# Successful automation improves online education system

- Saint Stephen's College had a complex matrix of learning management systems that they needed integrated and automated.

- The school worked closely with Insync over 12 months to ensure a thorough and smooth transition.

- The new system has freed up valuable time, reduced errors and created a stronger and richer learning platform and environment.
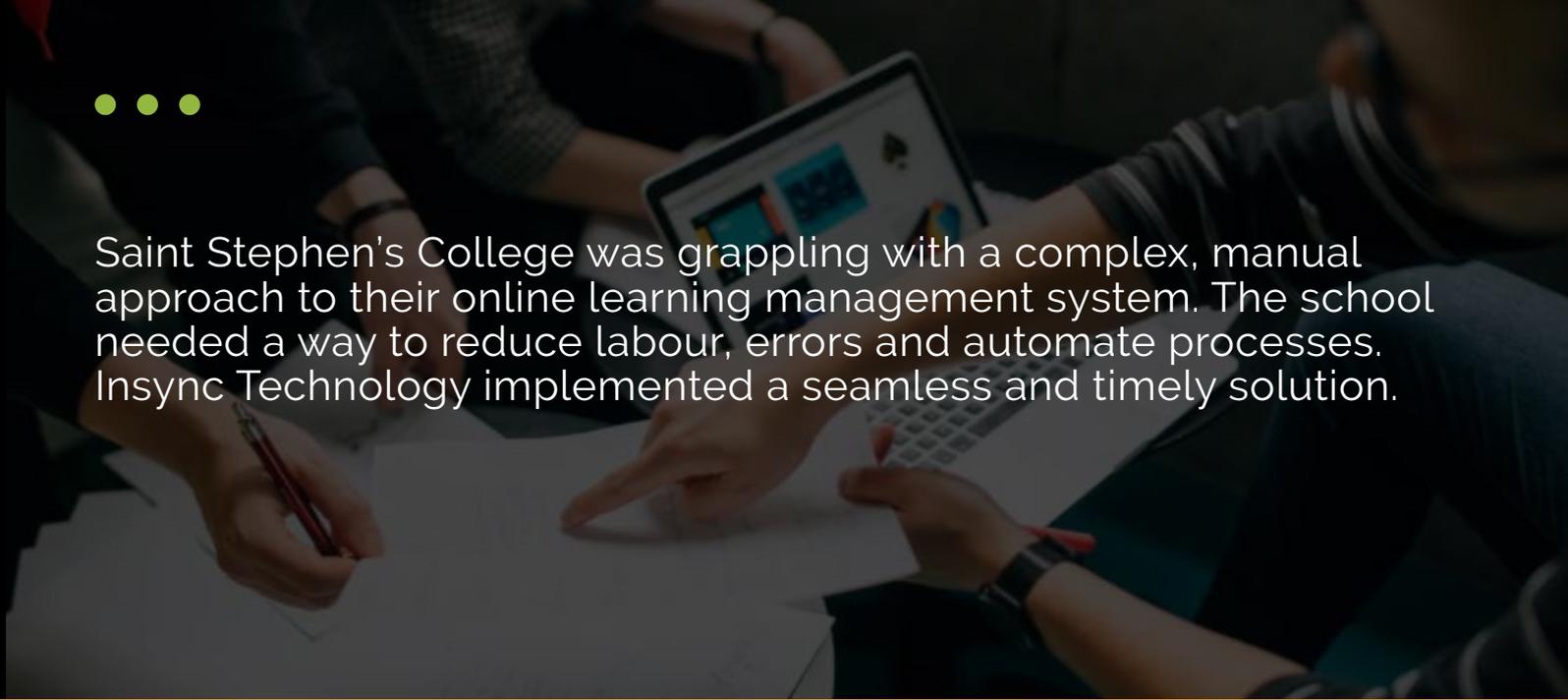
insync
TECHNOLOGY

Saint Stephen's College was grappling with a complex, manual approach to their online learning management system. The school needed a way to reduce labour, errors and automate processes. Insync Technology implemented a seamless and timely solution.

