True interactivity is not about clicking on icons or downloading files, it's about encouraging communication.

Ed Scholssberg, *2002*

Seamless Communications - Who Needs Paper!

Presented by:

Audrey Lindsay
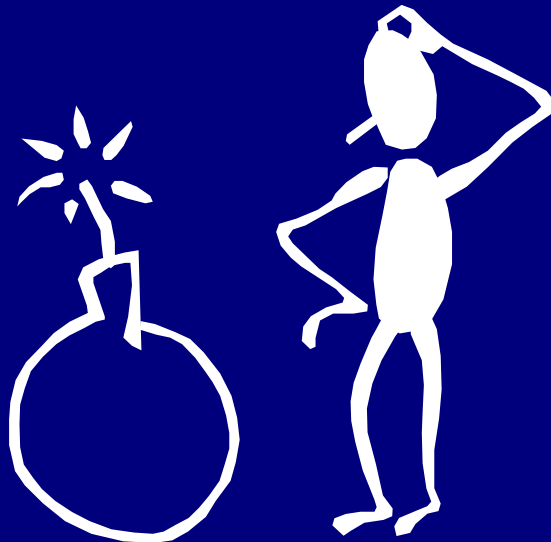
Associate Registrar, Director Student Systems

Cindy Nahm

Assistant Director of Records Services

Presentation Overview

- Challenges faced
- Design goals and solutions
- Observed benefits
- Lessons learned

Challenges Faced

Student Expectations

- 24/7 accessibility
- Real time response
- Internet and tech savvy
- Intuitive and easy to find

Administrative Culture

"Old habits die hard"

Challenges include
- Transition from old to new office procedures
- Learning curve with new software & technology

"The art of progress is to preserve order amid change and to preserve change amid order."

UBC's Organizational Structure

Decentralized institution with diverse needs

- 20 Faculties and Schools in Vancouver
- Multiple campuses

Wide variety of Users

- 2,300 administrative users
- 4,600 faculty/instructors
- 47,000 students
- 50,000 applicants

Design Goals and Solutions

General Systems Goals

- Distribute access as widely as possible
  - 24 x 7 x 365 access
  - All services real time over the Web

- Collect data once – at the source
  - If it isn't in the SIS – it doesn't exist

- Add value and reduce manual effort
  - Automate processes
  - Users shouldn't have to know all the rules
  - Personalize to the user

