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Solutions for Student Success

Your strategic learning partner

OES empowers universities to evolve at scale and speed – across online, on-campus and blended delivery – to support students in a changing world.

We leverage data insights and technology to identify and deliver customised education solutions to elevate institutions in the digital era.

We bring experience, infrastructure and a significant workforce capability to every partnership. Through constant innovation and a proven collaborative approach, we use the latest technology to design a seamless teaching, learning and student experience.

As a part of the SEEK ecosystem, we bring you the insights of a global digital leader, including an unparalleled view of the skills employers are seeking.

Leaders in online education

Trusted by leading universities, VET providers and industry partners, OES has been at the forefront of higher education innovation for more than a decade.

50+
university &
industry partners

105,000+
students
supported

2,500+
online units

1,750+
global staff

Why partner with OES?

OES has the scale, expertise, innovation, market insights and proven delivery frameworks to create a seamless student experience in online, on-campus and blended learning environments.

We help universities see the challenges and opportunities ahead – and respond with market-leading solutions.

The OES difference

Academic excellence

We embed our learning design and delivery with a deep understanding and respect for proven pedagogical models.

Quality at scale and speed

Our agile workforce and proven collaboration process deliver best practice learning solutions at the speed and scale required.
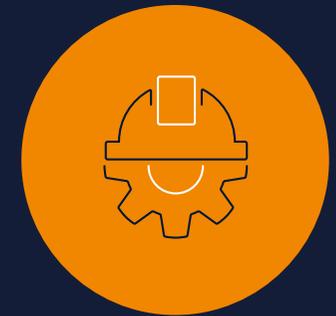
Informed by data

All partner solutions are underpinned by real-time qualitative and quantitative research, robust data and detailed analytics.

Exceptional student outcomes

Our academic-led, student-centric approach results in consistently high student experience ratings.

Innovation

An award-winning culture of innovation positions OES and our partners to constantly evolve in a fast-changing environment.

Why partner with OES?

A scalable team of learning experts

OES people are leaders in their respective fields. You will have access to the skills and strategic thinking of our passionate people:

- academic directors
- online academic tutors
- education technologists
- learning designers
- multimedia experts
- content strategists and editors
- insights and market research experts
- data analysts
- learning analytics specialists
- graphic designers

- information specialists
- user experience experts
- digital marketing and communication specialists
- student recruitment experts
- student coaches
- student support advisors
- student administrators
- student experience specialists
- student engagement experts
- simulations and VR specialists

Our dynamic team will collaborate with you to creatively solve your learning and business challenges.

Customised Education Solutions

OES offers a range of industry-leading solutions to elevate your institution in the digital era.

Through bespoke and highly responsive partnerships, we customise our solutions to help you achieve your objectives for students, staff and long-term institution success.

As well as our many high impact and enduring partnerships with universities, OES also works with employers and industry groups to improve workplace learning.

How can we help you?

Higher education

- Design, build and launch new courses/units
- Optimise existing online units
- Develop high-quality materials to support a blended offering
- Deliver interactive workplace training via real-time simulations and virtual reality
- Improve student engagement and retention through powerful learning analytics
- Provide responsive, multi-channel support, with Student Advisors and Coaches trained as the 'voice' of your institution.

Workplace learning

- Build fit-for-purpose online learning
- Deliver accreditation, compliance or competency training
- Improve staff engagement and retention
- Use simulations and virtual reality to train and prepare staff
- Replace time-intensive training events with flexible, self-paced learning

"Our partnership with OES has enabled us to lead the field in high quality online learning. Their student first approach, underpinned by analytics and innovation has strengthened the Swinburne student experience and allowed us to reach a diverse student cohort. OES is solution focused and working together has brought many benefits including developments in technology to enhance student learning, leading edge analytical capability to support our online students, and sector insights that inform course development ."

Professor Chris Pilgrim
Senior Deputy Vice-Chancellor and Chief Academic Officer
SWINBURNE UNIVERSITY OF TECHNOLOGY

Customised Education Solutions

Learning Design & Production

Best practice online learning, designed in collaboration with your subject experts. Our proven design and build process achieves quality at speed and scale.

Learning Analytics

Transform raw data into actionable insights, to enhance learning design and student support. Our analytics services proactively drive student acquisition, progression and success.

Simulations & Virtual Reality

Use real-time scenarios to prepare learners for the workplace. Our immersive technologies create the ultimate safe space to practice and test in-demand skills.

Student Support & Success Coaching

Build positive, supportive relationships with every student. Our qualified advisors and coaches can help you improve student retention and satisfaction.

Learning Design
& Production

From a full university portfolio to customised workplace training, we design digital experiences that engage, inspire and connect with students.

