

ADVANCING STUDENT MOBILITY IN A DIGITAL WORLD

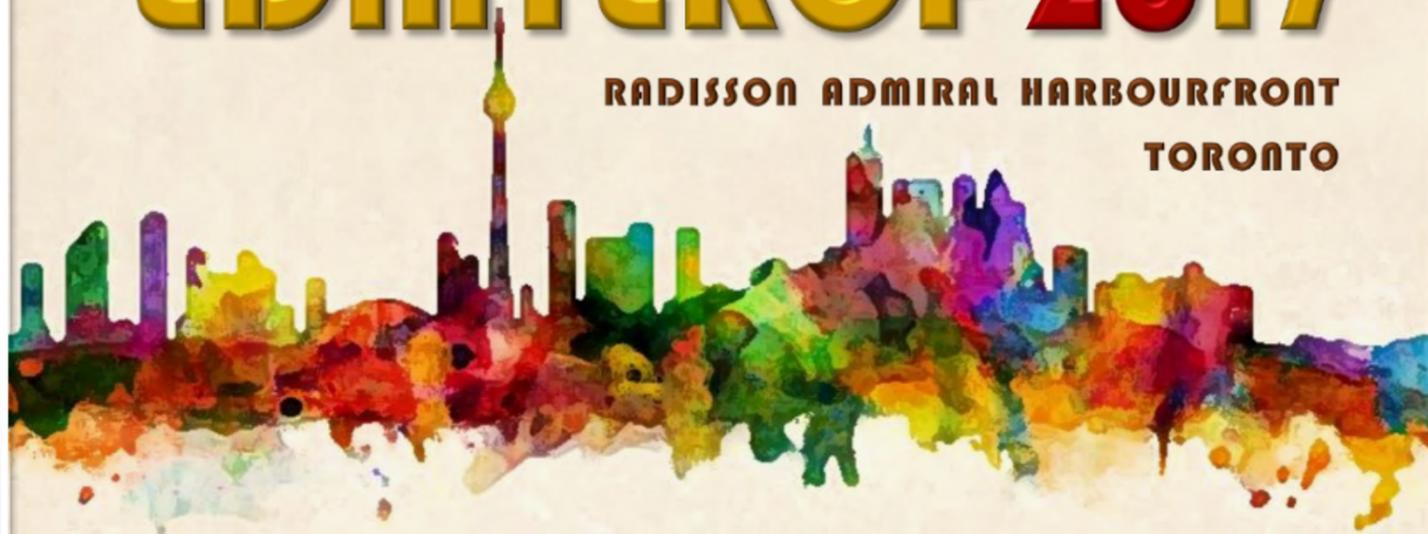


FALL 2017 DATA SUMMIT



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RADISSON ADMIRAL HARBOURFRONT
TORONTO



FALL 2017 SYMPOSIUM & DATA SUMMIT
OCTOBER 25-27, 2017 WWW.PESC.ORG

**SECURE DOCUMENT TRANSMISSION: A MCGILL/NATIONAL
STUDENT CLEARINGHOUSE/CHESICC PILOT PROJECT**



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NATIONAL STUDENT
CLEARINGHOUSE



CHESICC

- Based in Montreal, Quebec, Canada
- Anglophone university founded in 1821
- Large public research medical-doctoral university
- 40,500 enrolled students
 - 27,500 undergraduates
 - 9,500 graduates
 - 4,000 postdocs, residents and other non-credit
- 45,000+ applicants for UG and GR admission annually



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NATIONAL STUDENT
CLEARINGHOUSE



CHESICC

40,500 registered students (all levels):

- 11,000 international students (27% of total enrolled)
 - 1,900 Chinese students
 - Second only to US (2,400), and growing quickly
- 20,000 international applicants per year (44% of total)
 - 3,500 applicants from China per year
 - 2,000 UG + 1,500 GR



National Student Clearinghouse



- Founded in 1993
 - non-profit , NGO
 - Established by higher education to serve higher education data needs
 - Voluntary participation by institutions; agent status
 - No cost to higher education
 - Most complete higher education degree and enrollment database in the US
 - >1.3 billion electronic transactions year
 - >\$850mln annual cost savings to higher education
 - Largest electronic education data exchange in the US
- Non-Profit , NGO Research Center created in 2010
 - Combines with third party data, informing public policy discussions regarding the efficacy of the education to workforce pipelines in the US

Keys: Trust, high value proposition



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Statement of the Problem



- 1,500+ GR applications annually from Chinese applicants
- 2-stage admissions process for all GR applicants:
 - Grad Department
 - Central Admissions office (Enrolment Services)
- Applicants upload documents with online application; if admitted, must bring official documents at start of admit term
- 400+ UG and GR admitted from China Fall 2016 (200+ registered)

