

REQUESTER / SPONSOR INFORMATION

Requester	Melinda Haynes Swank	Ext	5204	E-mail	melinda.haynes.swank@humboldt.edu
Sponsor	Peg Blake, Frank Whitlatch	Ext	3361, 5104	E-mail	peg.blake@humboldt.edu; frank.whitlatch@humboldt.edu

A statement of sponsor support should accompany all project requests and must be received by the proposal deadline.

PROJECT INFORMATION

Title	Campus Portal - Evolution 3		
Level	Campus-wide	Type	Customize Application

Purpose

The problem of

needing to expand the services available to students, staff and faculty through the campus portal to support the business of being a student, faculty or staff member. Prior evolutions provided access to certain single-sign on applications and a number of student services and information. For the portal to be successful, content and functionality must be extended to staff and faculty as well as continually enhanced and refreshed for all users.

affects

applicant, admitted and enrolled students; all staff and faculty

the impact of which is

our ability to effectively communicate and deliver services to students, staff and faculty is severely limited if we do not refresh and enhance portal communications and functionality. Without creating new content, adding new communications pathways and links to services as well as access to additional systems through single sign-on we are risking non-acceptance of the portal and making insufficient use of this valuable resource.

The following services have been identified for further exploration, then incorporation into myHumboldt to continue to improve students' portal experience and provide services to staff and faculty. The multi-use functionality benefits all myHumboldt users through more readily-updated content and customized experience.

Student Services:

1. MyProfile - enhance the personalization with a summarized view of the student's personal information, academic progress and used and remaining financial aid eligibility. Students should be able to view profile items such as classification, advisor, GPA and major. In addition, students should know how many units toward CAPS, SAP status, financial aid eligibility, up to date loan debt amount, etc. These items should also include information on where students should get help if the profile needs to be updated or if indicators are close to "red zones" or show unsatisfactory progress, helping students prevent roadblocks toward completion of their degree goal.

2. Interactive Degree Audit - Allows students to create individualized graduation plan. Access to this important tool will enhance our efforts to help students stay on track to graduation.

3. Campus Life Tab - re-evaluate pagelet design/layout, functionality and opportunities to increase usability of these services that enhance student success. Consider including Associated Students, Wellness initiatives, and Campus Safety information into the redesign.

Staff & Faculty Services: Add tabs to house faculty and staff functionality and services.

The content listed is a proposed approach through Summer 2013 and comes with a high need for committee, departmental lead and ITS input. Information cannot flow one way. To be an effective addition to faculty/staff communication, the portal must be dynamic. We need systems that allow faculty/staff to form groups around "communities of interest."

1. Resources:

- * Review and expand homepage "faculty and staff information" and transfer to the portal;
- * Add links to policy page, forms page and other pertinent business services;

a successful solution would be

- * Provide option to "see-what-students-see"
- * Institutional data or dashboard data on unit / division / university levels.

2. Applications:

- * Access to key business applications
- * MyProfile - self-service and personal information, summary and detailed views including submitting timesheets, emergency contact information, password changes.

3. Communications - requires access to at least "all staff" and "all faculty" groups

- * Announcements - potentially categorized as follows:
 - > General
 - > Policies and Procedures
 - > Deadlines
 - > Training
 - > Payroll and Benefits
 - > Campus Governance
 - > Campus-wide Activities (not "Events")
 - > Others (TBD)
- * Revamped University Notices (Bulletin Board) - daily, categorized, with weekly email option
- * University news and achievements feeds
- * Campus Calendar feed
- * Other calendars - Academic, Deadlines, Green & Gold, Final Exam
- * Spotlight (links to a few informational pages on key issues, e.g. budget, retention, diversity)
- * Public Safety pagelet
- * Meaningful opportunities for feedback on all manner of campus activities, planning and governance.

4. Other Items to Consider

- * Profiles of staff, faculty
- * Perspectives
- * "One-word" items
- * Downloads
- * Surveys

Multi-Use Functionality:

1. Decentralization - create a method for decentralizing content management by allowing key functional users the ability to quickly and easily update the portal.
2. Customization - Allow users / departments to create their own pagelets with an opt in / out function.
3. Personalization - re-evaluate configuration of pagelets, tabs and announcements for opportunities to make these more role specific. Provide the ability for users to subscribe to those that are important to them.
4. Feedback - incorporate a method for users to provide feedback about myHumboldt and academic activities to the most appropriate coordinator or department.