Our learning designers work flexibly with academic and industry experts to translate and build all learning materials for online and hybrid environments, delivering best practice, fit-for-purpose tools.

We work with subject matter experts across a multitude of disciplines and qualifications. Subject matter experts retain oversight and provide ongoing expertise throughout the process, with rigorous quality assurance applied at every stage.

Our team has experience in the major learning management systems (including Canvas, Moodle, Blackboard) and platforms (including FutureLearn and Coursera).

Capability

Solutions developed and delivered by world-class learning designers.

Quality

Rated 85% for our Learning Resources and 89% for overall learner satisfaction.

Capacity

A Learning Design team comprising more than 400 staff to enable scalability without compromising quality.

Reliability

100% of units delivered on time for our partners.

Auckland Online

Auckland Online is part of the University of Auckland, one of the world's top 100 universities (QS 2021). Leveraging our proven co-design process, we delivered Auckland Online's initial suite of postgraduate qualifications, as well as supporting tools to empower students to engage with the online environment.

Importantly, these initial qualifications provided the university with a best practice learning model to inform all future online approaches.

- Selected via competitive process
- Speed to market
- Learning design expertise and collaboration
- Academic excellence
- Partnering for continued growth

The partnership between OES and Auckland Online continues to strengthen as the university scales its program offering.

LearnX Live! Platinum Award winner for Best eLearning Design - Agile category, 2021: Auckland Online

Compelling fit-for-purpose learning materials to capture and engage your learners

Assessment design

Make assessments more meaningful by encouraging a practical understanding and appreciation of real-life events or problems that enhance authentic learning.

Extended reality

Provide online students with a virtual orientation of real environments and scenarios to build familiarity and readiness for the live event.

Immersive technologies

Deliver immersive learning experiences in dynamic virtual environments, which allow students to apply their skills and knowledge to real-world scenarios.

Simulations

Support skill building in the ultimate risk- free training environment. Avatar-based technology simulates live workplace environments – ideal for practising human-interaction skills.

Interactives

Create deeper engagement and more meaningful learning experiences by asking learners to interact with learning materials.

Animated videos

Explain concepts more clearly with audio and visual representation, including characters, words and pictures that create meaning for students.

Podcasts

Use narration and conversation to guide learners through content and tie key concepts together. Connect online students with subject matter experts in an authentic way.
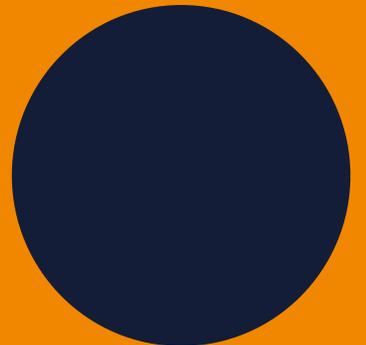
Videos

Utilise your subject matter experts to introduce the course and unpack key concepts. Effectively connect with your learners and guide them through common stumbling blocks.

Learning Analytics

Get your data working harder and smarter

We are trusted sector specialists, known for our ability to deliver high-impact data insights and intervention tools for universities seeking to support their students and meet their learning needs.

Action data insights with bespoke tools and trackers

Data-led student engagement and course design can improve student retention and success rates, and make a positive impact on university revenue and reputation.

By proactively tracking student engagement, universities can provide targeted support, particularly for courses and cohorts with performance concerns.

The OES Engagement Tracker is a proprietary tool developed over a decade of higher education learning analytics solutions. For online, blended and on-campus courses, it provides predictive insights as to which students are at risk, empowering academic staff and support teams to help students when they need it most.

OES can deploy a range of customised trackers for your needs:

- Course health trackers
- Student engagement trackers
- Learning design effectiveness trackers
- Event trackers

Case study

Swinburne Online

Learning analytics innovations enabled us to optimise student retention for Swinburne Online:

- Integration and analysis of data from across the Swinburne Online eco-system
- Automated trackers to monitor student engagement
- A machine learning model custom-built to identify students at risk of dropping out
- Analytics trigger recommendations that enable student advisors and teaching staff to take action in the right way, at the right time

5%

improvement in retention of commencing students continuing into their second year of study, resulting in multi-million dollar revenue savings.

Harness the right data at the right time to make a measurable impact

How you benefit from OES' analytics solutions

Leverage insights

Uncover the most valuable information buried within your data. We can help you transform raw data sets into meaningful, metric-driven and actionable insights.

Targeted improvements

Unlock insights to shape the direction and success of your department or entire institution. Our dashboards will show you, at a glance, where improvements can be made.

Improve retention

Improve student outcomes with data-driven support and success coaching. Optimise progression, retention and completion for online, blended and on-campus cohorts.

