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EPIR | E-Procedure of Institutional Recognition of Foreign Higher Education Documents

WP3 Activity 3 Programming phase

Activities related to adapting the purchased solution to your institutional needs (system configuration, customization of workflows related to the recognition process, setup of user roles and access rights, definition of data structures and forms, integration with existing systems)

Prepared by UNIVPM

Configuring the Move-IN Platform at UNIVPM: From Institutional Requirements to an Operational Admission System

Introduction

Following the decision to replace the internally developed pre-evaluation platform with QS Move-IN in 2024, Università Politecnica delle Marche (UNIVPM) undertook a comprehensive configuration project aimed at adapting the platform to the specific needs of its international admission process.

Unlike a standard software implementation, the configuration required the translation of complex academic and administrative admission procedures into a digital workflow capable of supporting approximately 70 study programmes, including Bachelor's degrees, Master's degrees and Single-Cycle Master's degrees offered in both Italian and English. The objective was not simply to migrate an existing process into a new system, but rather to redesign and standardize admission procedures while preserving the flexibility required by different academic programmes.

The implementation involved a close collaboration between the International Students' Admission Office (ISAO), academic departments, teaching committees, ICT services, and the Move-IN technical team.

Designing the Student Application Form

One of the most important and time-consuming phases of the project was the design and configuration of the application form from the applicant's perspective.

The admission form had to collect all information necessary for both academic assessment by programme committees and administrative verification by the admission office. As a result, each section of the application was carefully reviewed and customized to ensure that applicants provided complete and relevant information from the beginning of the process.

The application form was structured to collect:

- Personal and contact information;
- Nationality and visa-related data;

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- Educational background and qualifications;
- Language certifications and language proficiency information;
- Academic transcripts and grading scales;
- Motivation and additional supporting documentation;
- Professional experience, where relevant;
- Programme preferences and application choices.

Particular attention was dedicated to the configuration of language requirements. Given the diversity of programmes offered by UNIVPM, language requirements vary significantly depending on the teaching language and programme level. English-taught programmes generally require English proficiency, while Italian-taught programmes require Italian language competence and, in some cases, additional foreign language knowledge.

Consequently, the language section of the application form required extensive customization. Different options, accepted certificates, exemption categories, and verification methods had to be configured to reflect the specific requirements established by each programme and faculty. This work ensured that applicants could only select relevant options and upload appropriate documentation, reducing errors and facilitating subsequent verification procedures.

In parallel, specific document upload requirements were configured to ensure that applicants submitted all documentation necessary to evaluate both the academic suitability and the formal validity of their qualifications.

Configuring Academic and Administrative Workflows

A second major phase concerned the configuration of the internal workflow used by academic committees and administrative staff.

UNIVPM follows a two-step admission model. First, academic committees evaluate the applicant's educational background, academic preparation, and consistency with the chosen programme. Subsequently, the International Students' Admission Office performs a formal verification of qualifications, language certificates, authenticity requirements, and compliance with national regulations.

To support this process, the back-office environment was extensively customized.

Different user profiles and permissions were configured to ensure that each committee could access only the applications related to its own programmes. At the same time, administrative staff required broader visibility to monitor the overall process and perform credential evaluations.

Special attention was devoted to configuring the information displayed within each application. Since academic evaluators and admission officers focus on different aspects of a candidate's profile, it was necessary to identify the key data fields that should be immediately visible when reviewing an application. These included academic qualifications, transcripts, GPA information, language certifications, programme selection, and applicant status.

Custom views and filters were also configured to allow users to search, sort, and analyse applications according to different parameters. This functionality became particularly important considering the high volume of applications managed every year.

Status Management, Checklists and Automated Communications

An essential element of the configuration process was the definition of admission statuses and related workflows.

The admission process requires continuous interaction between academic committees, administrative staff, and applicants. To facilitate this interaction, a structured system of internal and public statuses was created.

Internal statuses were designed to support workflow management between committees and the admission office, while public statuses were visible to applicants and triggered specific communications.

For each public status, automatic email notifications were configured. These communications inform applicants about the outcome of their evaluation, requests for additional documentation, interview invitations, admission decisions, or rejection outcomes. Considerable effort was dedicated to ensuring that messages were clear, consistent, and adapted to different admission scenarios.

At the same time, a comprehensive checklist system was developed to support administrative verification procedures. The checklist allows admission officers to monitor the completeness of documentation, verify language requirements, assess qualification authenticity, and track any missing elements before a final decision is issued.

The implementation of automated communications significantly reduced manual work while improving transparency and response times for applicants.

Document Templates and Admission Letters

Another important component of the project was the configuration of document templates generated automatically by the platform.

Before the implementation of Move-IN, many admission documents required manual preparation and customization. The new system allowed UNIVPM to standardize the production of official documents while ensuring consistency and compliance with institutional requirements.

Several templates were created and configured, including:

- Admission letters;
- Conditional admission letters;
- Communication templates for rejected applications;
- Interview invitations;
- Requests for document integration.

These templates automatically retrieve information directly from the application record, reducing the risk of errors and considerably accelerating administrative procedures.

Conclusion

The implementation of Move-IN at UNIVPM was much more than a technological migration. It represented a comprehensive exercise in process analysis, standardization, and digital transformation.

The configuration required the translation of a complex admission ecosystem involving approximately 70 study programmes into a structured digital environment capable of supporting both academic and administrative evaluations. Particular effort was dedicated to designing the student application form, customizing language requirements, configuring back-office workflows, defining status management procedures, creating verification checklists, and automating communications and document generation.

As a result, UNIVPM successfully transformed Move-IN into a fully customized admission platform aligned with institutional regulations, programme-specific requirements, and the growing needs of international student recruitment. The new system now provides a more efficient, transparent, and scalable framework for managing international admissions while supporting both applicants and staff throughout the entire admission process.