

Next Generation Student Services

A Guided Tour

Presentation by Cathy Eberts and Margaret Bura

ARUCC: June 16, 2014

Agenda

- Overview - University of Toronto
- Background – Next Generation Student Services
- A guided Tour
 - New Services
 - User Centred Design Methodology
 - Preview – ACORN Student Web Services
- Project Summary

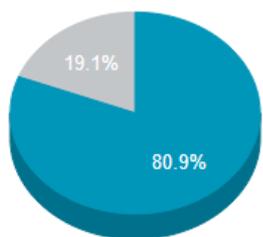
Next Generation Student Services - A Guided Tour

University of Toronto at a Glance



- **Enrollment: 83,156 (2013)**

Total



■ Undergraduate
■ Graduate

67,128

UNDERGRADUATE

56,852

DOMESTIC

10,276

INTERNATIONAL

15,884

GRADUATE

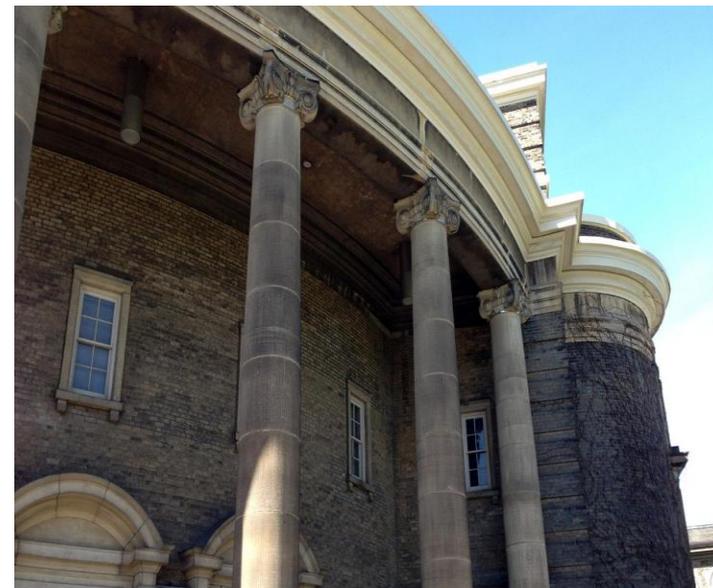
13,553

DOMESTIC

2,331

INTERNATIONAL

- 3 campuses: Downtown Toronto (St. George), Mississauga (in the west) and Scarborough (in the east)
- Undergraduate programs: 700+
- Graduate programs: 215
- Professional programs: 63
- Staff and faculty: 18,860
- Alumni (up to Fall 2013): 530,000
- Operating budget (2012-2013): \$1.8 billion



Challenges with Current SIS

- Implemented in 1998
- Major focus on registration
- Mainframe architecture
- Lacked much of the functionality required now and in the future
- Many manual processes
- Performance
- Cost to maintain

```
SMP0159          ***** Student Information System *****          SMM1591
May 28,14        - MAINTAIN ACTIVITY MEETING SCHEDULE -          01:22 PM

Code Function                Activity Cd  Session
-----
A  Maintain Sections to be Offered          R          R
B  Maintain Teach./Coord. Assignments (M)
C  Maintain Activity Meeting Sections        0          0
D  Maintain Section Enrolment Limits
*  Process Open Enrolments
F  Maintain Compulsory Academic Activities
G  Rollover Compulsory Academic Activities
H  Set Enrolment Controls
I  Activity Selection for Exceptions
?  Help
.  Terminate
-----
Code: _                               R = Required
*Acad Act Cd: POL101Y1                 0 = Optional
*Session Cd: 20139_
Direct Command:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
      help retrn quit                flip                                main
```

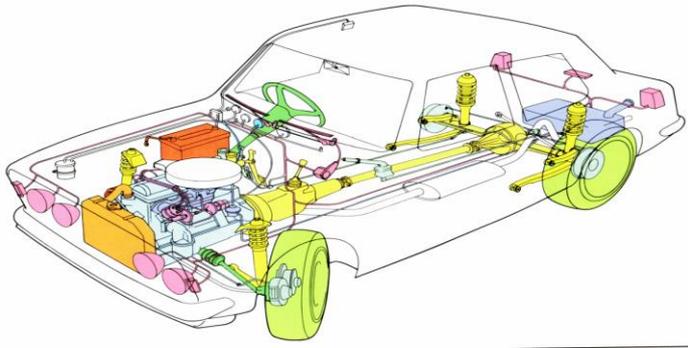
NGSIS

- One of largest IT projects ever undertaken at U of T
- Create a renewed and expanded suite of student information services
- Hybrid approach – choosing solutions which best fit the U of T
- Phase in solutions over multiple years while maintaining current service levels

*** Take care while stepping down current SIS ***

The Hybrid Approach

- Community Source
- Local Development
- Vendor Packages
- Business Intelligence (Cognos)



Strategy

2013

2014

2015

- Build credibility
 - Emphasis is on short term service improvements
 - Initiate large scale change projects
- Capitalize on credibility
 - **Emphasis is on large scale change projects**
 - Implement technical infrastructure
 - Continue to provide targeted service improvements
- Implement selected large scale change projects
 - Continue to provide targeted service improvements
 - Evaluate progress

