

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

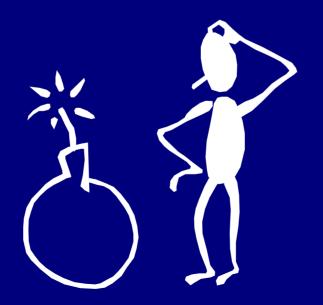
Assistant Director of Records Services



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







Student Information Service Centre (Admin)



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

Queries	Results
Standard Queries User Queries	
Standard Queries	
Applicant: Choices	
Applicant: Docket	
Person Search	
Person: Address Report	
Student: At Risk Report	
Student: Basic Search	
Student: Course	
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🕌 Student Search

Edit Queries Search Results Help

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Person: Address Report		6	98765432		Erina	2005	W	BA	1	ELIG			1979-04-17	
Student: At Risk Report		7	19793333		Erina	2005	W	BA	4	ELIG		IDST	1979-04-17	
Student: Basic Search		8	19790417		Erina	2005	W	BA	2	ELIG			1979-04-17	
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Student: Prereq Report	199	13	66655988	Test	James	2005	W	BA	4	ELIG	MAJ		1975-01-18	
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Student: Term		17	22225555		UBCV CWL		W	BA	1	ELIG			1980-01-01	
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Edit Queries Search Results Help

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Student: Prereq Report				13	19790010	Test	Viewlet Demo	2005	W	BA	3	ELIG			1980-01-01
Student: Program/Sessional			100	14	19799998	Test	Viewlet Demos	2005	W	BA	3	ELIG	MAJ	RELG	1967-01-11
Student: Registration Conflic	t			15	19790417	Test	Erina		W	BA	2	ELIG			1979-04-17
Student: Section Enrolment				16	33840059	Test	Erina	2005	W	BA	1	ELIG		1	1979-04-17
Student: Term				17	98765432	Test	Erina		W	BA	1	ELIG		1	1979-04-17
				18	44445559	Test	George Çosa W		W	BA	1	ELIG		1	1990-01-01
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🕌 Student Search

Edit Queries Search Results Help

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Student: Graduation				12	65017881	Test	Tina Turner	2005	W	BA	3	ELIG	MAJ		1966-06-06
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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



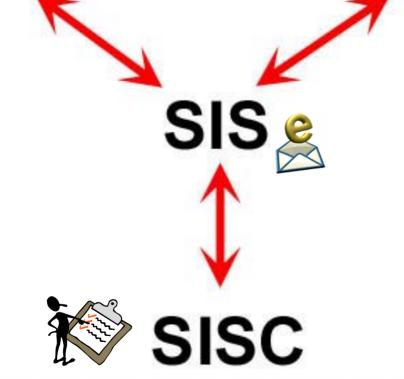


Email Strategy

- 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.







Student Information Service Centre (Admin)

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UBC

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STUDENT SERVICE CENTRE

Login/Logout

Messages

Remember to logout when you're done.



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
- Applications
- Housing

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 <u>here</u>.

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

SSC help Forgot your CWL ID? Password problems? UBC Vancouver Exam Schedule UBC Okanagan Exam Schedule

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SSC tutorials

How to pay your tuition

Free UBC email account





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THE UNIVERSITY OF BRITISH COLUMBIA

STUDENT SERVICE CENTRE

Login/Logout

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🚰 UBC Student Service Centre - Messages - Microsoft Internet Explorer provided by Your Enrollment Services 👘

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Correspondence Archive

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UBC

THE UNIVERSITY OF BRITISH COLUMBIA

Tuesday May 9, 2006

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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 (EL 1

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

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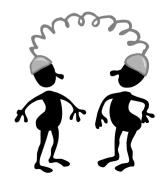
Observed Benefits



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





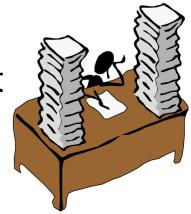
Physical Space

- 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



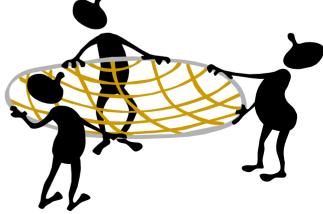
Print Friendly

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



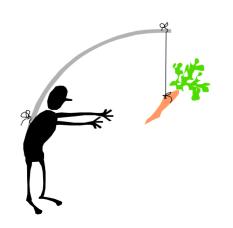
Communication and Training

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

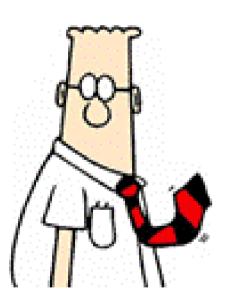
- Spell check
- Word processing functionality
- Email classification and auto archive
- University email guidelines







Questions?





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