

oes learning
solutions

**For Online Growth
and Student Success**





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Your Strategic Learning Partner

OES empowers universities to evolve at scale and speed across online, on-campus and blended delivery, to support learners in a changing world. We leverage data insights and technology to identify and deliver customised learning solutions to elevate institutions and workplace learning 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 seamless teaching, learning, and student experiences.

Leaders in Online Education

OES has been at the forefront of higher education innovation for more than a decade. We collaborate with university and industry partners to enhance the study experience and attract new student audiences.



120,000+

students supported



88%

Student Satisfaction Rating
consistently above industry benchmarks *



12,000+

online courses



1,800+

global staff

*Quality Indicators for Learning and Teaching (QILT)
Student Experience Survey 2023. Four-year average.

Why Partner with OES?

At OES, we work with your team to build engaging, effective online learning experiences. We have a deep understanding of how people learn online. We know what engages them and what keeps them motivated, and this shapes every solution we offer.

Our vision is to be the world's most positively impactful enabler of education. We do this by helping universities understand the challenges and opportunities ahead and respond with market-leading solutions at scale.

The OES Difference



Quality at Scale & 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.



Innovation

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



Exceptional Student Outcomes

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



Academic Excellence

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

Trusted by Leading Universities & Industry Partners



We work with premier educational institutions across the globe who share our passion for innovation and quality. Together, we turn bold ideas into impactful outcomes.

Customised Learning Solutions

**Industry-Leading Solutions
for the Digital Era**



Our Learning 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.



Portfolio Vantage – Strategic Portfolio and Market Analysis

Evidence-based insights to help universities, colleges, and academic institutions evaluate, evolve and grow their online programme offerings with confidence.



Learning and Media Production

Scalable, learning-first course development at enterprise scale. Our Media Production Studio creates inclusive, accessible, and pedagogically sound digital learning experiences.



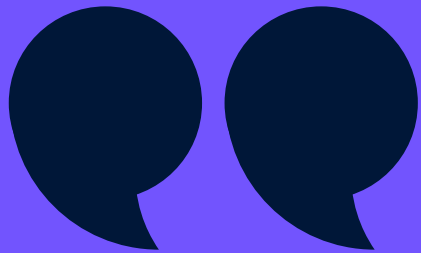
ContactEd – Student Support Services

Specialised Student Support Services provide learner coaching and administrative assistance through dedicated teams, set up distinctly for each higher education client. Available on extended operating hours, for access to human support when needed most.



EzExtend – Assignment Extension Tool

A fully integrated LMS tool that dramatically reduces extension administration workload, improves student experience, and opens up a world of data insights – all while improving learner outcomes.



It was a pleasure to work with the OES Learning Solutions Team on this project. Each member brought an incredible skill set to their respective areas of the project, along with a fantastic ability to explain how things worked, why something could not work, or ways to adjust so things would work.

Their flexibility, creativity, and responsiveness moved the project along smoothly. They kept us well informed on their progress as well as helped keep us on track, which was greatly appreciated. Kudos to OES for assembling such great talent and thank you for assigning them to this project. We look forward to working with them on future projects.

Director, Education Operations
CFA Institute



Portfolio Vantage

**Strategic Insight for Every
Stage of Your Digital Evolution**



Introducing OES Portfolio Vantage

Take the guesswork
out of growth and
programme viability.
Use market intelligence
designed for higher
education leaders.

Turn data into action, and insight into opportunity

Portfolio Vantage is your partner in building a smarter, more strategic online programme portfolio. We combine market intelligence, institutional diagnostics, and competitive benchmarking to guide confident, data-driven decisions.



Tailored Market Intelligence

Every analysis is customised to your institutional goals, student landscape, and competitive environment. We blend SEO data, labour market insights, and global education trends to surface what actually drives demand.



Growth Opportunity Mapping

We evaluate enrolment trends, emerging disciplines, and global market dynamics to highlight strategic gaps. Whether you're launching new offerings or refining existing ones, our insights help de-risk major decisions.



Competitive Benchmarking

We analyse tuition, marketing messages, delivery formats, and student experience across your peers. This helps pinpoint where your programmes are underperforming or ripe for differentiation.



Strategic Recommendations

Our deliverables are actionable and tailored to your planning cycle and resource model. From quick wins to long-term plays, each recommendation is aligned to your mission and institutional stage.

