# ITAS Platform: automated tuition administration

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THE UNIVERSITY OF SYDNEY

## Software and Information Technology

### Opportunity

The ITAS Platform is a custom-designed web-based platform for automating the administration of the Indigenous Tutorial Assistance Scheme-Tertiary Tuition (ITAS-TT), a government funded tutorial study support for Aboriginal and Torres Strait Islander students attending Australian universities.

### Technology

ITAS Platform provides:

- End-to-end process management,

- A simple, but powerful user interface for students, tutors and program coordinators,

- Collection of engagement data, intervention and action points,

- Automated reporting for program coordinators with tailored dashboards.

### How it works

Students and tutors provide expressions of interest through a web portal. Advanced, data-driven machine-learning algorithms match students with tutors with consideration to factors such as expertise, interest, credentials, availability, and other preferences. Coordinators can also override the automation to directly match students to tutors. The platform is used for bookings and to monitor prescribed hours as per the ITAS-TT requirements, with validation to allow for timely intervention. The platform includes Help and FAQ sections with videos and error reporting functions.

*"We have been using the ITAS platform since 2019 and it has helped to automate the administration of the ITAS-TT program, create a positive experience for end-users, increased engagement, consistency in data capture, reporting, and compliance, freeing up time to focus on our students." (ITAS administrator, 2021)"*

### Get started

The platform needs minimal customisation to be deployed and can be ready for your next semester. It is also adaptable to other tuition programs.

### We offer

- Single sign-on (SSO) & integration with your systems

- Training for your team

- Custom developments

- Branding

### Creators

Designed at the University of Sydney by the Office of the DVC (Indigenous Strategy and Services) and developed by TechLab in Information and Communication Technology (ICT).