3 Tier Plan

2013

2014

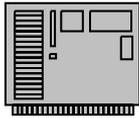
2015

Service Improvements:



Over 30 new service improvements
for students and staff

Large Scale Change:



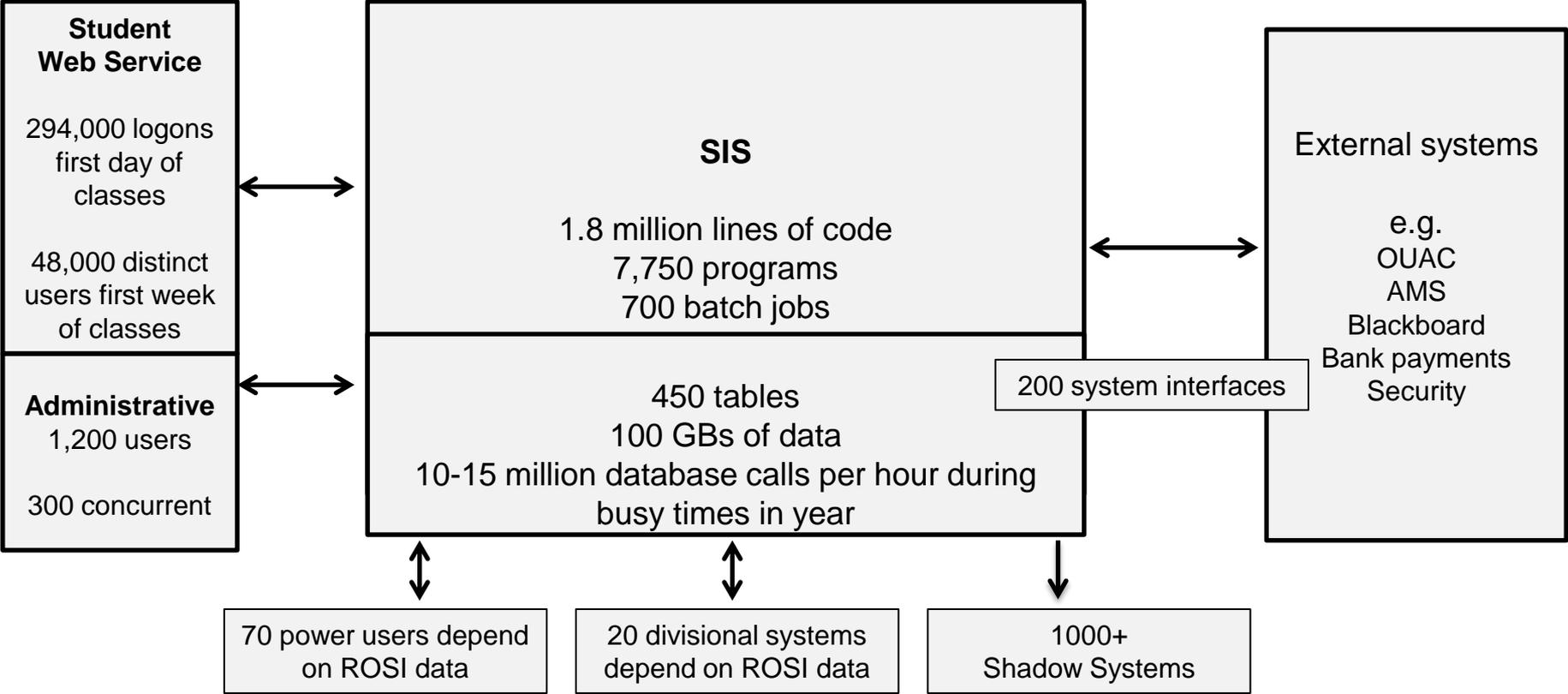
- Participation in Quali community source development
- Curriculum management
- Improvements to students accounts
- **ACORN student web service**

Technical Improvements:



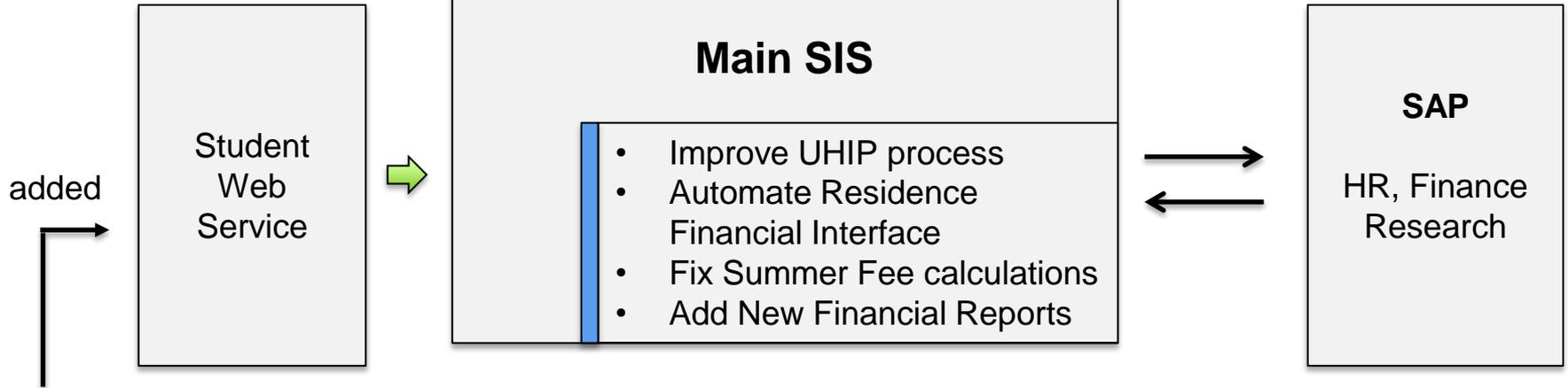
- Expanded system hours
- Hardware improvements
- Enable live connections to the main system for divisions