Why Trust Us?

Built for Educators Designed for Strategic Success

01 Online Higher Ed Expertise

Unlike generalist firms, OES works exclusively in higher education, building and refining our approach to digital programme strategy. We understand the intricacies of online student behaviour, academic workflows, and institutional governance.

02 End-to-End Market Mapping

Our approach combines search trends, job market data, competitor benchmarking, primary research, and much more to give you a complete picture of the market landscape. We uncover gaps and opportunities that internal data alone can't reveal.

03 Strategic Guidance You Can Act On

We provide institution-specific recommendations that are ready to plug into planning, prioritisation, and board discussions. You'll know what to do, where to invest, and how to move forward with confidence.

04 Global Perspective, Local Insight

We track global market dynamics but always apply them through a regional lens. Our recommendations reflect your local policy, student demographics, and market conditions.

05 Speed With Substance

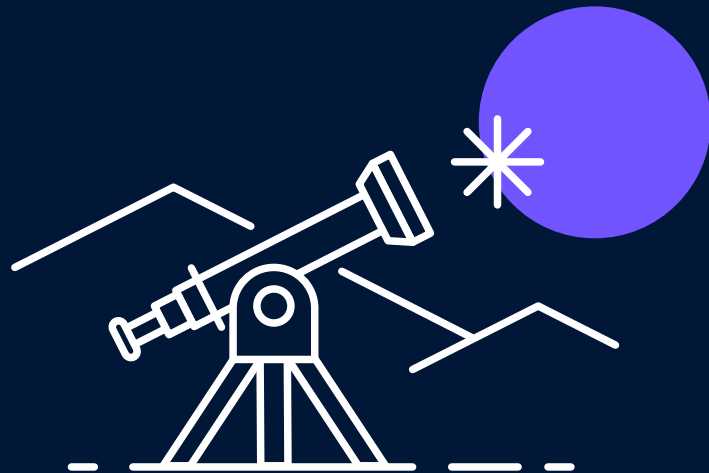
We combine the analytical depth of academic research with the urgency of commercial execution. That means fast, high-quality outputs that support decision-making in real time, without the long timelines of traditional consulting.

06 Built For the Full Lifecycle

Portfolio Vantage flexes to your stage and strategy. Whether you're exploring a new programme, optimising existing offerings, or reviewing your full portfolio, our frameworks adapt to help you evolve with precision.

Case Study

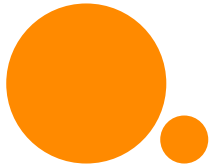
Portfolio Vantage



The Challenge

A global top-50, Australian Group of Eight university partnered with OES to reimagine its online offering. While globally renowned, its delivery model was still traditional.

- Sought to modernise and grow through a dedicated online portfolio
- Needed a market-led strategy aligned to student and employment demand
- Aimed to shift from legacy thinking to future-focused opportunity



The Approach

OES applied proprietary frameworks and market analysis to guide strategic direction.

- Mapped student, employment and competitor trends
- Identified and validated three high-potential pilot degrees
- Facilitated workshops to align stakeholders and fast-track decisions



The Delivery

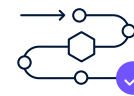
Delivered an evidence-based, actionable online growth strategy.

- Prioritised student demand, academic quality and sustainability
- Balanced innovation with institutional values
- Equipped leaders with data and confidence to act



The Results

The university embraced the strategy and took decisive steps toward transformation.



Defined

a clear roadmap for online expansion, selecting three programmes for market launch



Enabled

sustainable growth across local and international markets



Positioned

the university as a leader in global online education

How We Work With You

Tailored Collaboration Tangible Outcomes

Every engagement with Portfolio Vantage begins by understanding your institution's strategic goals. We work closely with academic leaders, strategic planners, and marketing teams to define clear objectives, whether that's entering new markets, optimising existing programmes, or evolving a full portfolio.

We bring the full power of our analytics, research, and sector expertise into a customised engagement. Our hybrid model combines templated frameworks with institution-specific analysis, delivering fast, relevant, and actionable recommendations. You can expect clear growth maps, competitive positioning insight, and priority actions, ready for planning cycles or board presentations.

What You Can Expect

- Strategic briefings to align scope and objectives
- Bespoke analysis grounded in institutional data and market signals
- Fast turnaround recommendations with clear decision paths
- Optional ROI modelling to support investment cases

We offer flexible commercial models, from short-term discovery scans to full-lifecycle strategic reviews.

