Everyday Digital – business as usual
‘The Good the Bad and the Ugly.’

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University of Auckland, New Zealand

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University of Melbourne, Australia
Today’s session…

The presentation will focus on the benefits and challenges in accepting the shift to a credentialing landscape of “everyday digital”.

- Demonstrating business benefit
- Stakeholder challenges
- Riding the technology wave........
- GDN and practical assistance.
The University of Auckland

<table>
<thead>
<tr>
<th>Students – EFTS</th>
<th>2017</th>
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<tbody>
<tr>
<td>Undergraduate</td>
<td>25,210</td>
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<tr>
<td>Postgraduate</td>
<td>8,156</td>
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<table>
<thead>
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<th>Staff</th>
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</thead>
<tbody>
<tr>
<td>Academic, Professional</td>
<td>5300</td>
</tr>
</tbody>
</table>

- One of Auckland’s biggest employers
- Revenue of over NZ$1.1 billion

NZ’s leading university

Research-led

New Zealand

Auckland, NZ

Ranked 3rd the world for quality of living
2018 Mercer Survey
A little bit about our universities?

Australia's leading university

48,000+ students
40% international students
1 in 5 undergraduates undertake an international experience
$4.7 million in equity scholarships (2016)
#1 in Australia
#32 in the world
#7 in graduate employability worldwide

97% of undergraduates in work after 1-4 years (Career Outcomes survey 2017)
98% of graduates in work after 5-10 years (Career Outcomes survey 2017)
2 out of 5 graduates volunteer (Career Outcomes survey 2017)
Most highly-cited researchers in Australia (2016)
1600+ student internship partners
87% of graduates develop analytical problem-solving skills
Once upon a time…

...looking over the horizon
Some context on My eQuals

**Australian Universities Status / Expected Go Live Target Dates**
- Australian Catholic University - LIVE NOW
- Central Queensland University - August 2018
- Charles Sturt University - June 2018
- Deakin University - June 2018
- Federation University Australia - August 2018
- Griffith University - LIVE NOW
- La Trobe University - August 2018
- Monash University - LIVE NOW
- Queensland University of Technology - June 2018
- Southern Cross University - August 2018
- The Australian National University - LIVE NOW
- The University of Melbourne - LIVE NOW
- The University of Queensland - LIVE NOW
- The University of Western Australia - June 2018
- University of Technology Sydney - LIVE NOW
- University of Newcastle - LIVE NOW
- University of Southern Queensland - LIVE NOW
- University of Western Sydney - March 2020
- The University of New England - June 2018
- University of Wollongong - June 2018

- Bond University - August 2018
- Charles Darwin University - June 2018
- Curtin University of Technology - June 2018
- Edith Cowan University - June 2018
- Flinders University of South Australia - August 2018
- James Cook University - LIVE NOW
- Macquarie University - August 2018
- Murdoch University - June 2018
- RMIT University - LIVE NOW
- Swinburne University of Technology - LIVE NOW
- The University of Adelaide - LIVE NOW
- The University of Notre Dame - August 2018
- The University of Sydney - June 2018
- University of Canberra - April 2018
- University of New South Wales - May 2018
- University of South Australia - LIVE NOW
- University of Tasmania - LIVE NOW
- University of the Sunshine Coast - LIVE NOW
- Victoria University - LIVE NOW

**New Zealand Universities Status / Expected Go Live Target Dates**
- Auckland University of Technology - LIVE NOW
- Massey University - June 2018
- University of Canterbury - August 2018
- University of Waikato - August 2018

- Lincoln University - August 2018
- The University of Auckland - LIVE NOW
- University of Otago - LIVE NOW
- Victoria University of Wellington - June 2018
Business Benefit – ‘The Good’

• $$$ and competitive advantage
• Service and Student Experience
• Enabling mobility
• Data Security and Authenticity
• Sustainability
### My eQuals Document Statistics

<table>
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<tr>
<th></th>
<th>UoA</th>
<th>Melbourne</th>
<th>Total (all unis)</th>
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<tbody>
<tr>
<td>Issued</td>
<td>210,008</td>
<td>8026</td>
<td>518,011</td>
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<td>Picked Up</td>
<td>36,945</td>
<td>2034</td>
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<tr>
<td>Views</td>
<td>17,006</td>
<td>81</td>
<td>69,561</td>
</tr>
</tbody>
</table>

![Unique student visits at Auckland to collect documents](image)

- **2017:**
  - Issued: 210,008
  - Picked Up: 36,945
  - Shares: 15,973
  - Views: 17,006

- **2018:**
  - Issued: 8026
  - Picked Up: 2034
  - Shares: 81
  - Views: 81
Stakeholder Challenges – ‘The Bad’

Internal resistance
- Will automation eat my job?
- Poor internal communications - simply don’t know about the change

External resistance
- Process change
- System incompatibility
- Confidence and security – cloud based technologies
- Potential impact on business model
- And....... will automation eat my job?
Defending the Paper Trail
Examples from the NZ context

- New Zealand Council of Legal Education (The Bar or the High Court)
- Education Payroll Ltd (Novopay) –
- Any institution in Canada dealing with teachers
- Graduate Entry Medical School Admissions System (GEMSAS) – Australia
- Embassy of Japan - JET Programme (Japan Exchange and Teaching Programme)
- Board of Registered Nursing - Sacramento, California
- New York State Board of Legal Examiners - New York
- Law School Admission Council – USA

....................................And most international recruiting agents!
The interconnectedness of all things...
What are the practical steps that the GDN can take to assist with acceptance of digital credentials in the various jurisdictions – a helping hand?
Can GDN advise and assist organisations get to a position where they can accept digital credentials?

How many of our institutions have heard of the GDN?

Partner with national university peak bodies, associations in key markets?

Engage with government agencies and professional bodies on a strategic level.
Key takeaways

- Digital is everyday and is (almost) business as usual
- New can be threatening and needs to be faced head on
- Technology is fluid and we need to be able to ride the wave of change.
Q&A