- Intuitive – many users don't want training

Key Items to Include

- **Dynamic search**
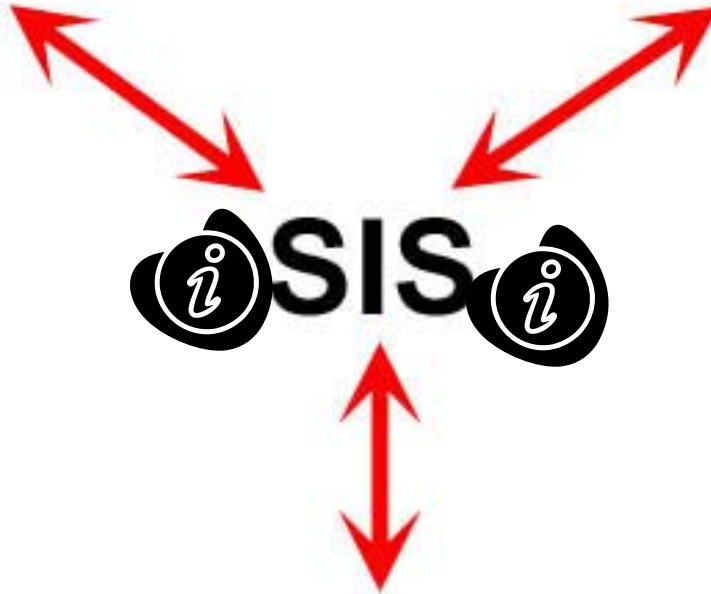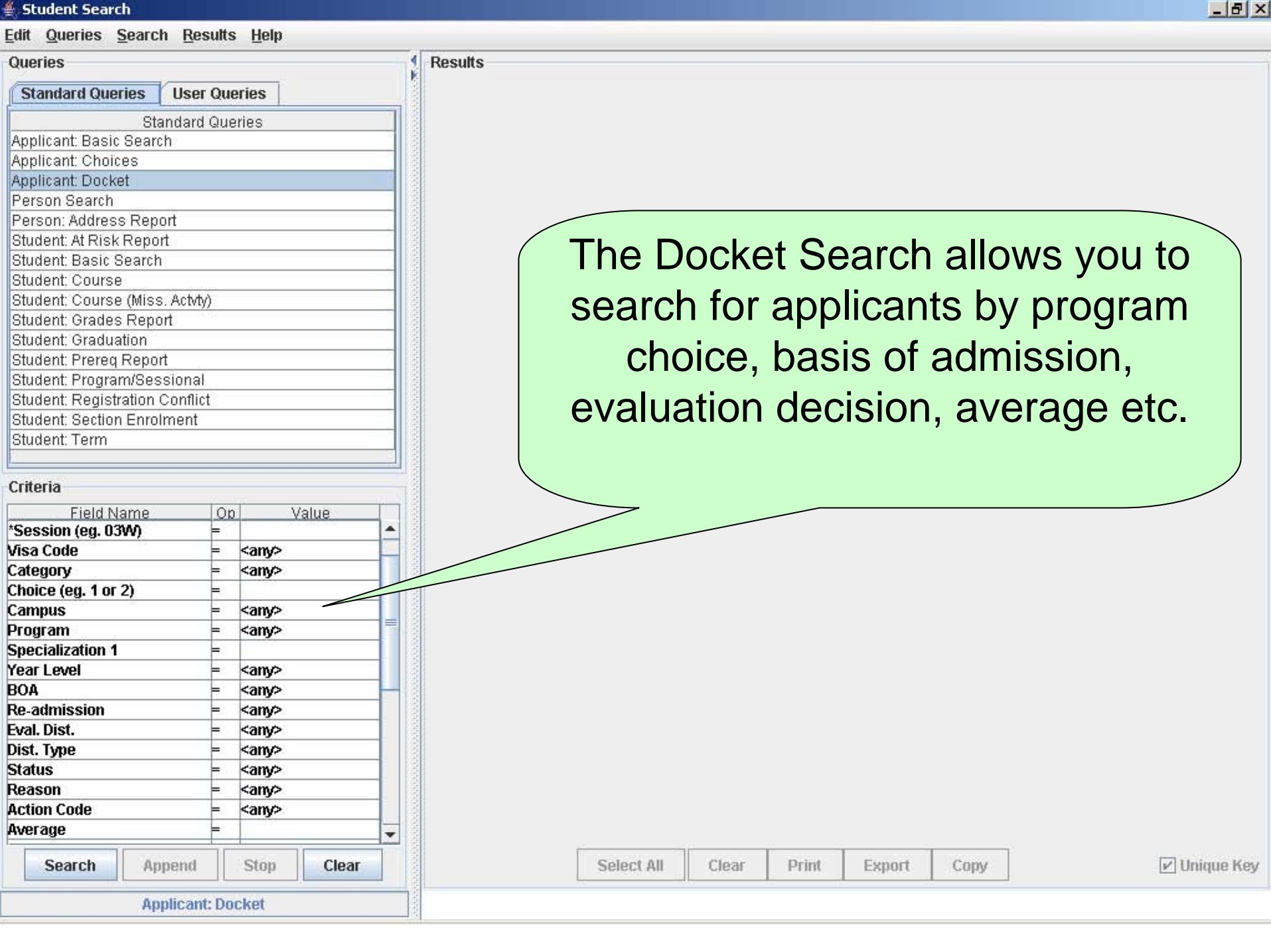 - For individual student
  - For groups of students
- **Built-in email send facility**
- **Store email attachments and pdf's**
- **Open philosophy**
- **Security**
- **Ability to filter correspondence**
- **Ability to record interactions**

Edit Queries Search Results Help

Queries

| Standard Queries | User Queries |

Standard Queries
Applicant: Basic Search
Applicant: Choices
Applicant: Docket
Person Search
Person: Address Report
Student: At Risk Report
Student: Basic Search
Student: Course
Student: Course (Miss. Actvty)
Student: Grades Report
Student: Graduation
Student: Prereq Report
Student: Program/Sessional
Student: Registration Conflict
Student: Section Enrolment
Student: Term

Criteria

Search   Append   Stop   Clear

Results

Dynamic Search:
multiple search queries with various
search parametres

Select All   Clear   Print   Export   Copy

☑ Unique Key

Edit Queries Search Results Help

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Student: Prereq Report
Student: Program/Sessional
Student: Registration Conflict
Student: Section Enrolment
Student: Term

Results

The Docket Search allows you to search for applicants by program choice, basis of admission, evaluation decision, average etc.

Criteria

Field Name	Op	Value
*Session (eg. 03W)	=	
Visa Code	=	<any>
Category	=	<any>
Choice (eg. 1 or 2)	=	
Campus	=	<any>
Program	=	<any>
Specialization 1	=	
Year Level	=	<any>
BOA	=	<any>
Re-admission	=	<any>
Eval. Dist.	=	<any>
Dist. Type	=	<any>
Status	=	<any>
Reason	=	<any>
Action Code	=	<any>
Average	=	

Search	Append	Stop	Clear

Applicant: Docket

Select All	Clear	Print	Export	Copy

☑ Unique Key

Edit   Queries   Search   Results   Help

Queries

| Standard Queries | User Queries |

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Choice (eg. 1 or 2)	=	
Campus	=	<any>
Program	=	<any>
Specialization 1	=	
Year Level	=	<any>
BOA	=	<any>
Re-admission	=	<any>
Eval. Dist.	=	<any>
Dist. Type	=	<any>
Status	=	<any>
Reason	=	<any>
Action Code	=	<any>
Average	=	

| Search | Append | Stop | Clear |

Applicant: Docket

Results

| Select All | Clear | Print | Export | Copy | ☑ Unique Key

Edit   Queries   Search   Results   Help

Queries

Standard Queries	User Queries

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Student: Grades Report
Student: Graduation
Student: Prereq Report
Student: Program/Sessional
Student: Registration Conflict
Student: Section Enrolment
Student: Term