No matter your starting point, we're ready to help you find your next opportunity.

Learning Design & Creative Media Production

**Where Pedagogy
Meets Performance**



Learning Design

**Delivered at scale, with speed
and superior quality**

At OES, we design digital experiences that engage, inspire and connect with students.

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

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

We partner with you at every stage, from ramp-up to scale-up and ongoing quality, collaborating with your experts to design tailored content for online and hybrid delivery.

With deep LMS and platform expertise (Canvas, Moodle, Blackboard, edX, Coursera), we use generative AI to streamline development and enrich learning.



Capability

Our solutions are developed and delivered by world-class learning designers.



Innovation

We help educators and institutions harness generative AI potential ethically, effectively, and with learners at the centre.

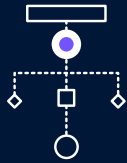


Capacity

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

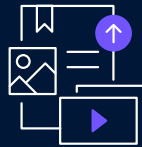


Learning Experiences by Design



Learner Journey & Course Mapping

Map out student experiences from start to finish to ensure logical, engaging, and accessible learning pathways.



Full Course Uplifts

Refresh and enhance existing courses with modern pedagogy, inclusive design, and updated content.



New Programme Development

Co-design high-impact programmes from the ground up, tailored to your goals, learners, and platforms.



Internal Resource Development

Create branded guides, hubs, and self-serve tools that empower faculty and streamline academic processes.



SME & Content Development Oversight

Support subject matter experts with instructional design, editorial guidance, and quality assurance at every step.



AI-Augmented Learning Design

We leverage generative AI to accelerate course development and assessment design, improve instructional quality, and reduce SME workload, without losing the human touch. Our designers use custom AI tools to support better learning outcomes, faster.

How We Work With You

Collaborative Design Scalable Delivery

We partner with you to co-create digital learning experiences that meet your academic goals and engage today's learners. From course uplift to full programme development, we embed with your subject matter experts to ensure the content remains authentic, accurate, and pedagogically sound.

Our Learning Design and Media Teams operate within agile project frameworks, delivering content rapidly while maintaining quality at scale. Whether you need a few interactive assets or full-semester design, we flex to your needs.

What You Can Expect

- Collaborative planning and design workshops
- End-to-end course production with built-in QA
- Access to award-winning designers, editors, and multimedia specialists
- Flexible delivery timelines to match academic calendars

We tailor every engagement to your internal capacity, LMS environment, and student expectations.

The result? Scalable, high-quality learning that drives student success.

Media Production

Inclusive, accessible, and pedagogically-sound creative media

Media is not just for entertainment, it plays a critical part in the way that students absorb information. Our Production Team works across disciplines, from producing and filming to design, animation, and creative video editing, producing thousands of learning experiences every year.

We work closely with our Learning Design and Technology Teams to achieve high-quality work, leaning on the Agile project management methodology.

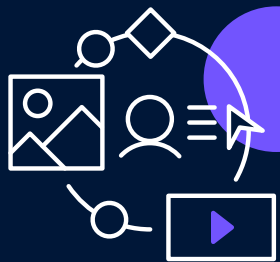
“The videos are wonderful. The editing is fantastic. The audio quality is superb. Big thanks to the entire team for producing this course. It’s fantastic!”

University of California, Berkeley



Capabilities for All Stages of Production

Our dedicated Media Production Team has a wealth of experience and creative expertise.



What We Do

- Design, illustration, brand interpretation and platform design
- Producing, planning and logistics
- Filming and video editing
- Animation and motion graphics



What We Deliver

- High quality learning experiences
- Meaningful and engaging content
- Accessibility focused
- Pedagogically rigorous
- Flexibility
- Integrated with Learning Design and Technology Teams

Case Study

Elevating Coaching Education at Michigan Ross

“That video is excellent. Nice work. Great film. Nice flow, good worldbuilding, great stock footage, wonderful music. That’s some good editing right there.”

Creative Director
Michigan Ross

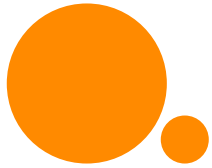


The Challenge

Digitising executive education isn’t just about putting content online, it’s also about preserving the rigour and purpose behind it.

The Ross School of Business needed to reimagine its coaching and mentoring course for MBA students, with meaningful assessment and engagement built in.

