

May 2012 Update - Student Services



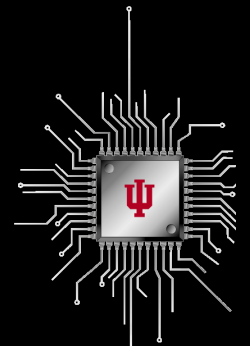
...Single Point of Service

Progress since March

Student Services Focus Groups (initial round)

Planned and conducted 4 focus groups in mid April

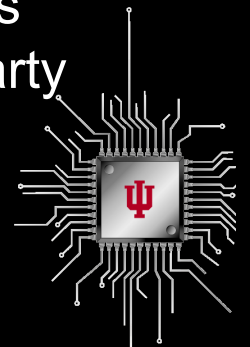
- 19 students total across 4 groups
 - 10 undergrad, 9 graduate
 - 8 Male, 11 female
- Common Themes and Participant Suggestions (see document – Student Services Focus Groups.docx)



Progress since March

Card sort exercise – Common categories

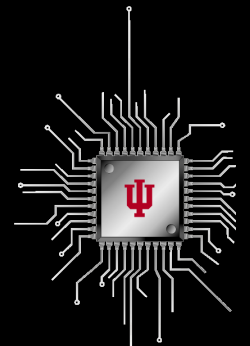
- **Academics** – Register for classes, holds on my record, degree progress, my class schedule, drop/add, my classes, course announcements
- **Housing** – RPS housing application, damage appeals, residential early arrival
- **Getting around Campus/Transportation** – Campus maps, parking permits, bus schedules
- **Calendar of Events** – Extra curricular activities, around town, my involvement, my calendar, IMU movies, IU auditorium
- **My Finances/money** – pay my bill, add funds to campus access, campus access balance, meal point balance, 3rd party access, direct deposit, student loans,



Progress since March

Interns

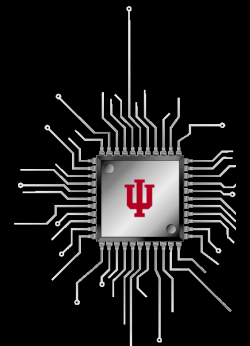
- Intern proposal developed and approved.
- OVPUE providing funding for 4 interns to work from May through the early August.
- Interns interviewed and 4 hired.
 - Maria Atkinson (undergrad) - started last week
 - Sean Connolly (grad) and Chad Nobbe (undergrad) - started this week
 - Mengyao Zhao (grad) - starting next Monday



Progress since March

Interns

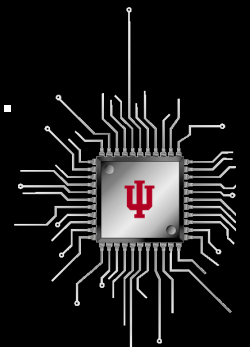
- Background & context
 - Roadmap document
 - Board of Aeons Report
 - UITS User Survey
 - SPOS
 - Focus group data
- Research
 - Online research of student portals



Board of Aeons Report

Problem 1 – Inefficiency and Complexity of IUs Navigational Tools - OneStart

- Too many links (~508 for a typical student) – Too much text.
- Duplication of content.
- Labeling is not intuitive.
- Categories (top level tabs, sidebar sections) are not clear.
- Too many content owners individually publishing content to OneStart and no one with authority to approve/disapprove content changes or additions.
- Lack of a designated student representative or organization accountable to the student body.



Board of Aeons Report

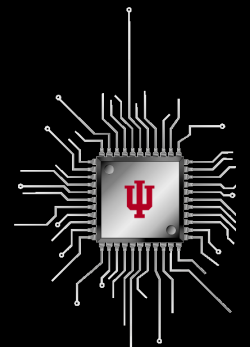
Recommendations

Short-term (page 17)

- Reevaluate the organization, content, and functionality of OneStart, directed by well-informed student input.
- Empower OneStart staff to coordinate publication to and organization of OneStart.