Results

Criteria

Field Name	Op	Value
Student Number	=	
*Session Year (eg. 2003)	=	2005
Session Code	=	W
Category	=	
Program	=	BA
Program Version	=	
Year Level	>=	1
Registration Status	=	
Specialization (e.g. 001234)	=	
Specialization Version	=	
Prgm Entry Year (eg. 2003)	=	
Prgm Entry Session Code	=	
Sessional Average (eg. 75)	=	
Sessional Standing	=	
Eval Decision	=	
Surname	=	

Search	Append	Stop	Clear

Student: Program/Sessional

Select All	Clear	Print	Export	Copy

☑ Unique Key

Edit   Queries   Search   Results   Help

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Program Version	=	<any>
Year Level	>=	1
Registration Status	=	<any>
Specialization (e.g. 001234)	=	
Specialization Version	=	<any>
Prgm Entry Year (eg. 2003)	=	
Prgm Entry Session Code	=	<any>
Sessional Average (eg. 75)	=	
Sessional Standing	=	<any>
Eval Decision	=	<any>
Surname	=	

Search	**Append**	**Stop**	**Clear**

Student: Program/Sessional

Results

	Student N...	Surname	Given Names	Ses...	Se...	Program	Ye...	Regi S...	Prima...	Prim...	Birthdate
1	50494053	Test	Allison	2005	W	BA	3	ELIG	MAJ	ECPO	1976-01-01
2	01234566	Test	DAG BA	2005	W	BA	4	REGI	MAJ	ECON	1980-01-01
3	33335555	Test	Doris	2005	W	BA	3	ELIG	MAJ	ENGL	1955-10-01
4	19790000	Test	EN	2005	W	BA	3	ELIG	MAJ	CLAH	1979-04-17
5	33840059	Test	Erina	2005	W	BA	1	ELIG			1979-04-17
6	98765432	Test	Erina	2005	W	BA	1	ELIG			1979-04-17
7	19793333	Test	Erina	2005	W	BA	4	ELIG		IDST	1979-04-17
8	19790417	Test	Erina	2005	W	BA	2	ELIG			1979-04-17
9	19790009	Test	Erina	2005	W	BA	3	ELIG			1980-01-01
10	19790011	Test	Erina	2005	W	BA	3	ELIG			1980-01-01
11	44445559	Test	George Çosa W...	2005	W	BA	1	ELIG			1990-01-01
12	24186959	Test	Heather	2005	W	BA	4	ELIG	MAJ	STAR	4000-01-01
13	66655988	Test	James	2005	W	BA	4	ELIG	MAJ	WMST	1975-01-18
14	79031050	Test	Senate	2005	W	BA	3	REGI		UNKN	1980-06-02
15	69758043	Test	Test 1	2005	W	BA	3	ELIG		UNKN	1986-06-06
16	65017881	Test	Tina Turner	2005	W	BA	3	ELIG	MAJ	BIOL	1966-06-06
17	22225555	Test	UBCV CWL	2005	W	BA	1	ELIG			1980-01-01
18	19790010	Test	Viewlet Demo	2005	W	BA	3	ELIG			1980-01-01
19	19799998	Test	Viewlet Demos	2005	W	BA	3	ELIG	MAJ	RELG	1967-01-11

Select All	**Clear**	**Print**	**Export**	**Copy**	☑ Unique Key

Total records: 19; Program=BA, Session Year=2005, Session Code=W;
Year Level>=1,   Execution time: 3.043 sec.

Student Search

Edit   Queries   Search   Results   Help

Queries

Standard Queries	User Queries

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Program	=	BA
Program Version	=	<any>
Year Level	>=	1
Registration Status	=	<any>
Specialization (e.g. 001234)	=	
Specialization Version	=	<any>
Prgm Entry Year (eg. 2003)	=	
Prgm Entry Session Code	=	<any>
Sessional Average (eg. 75)	=	
Sessional Standing	=	<any>
Eval Decision	=	<any>
Surname	=	

Search   Append   Stop   Clear

Student: Program/Sessional

Select All   Clear   Print   Export   Copy   ☑ Unique Key

Total records: 19; Program=BA, Session Year=2005, Session Code=W;
Year Level>=1,   Execution time: 3.043 sec.

Student Search

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Sessional Standing	=	\<any\>
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Search **Append** **Stop** **Clear**

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19	22225555	Test	UBCV CWL	2005	W	BA	1	ELIG			1980-01-01

Select All **Clear** **Print** **Export** **Copy** ☑ Unique Key

Total records: 19; Program=BA, Session Year=2005, Session Code=W;
Year Level>=1,   Execution time: 3.043 sec.

