

Student Portal Project

Student Conversation Findings

This presentation highlights the findings from conversations that were held with students to identify the aspects which are most important to them for a Student Portal.

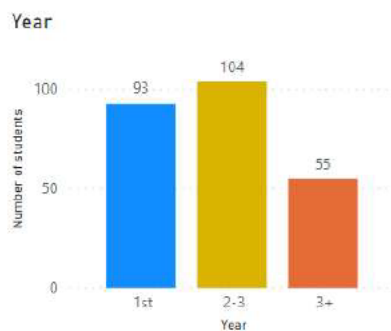
This was building on from the work and prototypes developed as part of the Student Portal Design Sprint

CAPITAL THINKING.
GLOBALLY MINDED.
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Students engaged



Further student conversation sessions for requirements concluded last week and over 250 students were engaged for their feedback. This graph shows the breakdown of students engaged by the year of study they are in.

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Insights

- Orientation week tour during start of trimester provided good starting point for new students.
- New students tend to approach Librarians to get help on how to navigate and find things.
- Wayfinder only valuable for first few weeks.
- MyTools is useful.
- Announcements, notifications and communications are inconsistent and often long winded. Most students do not bother reading the long emails.
- Inconsistent Blackboard usage (layout, information structure, etc.) results in hit and miss experience, sometimes good, sometimes bad.
- Students who are staff as well struggle with SSO as they switch between roles.

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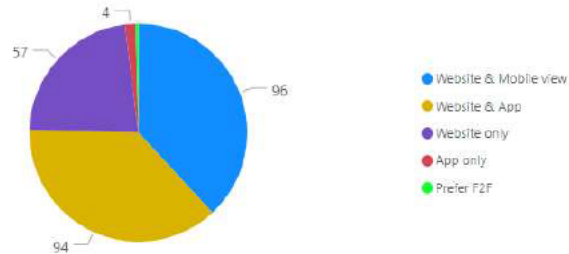
Insights cont.

- Too many places and clicks to access things they need (e.g. many layers of Blackboard, timetable, myAllocator, myDegree and student email are all not interconnected).
- Blackboard App is clunky.
- myAllocator always hit runtime error.
- Timetable not fully representing information about all events.
- Students tend to screenshot timetable out or build their own timetable in excel.
- Students forward university email to personal email.
- Postgraduate students do not use Blackboard much and very little other tools.
- Students just want the basics to work well.

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Access Preference

Preferred accessing method



If given a choice, most students prefer a combination of website with either mobile view or an App.

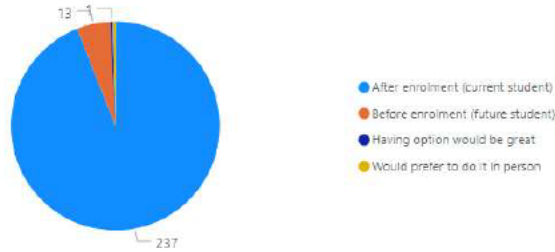
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Preferred Method	Reasoning
Website & Mobile View	<ul style="list-style-type: none"> One less App to install No space on phone Inconsistency between App and Website App functionality often too light Not device dependent (apple vs android) Negative experience from Blackboard App
Website & App	<ul style="list-style-type: none"> Everyone has their phones on Convenience for quick checks Active notifications
Website only	<ul style="list-style-type: none"> Full functionality Students bring along laptop most of the time anyway
App only	<ul style="list-style-type: none"> Convenience Do not need to bring laptop all the time
Prefer F2F	<ul style="list-style-type: none"> Enjoy the personal experience

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When access should be given?

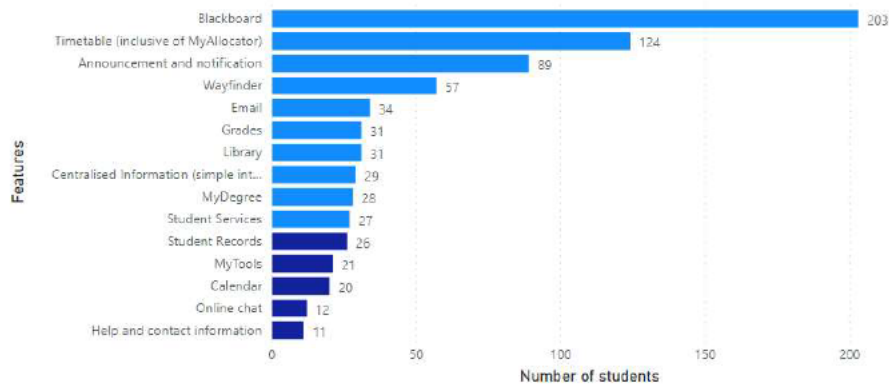
When they need access to portal?



Most students prefer to have access to student portal after enrolment, but prior to the start of the first trimester. This provides enough time for them to get familiar and be prepared, without feeling overwhelmed.

Features

Top 15 features



*Centralised Information (simple interface, consistent course info, term dates, requirements, setup)

Additional capabilities students want

- SSO for everything.
- Integration between Timetable, Student Records and Blackboard.
- Timetable and myAllocator should be one and exportable.
- Ability to sync timetable to phone or google calendar.
- Search/filter function for Blackboard announcement (some way to easily see announcements relevant to them).
- Consistency on how lecturers use Blackboard.
- Easy access to lecture material (inclusive of recorded lectures).
- Personalised content.
- Concise announcements (bullet points with read more option).
- Structured list of due dates or due dates on calendar.