

Leveraging Technological Opportunity to Enhance Student Success

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INFORMATION SYSTEMS
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Student Communication Technology
Program Kick Off
October 2012

Content Overview

- Discussion Paper Background
- Research & Consultation Process
- Highlights & Key Findings
- Next Steps

The Discussion Paper Process

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What is a discussion paper?

A discussion paper is intended to be a guide that is used to:

- identify and solve a problem
- educate readers
- solicit feedback and response
- help people make decisions
- serve as a consultation tool

Purpose

- Start the discussion around strategies to improve students' technological experience
- Adopt a client-driven approach to technology advancement by engaging clients in prioritization
- Inform high level priorities and requirements for the Student Communication Technology Program
- Provide research to other student service units on campus that have an interest in leveraging technology to perform their core functions

Areas of Focus

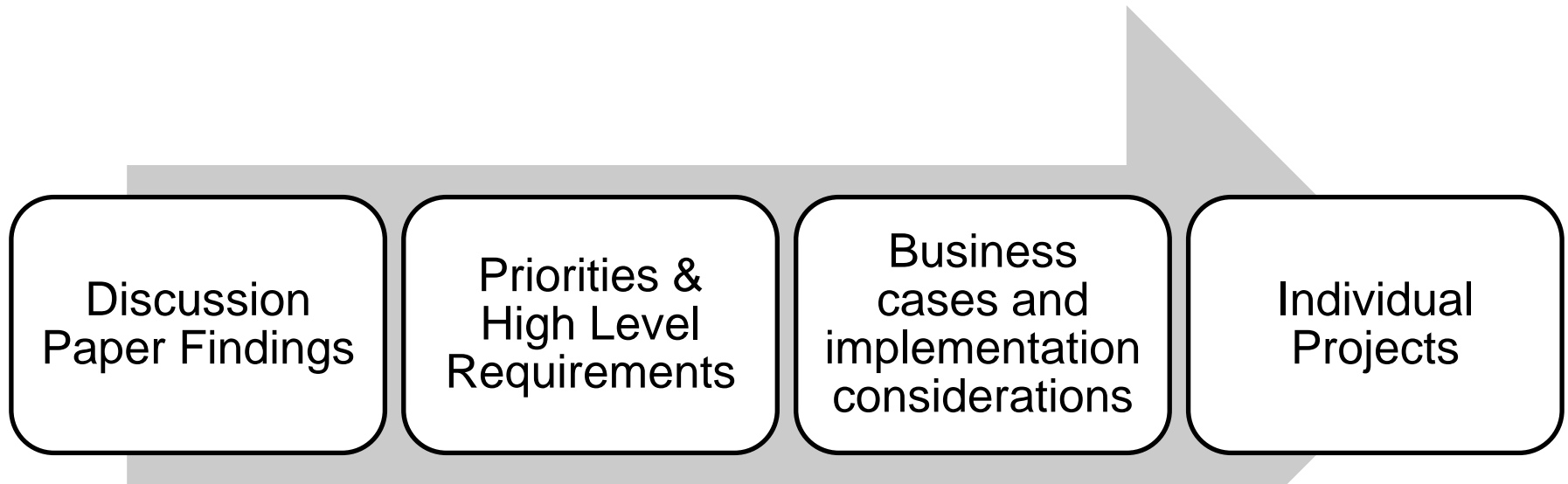
Primary:

- Student Portals / Student Communication
- Mobile Web Access
- Mobile Solutions
- Student Innovation

Secondary:

- Infrastructure Considerations
- Policy Considerations

How will findings be integrated?



- Continual User/Client Engagement to refine requirements -

Research Process

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Research Process

- Primary research: consultation with students, student developers, and stakeholder units on campus
 - What technologies and features are most important to students?
 - How can student developers be better leveraged on campus?
 - What do stakeholder units on campus need to better serve students?
- Secondary research:
 - What are other leading institutions in North America doing?
 - What are emerging best practices in the sector?
 - What unique opportunities exist for Waterloo?

Guiding Principles

- All decisions related to the technological offerings for students should be made using strong student consultation practices. Students should have the ability to influence the development and deployment of new technologies wherever possible.
- The on-campus technological experience could be significantly improved by adopting and refining a more client-driven approach to technology development.
- All members of the University of Waterloo community would require access to their core university information and services in a simple, reliable, consistent, and user-friendly manner.
- Technological platforms should play a critical role in achieving coordinated communications with students that is critical for improving student success and overall campus community engagement.