U of T Student System - Current State



Year 1 & 2 (2012 – 2014) Focus on Short Term Service Improvements

 over 30 new improvements



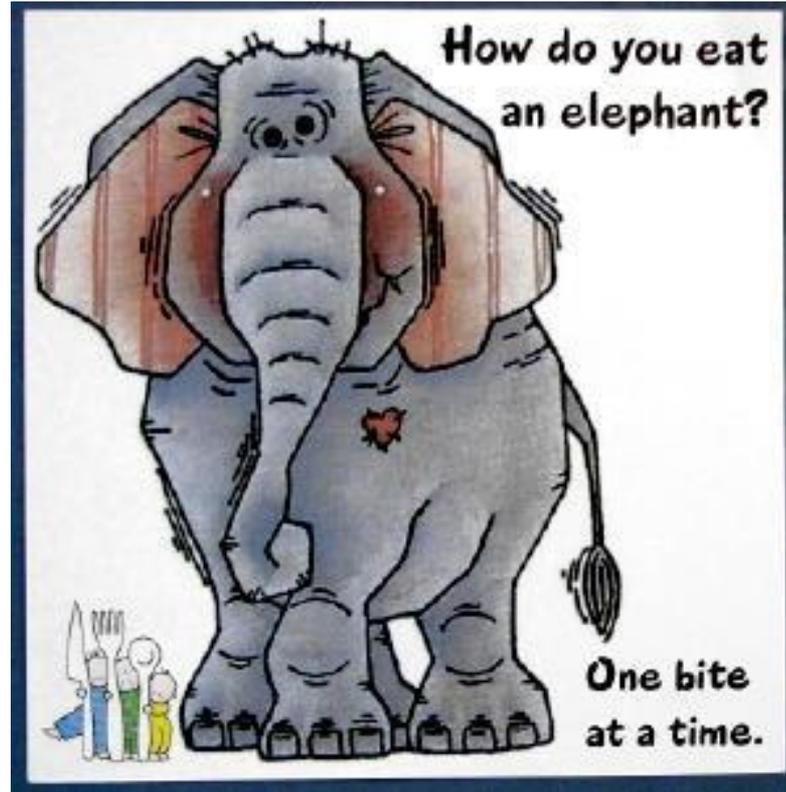
- One Stop Registration Status
- Enhance Transcript Service
- Improve Invoice Format
- Personalised Calendar
- Personalised Exam Schedule
- Safety Abroad Address

Course Finder	Degree Explorer	Manage Residences
Extend Campus Map	Choose Residence	Co-curricular Record
Find Text Books	Transfer Credits	Join Varsity Team



Ontario Market Share
Recruitment
Course Enrolment
Program Enrolment
Student Performance

Planning for large scale change



Year 3 (2014-2015): Planning for large scale change

	<u>Lines of Code</u>		<u>Programs</u>	
Common Functions	468,792	26%	2,253	29%
Enrolment	434,980	24%	1,552	20%
Admissions	216,504	12%	650	8%
Student Accounts	195,791	11%	748	10%
Resources	162,074	9%	571	7%
Awards	91,089	5%	337	4%
Degree Audit	45,729	3%	125	2%
Graduation	42,517	2%	94	1%
Security	41,517	2%	93	1%
Person (student)	29,132	2%	103	1%
System Resources	99,065	5%	1,228	16%
Total Lines of code	1,827,190		Total Programs	7,754

Project Plan: 2014 - 2015

ACORN
New Student Web Service

Curriculum Management Courses & Programs

Person (2%) (student)	Awards (5%)	Degree Audit (3%)	Convocation (2%)
Admissions (12%)			
Enrolment (24%) Kuali Development		Student Accounts Tuition & Incidental Fee Calculation (11%)	
Common programs (26%)			
Common resources (9%) courses, org structure, degree, subject posts			
Common technical and security components (7%)			



SAP
HR, Finance
Research
SAP Student Accounts

 Large Scale Projects Underway

Tour Service Improvements

Student Web Services

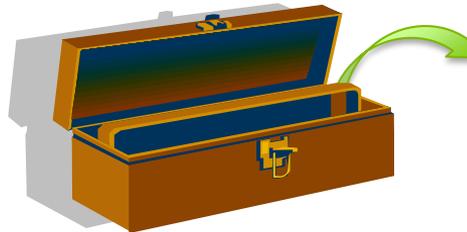


Solution Delivery

Evolve the system as new
on-line resources and tools become
available to students and staff

Deliver services through
the Accessible Campus On-line
Resource Network

(ACORN)



- Choose my residence
- Transfer my credits
- Find my text books
- Plan my degree