Long-term (page 18)

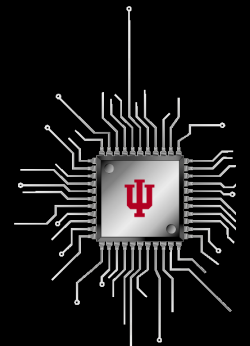
- Develop a one-stop portal that consolidates student service, integrates relevant information and personalizes the student experience.



Board of Aeons Report

Problem 3 – Absence of an Empowered Leader and Unified Strategic Vision for Student Facing IT

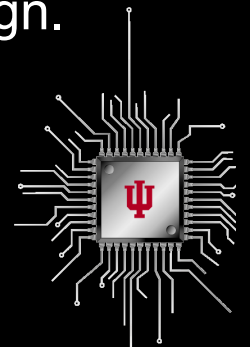
- Lack of a single vision across services and departments or a unit to be responsible for the creation of such a vision.
- Lack of a unit empowered with the necessary authority to implement the vision.
- Lack of student involvement in the decision making and prioritization process.



Board of Aeons Report

Recommendations (pages 39-41)

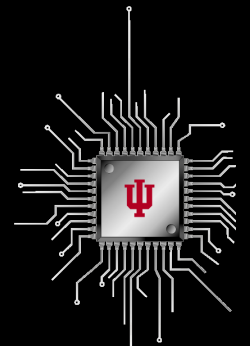
- Create a committee in charge of the vision for student-facing IT chaired by the CIO; make it accountable to a decision-maker who can implement the vision.
 - The committee will shape a vision for the future of student-facing IT and ***consolidate currently discrete IT projects.***
- Create a student advisory group that actively contributes to the vision of student-facing IT.
 - Students should be involved in all levels of IT projects, including prioritization, design, execution, and post-design.



Moving Forward – Options

Optimal solution – our recommendation

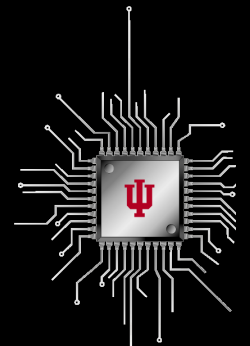
- Create a new, consistent, single frontend system for student-facing services.
- Pull data from existing systems to display within the new environment.
- Organize content to assist users in completing necessary tasks – pulling in data regardless of where it is housed.



Moving Forward – Options

Optimal solution – benefits

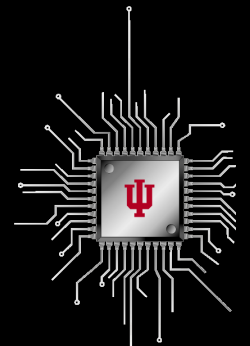
- Consistent look & feel and navigational structure for the user.
 - Reduces learning curve
 - Reduces user frustration
 - Increases user satisfaction & efficiency
- Categorization – call it what it is
 - Increased ease of use and understanding.
- Task based organization – what does the user want to do?
 - Provides the user with necessary information when and where they need it.
 - Eliminates lists of links that users are expected to sort through.



Moving Forward – Options

Optimal solution – benefits

- Isolates the user from backend changes when system are upgraded or replaced.
 - Necessary system upgrades do NOT have to negatively impact the end users.
 - Reduced support calls as most changes would be largely unseen by the user.
 - Reduced need to update training/orientation materials
- Ease of porting data to other platforms (mobile, tablet, etc.)



Moving Forward – Options

Marginal improvement

- Remove unnecessary and/or redundant links
- Reorganize content and relabel tabs
- Create dashboard interfaces similar to the employee center.

Benefit:

- Significant improvement over current interface that is mostly lists of links
- Better labeling and categorization will improve usability

Drawbacks:

- Still pops the user out to the backend systems for most tasks.
- users still affected by upgrades and system changes.
- Differing look & feel and navigational structure for each system
- User still will need to locate necessary information/data across multiple systems.