Positive ROI

When students succeed, so do universities. Protect revenue and reputation through data-led student support and course design.
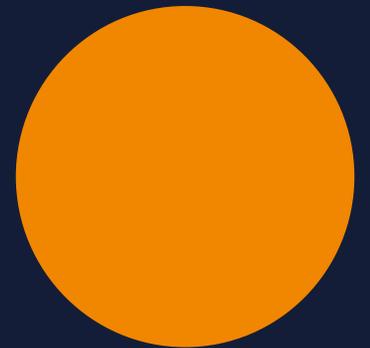
Improve delivery

Use data to determine the most effective course design and delivery. Our robust analysis will deliver actionable recommendations to improve teaching and learning practices.

Empower staff

Equip teachers and staff with relevant insights to facilitate more meaningful interactions.

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Simulations & Virtual Reality

Prepare learners for the workplace with powerful interactive training

We use immersive virtual reality software to provide the ultimate safe environment in which to develop and practice skills. Our simulations are a blend of artificial intelligence and human actors, tailored to achieve your specific learning objectives. We create virtual scenarios that build in-demand soft skills in a variety of contexts, including education, healthcare and counselling, hospitality, sales, leadership and customer service.

Replicate a classroom, a clinical setting, a workplace negotiation or a customer service interaction. We partner with you to create genuine scenarios that build real-world capabilities.

Our simulations offer a new level of authenticity for testing and applying soft skills during learning, with complex scenarios that would be difficult and costly to replicate in non-VR settings

How it works

- Authentic, life-like simulations
- Powered by a blend of artificial intelligence and live human interaction
- Scenarios designed to achieve learning goals
- Different learner experiences each time
- Fully managed end-to-end service

iTnews Benchmark Award for 2021 Best Education Project

Our award winning virtual classroom solutions for Swinburne Online delivered real-time simulation experiences, helping students to develop confidence and preparedness for real world teaching situations.

Case study

Teach for Australia

In partnership with Teach for Australia, our live VR simulations provided essential classroom experience for pre-service teachers during COVID-19, when many placements were postponed indefinitely or cancelled.

Through efficient scenario design and development, and end-to-end service including booking, scheduling and learner communications, we delivered more than 200 simulations in 10 days.

"The simulation went great today! My ability to discipline while teaching is getting more seamless thanks to the many techniques we've learned."

"Really enjoyed being able to test out some of our classroom management techniques."

Teach for Australia student feedback, 2020.

200
classroom simulations in 10 days.

Set the scene to achieve your learning objectives

We offer a choice of avatars, settings, outcomes and actions. Choose a single avatar or a multi-character scenario. You may also choose to design your own scenario with a unique visual setting.

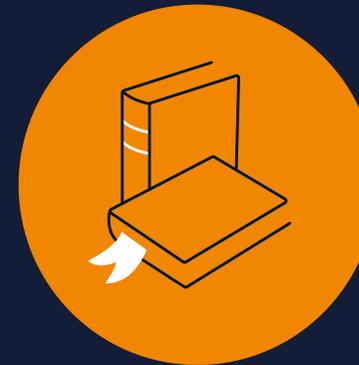## Develop professional soft skills for any context

Develop in-demand employability skills

- Teamwork/ collaboration
- Interpersonal skills
- Critical thinking
- Creativity
- Adaptability & flexibility
- Emotional intelligence

Enhance your workplace learning

- Negotiation skills & professional communication
- Presentation & pitch skills
- Leadership, coaching & performance management
- Diversity & inclusivity training
- Ethics & ethical decision makings

Create scenarios specific to your discipline

Education

- Initial teacher education in ELC, Primary and Secondary contexts
- Preparing for the classroom
- Communicating with parents and colleagues
- Teaching to behavioural challenges

Healthcare

- Bedside manner & dealing with challenging patients
- Clinical reasoning
- Counselling & mental health conversations
- Reflective practice & ethics in healthcare
- Communicating and working with colleagues

Student Support
& Success Coaching

Uplift support to engage and retain students

OES is a leader in student support for on-campus and online students, with over a decade of experience delivering cost-effective, targeted support campaigns to help universities achieve their student engagement objectives.