Guiding Principles Cont'd

- The technological experience would be enhanced by providing students with opportunities to actively participate in the shaping and development of campus technology as well as other innovative and experiential learning opportunities.
- A rich, development environment on campus would require access to accurate, relevant, and timely university data, accompanied by clear community guidelines for how the data can be accessed and used by individual developers.
- Adequate infrastructure should be deployed to support exceptional student technology experiences and to enable technological advancement at Waterloo.
- As the University of Waterloo community continues to engage in and evolve development opportunities, the approach to information security should be balanced such that the integrity of information security and privacy is upheld for all confidential or protected information without unnecessarily restricting more opportunities to access university data and information.

Research Highlights

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Student Portal

- Objective: provide a reliable and central location to all major student information services:
 - Single-sign-on access
 - Secure and private access
 - Effective two-way communication platform
 - Some level of customization and individualized information

Example: Arizona State

The screenshot displays the ASU MyASU Undergrad portal. At the top, the ASU logo and navigation links (ASU Home, My ASU, Colleges & Schools, A-Z Index, Directory, Map, Matthew, SIGN OUT) are visible. A search bar is located in the top right. The main content area is titled "Undergraduate" and is divided into several sections:

- Quick Links:** A vertical list of icons and links for My Gmail, My Docs, My Apps, My Files, My Sites, My Stuff (iGoogle), My Bookmarks, ASU on Facebook, Accounts & Resources, My Finances, Library, Transportation, Housing & Dining, Health & Wellness, Jobs & Careers, and Tutoring & Support.
- Weather:** A small weather widget showing current, today, and tomorrow's weather for Tempe, AZ.
- My Classes:** A table listing classes for Spring '10, Fall '10, Spring '11, Summer '11, and Fall '11. The table includes class numbers, titles, and instructor names.
- Announcements:** A section with a "Join the Inferno" announcement and a notice about Ayanna Thompson.
- ASU Events:** A section listing key dates such as "Aug 05 - Summer Complete Withdrawal Deadline" and "Aug 09 - Fall Tuition/Fee Payment Deadline".
- My Programs and eAdvisor:** A section with tabs for Programs, Find Programs, Guides & Tips, and Graduation. It lists programs like Global Health (BA) and Anthropology (Minor).
- My Tasks:** A section showing "HOLDS" and "TO DOs" with a "My Notes" box.
- My College of Liberal Arts and Sciences:** A section with a "Feature" box titled "Academic Success" and a photo of two students.

Mobile Web Access



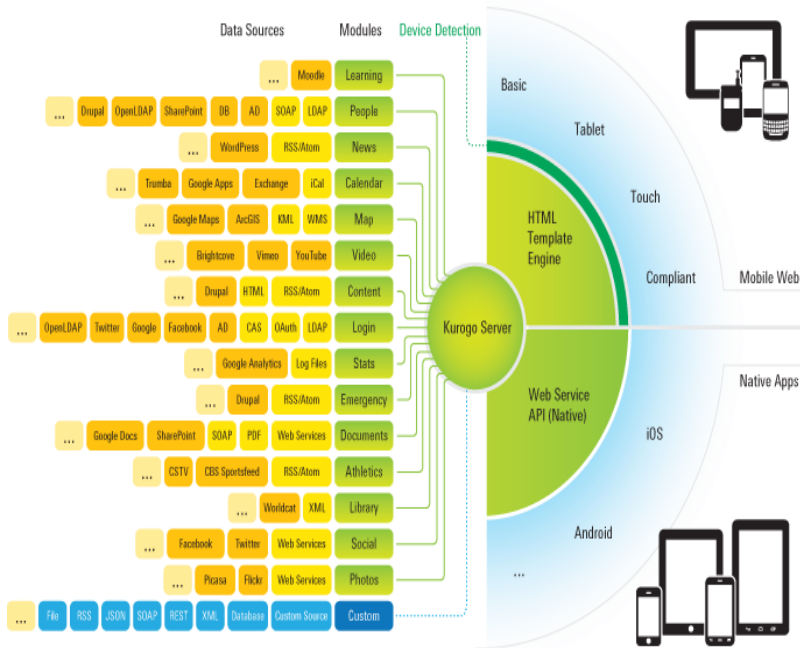
Objective: develop a mobile access strategy that ensures easy, ‘on-the-go’ access to important university information:

- Think “Mobile First” in content and information design
- Consider ‘One-hand-touch policy’ when designing mobile interface
- Mobile compatibility or responsive design are possible strategies for mobile access