- Needed to digitise without diluting academic rigour
- Prior versions lacked applied assessments
- Course had to reflect Ross’s innovation in executive education



The Approach

To meet this challenge, we built a design model that treated coaching as both a personal and academic skill.

This framework ensured learning was progressive, practical, and reflective of real-world coaching dynamics.

- Designed a phased framework: Connect, Elevate, Unlock
- Blended synchronous theory with asynchronous practice
- Developed emotionally engaging scenarios to guide progression



The Solution

Collaboration between faculty and OES ensured content remained authentic while being brought to life through digital-first design.

The result was a high-impact course experience that allowed students to build and apply their coaching capability with confidence.

- Created 13 custom videos, including nine professional dramatisations
- Designed fishbowl role-play assessments with peer feedback
- Embedded reflection and scenario-based learning throughout



The Results

The finished course became a benchmark for excellence in digital learning design across the school.

It strengthened Ross's leadership in online education and demonstrated how theory, practice, and media can work in harmony.

Course established as a flagship within the Ross MBA Programme.



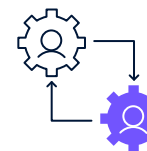
High engagement

via group collaboration and video assignments



Showcased

to other faculty as a model for digital innovation



Improved

confidence in coaching skill application and feedback

ContactEd: **Contact Centre** **Solutions**

Expert-Led
Data-Driven
Always On



IT Helpdesk Services

Technical issues should never be a barrier to learning. Our IT Helpdesk provides always-on, expert-led assistance to help institutions maintain smooth digital learning experiences while reducing internal workload. We truly understand the world of higher education and serve it with insights-driven, specialised support.

Multichannel Support

Students and faculty can reach us via phone, live chat, email, or SMS – at any time of day or night.

Seamless Integration

We offer uninterrupted support in complex learning environments including Canvas, Moodle, Brightspace, and Blackboard.

Scalable

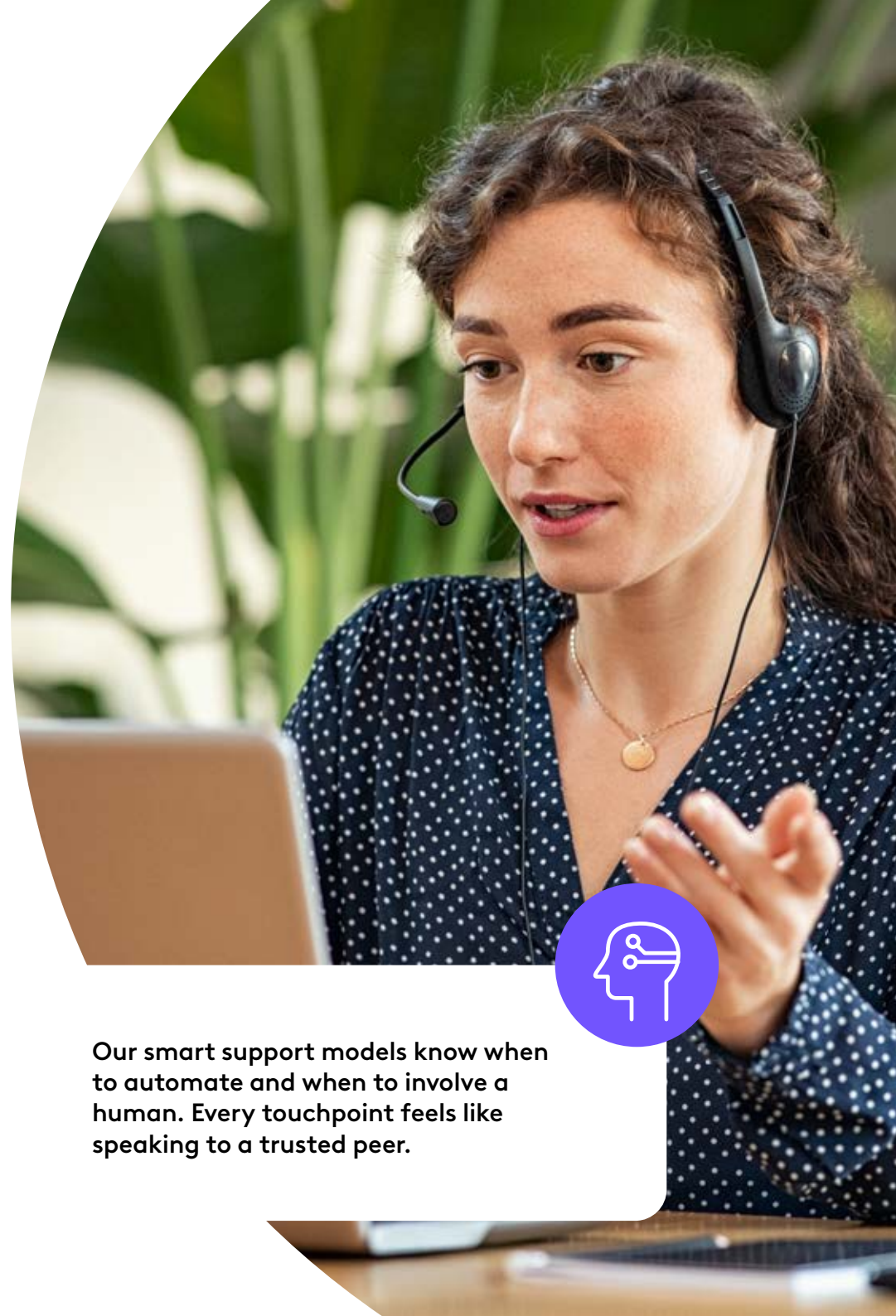
Our flexible staffing model allows us to scale up or down based on university needs, adapting to periods of peak demand such as enrolment, financial aid deadlines, or exam seasons.