January 2013



UNIVERSITY OF
TORONTO



[U of T Home](#) | [Portal](#) | [ROSI](#) | [Contacts](#) | [Maps](#) | [A-Z Index](#)

TORONTO Date & Time • Friday, July 26, 2013 • 10:54:06 am

STUDENT WEB SERVICE

[HOME](#) | [ABOUT](#) | [HOURS](#) | [SECURITY](#) | [DEMOS](#) | [CONTACT US](#)

SWS Outage February 13th, 2013 starting at 4pm until 8 pm | [New Landing Page for SWS](#) being launched on February 13, 2013 [Read More](#)

IMPORTANT NOTES ABOUT ROSI

- [Responsible Use of the SWS](#)
- [Policy on Official Correspondence with Students](#)
- [Freedom of Information and Privacy Act](#)

ROSI LOGIN

Student Number :

PIN :

Reminder: Obligations of a Registered Student
[First time user?](#)
[Forgot your PIN?](#)
[PIN Update Instructions](#)
[PIN Reactivation](#)

ROSI NEWS



- [SWS Outage and New Landing Page](#)
- [UTTC website now available](#)
- [Issuing Transcripts](#)

IMPORTANT NOTES ABOUT DN

- [Faculties Using Degree Navigator](#)
- [Logging into Degree Navigator](#)

DEGREE NAVIGATOR LOGIN

User ID :

Password :

[First time user?](#)
[Forgot your PIN?](#)
[PIN Update Instructions](#)

DN NEWS

- [Migration to Degree Explorer](#)

New ACORN landing page: February 2013

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Student Web Services

U of T Home | Portal | Contacts | Maps | A-Z

ROSI

COURSE FINDER

DEGREE EXPLORER

Home • About • Hours • Security • Contact Us

ROSI

Sing into your Student Web Services account to gain direct access to your academic history, update your address, enrol in courses and perform related functions on ROSI (the Repository of Student Information).

[Login to ROSI](#)

Browsers supported: Internet Explorer 8+, Chrome 22+, Firefox 15+, Safari 6+

ROSI News

[Minimum Payment to Register Deadlines 2013 - 2014 Fall & Winter](#)

UTTC website available
September 20, 2012

Welcome to Your Accessible Campus Online Resource Network (ACORN)

We are currently in the process of reimagining and improving web tools and services for new, existing and prospective students at the University of Toronto. Over the next 12 months, the University will kick-start ACORN with new services that simplify interactions with residences; ease course and program of study discovery; facilitate online course planning and selection; chart degree progress; purchase text books, and more.

Important Notes About ROSI

You are responsible for reading the following:

[Obligations of a Registered Student](#)

[Responsible Use of the SWS](#)

[Policy on Official Correspondence with Students](#)

[Freedom of Information and Privacy Act](#)



ROSI



COURSE FINDER



DEGREE EXPLORER



TRANSFER EXPLORER



MY RES



CO-CURRICULAR
RECORD



CAREER LEARNING
NETWORK

NEW

[Home](#) * [About](#) * [Hours](#) * [Security](#) * [Contact Us](#)

Online course evaluations are open now – fill yours out today! Look for a message from course.evaluations@utoronto.ca for details. Evaluations close Thursday, December 5th (UTSC & Engineering) and Sunday, December 8th (UTM & Faculty of Arts & Science (St. George)).

The [Transcript Centre](#) will be closed from 5 pm on Friday December 20, 2013 until 8:45 am on Monday January 6, 2014. [Read more](#) »

ROSI

Sign into your Student Web Services account to gain direct access to your academic history, update your address, enrol in courses and perform related functions on ROSI (the Repository of Student Information).

[Login to ROSI](#)

Browsers supported: Internet Explorer 8+, Chrome 22+, Firefox 15+, Safari 6+

For students with exams: You may have noticed a difference between exam times listed in ROSI and exam times listed in divisional websites. This was caused by an **incorrect time zone setting on your local computer**. To correct this issue, we have now changed ROSI to always display exam times in **Eastern Standard time (EST)**. Please be sure to login to ROSI again and verify your exam times before your exam starts.

ROSI News



[Transcript Centre Holiday Closure](#)
Nov 29, 2013

[NEW Transcript Order Interface](#)
Nov 4, 2013

[Selection of Credit/No Credit Courses in SWS](#)
August 29, 2013

Welcome to Your Accessible Campus Online Resource Network (ACORN)

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[Obligations of a Registered Student](#)

[Responsible Use of the SWS](#)

Can I transfer my credits?

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U of T Home | ROSI | Portal | Help

Transfer Explorer

★ My Matches

I am trying to find out if I can transfer credits for

taken at

Search

Student Transfer Explorer does not automatically guarantee the transfer of credit for courses taken at other institutions. Course equivalencies are subject to change at any time. Students are advised to speak with an academic advisor at the appropriate University of Toronto campus. Please note that each University of Toronto campus performs its own independent transfer credit assessment.

I am a University of Toronto student

I am not a University of Toronto student

You searched for “english” taken at “York University”

While the University of Toronto strives to provide accurate information, course equivalencies are subject to change without notice. A course equivalency that appears in Transfer Explorer does not guarantee that transfer credit will be awarded. Final transfer credit decisions are determined by the appropriate faculty in consultation with the Office of the Registrar. Please note that each University of Toronto campus performs its own independent transfer credit assessment.