Mobile Solutions

Objective: provide seamless mobile access to core university services and information systems

- Purchase a mobile platform from a tertiary partner to provide consistent and reliable access to core services
- Leverage the development platform to further objectives around opening data and fostering student-led application development

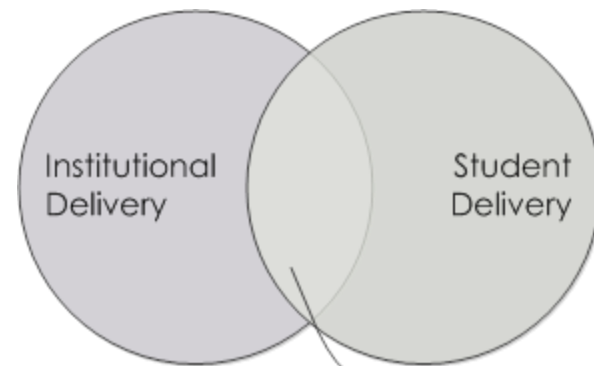


Source: <http://kurogo.org/technology/>

Student Development

Objective: Engage students in meaningful development opportunities that enhance the quality of technology on campus

- Reduce barriers to starting and sustaining student-led projects
- Build a developer repository to foster access to data and awareness of student development



Joint delivery of services from both uWaterloo and its students.

Infrastructure Considerations

Objective: Ensure that adequate infrastructure is in place to support rich web-based student services

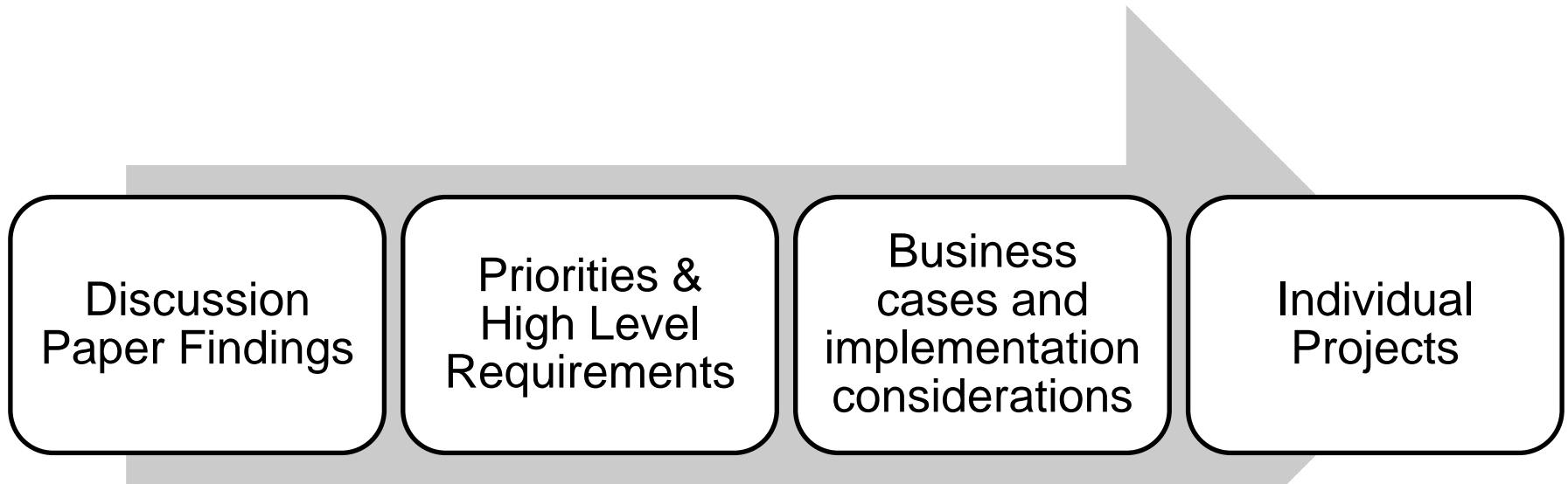
- Improve wireless and cellular access on campus
- Ensure that future wireless infrastructure can support student population growth and increased use and dependency upon wireless technology

Policy Considerations

Objective: Create a policy environment that is easy to understand and apply, and motivates innovation and collaboration

- Flexible IP policy that can respond to rapidly changing technology
- Ensure clear governance processes are in place to support community developed services
- Create simple developer guidelines to create comfort around policy compliance

Next Steps



- Continual User/Client Engagement to refine requirements -