principal/CEO, BBI-TAITE

Benefits with My eQuals



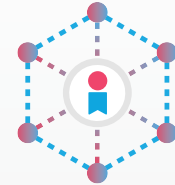
Learner Mobility



Fraud Prevention



Improved Learner Experience



Operational Efficiency

Implementing My eQuals

The implementation of My eQuals has demonstrated that institutions of various sizes and usage expectations can realise the same benefits that larger universities and TAFEs have seen. Regardless of the size of the institution, it's important to engage key stakeholders to ensure that the project is supported. When considering implementing My eQuals, BBI-TAITE was conscious of how different the new process would be from what they were currently doing. Gerard said, "Implementing My eQuals required a cultural change in the institution's approach to graduation. Traditionally, graduations were associated with paper and a range of other things that people were used to. To implement the platform successfully, we had to ask ourselves how we were serving our students and how being of service could make the workplace more interesting and better."

In 2021, BBI-TAITE went live with My eQuals in what would end up being a month-long implementation process. From start to finish, the implementation was well thought out and considerate of the needs of the institution. According to Gerard, "Once time was set aside, the implementation of My eQuals was smooth, and there was no lag in the project or process."

Benefits for Learners

When considering a solution, BBI wanted their 'digital native' students to know their online education was supported by digital solutions throughout their educational experience. By providing an online solution for learners to access their academic records any time, they met the learners expectations by delivering an experience they were comfortable with. "It ticked a lot of boxes for us. To think about our online experience, but to still be mailing paper didn't align with where we wanted to go," Gerard said.

Additionally, BBI-TAITE learners are mobile, pursuing different jobs in different states. To meet the needs of highly mobile learners, they wanted a solution that would promote their ability to access their records quickly and efficiently, with the security measures deemed necessary by the institution. With My eQuals, learners now receive greater recognition for their academic achievements. Learners have the tools to succeed in today's job market through the ability to claim, send and share their credentials efficiently and securely. "BBI-TAITE is now delivering a digital and accessible service that learners and graduates can access and request their credentials to be issued through My eQuals in a way that makes sense to them and makes sense for us. It's a win-win. The learners clearly appreciate it, which I think is evidenced by our 87% claim rate on issued credentials," said Gerard.

Happier Staff

One of the ancillary benefits of implementing My eQuals was the impact on staff. The implementation of My eQuals has increased morale and enthusiasm amongst staff because they know the project has real benefits for their process, while also providing a benefit to learners. "Our staff feel like they are doing something that is a bit innovative...keeping them well engaged in the competitive tertiary market is really important," Gerard said.



BBI

The Australian
Institute of Theological
Education

About BBI-TAITE

- BBI-TAITE is a private online provider of theological education
- Established in 1979 by Father David Walker as the Centre for Christian Spirituality
- The mission of BBI-TAITE is to provide quality Catholic theological education to all members of the community



50%

Cost Savings with My eQuals



200

Students enrolled at BBI-TAITE

Visit myequals.edu.au | myequals.ac.nz or email us at info@myequals.edu.au for more information!

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