File Student Award Course Preferences SISC-Help

Academic ▶
Admissions ▶
Applicant ▶
Biographic ▶
Carding ▶
Communications ▶
Financial ▶
Graduation ▶
Registration ▶
Utilities

ame: First Name: ● Search Student Domain
○ Search Applicant/Prospect Domain

Load File Search |< << of >> >|

efresh Print Copy Save Print Formatted Admin Lookup

Batch Evaluation ▶
Bulk Term Evaluation
E-mail ▶   Send to Selected Search Results...
Graduation Status Change   Send to Current Student...
Imagine Data   Send to Students in File...
Person Entry   Save for Selected Search Results...
ROD Time
Student Search

AWARD
COURSE
STUDENT

File Student Award Course Preferences SISC-Help

Student No: Last Name: First Name: ● Search Student Domain

○ Search Applicant/Prospect Domain

Load File Search |< << 1 of 51 >> >|

A W A R D

C O U R S E

S T U D E N T

Remove Tab   Refresh   Prin.

Send E-Mail   ✕

Enter an email address in the From: field. You must enter a Subject: and a Message:
The CC: and BCC: fields are optional. Use a semicolon (;) to separate addresses in a list.

To: 7 student(s)

From: Enter from e-mail address

CC:

BCC:

Subject:

Attachment

Message:

Send   Cancel

2006-04-25 14:37 RO01 Time Remaining: 29

File   Student   Award   Course   Preferences   SISC-Help

Student No: Last Name: First Name: ⦿ Search Student Domain
                                            ○ Search Applicant/Prospect Domain

Load File   Search |< << 1   of   51   >> >|

A W A R D

Remove Tab   Refresh   Prir

Send E-Mail   ✕

Enter an email address in the From: field. You must enter a Subject: and a Message:
The CC: and BCC: fields are optional. Use a semicolon (;) to separate addresses in a list.

C O U R S E

To: 7 student(s)

From: cindy@ubc.ca

CC:

BCC:

S T U D E N T

Subject: Greetings

Attachment

Message:

Hello,

Greetings from UBC!

Cheers,
Cindy

Send   Cancel

2006-04-25 14:39 RO01 Time Remaining: 28

File   Student   Award   Course   Preferences   SISC-Help

Academic	▶
Admissions	▶
Applicant	▶
Biographic	▶
Carding	▶
Communication	
Financial	▶
Graduation	▶
Registration	▶
Utilities	▶

ame: First Name: ● Search Student Domain
○ Search Applicant/Prospect Domain

Load File   Search |<   <<   1   of   >>   >|

efresh   Print   Copy   Save   Print Formatted   Admin Lookup

55667788 Test, Winnie Mouse

Batch Letter
Communication Tracking

UBC SISC (Student Information Service Centre) - SISDEVL

File   Student   Award   Course   Preferences   SISC-Help

Student No: Last Name: First Name: ◉ Search Student Domain
                                          ○ Search Applicant/Prospect Domain

Load File   Search |< << 1   of   >> >|

Remove Tab   Refresh   Print   Copy   Save   Print Formatted

55667788 Test, Winnie Mouse

Communication Tracking

Create New: [ ] ▼

Filter Interactions

By Date:

From: 2005-08-29   [...]

To: [ ]   [...]

By Type:

< All Types >
Appointment
Drop-In
Email

Search Subject field for:

[ ]

Date	Type	Attachmen...	Subject	Status	Sender	Receiver
2006-02-16	Email	No	International House Focus Group -...	Received	emkm	cindy.nahm@ub
2006-02-14	Email	No	Outstanding Tuition Fees	Received	si50	cindy.nahm@ub
2006-02-06	Email	No	Reminder - UBC Tuition Due Date ...	Received	si50	cindy.nahm@ub
2006-02-03	Email	No	Update from Science Advising	Received	nmar	cindy.nahm@ub
2006-02-01	Email	No	Application to the University of Briti...	Received	ao04	Winnie Test
2006-01-31	Email	No	Special Event for Science Undergr...	Received	csgv	cindy.nahm@ub
2006-01-27	Email	No	Saturday @ the Cemetery 2	Received	rgar	cindy.nahm@ub
2006-01-27	Email	Yes	Saturday @ the Cemetery	Received	rgar	cindy.nahm@ub
2006-01-26	Email	No	ELECTION DAY, Friday January 27th	Received	bole	cindy.nahm@ub
2006-01-24	Email	No	Special Event for Science students	Received	csgv	cindy.nahm@ub

Reset   Filter

2006-04-26 13:43 RO01 Time Remaining: 28

Open Communication Philosophy

- **Open communication**
  - Information is open to all Faculties
  - Students are mobile
- **Security**
  - Highly sensitive data is hidden
    eg. financial aid or disability information
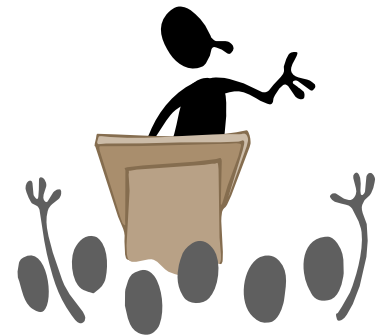 - A balance between what to see and to hide