Alternatives

The university has made a commitment to utilize myHumboldt to improve communication with all campus constituencies, and expects progress on this commitment for faculty & staff in the current academic year. While the links to faculty and staff key resources are available today through the Faculty & Staff link at www.humboldt.edu (<http://www.humboldt.edu/humboldt/facstaff>), this is far less effective than if incorporated into the portal. Given the campus investment in the portal and the alignment with strategic objectives, doing nothing is not a viable alternative.

Alignment with Strategic Objectives

This project request meets multiple strategic objectives: contributing to student success and improving the efficiency of business operations and services as well as contributing to continued improvement of campus-wide communications. This request also supports campus communication goals to reduce redundancy, specific targeting of specific groups and control (limit) use of campus-wide email messages.

Deadline Date	Aug 2, 2013	Hard Deadline <input type="checkbox"/>
Deadline Reason	In support of the ITS project resourcing schedule, every effort will be made to complete programming of these changes by the end of June. However, to release these changes during the summer months when many students, staff and faculty are off-campus may create challenges for appropriately notifying users of the changes. We propose these services be available as they return to campus for the Fall 2013 semester, and potentially earlier for those who remain on campus during the summer months.	
Considerations / Dependencies	<p>Research and analysis has been completed for the initial types of messages to be posted through the portal though some technical analysis may be needed to determine the most effective delivery method. There is a significant dependency on clearer definition of the single sign-on services and links to key resources planned for staff and faculty. This will commence immediately and be accomplished through research, surveys and work-sessions, coordinated by staff in the Marketing and Communications group and working with members of the Steering Committee, key departmental leads, ITS programmers and MarCom web development to determine the most important services needed, what is possible to be delivered with this evolution and which may be deferred to future evolutions.</p> <p>The "Interactive Degree Audit" service is dependent on completion of the DARS Interactive Audit module implementation, currently scheduled for completion in January 2013.</p>	
Resources	Portal Content Coordinator and leads from the student service areas; MarCom coordinator of faculty / staff content along with the AVP Academic Affairs, AVP Human Resources, Vice Provost and leads from faculty & staff service areas; ITS programming/technical and project management resources and MarCom web development resources. Training for content updating may require assistance from an HR Training Specialist, with MarCom providing training in writing appropriate messages.	
Estimate (Hard Costs Only)	Initial <input type="text"/> On-going <input type="text"/> Funding Available Yes <input type="checkbox"/> No <input type="checkbox"/>	
<i>Explanation of Estimates</i>	No known expenses at this time.	
Affected System / Module	PeopleSoft Portal, PeopleSoft HCM, CAS Single Sign-On, other applications to be determined during design definition phase, e.g. CSYou, CFS, etc.	
Other	<p>Moderate training will be necessary for content leads across campus - both in utilizing the content updating tool/process and in writing appropriate messages. Minimal training is expected for adoption of new communications, single sign-on applications and key resource links. No additional training of programming and technical staff is anticipated, although staff are still in a learning mode of portal technology.</p> <p>The myHumboldt Steering Committee membership has recently been retooled and given responsibility for defining and guiding the high-level core functionality needed campus-wide. This will serve as the basis for defining the appropriate content of project requests. Once core functionality has been delivered, ongoing enhancements to the portal will change from being submitted through the project prioritization process to a Portal Governance review and support structure.</p> <p>myHumboldt Steering Committee:</p> <p>Peg Blake, VP Student Affairs - representing Student Content Anna Kircher, CIO - representing Technology, Architecture and Project Management Frank Whitlatch, Interim VP Univ Adv - representing Faculty & Staff communications & services Jena' Burges, Vice Provost - representing Faculty Content Colleen Mullery, AVP Academic Affairs - representing Faculty Content Dave Bugbee, AVP Human Resources - representing Staff / Employee Content (HR, Facilities, Finance)</p> <p>Support to Committee: Josh Callahan - Director ITS Enterprise Technology, Robin Jones - Portal Content Coordinator and Melinda Haynes Swank - ITS Project Director</p>	