Real-Time Monitoring and Reporting

Through tracking resolution times and service performance, we can fine-tune all support to deliver the highest quality service.

Proven Expertise

With over 14 years of experience, we are highly skilled at helping universities optimise resources and deliver outstanding support.



Our smart support models know when to automate and when to involve a human. Every touchpoint feels like speaking to a trusted peer.

Student Success Coaching

Students succeed when they are well-supported. Our Student Success Coaching service provides data-driven, one-on-one support to help students overcome academic, personal, and well-being challenges. By engaging students early and often, we help institutions improve retention rates and student satisfaction.

Personalised Coaching

Our specialist advisors provide empathetic, student-centred support for academic performance, time management, and personal challenges.

Multichannel Delivery

We offer coaching via phone, live chat, email, or SMS, making our service highly accessible to a wide range of student needs.

Predictive Outreach

We identify at-risk students using real-time data insights to offer a proactive approach that increases retention and student success.

Data-Driven Approach

AI-driven insights allow us to track progress and measure outcomes. This balance between data intelligence and human connection improves student retention, satisfaction, and institutional efficiency.

Flexible Model

We tailor our solutions to meet evolving institutional needs, ensuring universities can focus on their core mission: student success.



We adapt our approach to act as an extension of your team, delivering consistent student experiences that build trust and loyalty. Our staff tailor their interactions to accurately reflect your brand identity – including your organisation's values, culture, and tone.

Student Admin Support

University administration teams are often stretched thin. Our Student Admin Support services streamline processes, ensuring students receive timely and accurate support for inquiries related to enrolment, course selection, financial aid, and more. This allows universities to focus on delivering education while we handle the admin.

Multichannel Support

We are always available, so students and faculty can reach us via phone, live chat, email, or SMS – at any time that best suits them.

Data-Informed Insights

We leverage a data-driven approach to continuously inform service improvements and provide insights that not only reflect but anticipate the needs of your institution.