Training and Support

- **Monthly Sessions**
  - ☐ Overview of systems capabilities
  - ☐ Overview of what everyone else is doing
- **Special Sessions**
  - ☐ Focused on new functionality
  - ☐ Just-in-time training to support annual processes

Email Strategy

- Email addresses are blind carbon copied. (FOIPOP)

- To accommodate email volume, bulk emails are sent in small packets

- Push-Pull email strategy. Emails are sent to the student's email account and logged in the SSC message centre.

UBC
THE UNIVERSITY OF BRITISH COLUMBIA

STUDENT SERVICE CENTRE

Login/Logout

Remember to logout when you're done.

LogOut

myServices

Personal Information
Address Change
Email Change
Correspondence Archive
Emergency Contacts
Third Party Authorizations

Registration
Course Schedule
Degree Navigator-Vancouver
Degree Navigator-Okanagan
Standard Timetables
MyTimetable
MyExam Schedule
Registration
Specialization List

Records
High School Record
Grades
Sessional Grade Report
Transfer Credit
Transcript Request

Applications
Housing

Messages

Registration Opening Date(s) for 2006 Summer
You are currently able to register in the B.Sc. program at UBC Vancouver.

Registration Opening Date(s) for 2006 Winter
Your first day to register in the B.Sc. program at UBC Vancouver is 07 Jun 2006. (Note: Winter registration open dates are subject to change as faculties review the academic progress for continuing students and new grade information arrives for new students. Summer registration dates are not affected by this process.)

Financial Hold
You currently have a financial hold on your account due to outstanding tuition and/or student fees. You may use myFinancial Account to make immediate payment.

Tuition and Education Amounts Certificate
Your REVISED T2202A Tax form - Tuition and Education Amounts Certificate, is ready for viewing

Information

Self-Admission update
The self-admission system is now closed for 2006. If you are a BC or Yukon high school student who has applied to UBC, we will receive your high school course and grade information directly from the Ministry of Education by mid-May. If you have not yet reported your high school courses and grades to UBC, your application will be evaluated based on the information we receive from the Ministry of Education. Please continue to check the SSC for updates to your application status.

Admission Acceptance Form for International Students and Canadians Abroad
The Admission Acceptance Form for International students and Canadians studying abroad is available **here**.

T2202A Income Tax Receipts
T2202A tax forms for the 2005 tax year are available for printing via the Student Service Centre.

Featured Services:

Emergency Contact: You may provide UBC with the name and contact information of

Quicklinks
SSC help
Forgot your CWL ID?
Password problems?
UBC Vancouver Exam Schedule
UBC Okanagan Exam Schedule
SSC tutorials
How to pay your tuition
Free UBC email account
myUBC

Free antivirus software

UBC
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STUDENT SERVICE CENTRE

Login/Logout

Remember to logout when you're done.

LogOut

myServices

Personal Information
Address Change
Email Change
Correspondence Archive
Emergency Contacts
Third Party Authorizations
Registration
Course Schedule
Degree Navigator-Vancouver
Degree Navigator-Okanagan
Standard Timetables
MyTimetable
MyExam Schedule
Registration
Specialization List
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Sessional Grade Report
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UBC Okanagan Exam Schedule
SSC tutorials
How to pay your tuition
Free UBC email account
myUBC

Free antivirus software

UBC
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Tuesday May 9, 2006   ☒ Close Window

Correspondence Archive

	🖨 **Upcoming March events and deadlines**	March 07, 2006	Received	UBC
	🖨 **Opportunities for Science students – SUS messages and others**	March 06, 2006	Received	UBC
	🖨 **April Exam Preparation and Pharmacy Info Night**	March 03, 2006	Received	UBC
	🖨 **Summer Session Registration Information**	March 03, 2006	Received	UBC
	🖨 **UBC International Week 2006**	March 02, 2006	Received	UBC
	🖨 **Reminder: Upcoming events**	February 27, 2006	Received	UBC
	🖨 **Beyond First Year and Academic Coaching**	February 21, 2006	Received	UBC

Subject: Summer Session Registration Information
From: UBC
Reply-To: records.inquiry@ubc.ca

Dear Student

Planning on registering for courses this summer? If so, please login to the Student Service Centre at http://students.ubc.ca/ssc or the Course Schedule at https://courses.students.ubc.ca/cs/main to check your registration date and time.

A non-refundable deposit must be paid prior to registration. EFT (Electronic Funds Transfer) and Credit Card payments may be made on line by accessing My Financial Account on the Student Service Centre. For other payment methods go to http://students.ubc.ca/finance/fees.cfm

If you do not plan on registering for courses this summer, please disregard this email and ignore the deposit item that appears on My Financial Account.