**Looking for a solution that would allowed for rapid
easy verification of critical admissions documents**



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Goals & Objectives of the Pilot Program



- Work burden reduction
- Paperwork reduction
- Reduced fraud: elimination of false positives
- Improved reliable student level information and data transparency
- Significantly reduced processing/decision making timetables
- Increased administrative production capacity via efficiency gains
- Greatly enhanced scalable mobility enablement

**Reduce processing time, increase productivity
and lower costs with higher quality**



Building Blocks of International Pilot



- Trusted authorities: entity that can provide authoritative representation of facts
- Trusted intermediaries: agents and or representatives of trusted authorities
- Closed network process: No unauthorized outside entity or student access to data
- Assessment of authority's or intermediary's ability to verifiably have access to and deliver required information
- Technical: Creating data standards, registries
- Test and learn: willingness to complement existing process leading to replacing existing process

Equal commitment of all parties



What made NSC trusted
from CHESICC's perspective?



- Agent status to US institutions was key
- Trusted intermediary status verified by institutions
- Used by and talked to other trusted entities like AACRAO (American Association of Collegiate Registrars and Admission Officers)
- Groningen meeting served as an introduction and we were recognized by others.

Trusted intermediaries: agents and or representatives of trusted authorities



China Higher Education Student
Information and Career Center



CHESICC:

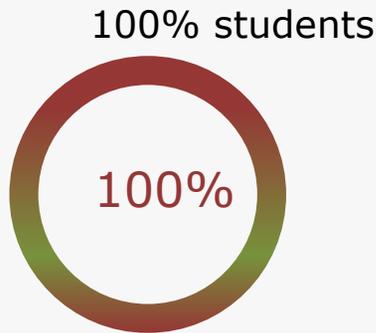
- Established in 1991, an institution directly under Ministry of Education.
- The only MOE-authorized institution for higher education Qualification Verification in China.
- CHSI, maintained by CHESICC, the only MOE-designated website for qualification verifications.



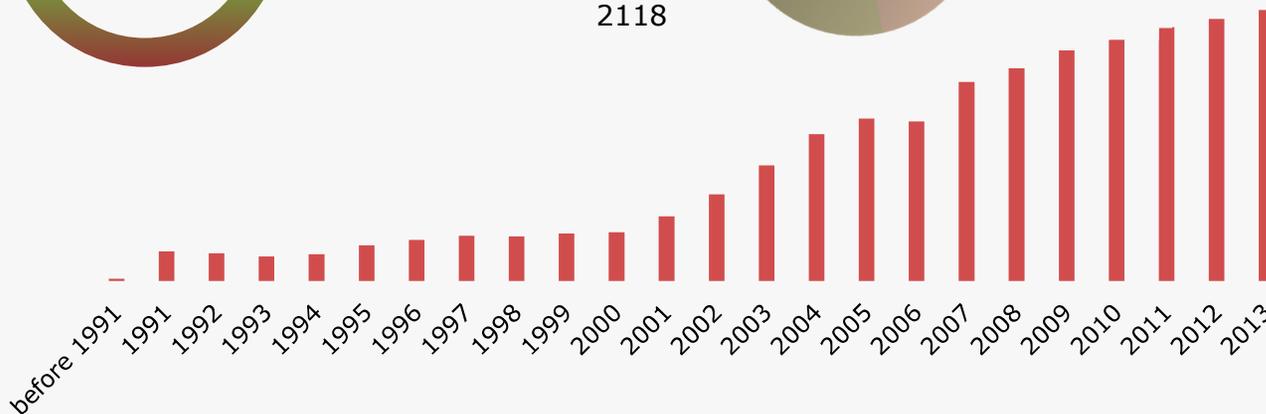
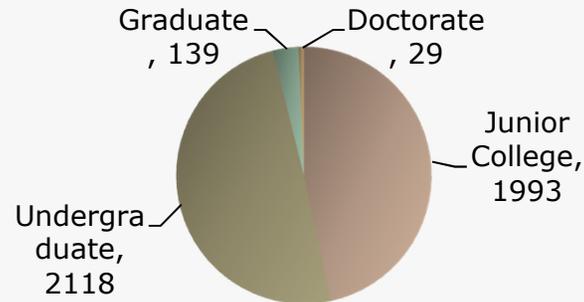
Student Record and Qualification Management



All schools nationwide (100%)



Over **40 million** in-school students



117 Million Qualifications ; with an Annual Growth of **10 Million**



Transcript Process



1

2

3

Scanned Copy



Contact Schools



Verification Reports





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NSC's USA-Connect via the principles of the Global Registrar EduRecord Exchange Network (G.R.E.E.N.)



