



# New South Wales Department of Education Delivers a Personalised Portal Experience

## Summary

More than 1,200,000 New South Wales school students, and their parents and teachers, use state government portals to access everything from timetables and reports to teachers' annual leave balances. These portals are now at the centre of a digital modernisation program led by the New South Wales Department of Education.

[education.nsw.gov.au](http://education.nsw.gov.au)

## In Brief

### INDUSTRY:

State Government Education

### COUNTRY:

Australia

### USE CASE:

Staff Portal, Student Portal,  
Parent Portal

### KEY FEATURES:

Single Sign On, Responsive  
Design, Personalised Digital  
Experience, User-friendly



**Using a portal makes it much easier to manage administrative tasks like attendance and calendars and collaborate and share more effectively for better outcomes on aspects like student well-being.**

Peter Coppola, Director of Digital Experience Platforms,  
NSW Department of Education.

## Challenges

- Unable to gain a comprehensive view across multiple systems
- Increasingly high expectations for a modern and engaging digital experience
- Need to reduce the paperwork administration workload

## Results



### SECURED DATA

Controlled access and single sign-on ensures strict data privacy



### COMMON PLATFORM

Relevant data can be easily shared across all three portals for a single view



### REDUCED WORKLOAD FOR IT

Multiple portals on a single platform reduces reliance on custom code and complex integrations



### PERSONALISATION SIMPLIFIED

Content can easily be personalised to a granular level through audience targeting

## Digital modernisation focus

More than 1,200,000 New South Wales school students, as well as parents, carers and teachers, use state government portals to access everything from timetables and reports to teachers' annual leave balances.

These portals are now at the centre of a digital modernisation program at the New South Wales Department of Education. Its goal is not just to make school information more accessible, it also wants portals that engage students and improve communication between them and the schools, as well as parents.

And the department sees an opportunity to use portals to reduce teachers' paperwork, by automating administrative work.

“Using a portal makes it much easier to manage administrative tasks like attendance and calendars and collaborate and share more effectively for better outcomes on aspects like student well-being,” said Peter Coppola, Director of Digital Experience Platforms, NSW Department of Education.



### The Digital Challenge

To achieve its goals, the department needs to provide a cohesive digital experience. For example, its portals must provide consistent communication and oversight of students' progress. That's no small feat, considering it has separate portals for students, parents and teachers, each containing lots of information categories.

Another challenge is engaging students who are familiar with modern, personalised app and social media interfaces. The department has spent years doing behavioural studies and market research to inform its customer experience strategy. But creating user-friendly interfaces is another matter.

Data privacy is another concern. That means controlling access for multiple types of users and securing a myriad of sensitive information.

### A Modern Platform

To solve these challenges, the department is using the Liferay Digital Experience Platform (DXP). It began upgrading to the platform in early 2019, having used earlier versions since 2010.

Liferay DXP provides a common platform for the three education portals and a single view of up-to-date student, parent and school data.

It also makes it easier to personalise content. Audience segmentation capabilities make it possible to provide highly targeted information, without the department's users needing coding skills.

Students, parents and teachers can also personalise their school portal experience. And responsive design ensures that the interface is easy to use on different devices.

To secure data, the department is using Liferay DXP's identity management and access control features, including authentication and role-based permissions. Single sign-on simplifies user access.

### Minimising the IT Workload

With such a large information platform, it's important to minimise the digital workload for the IT team driving the project.

The all-on-one platform helps by reducing the need for custom code and simplifying integration with applications such as Office 365, SAP and Oracle. These capabilities will be increasingly valuable as education portals become an increasingly important tool for 21st century schooling.