The Summer Supplement can be found at http://students.ubc.ca/calendar/summer/

Have questions? Contact us by email at records.inquiry@ubc.ca or phone our Registration Support Staff at 604.822.2844.

Record Other Correspondence

Record

- In person appointments
- Letters
- Incoming email
- Phone calls
- Advice or decisions

File   Student   Award   Course   Preferences   SISC-Help

Student No: Last Name: First Name: ● Search Student Domain

○ Search Applicant/Prospect Domain

Load File   Search |< << 1 of >> >|

Remove Tab   Refresh   Print   Copy   Save   Print Formatted

55667788 Test, Winnie Mouse

Communication Tracking

Create New: ▼

Filter Interactions

By Date:

From: 2005-08-29   ...

To: ...

By Type:

< All Types >
Appointment
Drop-In
Email

Search Subject field for:

Date ▽	Type	Attachmen...	Subject	Status	Sender	Receiver
2006-02-16	Email	No	International House Focus Group -...	Received	emkm	cindy.nahm@ubc
2006-02-14	Email	No	Outstanding Tuition Fees	Received	si50	cindy.nahm@ubc
2006-02-06	Email	No	Reminder - UBC Tuition Due Date ...	Received	si50	cindy.nahm@ubc
2006-02-03	Email	No	Update from Science Advising	Received	nmar	cindy.nahm@ubc
2006-02-01	Email	No	Application to the University of Briti...	Received	ao04	Winnie Test
2006-01-31	Email	No	Special Event for Science Undergr...	Received	csgv	cindy.nahm@ubc
2006-01-27	Email	No	Saturday @ the Cemetery 2	Received	rgar	cindy.nahm@ubc
2006-01-27	Email	Yes	Saturday @ the Cemetery	Received	rgar	cindy.nahm@ubc
2006-01-26	Email	No	ELECTION DAY, Friday January 27th	Received	bole	cindy.nahm@ubc
2006-01-24	Email	No	Special Event for Science students	Received	csgv	cindy.nahm@ubc

Date: 2006-01-31 04:51 PM   Type: Email   Status: Received

Description: Special Event for Science Undergraduate Students

Sender   **Receiver**
Name: csgv   Email: cindy.nahm@ubc.ca
Email: undergrad-info@cs.ubc.ca

Subject:
 Special Event for Science Undergraduate Stud(ent)s
Reply To:
 undergrad-info@cs.ubc.ca
Number of Recipients:
 1220
Message:
 Greetings Science Undergraduate Students,

 Technology has impacted the delivery of medicine, health care and biological research. As science students, we think you
 might like to get the inside scoop from a medical doctor who can explain how.
 Dr. Kendall Ho, Associate Dean of Medicine, will speak about this topic. He'll be joined by computer science professor
 Tamara Munzner who is currently working with evolutionary biologists on a visualization system using her specialization in a
 new field of graphics called Information Visualization.

Reset   Filter

File   Student   Award   Course   Preferences   SISC-Help

Student No: Last Name: First Name: ● Search Student Domain

○ Search Applicant/Prospect Domain

Load File   Search |<   <<   1   of   >>   >|

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55667788 Test, Winnie Mouse

Communication Tracking

Create New: [   ]

Filter Interact

Description

By Date:

From: 2005-0

| Appointment |
| Drop-in |
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| Phone Call |

To: [   ]

By Type:

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Search Subject field for:

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Date	Type	Attachmen...	Subject	Status	Sender	Receiver
2006-02-16	Email	No	International House Focus Group -...	Received	emkm	cindy.nahm@ub(
2006-02-14	Email	No	Outstanding Tuition Fees	Received	si50	cindy.nahm@ub(
2006-02-06	Email	No	Reminder - UBC Tuition Due Date ...	Received	si50	cindy.nahm@ub(
2006-02-03	Email	No	Update from Science Advising	Received	nmar	cindy.nahm@ub(
2006-02-01	Email	No	Application to the University of Briti...	Received	ao04	Winnie Test
2006-01-31	Email	No	Special Event for Science Undergr...	Received	csgv	cindy.nahm@ub(
2006-01-27	Email	No	Saturday @ the Cemetery 2	Received	rgar	cindy.nahm@ub(
2006-01-27	Email	Yes	Saturday @ the Cemetery	Received	rgar	cindy.nahm@ub(
2006-01-26	Email	No	ELECTION DAY, Friday January 27th	Received	bole	cindy.nahm@ub(
2006-01-24	Email	No	Special Event for Science students	Received	csgv	cindy.nahm@ub(

Date: 2006-01-31 04:51 PM   Type: Email   Status: Received

Description: Special Event for Science Undergraduate Students

Sender   **Receiver**
Name: csgv   **Email:** cindy.nahm@ubc.ca
Email: undergrad-info@cs.ubc.ca

Subject:
 Special Event for Science Undergraduate Students
Reply To:
 undergrad-info@cs.ubc.ca
Number of Recipients:
 1220
Message:
 Greetings Science Undergraduate Students,

 Technology has impacted the delivery of medicine, health care and biological research. As science students, we think you
 might like to get the inside scoop from a medical doctor who can explain how.
 Dr. Kendall Ho, Associate Dean of Medicine, will speak about this topic. He'll be joined by computer science professor
 Tamara Munzner who is currently working with evolutionary biologists on a visualization system using her specialization in a
 new field of graphics called Information Visualization.