Display results for		All Divisions (13)	Faculty of Arts & Science St. George (13)	University of Toronto Mississauga (0)	University of Toronto Scarborough (0)
EVALUATED	YORK UNIVERSITY	TRANSFER AS		DIVISION	
2013	AP/EN2020 3.00 Prose/Fiction in English	=	Unspecified ENG 200 series level Credits: Half Unspecified Transfer Credit Exclusions: none (2013) Notes: Prose/Fiction in English [BR=1]	University of Toronto, St. George	
EVALUATED	YORK UNIVERSITY	TRANSFER AS		DIVISION	
2013	GL/EN/LIN3605 6.00 Old English	=	Unspecified ENG 300 series level Credits: Full Unspecified Transfer Credit Exclusions: ENG240Y1 (2013) Notes: Group 4 [BR=1]	University of Toronto, St. George	
EVALUATED	YORK UNIVERSITY	TRANSFER AS		DIVISION	
2011	AP/EN3560 6.00 The English Romantics	=	ENG308Y1 Romantic Poetry and Prose Exclusions: None (2011)		

You searched for “chemistry” taken at “Queen's University”

While the University of Toronto strives to provide accurate information, course equivalencies are subject to change without notice. A course equivalency that appears in Transfer Explorer does not guarantee that transfer credit will be awarded. Final transfer credit decisions are determined by the appropriate faculty in consultation with the Office of the Registrar. Please note that each University of Toronto campus performs its own independent transfer credit assessment.

Display results for		All Divisions (12)	Faculty of Arts & Science St. George (9)	University of Toronto Mississauga (2)	University of Toronto Scarborough (1)
EVALUATED	QUEEN'S UNIVERSITY	TRANSFER AS		DIVISION	
2012	CHEM112 General Chemistry 3L ; 3P, 3T alt. wks.	=	CHM110H5 Chemical Principles I and CHM120H5 Chemical Principles II	University of Toronto, Mississauga	
EVALUATED	QUEEN'S UNIVERSITY	TRANSFER AS		DIVISION	
2008	CHEM280 Organic Chemistry 3L ; 3P, 3T alt. wks.	=	NoCredit No Credit	University of Toronto, Mississauga	

Help me to choose my residence...



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TORONTO

MyRes

Please select the academic year:

Current Academic Year (2012 - 13) Next Academic Year (2013 - 14)

► Your Program: **UTM Bachelor's Degree Program**

► Special Requests:

Rankings:

Test Case 16 , your profile indicates you have the following residence options for the selected program.
Please rank them in order of your preferences:

1



University of Toronto Mississauga Undergraduate Residence

↔ 

Cost range (2012-13): \$7,199 - \$7,977
Meal plan cost range: (2012-13) \$3,549 - \$4,399
2- and 4-bedroom, shared townhouse-style residences

[More Details](#) [Map](#) (Oscar Peterson Hall, Suite 120, 3359 Mississauga Rd.)

2



Chestnut Residence

🚫 ↔ 🚻 🚺 🚽

Cost range (2012-13): \$12,674 - \$16,187
Meal plan included
Co-ed, dormitory-style residence

[More Details](#) [Map](#) (89 Chestnut St.)

[Save ranking](#)



Chestnut Residence

Rates

- Cost range (2013-14): \$13,216 - \$16,899

Features

- Double rooms are available for first-year students, and single rooms for upper-year students
- Single gender floors, APSC Living Learning Community floors, and Graduate floors
- All rooms have an ensuite washroom and weekly cleaning service
- Award-winning chef and an option of three meal plans
- 27th floor student lounge with panoramic city views
- Residence programming includes coffee houses, fitness classes, volunteer opportunities, dining hall theme nights, an annual haunted house and much more
- 15 minute walk to campus and steps to the Eaton Centre
- Located south of Dundas St. & University Ave., a short walk to campus and close to the TTC
- Traditional dorm-style residence with large double and single rooms
- Security on duty 24 hrs, 7 days/week
- Single-sex, co-ed, and graduate floors
- 401 double occupancy single-sex rooms; 286 single rooms for upper year and graduate students
- Ensuite washrooms in all rooms with tub/shower combination
- Meal plan is mandatory
- Residence rooms have enough space for a mini-fridge
- Microwave on every residential floor
- Flexible meal plans
- 21 graduate student dons – 2 on call each night 8pm-8am
- Laundry facilities accessed by elevator
- Ice and drink machine in laundry room
- Weekly cleaning services provided
- Visit [Chestnut's website](#) for more information



I'd like to explore my course options...



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TORONTO

Course Finder

[U of T Home](#) | [ROSI](#) | [Portal](#) | [Help](#)

Course Finder contains undergraduate courses currently offered by Faculty of Arts & Science – St. George, Faculty of Applied Science and Engineering, University of Toronto Mississauga and University of Toronto Scarborough. Results displayed do not imply eligibility to enroll, and may be subject to change. Please check your division's registration instructions and enrolment information.

