

Quarterly report April – June 2023

At a glance



297,975 new
USIs created



14.37M total USIs
as at 30 June 2023



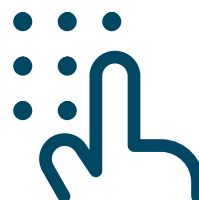
432K
Transcript views/downloads
(53% increase*)



9.5K new USIs created using
digital identity



75K total USIs created using
digital identity as at
30 June 2023



2.4M self-service
transactions



44,720 calls handled
(5,689 fewer calls*)



18K online help
requests actioned
(7% decrease*)



1 minute 12 seconds
Call average speed of answer
(12 sec shorter*^)



0 notifiable data breaches
reported to OAIC

* Compared to same quarter 2021/22 | ^Based on daily averages

USI mission statement



Key performance indicators

GOAL 1: KNOW OUR MARKET

KPI: WE KNOW WHO OUR CUSTOMERS ARE AND WHAT THEY NEED FROM US

WHAT WE DID

- Participated in a Heads of Student Administration (HoSA) webinar attended by 109 representatives from the tertiary education sector to discuss the Exemption Instrument for international students.
- Featured article on USI VET transcripts and student permissions in May edition of the *VELG Training eZine* magazine distributed to 72,000 recipients.
- Featured in the South Australian Tertiary Admissions Centre (SATAC) 2023 Guide distributed to 23,000 schools across South Australia and the Northern Territory.
- Targeted international students with communications on the how and when to get a USI through Austrade communication channels.
- Attended 8 student career expos and 1 industry forum as part of our outreach program and:
 - had exposure to over 99,000 students.
 - gained 54 direct leads which allowed for further direct communication outside the event.
- Directly emailed USI communications to 3862 attendees of The Big Meet Melbourne of which 2530 (64.3%) opened the email and 117 (3%) clicked through.
- Over 800 recipients from the Career Advisers Association (CAA) received communications about USI..
- Gained 2,300 new social media followers, reached 40,000 accounts and achieved 665 engagements.
- Promoted the USI to 2,700 customers through the CAA Facebook profile.
- Sent out 3 eNews bulletins to more than 16k stakeholders with a combined click rate of 6919 (41%).

GOAL 2: DELIVER A SIMPLE AND SECURE CUSTOMER EXPERIENCE

WHAT WE DID

- Enhanced our online feedback and complaints forms to include an optional 'proof of identity' section – resulting in 72 customer being served immediately (compared to nil prior to this enhancement) online.

KPI: SPEED OF SERVICE

TARGET: Average speed to answer does not exceed **2 minutes and 30 seconds**.

ACHIEVEMENT: ☒ Average call wait time of **1 minute and 12 seconds**.

KPI: CUSTOMER SATISFACTION

TARGET: 85% of *callers* surveyed are satisfied with our service*.

ACHIEVEMENT: ☒ 94% of respondents are satisfied (based on 4 and 5 star rating)

**22,800 customers took our post-call survey.*

TARGET: 85% of customers using the *USI Portal* are satisfied (based on 4 and 5 star rating)*

ACHIEVEMENT: ☒ 85% of users are satisfied with their USI Portal experience

**659 customers responded via the Portal survey upon successful Creation or Location of their USI.*

TARGET: 90% of users are satisfied with their *USI website* experience (yes/no rating*)

ACHIEVEMENT: ☐ 82% of users are satisfied with their USI website experience

**7,770 customers provided feedback via the website feedback question.*

KPI: THE USI REGISTRY SYSTEM SUPPORTS SELF-SERVICE

TARGET: 90% of transactions are self-service.

ACHIEVEMENT: ☒ 97.4% transactions were self service.

KPI: THE USI REGISTRY SYSTEM IS HIGHLY AVAILABLE

TARGET: 99% of the time the Student Portal is available and operational.

ACHIEVEMENT: ☒ 99.55%

KPI: NUMBER OF DATA BREACHES

TARGET: 0 notifiable data breaches and no more than 2 non-notifiable data breaches*.

ACHIEVEMENT: ☐ 0 notifiable breaches and 3 non-notifiable breaches.

**Notifiable data breaches are those that may cause serious harm to an individual and therefore must be reported to the Office of the Australian Information Commissioner (OAIC).*

KPI: STAFF PROTECT STUDENTS' PERSONAL INFORMATION

TARGET: 100% of staff are trained in, and aware of, their privacy obligations.

ACHIEVEMENT:

☒ 100% of staff completed mandatory privacy, security, and fraud awareness training.

☒ 100% of staff completed data breach training in accordance with OAIC requirements.

GOAL 3: SUPPORT THE GOVERNMENT AND THROUGH IT THE NATION

KPI: WE SUPPORT AND ENABLE GOVERNMENT POLICY

WHAT WE DID

- Amended internal USI policy and procedures and facilitated training to staff to simplify the process for customers following introduction of the [Student Identifiers \(Higher Education Exemptions\) Amendment Instrument 2023](#) (effective 22 May 2023).
- Changes to the webform saw a drop of 427 responses requiring attention in May to 131 in June, representing a 69% decrease.
- Granted USI exemptions to:
 - 8 onshore Vocational Education and Training (VET) students
 - 4 onshore Higher Education students
 - 1 onshore VET and Higher Education student
 - 1 offshore VET student
 - 368 offshore Higher Education students
 - 1 offshore both VET and Higher Education student
- Provided 232 international students with letters confirming their automatic exemption from needing a USI under the *Student Identifiers (Higher Education Exemptions) Instrument*.
- Processed 12 compliance requests for information about 65 individuals for law enforcement or regulatory agencies.
- Collaborated with NCVER to provide data for the National Student Outcomes Survey.
- Collaborated with NSW Department of Education to provide data for the Student Pathways Program.

GOAL 4: INNOVATE TO IMPROVE OUR USI CUSTOMER EXPERIENCE AND DO OUR WORK MORE EFFICIENTLY

KPI: WE ARE OPEN TO NEW WAYS OF DOING THINGS

WHAT WE DID

- Enhanced the Help Request process within the USI Registry System to allow students to
 - upload documents securely
 - create a Help Request when the identification verification system is not available
 - submit file sizes up to 5MB per attachment
 - create a Help Request when updating personal details.

GOAL 5: ENABLE AND INSPIRE TEAM USI TO TAKE OWNERSHIP AND DO ITS BEST WORK

KPI: WE ARE A GOOD PLACE TO WORK

TARGET: 100% of staff report role clarity, support, and a line of sight to our customers.

WHAT WE DID

- Piloted a new APS4 12-week development program to build staff capability and knowledge.
- Introduced a Learning & Development Framework to promote and instil a culture of continuous learning and development to improve staff capabilities and growth to better performance.
- Participation of 10 members of the leadership team in the *Dare to Lead* workshop which promotes brave leadership and honest conversations towards building a courageous culture.

USI culture statement