Reset   Filter

File   Student   Award   Course   Preferences   SISC-Help

Student No: Last Name: First Name: ○ Search Student Domain
                                          ○ Search Applicant/Prospect Domain

Load File   Search |< << 1 of >> >|

A W A R D

Remove Ta

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Appointment Entry   ✕

Details

Student	Winnie Mouse Test (Student) ▼
Staff	RO98 - CINDY NAHM ▼
Unit	Faculty Advising ▼
Duration	0 minutes
Date	2006-04-26 ... 02:03 PM ▼
Subject	

Referral

Referred From	▼
Referred To	▼

Follow Up

Person to Follow Up	▼
Date to Follow Up	...

C O U R S E

Create New

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Save   Cancel

File   Student   Award   Course   Preferences   SISC-Help

Student No: Last Name: First Name: ● Search Student Domain

○ Search Applicant/Prospect Domain

Load File   Search |<   <<   1   of   >>   >|

Remove Ta

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Appointment Entry   ✕

Details

Student   Winnie Mouse Test (Student)

Staff   RO98 - CINDY NAHM

Unit   Faculty Advising

Duration   15   minutes

Date   2006-04-26   ...   02:03   PM ▼

Subject   Upper Level Elective Requirement

Winnie has completed elective course work towards the BA
program while on exchange.

We will accept the following courses:

FREN 330 / 6 credits (University of Melbourne)
FREN 331 / 6 credits (University of Melbourne)

towards her upper level French electives.

Referral

Referred From

Referred To

Follow Up

Person to Follow Up

Date to Follow Up   ...

Save   Cancel

Create New

Filter Intera

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From: 2005
To:

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ation in a

2006-04-26 14:10 RO01 Time Remaining: 21

File   Student   Award   Course   Preferences   SISC-Help

Student No: Last Name: First Name: ● Search Student Domain

○ Search Applicant/Prospect D

The appointment is now recorded

Remove Tab   Refresh   Print   Copy   Save   Print Formatted

Communication Tracking

Create New: [▼]

Date	Type	Atta...	Subject	Status	Sender	Receiver
2006-04-26	Appointment	No	Upper Level Elective Requirement	Received	RO98	Winnie Mouse Te
2006-02-16	Email	No	International House Focus Group -...	Received	emkm	cindy.nahm@ubc
2006-02-14	Email	No	Outstanding Tuition Fees	Received	si50	cindy.nahm@ubc
2006-02-06	Email	No	Reminder - UBC Tuition Due Date ...	Received	si50	cindy.nahm@ubc
2006-02-03	Email	No	Update from Science Advising	Received	nmar	cindy.nahm@ubc
2006-02-01	Email	No	Application to the University of Briti...	Received	ao04	Winnie Test
2006-01-31	Email	No	Special Event for Science Undergr...	Received	csgv	cindy.nahm@ubc
2006-01-27	Email	No	Saturday @ the Cemetery 2	Received	rgar	cindy.nahm@ubc
2006-01-27	Email	Yes	Saturday @ the Ceme			n@ubc
2006-01-26	Email	No	ELECTION DAY, Frida			n@ubc

Filter Interactions

By Date:

From: 2005-08-29   [...]

To: [   ] [...]

By Type:

< All Types >
Appointment
Drop-In
Email

Search Subject field for:

[   ]

The appointment details appear here

Date: 2006-04-26 02:03 PM   Type: Appointment   Status: R

Description: Upper Level Elective Requirement

Staff   **Student**
Name: RO98   **Name:** Winnie Mouse Test

Duration:
 15
Unit:
 Faculty Advising
Notes:
 Winnie has completed elective course work towards the BA program while on exchange.

 We will accept the following courses:

 FREN 330 / 6 credits (University of Melbourne)
 FREN 331 / 6 credits (University of Melbourne)

 towards her upper level French electives.

Reset   **Filter**

2006-04-26 14:11 RO01 Time Remaining: 20
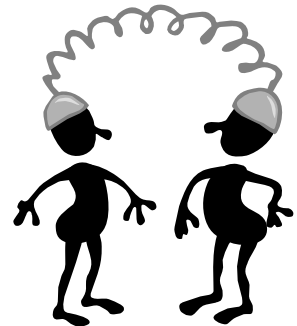
Observed Benefits