Scalable Staffing Solutions

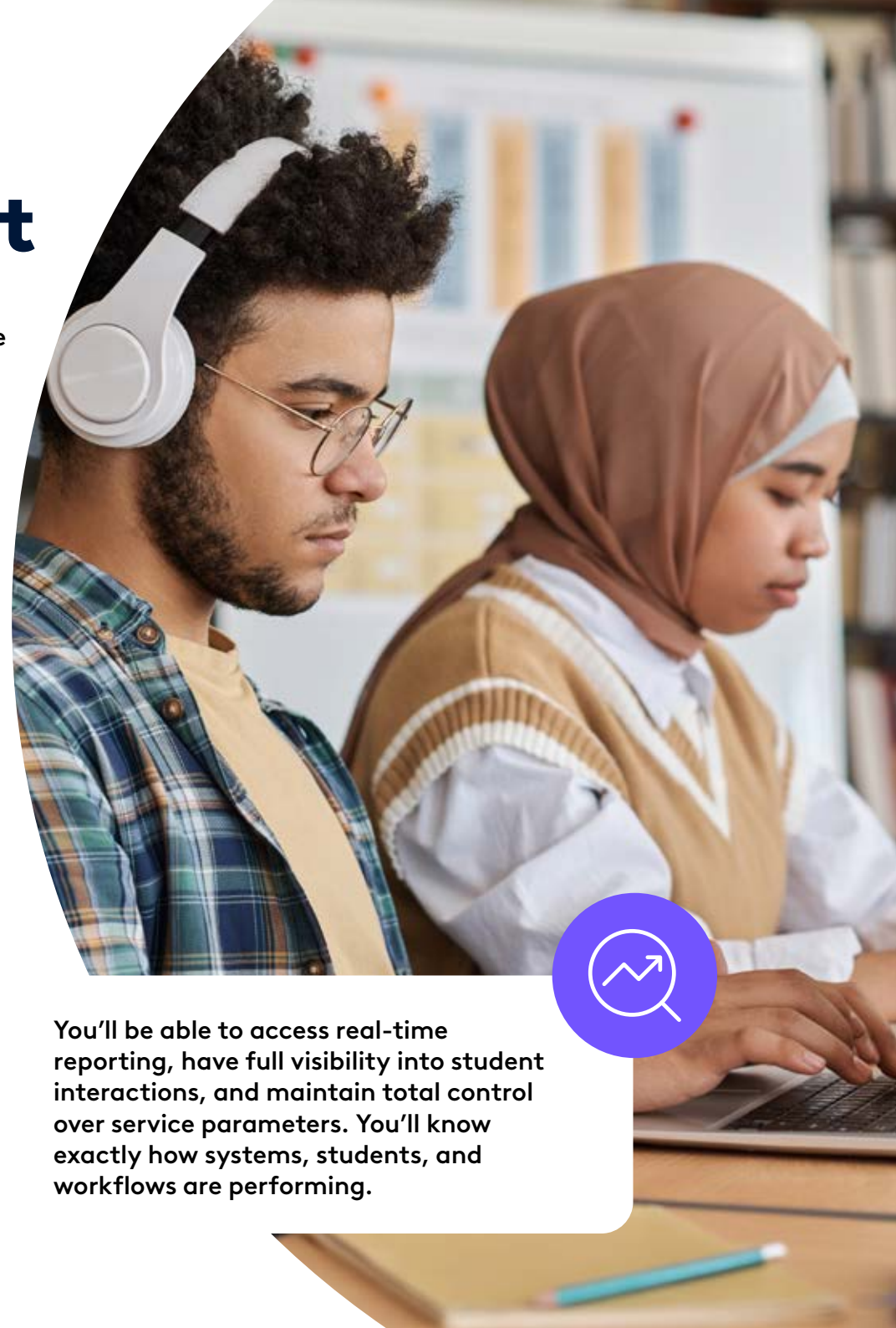
Our flexible staffing model allows us to scale up or down based on peak times such as enrolment and graduation periods.

Seamless Integration

We provide a consistent student experience, seamlessly aligning with the nuances of your institution – helping maintain trust in your brand.

Compliance and Security

Our services are designed to adapt to and comply with institutional policies, ensuring that every aspect of our operation upholds the highest standards of data security and regulatory compliance.



You'll be able to access real-time reporting, have full visibility into student interactions, and maintain total control over service parameters. You'll know exactly how systems, students, and workflows are performing.

Smarter Support, Powered by AI

In enrolment support, we apply AI to thousands of call hours to uncover the behaviours that drive student conversion. From tone of voice to collaborative planning and compliance, our models provide real-time feedback and coaching tools – empowering advisors and boosting consistency across every conversation.

In student support, AI helps our team identify and respond to nuanced student needs. From generating tailored post-call notes to drawing on behavioural archetypes, our tools ensure that every interaction is thoughtful, relevant, and reflective of each student's personal and academic journey.

We combine human insight with artificial intelligence to deliver student support that's more informed, more responsive, and more effective. Our evolving AI systems help ContactEd agents personalise each interaction, reduce admin load, and continuously improve performance across student services.

How AI Turns Intelligence into Impact



Data-Backed Enrolment Coaching

Weekly AI call analysis provides advisors with dashboards highlighting strengths, areas for improvement, and real call examples.



