

Victoria University partners with Ivanti to Improve experiences for staff and students



Profile:

Victoria University (VU), with more than 40,000 students, is known as Melbourne's university of the west after having evolved from Footscray Technical School, first established in 1916.

Since gaining university accreditation in 1991, VU is now one of the few dual sector universities in Australia, with students from varying backgrounds enrolled in both vocational and higher education streams.

Location:

Melbourne, Australia

Industry:

Education

Website:

<https://www.vu.edu.au/>

Solutions:

- Ivanti Service Management
- Ivanti Xtraction

Benefits:

- Improved communications, engagement and satisfaction from staff and students
- Lower costs from streamlined operations
- Enhanced digital experience for students with greater visibility, speed and quality of service
- Better planning and efficiencies from consolidation of information with real time data evaluation

With over 40,000 students and a reputation as one of Australia's most innovative universities, Victoria University is applying new communications and engagement technology solutions to streamline and enhance the student/staff digital experience.

The solutions include Ivanti's Service Manager and Xtraction, both designed to significantly improve the user experience by delivering greater transparency along with improved speed and quality of service.

Out of date... out of touch

Until quite recently, Victoria University's communications and engagement strategy for staff and students centered around email, phone and face to face contact. In today's hyper-connected world, it was neither streamlined nor efficient. The --- were even more pronounced, as an educational institution where Millennial students had consistently expressed a preference to deal with the university on their terms.

More significantly, the existing inefficiencies meant that staff and systems went into stress overload during peak enrolment times at the start of each semester, a perennial challenge in the education sector which results in a huge spike in calls/requests to IT. Students would contact the university with an issue or a request and then might wait weeks for a response, with no knowledge of progress or resolution, resulting in multiple contacts. Put simply, it was a system in need of re-thinking and an upgrade.

Improved IT communications... and a better experience for all

The University had maintained a relationship with Ivanti for a number of years, creating an awareness within its ranks of best-practice technologies being used by similar institutions around the world. This in turn led to a decision to move to a new level of ITSM management by deploying Ivanti Service Manager as along with Xtraction to assist in delivering a better IT support and communication solution for all users.

The benefits were immediate and apparent to all during Orientation "O" week at the commencement of the 2018 academic year. Over 5,000 new students and re-enrolling undergraduates were onboarded at the same time, with significantly reduced service desk call volumes than in previous years.

"The Service Manager system keeps our students up-to-date so they can see the progress of their request or application and know precisely what's

happening”, says **Ville Laakso**, Director, IT Infrastructure & Customer Service, Victoria University. “It means less enquiries and repeat calls, less hassles for our staff plus an enhanced digital experience for students, which is becoming an increasingly important part of university life these days.”

With Ivanti Service Manager, the University has been able to create online information templates for staff to use when dealing with student enquiries and applications so that all relevant data travels seamlessly up the line when issues are being dealt with by different staff, removing unnecessary back and forth interactions to improve overall efficiencies and work flow in addition to the user experience.

“With Service Manager, we have also updated our knowledge base. Staff and students can now self-diagnose and self-heal before they get to the service desk. This makes a big difference to the service we can offer to students, while streamlining operations and reducing staff workloads”, adds **Laakso**.

The Victoria University IT department has also teamed Service Manager with Xtraction to provide real time reporting and dashboards to better identify issues or problems within the university’s IT system quickly.

Xtraction’s ability to consolidate data from multiple sources into one concise, easy-to-understand dashboard report also enables new insights into the university’s IT operations, and activities in general - from the number of student interactions there are within a given period, including self-service ones, to the volume and types of issues that students are experiencing in any given week.

This data is already being used to make significant efficiency improvements in critical areas such as resource planning, staff allocation and asset management.

“In a very real sense it’s changing the fundamentals of how the University deals with students” says Laakso; “just from using the service desk data we are now able to make significant service and operational improvements. It’s been a fantastic tool for us.”

The online capabilities and general robustness of the new Ivanti technologies have also played an important part in the University’s successful 2018 launch of the block or college model of learning - an endeavour designed to make the commencement of tertiary learning an easier and more successful process for new students.

Victoria University was the first university in Australia to offer this type of course, The semester is broken into blocks and once one unit is completed the student moves on to the next, rather than the traditional approach of taking multiple units at the same time It’s also an immersive experience that incorporates blended learning and modern-teaching techniques, with a significant online, personalised component. Adding this flexible learning model place added demand on the IT team to on-board and support students, adopting Ivanti Service Manager enabled the team’s ability this influx with ease.

“We are somewhat unique in that many of our students are the first in their family to go to University,” Ville said. “Many of these people come from backgrounds and areas where university education had not been viewed as a viable option”.

“Therefore, a lot of the technology available to students for study and research is new to them so we have to make the entire experience as seamless as possible, and Ivanti’s solution is helping us do just that. We are a very happy IT department!”.

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