



Our Client Journey Outcomes

Student Experience

JourneyOne is heavily involved in Higher Education initiatives/projects that enhance both the student and teaching experience. Utilising new ways of working, such as design thinking and experience design techniques together with lean delivery methods such as Agile, we have assisted clients with the delivery of highly visible and valuable initiatives such as:

- Establishment of digital design teams and management of digital student experience projects including web enhancements;
- Modernising of curriculum design and ongoing management;
- Automation and enhancement of international and domestic admission systems and processes, from student attraction through to student retention;
- Assisting students and teachers with campus navigation via wayfinding; and
- Modernisation of student collaboration centres and teaching and learning facilities, including lecture theatres, tutorial rooms and computer labs, via audio visual and technology upgrades.

Student Learning and Teaching Management

JourneyOne works within the K-12 and Higher Education sectors to enhance student admissions and the ongoing student learning and teaching management experience.

In particular, the team has assisted universities with student admission process and technology enhancements, as well as call centre establishment. The team's delivery outcomes ensure that universities are better positioned to attract potential students (local and international) and process admissions in a more efficient and streamlined manner, thus providing the university with the greater capacity to process a higher level of student offers, resulting in greater revenue.

Additionally, JourneyOne recently partnered with a renowned education teaching and learning management system vendor, working alongside them to develop and enhance their product to meet the growing needs of the education sector.

Research and Development

JourneyOne works within Research, Development and Grants departments, utilising technology and innovative practices to drive operational efficiencies and enhanced controls. Specifically, the team work with research centres to operationalise technology, processes and tools to:

- Manage information across all research areas;
- Manage research and grants processes and practices;
- Increase compliance and control;
- Enhance reporting for regulatory compliance; and
- Drive research management efficiencies.

JourneyOne delivers remarkable outcomes by focusing on maximising the value of current process and technology, introducing innovation, discovering efficiencies in work practices, and leveraging enabling technologies.

The Journey

The JourneyOne team has been established in the education sector since 2014, working closely with both Higher Education and K-12 clients.

JourneyOne's engagements within the higher education sector are primarily focused on delivering projects that improve the student, teaching and research experience, via initiatives such as wayfinding, student and teaching collaboration facilities' tech upgrades, through to business improvements such as admissions, curriculum and R&D management. JourneyOne has also been heavily involved in supporting higher education ICT with strategy development delivery methods and application implementations, including service management tools through to security and infrastructure projects. JourneyOne's K-12 client work centres around our long-term partnership with a WA start-up, developing a new and comprehensive piece of software aimed at K-12 staff, students and parents.

How the JourneyOne Team Can Help:

- Develop business and technology strategy and implementation plans from vision to realisation.
- Surface and solve business and delivery problems via design thinking, experience design, lean and Agile delivery methods.
- Transform or establish the organisation's capabilities by managing and delivering business change programs and projects.
- Improve student experience throughout the Student Learning Lifecycle via experience design, call centre establishment, admission improvements, business process and systems improvements, technology enablement, and analytics.
- Improve teaching experience throughout the Academic Teaching Lifecycle via experience design, curriculum management, learning and teaching facilities' upgrades, and analytics.
- Improve research and development governance and management from opportunity, to assessment, to grants, to execution and to knowledge transfer via implementation of integrated research management solutions, and process improvements.
- Custom development of jurisdictional school management, learning management and reporting solutions.

Journey Highlight: Improving the Student and Teacher Experience