For example: English, CHM1, or European

* Campus: St. George University of Toronto Scarborough University of Toronto Mississauga

[+ Requirements](#)

Favourites

You do not have any
favourites

[Course Finder](#) > Search Result

Division

All

Faculty of Applied
Science & Engineering

Faculty of Arts and
Science

University of Toronto
Mississauga

University of Toronto
Scarborough

Department

All

Anthropology

Showing 1-20 of 303 results

Show

Code	Course Name	Credits	Campus	Department	Term	Division
★ ANTC25H3	Anthropology and Psychology	0.5	Scarborough	Anthropology (UTSC)	2014 Winter	University of Toronto Scarborough
★ COGC91H3	Supervised Study in Cognitive Science	0.5	Scarborough	Psychology (UTSC)	2013 Fall	University of Toronto Scarborough
★ COGC91H3	Supervised Study in Cognitive Science	0.5	Scarborough	Psychology (UTSC)	2013 Fall +	University of Toronto Scarborough
★ COGC92H3	Supervised Study in Cognitive Science	0.5	Scarborough	Psychology (UTSC)	2013 Fall	University of Toronto Scarborough

LINA02H3: Applications of Linguistics

Division

University of Toronto Scarborough

Course Description

Application of the concepts and methods acquired in LINA01H3 to the study of, and research into, language history and language change; the acquisition of languages; language disorders; the psychology of language; language and in the brain; and the sociology of language.

Department

Centre for French and Linguistics (UTSC)

Pre-requisites

LINA01H3

Exclusion

LIN100Y

Course Level

100/A

UTSC Breadth

Arts, Literature & Language

APSC Electives

Complementary Studies

Campus

Scarborough

Term

2014 Winter

Course Meeting Sections

 [UTSC Timetable Information](#)

Activity	▲ Day and Time	Instructor	Location	Class Size	Current Enrolment	Waitlist
Lec 01	THURSDAY 14:00-16:00	E Takahashi	SW 319	185	176	
Tut 0001	MONDAY 09:00-10:00		AA 204	32	14	
Tut 0002	MONDAY 10:00-11:00		AA 204	32	25	
Tut 0003	MONDAY 12:00-13:00		PO 101	32	30	

What books will I need for my courses?

The screenshot shows the UoT Book Store website. At the top left is the logo. A search bar with the text "Search U of T Bookstore site" and a "Go" button is in the top center. To the right are links for "Extended Hours & Locations Contact Us" and "Specials". In the top right corner, it says "you are not logged in login" and "My Cart 0 items".

The navigation menu includes: Textbooks, Clothing, Gifts, School Supplies, Medical, Computers & Cell, **General Books** (circled in red), BookPOD, Custom Orders, and Faculty & Staff.

On the left sidebar, there are links for: Access Codes, Textbook Price Match Guarantee, Rental Textbooks, Sell Us Your Textbooks, Get a Quote Now, Sign Up For Buy-Back Alerts, Used Books BuyBack Mobile App, Faculty Adoptions, and Contact Us.

The main content area features a blue banner for the "Textbook Search Engine" with the text "Get your own personal textbook list." Below this is a section for "St. George, Scarborough, Mississauga" with a "Students:" label and a "Find Your Textbooks" button. To the right, under "Other Schools / Programs:", there are links for "Michener", "School of Continuing Studies", "Medical & Health Studies", and "OISE".

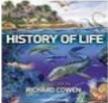
At the bottom, there is a large red banner with the text "Save On New Textbooks" and a white box below it with the text "Our textbook prices are now competitive with THE largest online bookseller.*".

On the bottom left, there is a green box with the text "Order Natural Curiosity and other OISE favourites HERE!".

[Textbooks](#)
[Clothing](#)
[Gifts](#)
[School Supplies](#)
[Medical](#)
[Computers & Cell](#)
[General Books](#)
[BookPOD](#)
[Custom Orders](#)
[Faculty & Staff](#)

Express Textbooks

Displaying Textbooks for **BIO - BIO211H5F, section L0101 (HAWTHORN, J)**

	Qty	Type	List Price
	<input type="text" value="0"/>	History Of Life Cowen, Richard Edition 5 Required	
		<input checked="" type="radio"/> Used	N/A
		<input type="radio"/> Used Rental	N/A
		<input type="radio"/> New	\$114.40
		<input type="radio"/> New Rental	\$57.10
In Stock			

Displaying Textbooks for **EDU - EDU320H5F, section L5001 (SHIELDS, J)**

	Qty	Type	List Price
	<input type="text" value="0"/>	Special Education Handbook Elementary Teachers' Federation Required	
		<input checked="" type="radio"/> Used	N/A
		<input type="radio"/> New	\$20.55
In Stock			

Displaying Textbooks for **ENG - ENG366H5F, section L0101 (DELOMBARD, J)**

	Qty	Type	List Price
	<input type="text" value="0"/>	Narrative Of The Life Of Frederick Douglass, American Slave, Etc. Douglass Required	
		<input type="radio"/> Used	\$7.45
		<input type="radio"/> Used Rental	\$5.70
		<input type="radio"/> New	\$9.30
		<input type="radio"/> New Rental	\$8.15

Record my experiences outside of the classroom ...

int/userhome/dashboard.htm

 UNIVERSITY OF TORONTO

co-curricular record
Mississauga | St. George | Scarborough

[My Account](#) [Opportunity Directory](#) [Suggest an Activity](#) [Event / Workshop Calendar](#) [Program Tracking](#) [Logout](#)

Dashboard

Welcome Test Student

[Dashboard](#) [Event Registration](#) [Program Participation](#)

[Overview](#) [My Account](#)

[Search for Opportunities](#)

Featured Opportunities
All of these opportunities are CCR approved activities that are open for students to join!