Smarter Support Handover

Student archetypes derived from AI help tailor support strategies to individual needs and concerns.



Efficient Post-Call Workflows

AI-powered note generation improves quality and saves time for support teams.



Predictive Outreach

AI models identify early signs of student risk, enabling proactive interventions.



Continuous Improvement

Team leaders get insights into advisor performance trends, helping target coaching and drive uplift.

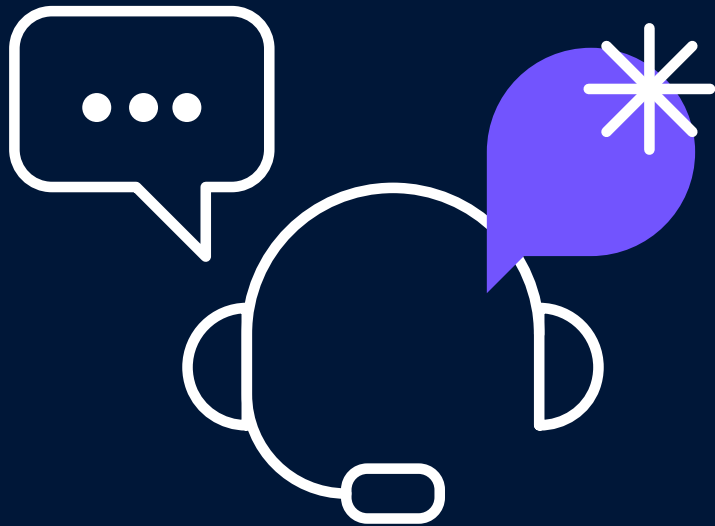


Future-Ready Systems

We're always exploring and expanding AI use cases across our operations, in search of better student outcomes and operational efficiencies.

Case Study

ContactEd in Action



The Challenge

Universities face growing pressure to deliver seamless, scalable, and responsive student support, as interactions through key touchpoints like administrative services and IT support play a critical role in shaping the student experience.

Delays, inefficiencies, and poor service in these areas contribute to a poor student experience, impacting retention, institutional reputation, and even rankings and accreditation.

Generic, multi-industry outsourced services struggle to grasp the exacting protocols and nuanced institutional requirements of the higher education sector. The result is operational strain and an inconsistent student experience at a time when expectations are higher than ever and continuing to rise.



The Solution

ContactEd, powered by OES, is a specialised support service built exclusively for higher education. With 14+ years' experience across 20+ universities in the UK, Australia, and the US, it delivers tailored support in administration, IT, and student success.

What sets ContactEd apart is its understanding of the academic environment. Staff are trained in university-specific procedures, culture, and communication, ensuring every interaction strengthens the student-institution relationship, from enrolment to graduation. Clients also benefit from data-driven insights, real-time reporting, and full visibility into student interactions.

The Results

ContactEd Admin

In administration, a deep understanding of academic calendars and student behaviours allows ContactEd to scale staffing and support to meet predictable peak periods, ensuring timely, accurate responses when students need it most.

- Over 15,000 inquiries handled during peak periods with consistently rapid response times
- 92% satisfaction rate across admin and IT support
- 95% first-contact resolution, reducing delays and administrative friction

ContactEd Student Success

Years of experience working with diverse student populations means ContactEd Coaches can identify early signs of disengagement and deliver targeted, empathetic support. These human-led interventions are informed by real-time engagement data and grounded in a deep understanding of the academic and personal challenges students face.

- 13% increase in pass rates
- 7% improvement in student progression
- 4.7% increase in first census retention, driven by early, proactive outreach

ContactEd IT Help

With more than 14 years supporting university IT systems, ContactEd brings an intimate knowledge of platforms like Canvas, Moodle, Blackboard, and Brightspace. This allows support agents to troubleshoot efficiently, minimise downtime, and empower students and staff to stay engaged and productive.

- High-quality, round-the-clock support across major LMS platforms
- 95% first-contact resolution, improving tech support outcomes without overburdening internal IT teams
- Enhanced support documentation based on recurring issues and platform usage insights

How We Work With You

Flexible Support Seamless Integration

We operate as an extension of your student services team, delivering expert-led support in IT, administration, and student success coaching. Our advisors are trained to reflect your institution's tone, policies, and culture – ensuring every interaction builds trust and delivers value.