- A free, open, standards based network to enable the secure exchange of electronic student academic records worldwide
- A gateway for schools to exchange student data records to support the increasingly mobile student population.
- Interoperability : schools should be able to access the network regardless of SIS provider
- A common registry where schools can define and maintain their profile, identifying preferred delivery methods, files types, etc. will drive the exchange of student data without having to subscribe to multiple services





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Project with NSC



Groningen
Declaration

International Student Mobility



Efficiency





Project with NSC: PROCESS



Student
Initiates
Application



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University
provides
application ID



USA-CONNECT™

Student requests
Student record
and transcript



CHESICC

CHESICC submits
via NSC secure
network



PROCESS

- CHESICC and universities were provided sender and receiver ID's for NSC network
- NSC will sweep docs from CHESICC to University SFTP
- University receives secure notification to retrieve document



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The McGill
Experience



- Clearinghouse offer to participate in Project provided solution to verify documents
- Verified documents from Chinese partners are transmitted by the Clearinghouse in pdf form in 2015; electronic batch loading begins in 2016
- Easily complemented our existing method and lightened the workload significantly with no need for individual verifications we would have to initiate

Assessment of authority's or intermediary's ability to verifiably have access to and deliver required information

Test and learn: willingness to complement existing process leading to replacing existing process



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First Year Results



- In 2015 (ie. Yr1), we notified via email 200+ confirmed-admitted Graduate-level Chinese applicants for Fall 2015 - but only as of late June – that they needed to have documents verified through CDGDC & CHESICC
- Only 1 student sent documents via the electronic route, due to:
 - communication went out late, and most students had already arranged for paper documents to be sent
 - McGill did not make the process mandatory, so students opted for the paper instead of electronic



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Second Year Results



- In 2016 (ie. Yr2), we notified students earlier in the cycle (ie. as of March), and also made mandatory that they follow the electronic route
- Of the 393 Admitted:
 - 80 declined admission (20%)
 - 70 had offers of admission expired (18%)
 - **228 confirmed admission (58%)**
 - 14 deferred admission to another term (4%)
- Of the 228 confirmed admission, ~140 submitted electronic documents (61%)



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Perceived/Observed
Benefits



- Our belief was this would be an easier process of verification and this was borne out
- ***We anticipate electronic transmission of the documents next year to be an improvement***
- FAQ sent out with the e-mail explained why we were requesting verification: Pilot Project involvement, Chinese Government offering a verification service that other countries do not; the goal was to simplify our workload leading to more efficient processing of applications

Technical: Creating data standards, registries



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Things to Watch For



- Initially concerned verification requests would go to spam/trash boxes
- Early notification to admitted students vital
- Be prepared with rationale for process in case of pushback
- Must be flexible in the first year
- Next year we will post the verification notification to the Status Check page of student record
- The timing of the availability of documents at the CHESICC end still led to issues with completing files; this would have been no different in a paper world, however



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Goals & Objectives
of the Pilot Program



For all situations where the CHESICC records were duly available from CHESICC to start with:

- ✓ Work burden reduction
- ✓ Paperwork reduction
- ✓ Reduced fraud: elimination of false positives
- ✓ Improved reliable student level information and data transparency
- ✓ Significantly reduced processing/decision making timetables
- ✓ Increased administrative production capacity via efficiency gains
- ✓ Enhanced scalable mobility enablement



Building an Int'l Data Exchange Ecosystem



- Goal: Transformation of the status quo:
 - Total eco-system time/cost/efficiency improvements:
 - Baseline: total document production, handling, delivery, assessment and storage (paper or manual digitalization including apostille process)
 - New process: measurement of the process with enhancements
- Key elements required to deliver effects
 - Trusted sourcing / delivery of critical educational information
 - Standards based approaches to data exchange
 - Administrative buy-in (ministries, universities, students and as well as secondary tertiary exchange actors)
- **Scalability** assessments
- Sustainability assessment
- Prioritization



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The Roadmap to
adoption



- Roadmap to adoption and scale – major areas
 - Digital exchange standards development for documents
 - Documents, data elements
 - Updated and actively managed sender / receiver registries
 - Staying engaged in multinational exchange efforts (i.e.: EWP)
 - Scalable, accessible credential comparability rubrics
 - Resolving comparability issues i.e.: US Associate degree in China
 - Monitoring and engaging in evolving privacy and regulatory landscape
 - GDPR, FERPA, Privacy Shields, emerging new US standards



谢谢 (*xiexie*)

Merci! Thank You!

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