Accessibility

- **Decentralized campus**
  - ☐ Anyone can access info from anywhere
  - ☐ All data is in the system - not on someone's desk
  - ☐ Institutional memory – student doesn't need to deal with same person
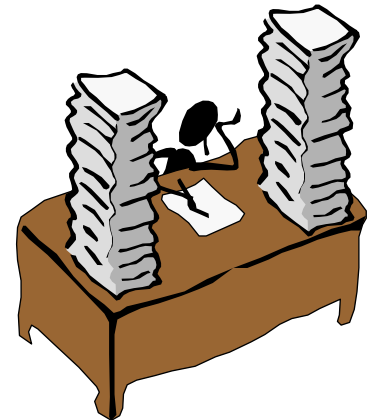 - ☐ Easy search access
- **UBC Okanagan campus**
  - ☐ Has immediate access to student records
 - ☐ No physical transfer of paper

Physical Space

- **No need for big filing cabinets**
  - ☐ Save on storage costs
- **Eliminate copies of copies**
  - ☐ Multiple copies were kept in various offices – and they were probably out of date!
- **All data is in the system**
  - ☐ Don't have to leave desk to access it

Reduced Costs

- Paper and photocopier costs
- Postage costs
- Storage and shredding costs
- Labour costs
  - Eliminates stuffing, stamping and filing
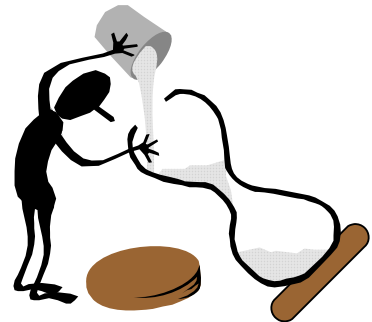 - Maximize staff potential – improved morale
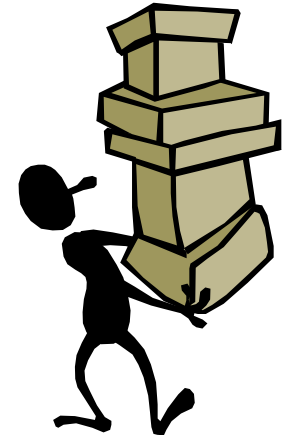
Lessons Learned
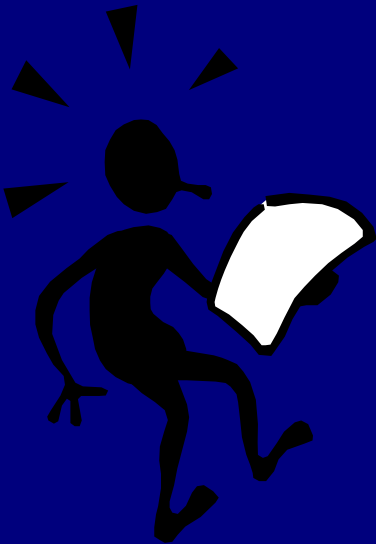
Phased Approach

- Transition period from paper to electronic
  - Not all records will be converted immediately
- Transition period for staff
  - Time to adopt to new procedures
- Phased development can accommodate adjustments and modifications

Pilot Group

- Need a faculty champion who sees the benefits

"We've got amazing staff and we need to keep them happy! The freedom from the photocopier and filing system is significant: has allowed them to work on other projects."

– UBC, Land and Food Systems

Print Friendly

- **Make it easy to print**
  - Paper isn't going away totally
  - FOIPOP requests require paper copies of student records
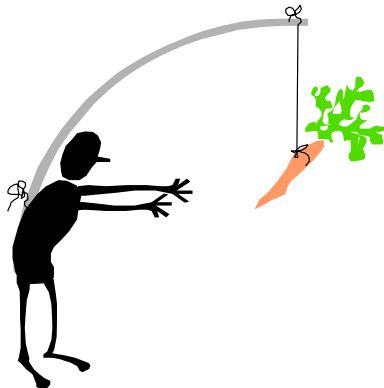
Communication and Training

- Never enough communication or training
  - Units adopt technology on different schedules
  - Refresher courses and just-in-time training
  - Communication on new functionality
  - Provide the conduit for learning from others
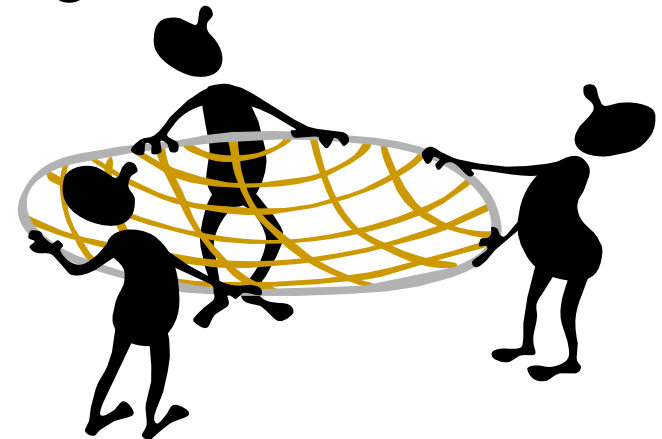
Future Enhancements

- Spell check
- Word processing functionality
- Email classification and auto archive
- University email guidelines

Questions?

"E-mail is not to be used to pass on information or data. It should be used only for company business."