St. George UTM UTSC

Upcoming Events / Workshops

Sep 16, 2013

05:00 PM - 08:00 PM	OISE STUDENTS ONLY - CLASSROOM MANAGEMENT - BARRIE BENNETT
05:00 PM - 08:00 PM	OISE STUDENTS ONLY - CLASSROOM MANAGEMENT - BARRIE BENNETT Registration Required

Help me to plan my degree...



CURRENT STATUS

PLANNER

ACADEMIC HISTORY

CONTACT US

HELP

Planner -

Any courses or programs added below are for planning purposes only and are meant to assist you in making informed choices in course and program selection. Any changes to courses and programs on this website will not automatically enrol/register you, or guarantee that you are eligible to enrol. All registration is done via ROSI. Please refer to your divisional registration instructions for detailed information about enrollment.

Plan 1

+

Planner

[Save Plan As](#) | [ReAssess](#) | [Reset All](#)

2012	Winter 2013	Summer 2013	Fall 2013	Winter 2014	Summer 2014	Fall
	ENG202Y1	U ENG336H1		O ENG301H1	O ENG414H1	
	36H1	P ENG353Y1				
		P ENG365H1			O EDU411Y1	

C Completed **U** Unsuccessful **P** In Progress **I** Pre-/co-requisite issue **O** Assessed OK

Moving ahead ...

The University of Toronto
new student web service

ACORN



Next Generation Student Services - A Guided Tour

ACORN– new SWS



Sophisticated, flexible, accessible desktop and mobile platform for online student services

Goals

- Support students to make informed decisions about their lives at UofT
- Consolidate aspects of UofT's online student information services into a more cohesive experience for students
- Increase awareness, engagement and satisfaction of students by connecting them with appropriate services, opportunities and people

Next Generation Student Services - A Guided Tour

User Centre Design - Methodology



Decisions about the design and functions based on evidence gathered from users:

- Formative research stage – exploratory interviews, surveys, comparative analysis
- Sketching/wireframes – quick feedback reactions, exploratory interviews
- Usability tests - testing of live prototype designs with actual users and assessing the models from a user perspective



Next Generation Student Services - A Guided Tour

User Centre Design - Tools



Development can begin based on functional prototypes, wireframes and design documentation

- Usability testing software: **Morae**
- Mobile usability testing rig: **Mr. Tappy**
- Remote usability testing: **Loop 11**
- Build functional prototypes: **Axure RP**



Next Generation Student Services - A Guided Tour

Current Student Web Services (SWS)



- Look and feel is outdated and navigation is problematic
- Dashboard - ineffective use of space
- Menu in unstructured order
- Student quote about SWS: "I don't feel like it was built for me, feels like it was built for Registrars"



The screenshot shows the SWS dashboard with a dark blue header and a navigation menu on the left. The main content area is divided into several sections:

- Navigation Menu:** Home, Course Enrolment, Convocation Tickets, Absence Declaration, Personal Timetable, My Calendar, Subject POSTs, Elections, Transcripts, Academic History, Graduation, Financial Account, Tax Forms, Personal Information, Activity Log, Maintain Your PIN.
- SWS Home:** Welcome message.
- Current Email Address:** A section for updating the email address, with a note that it must be an official university email address.
- Registration - Summer 2014 - IS MI:** A table showing registration details.

Degree	Master of Information (IS MI)
Status	Financially Cancelled
Full-time or Part-time	Part Time
Session in which you entered program	Fall 2010
Year of Study	4
- Financial Status as of May 29, 2014:** A table showing account balance and status.

Credit Account Balance	\$2.60 CR	Show Invoice
Account Status	Active	
- Activate your new UTMail+ account:** A section for activating a new email account.

At the bottom, there is a footer with copyright information: © University of Toronto, www.utoronto.ca | University Switchboard: (416) 978-2011.

Next Generation Student Services - A Guided Tour

Current Student Web Services (SWS) – Enrolment



- Information is distributed across separate pages and never displayed all at once
- Students required to understand the Universities business processes and terminology (e.g. course codes)
- Important information is not displayed (e.g. instructor)
- Error messaging is ambiguous and causes dead ends



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STUDENT WEB SERVICE

Home
Course Enrolment
Convocation Tickets
Absence Declaration
Personal Timetable
My Calendar
Subject POSTs
Elections
Transcripts, Academic History
Graduation
Financial Account
Tax Forms
Personal Information
Activity Log
Maintain Your PIN

[MANAGE COURSES](#) | [LIST COURSES](#) | [VIEW TIMETABLES/SPACES](#) | [VIEW PERSONAL TIMETABLE](#)

Course Enrolment

2014 Summer - A&S Bachelor's Degree Program (AS HBSC)

Status: **Invited**

Course List

Your current course listing is as follows:

Approved	<input type="checkbox"/>
GGR305H1 S - Biogeography LEC 0101	Drop Course Manage Course View Timetable/Space Select Credit/No Credit

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Current Student Web Services (SWS)



- Lacks breadth of student experience
- Focuses only on personal info, registration/enrolment, finances and graduation
- No links to other student sites/applications (e.g. Course Finder, Degree Explorer)
- Feels administrative to the student
- Too much text (e.g. disclaimers)



The screenshot shows the 'STUDENT WEB SERVICE' dashboard for 'Transcript and Academic History'. It features a navigation menu on the left with options like Home, Course Enrolment, Convocation Tickets, and Transcripts. The main content area includes a 'Transcripts' section with a 'Transcript order status' table and a 'Recent Academic History' section with a table of course records.