Having supported thousands of students in their learning journeys, our team of student experience and insights experts develop and deliver proven interventions at the right time, with the right message.
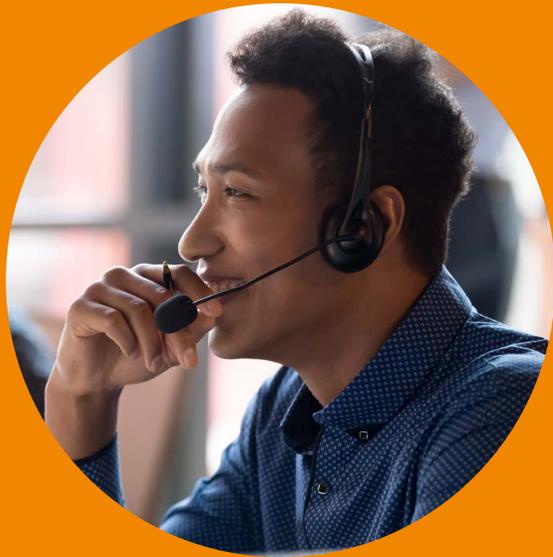
OES' Student Support & Success Coaching can be used as an ongoing solution or to support in-house capabilities during peak periods.

Why data makes us different?

We are sector leaders in harnessing learning analytics to drive student success and retention.

Our predictive and descriptive insights empower our proactive coaching teams to reach out and support students, helping them to overcome learning challenges.

Bolster in-house capacity by leveraging our range of inbound and outbound support options
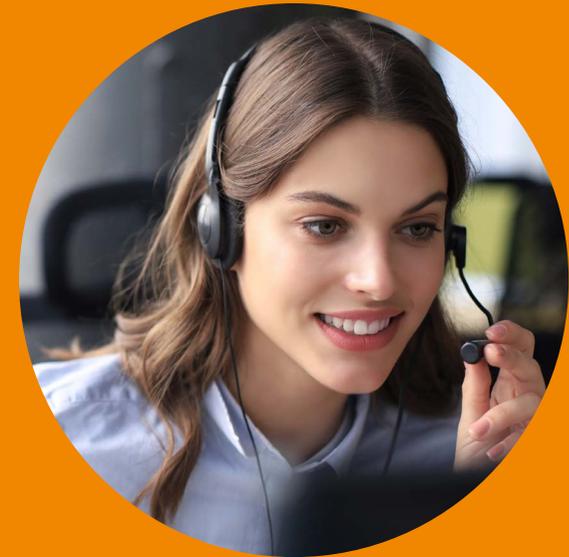
Student advisory support

- Tertiary qualified advisors trained as the 'voice' of your university
- A primary point of contact for new and current students
- Available after-hours, 7 days a week
- Web chat, SMS, email and phone support
- Technical, administrative and academic queries
- Scale up support during peak periods; OES can even supplement your existing team

Student success coaching

- Trained coaches proactively engaging with students
- Evidence-based interventions to increase success and retention
- Predictive analytics and key course dates trigger outbound campaigns
- Support with careers, wellbeing and study skills
- Encourage students' self-efficacy
- Engage with 'at-risk' students at the right time with the right message

Advanced advisor program

- Student case management via a single point of contact
- Integrated inbound and outbound support via a team of specialised advisor coaches
- Advisors help address learning barriers and support student success
- Onboarding and career planning support
- Appreciative and developmental advising techniques
- Personalised connections support retention rates and graduate outcomes

Case study

Student experience

For Swinburne Online, OES provides comprehensive, multi-channel student support, including extended support hours (nights and weekends) and proactive interventions targeted at disengaged students. This has translated to Swinburne Online achieving consistently high ratings for student support in the QILT Student Experience Surveys (SES). This trend continued in 2020 despite disruptions due to the pandemic, with Swinburne Online students reporting an 89% positive rating of student support compared to a national average of 73% across undergraduate commencing and continuing students.

"The support that you give to your students and the understanding is beyond comparable to other universities which I have attended in the past."

Student feedback.

89%

positive rating on UG student support at one of our major partners in the 2020 QILT SES survey.

"The partnership with OES has enabled us to look at and understand what a contemporary higher education online delivery operation looks like and what it needs to do. The relationship has been a very positive and collegial experience and there is a strong sense of working with an organisation that is essentially a vendor, but that is also a partner."

Professor Kevin Ashford-Rowe
Pro Vice-Chancellor (Digital Learning)
QUEENSLAND UNIVERSITY OF TECHNOLOGY

"WSU Online has been a highly productive partnership between OES and Western Sydney University. OES's deep expertise in online education has helped inform some of our own transition to online learning as a result of COVID-19 and we look forward to continuing to learn from each other as we explore new opportunities to innovate in online and flexible learning."

Professor Simon Barrie
Deputy Vice Chancellor and Vice President (Academic)
WESTERN SYDNEY UNIVERSITY

Talk to us

OES is passionate about providing a world-class, high quality student experience and helping our partners realise their objectives for growth and learning innovation.

Get in touch to learn more about how OES and your organisation can work together.

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