Options

Single Point of Service Portal

Welcome Cindy Student!
[Logout](#)

Email

My Classes

Library

My Finances

Important Dates

B373
2/12 - Review Session
2/17 - Unit Exam

P335
2/13 - Unit 3 Exam

C335
2/16 - Project 3 Kick-off!

B365
2/17 - assignment 4 due
2/17 - Quiz

New Resources

B373
[Unit Exam Review Sheet](#)

My Class Records

View Courses:
 All Completed

- [Alphabetical List View](#)
- [By Semester View](#)

Registration

Your registration appointment is on Tuesday, March 24, 2009 at 9:15 AM

[Review Schedule of Classes](#)

[My Degree Progress](#)

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IU Billing

Billing Calendar | Payment Options | Direct Deposit | Statements

Billing Calendar

Online Bills Available	Payment Due Dates
April 12, 2009	May 10, 2009
May 25, 2009	June 10, 2009
June 22, 2009	July 10, 2009
July 27, 2009	August 10, 2009
August 24, 2009	Sept. 10, 2009
Sept. 21, 2009	October 10, 2009
October 19, 2009	Nov. 10, 2009
Nov. 23, 2009	Dec. 10, 2009
Dec. 21, 2009	Jan. 10, 2010
Jan. 25, 2010	Feb. 10, 2010

Financial Aid

Campus Access Card/JagTag

Account Activity | Monthly Statements | **Deposit Funds**

Credit Card Information

Mastercard, Visa, Amex, and Discover accepted

Name on card:
 First: Last:

Credit Card Number:

Expiration Date:
 -

Amount to Deposit

Note: This transaction will incur a \$2 administrative fee. For example, if you add \$200 to your account, your credit card will be charged \$202.

iBucks

TIME Portal

- Services & Information
- Student Information
- Snapshot
- Payroll Information
- Emergency Notification

- Apply for Admission
- Citizenship Verification
- Immunization Compliance
- Interagency Transfer
- (Start Services, International)
- Final Exam Schedule
- Request Campus Administrators Info
- How will my Undergraduate courses transfer?
- Course Descriptions
- Employment Verification (IU Bloomington)
- Good Student (3.0 GPA) Verification (IU Bloomington)

No action is required at this time.

** Complete details available in the Student Center. Information current as of March 02, 2012 at 9:47 AM.

MORE INFO: [IUTS Support Center](#)

IU Notify

Because timely, reliable communications are critical in emergency situations, the University must have current contact information for all students, faculty, staff, and long-term visitors. It is VERY important that you periodically review and update your University and personal contact information.

Click here to update your contact information: [IU Notify](#)

MORE INFO: [IUTS Support Center](#)

Campus Services

IU Bloomington

General

- Campus Access Card
- Bookstore/Textbook Reservation
- Buy Tickets to IU Auditorium events
- Buy Bloomington Parking Permit
- myInvolvement

Learning

- Student Academic Center
- Math Learning Center
- Academic Support Centers
- Writing Tutorial Services

Residential

- Early Arrival
- RPS Damage Appeals
- RPS Housing Applications
- RPS Meal Point Balance

MORE INFO: [IUTS Support Center](#)

SPOSI my profile

My Classes

Student Life

Communications

Money Matters

Academic Tracking

Campus Services

fall 2009

summer 2009

spring 2009

fall 2008

spring 2008

fall 2007

E301 - Literatures in English to 1600

L653 - American Literature 1800-1900

W103 - Introductory Creative Writing

Overview | Syllabus | Assignments | Exams | Class Chat | Current Grade

When - MWF 2-3pm

Where - FIN 324

Brief Description - ctor, nibh sed volutpat pellentesque, lectus condimentum felis, sit amet accumsan leo dui ut ligula. Pellentesque convallis. Duis dapibus neque sed

Drop this class? [go >](#)

[my instructor](#)

W30 - Writing Fiction

Current OneStart

Discussion