OBJECTIVE:

Automate processing of online learning management system

Located in Queensland, Saint Stephen's College encompasses child care through to Year 12, with around 1300 students in total. Those numbers, along with staff and parents all needing to access an online learning management system, made for a complex and time-consuming manual entry process.

The school already had a life cycle management process that used Microsoft Identity Manager (MIM). They also had a learning management platform: Desire to Learn (D2L) and the school administration system, TASS. They needed to integrate these systems and urgently needed to automate the account creation, enrolment processes and year by year rollover of data within D2L.

"Before automation, a couple of D2L support staff would get an email that a student was starting," explained Tim Harris, Network Administrator, Saint Stephen's College. *"They would then have to manually enrol the student into D2L, then enrol them into each subject. Students might change their mind on subjects so they would email or come into the office. Subject details might also change and these had to be manually adjusted. All up it was a slow and cumbersome process."*

The support hours required to service this process were considerable and human error was also a factor that the school wanted to minimise. With so much manual entry, mistakes were understandable but certainly not desirable. Tim Harris and his team knew there had to be a better way.

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> We needed to streamline the way things were being done to save manual hours doing work that could be automated.
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> **Tim Harris**, Saint Stephen's College
> Network Administrator

SOLUTION:

Insync Technology builds on existing work and relationship to find a solution

Insync Technology had already worked with Saint Stephen's College in business implementation and helping facilitate the life cycle management process (MIM).

"We wanted to build on the software we already had," said Tim Harris. *"We had an existing relationship with Insync Technology. They had completed our more complex projects and they know our environment. This was really important. They understood us and knew our systems and environment inside and out."*

Timing was crucial to the project. There could be no disruption during the school term. It was a complex project with a lot of moving parts, requiring data to sync between MIM, D2L and TASS.

Insync Technology scoped the whole project ready for it to go live at the start of the 2019 school year.

"From the moment a new student starts we wanted to have them automatically created in D2L," explained Tim Harris. *"This means having their timetables synced across so they are enrolled into the correct courses and subjects in D2L. We also needed parents' accounts created and parents linked to the student so they can audit and keep an eye on their progress."*

Streamlining process has flow-on benefits for all stakeholders

Implementation went very smoothly and there are now exponential benefits being enjoyed by staff, teachers, students and parents.

Time freed up for support staff

Gone are the days of tedious manual input at all stages of the D2L enrolment and syncing process. Archiving courses each year and rolling them into the next used to require hours of work. *"This is now a one-off. Press a button and it syncs."* The time saved has now created flexible working opportunities for support staff.

A richer learning platform and environment

Automation means the D2L team aren't tied up with technical management and so can turn their attention to other valuable tasks such as creating content for courses, supporting teachers, adding new course elements and maintaining OneNote Class Books, quizzes and results.
"The time that was freed up for us can now be spent on tasks that help make the learning platform a richer environment for both teaching and learning."
-Grace Dorrington, eLearning Administrator, Saint Stephen's College

Zero disruption to users

"No one knew we'd done it," said Tim Harris. *"On the student and teachers' side they didn't notice a difference except that they now had access to all their correct courses immediately even after changing subjects."*

Reduction of errors

The elimination of human error in terms of data entry is significant, improving job satisfaction for staff and quality of user experience for students, parents and teachers.

Looking to the cloud for further improvements

Words of Advice

Next projects for the school include a shift from an on-premises Skype for Business environment to a cloud implementation of Microsoft Teams.

"We want the benefits of Microsoft Teams and the functionality that this will provide. And we'll look to Insync Technology to help us with that."

Tim Harris advises scoping what is out there when contemplating a big project such as this. And if you don't have an existing relationship with an IT partner, talk to multiple companies, not just one.

"It's good to have a local team to get some face to face. Insync Technology are a great bunch. Very knowledgeable. Immediately accessible. They always get back quickly."