Order #	Order Date	Mail to Recipient
awaiting payment	Order #21 ALBERTA TOHR ASSC, BARNETT Ordered on 2014-05-15	Pick up at UTTC
awaiting payment	Order #30 Ordered on 2014-04-30	Mail to Recipient
awaiting payment	Order #29 MEDICAL SCHOOL APPLICATION Ordered on 2014-04-30	Mail to Recipient

Course	Weight	Mark	Grade	Course Avg.
INF1001H - Knowledge and Information in	0.50		A-	
Credits Earned:	0.50			



Preview

New Student Web Service **ACORN**

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ACORN – Demo



<http://webhelp.easi.utoronto.ca/acorn/dashboard.html>

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ACORN – Mobile



<http://dim.lamp.utoronto.ca/test/home.html>

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ACORN – Student feedback and comments



Overwhelmingly positive comments from students to date:

- ✓ "It feels like this system is built for me"
- ✓ "If I used this system for five minutes I'd be used to it"
- ✓ "This is a huge step forward from the current SIS"

Project Summary

Summary

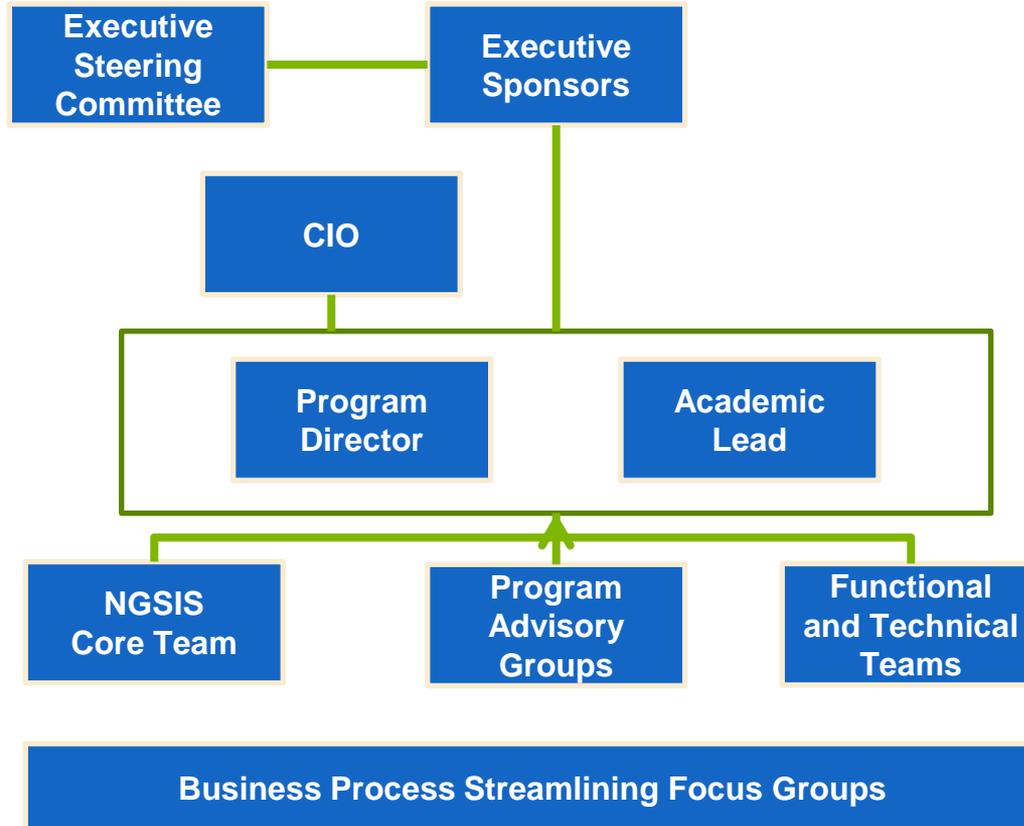
- Multi-year project
- Hybrid approach
- Short term service improvements
- Initiate long term technical & functional changes
- User centered design principles
- Divisional partnerships



Challenges

- Building and keeping momentum with continuous improvement
- Keeping sponsors and user community engaged
- Timelines
- Complexity of the University of Toronto
- Business process and best practice
- Balancing resources and budget to meet all the demands
- Cultural changes for development team
- As we implement new services - sustainment

NGSIS Governance



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Contact information & helpful Links

Cathy Eberts: cathy.eberts@utoronto.ca

Margaret Bura: margaret.bura@utoronto.ca

- NGSIS Web site: www.ngsis.utoronto.ca
- Usability testing software: Morae <http://www.techsmith.com/morae.html>
- Mobile usability testing rig: Mr. Tappy <http://www.mrtappy.com/product.htm>
- Loop 11 for remote usability testing: <http://www.loop11.com/>
- Build Functional prototypes: Axure RP <http://www.axure.com/>