We begin by defining service levels and support hours tailored to your institution's needs, then deploy a global team trained on your systems and student lifecycle. Whether you need overflow support during peak periods or a fully managed contact centre, we scale and flex with you.

What You Can Expect

- Customised support models across admin, IT, and success coaching
- Real-time reporting and visibility into student interactions
- Integration with your LMS, CRM, and IT environments
- Compliance with FERPA, WCAG 2.1, and ADA standards



Driven by outcomes that go beyond support, we build long-term partnerships that enhance retention, reduce operational load, and strengthen the student experience.

EZ/EXTEND 
LTI

**Simplifying Extension
Management at Scale**



Introducing EZ/EXTEND

LTI

Seamless, Secure, and Scalable Extension Management

Managing assignment extensions doesn't need to be complex. EzExtend is a fully integrated LMS tool that automates the extension request process – reducing administrative burden, improving transparency, and supporting student success.

With EzExtend, institutions can offer a standardised, equitable process that supports diverse learner needs while giving teaching staff back valuable time. Students stay within the LMS, requests are processed in under two minutes, and staff are alerted only when action is required.

What You Gain with EzExtend



Automation Where It Matters Most

Reduce admin time by up to 85% through configurable rules, instant due-date updates, and pre-set workflows.



Fully Integrated Experience

Students submit requests directly through the assignment page. No separate portals. No training required.



Evidence-Informed Policies

Research shows students use the extension tool tactically and appropriately. EzExtend helps standardise a supportive, inclusive system.



Data That Drives Insight

Track trends, improve processes, and support academic decision-making with real-time dashboards and reporting.

Case Study

Streamlining Assignment Extensions at Swinburne Online with EzExtend



The Challenge

Swinburne Online faced significant challenges managing extension requests from over 10,000 part-time students and hundreds of instructors. The process was ad hoc and unsecured – relying on inconsistent email communication between students and faculty. Requests often lacked essential information, created excess admin, and led to uneven student experiences. The goal was to create a fair, reliable, and low-effort process for everyone involved.

“EzExtend was an instant boost to productivity, and a reduction in workload for our busy teaching team. I can’t imagine going back to manually handling extensions. The experience is better for everyone, and the data it produces has helped inform many actionable insights.”

**Dr Samar Zutshi, Academic Director
Swinburne Online**



The Solution

EzExtend was implemented across the Swinburne Online student body in 2021 with zero disruption. The rollout involved only a student newsletter and LMS announcement.

The platform allowed:

- Auto-approval of short-term requests (48 hours)
- Long-term extensions of up to 28 days
- Request window: 14 days before to 2 days after due date
- Upload of supporting documents
- Summary emails for faculty, reducing inbox volume



The Results



200,000+
extension
requests handled



17,000+
hours of administrative
time saved (average of
10–13 minutes per request)



Improved
submission rates
and positive student
feedback



Zero
disruption to
learning environments

Why Trust EzExtend?

Built for Higher Education Proven at Scale

EzExtend is used across institutions, serving thousands of students. With simple implementation, it supports faculty, improves submission rates, and provides peace of mind that extension policies are being applied fairly and efficiently.

01 LMS-Level Integration

Works within Canvas, Moodle, and more – at the institution, faculty, programme, or unit level.

02 Custom Configuration

Control request windows, approval types, messaging, and notification cadence from an intuitive admin panel.

03 Effortless for Staff

One summary email per day, dashboard overview, and one-click approvals keep admin light and decision-making clear.

04 Positive Impact on Student Outcomes

Students with approved extensions show higher pass rates and reduced non-submission.

How We Work With You

Fast Setup **Minimal Lift** **Maximum Impact**

Implementing EzExtend is a light-touch process with immediate return. We work with your digital and teaching teams to configure extension workflows that match your policies and timelines. Once set up, EzExtend operates in the background – seamlessly aligned with your LMS environment.

What You Can Expect

- Guided setup and configuration within your LMS
- Admin access to control rules, permissions, and messaging
- Integration with LMS due dates, to-do lists, notifications, and gradebook
- Support documentation and best practice guides for academic staff

**Whether you need
institution-wide
deployment or targeted
rollouts by department,
EzExtend flexes to your
needs with zero disruption
to teaching or learning.**

Partner with OES

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

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

Contact OES:

✉ enquiries@oes.com

🌐 www.oes.edu.au

