

GRIFFITH UNIVERSITY

Giving opportunities to first in families

Ranking in the **top 2% of universities worldwide**, Griffith University spans six campuses in South East Queensland and all disciplines, with a network of more than **200,000 graduates around the world**.



+ **400% increase** in student satisfaction

+ Enrolment process reduced from **days to minutes**

+ Post-grad admission process from **fully manual to fully automated**



“

I was impressed with how quickly the Integral team got to really understand our business and the complexities within the University environment. Integral have been true partners with the Project team both in sharing knowledge and growing our internal expertise. We have found Integral very good at finding innovative solutions to technical problems.

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Barbara Buckley

Director,
Learning and Teaching, Digital Solutions



Then

Griffith University wanted an enrolment process that mirrored their innovative approach to teaching and research.

Their existing processes were overly manual, and there was no online program or course catalogue. Delays, call centre overflow and student dissatisfaction were the results.

Now

The benefits of the new program speak for themselves. Enrolments are now conducted in six periods of two minutes each day, down from a duration of several days.

This resulted in **student satisfaction scores of 92+** after the first enrolment run, and considerable reduction in call centre resources...

This means admin staff can be deployed on more strategic, meaningful and rewarding tasks. At the same time, system scalability and performance have risen dramatically.

Additionally, the online admissions process for post-grads is now fully automated, and international student acquisition via agents is now a real-time automated process.

How?

Integral designed, developed and implemented a new Programs, Courses and Enrolments application and website to provide: a current student view of Griffith programs and courses, a concise and relevant view of Griffith programs and academic plans, a reference source for programs and courses for business staff, academic areas and customers, the ability for students to plan, submit and manage their enrolments online for each semester.

Go to www.integral.com.au to see more case studies.