

38 – User Experience and Efficiencies

Action Item Template Response

General Action Item Information

Lead Division/Office: ES

Action Item Number: 38

Action Item Short Name: User Experience and Efficiencies

Dependencies with other EP Action Items: TBD

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I. DESCRIBE YOUR PLANS FOR IMPLEMENTING THIS ACTION.

The User Experience Group (UXG) has the expertise to assist teams in accomplishing this action item. What is outlined below is a plan for the UXG to be ready to assist teams as much as possible, and an overview of services the UXG can provide to teams. Timelines are not included for specific system development as those timelines are beyond the control of the UXG. In addition, there will be specific projects that are detailed to maximize ease of use and efficiencies. Details forthcoming.

38A User Experience

- Preparing the UXG to assist as many groups as possible in accomplishing action 38.
 - Hire additional staff to accommodate a larger workload.
 - Re-establish a presence at the Indiana University Purdue University Indianapolis (IUPUI) campus. This will allow the UXG to better serve development groups at regional campuses and to provide a more convenient area to obtain user feedback from users beyond Bloomington.
- Working with development teams.
 - Teams contact the UXG when a system is being newly developed, revised, or purchased. Ideally, initial contact will be during the planning phase of the project so the UXG can be involved from the beginning.
 - Based on the type of project, resource & time constraints, and any specific/special needs, appropriate user-centered design methods would be recommended and an iterative process of obtaining user feedback would be established. The following list outlines a number of services that might be provided throughout the lifecycle of the project, based on project need:

- System analysis/system requirements gathering
 - User requirements
 - Contextual inquiry
 - Process/workflow analysis
 - Wireframe development
 - Design critiques
 - Focus groups
 - User surveys
 - HTML Template & CSS development
 - User Testing
- After the system release, follow up with users to assess how well the service is meeting user needs and to stay informed concerning changing requirements. In addition to proactive follow-up, teams should monitor support calls/emails to stay informed about user problems and suggestions.
 - Work with teams to educate them on UCD methods they can incorporate into their development cycle and help them identify steps they can take, as well as steps that require UXG involvement. The UXG staff members have training and education that cannot be easily transferred, so teams should continue to make use of UXG services for some tasks.

38B Operational Efficiencies

Beyond reporting and ad-hoc queries, the university's many systems are used to support day-to-day activities of all of its communities. especially for the many repetitive, record-keeping and functional tasks, such as teaching, research, grant development, administrative transactions, committee work, time management, calendaring, procuring tickets for events, and university life. IU will direct the development and enhancements of the systems and data utilities toward increasing the proportion of time faculty and staff can spend on research, creative activity, teaching, and university business ; the activities that require human intellect. Following is a list of projects directed toward this effort:

- Automate MIL Communication Creation for Campus Financial Aid Offices
- Automate the IU Course Approval and Remonstrance Process
- Develop an electronic document to assist with the approval of Bursar Item Types
- Develop and enhance several Admissions Data Transmission processes
- Implement the Transfer Indiana Degree Audit integration
- Implement a 3rd-party eTranscript Service for the delivery of transcripts in a PDF format (XML College Transcripts)
- Upgrade the Ad Astra Room Scheduling product to version 7.3
- Develop an electronic document to assist with routing and approval for the semester build of the Schedule of Classes
- Enhance the Fee Remission Gateway application
- Automate Financial Aid Budget Creation

ACCOMPLISHMENTS

- Collaborated with the mobile team to create IU Mobile (which evolved into Kualu Mobility).
- Established and filled role of Chief Process eXperience Architect (Nov 2010).
- Established working relationship with Kualu Student UX group:
- Attended face-to-face working workshop in April to get up to speed on where things were and to work with the KS UX group.
- Attended the Kualu Workshop in New Orleans in April for continued work with KS group.
- Arranged for partial support of a full-time position based in BL, working with the KS UX team. This position is filled by Kevin Makice and is funded through Dan McDevitt's Kualu account, and through CPXA.
- Assisted Dennis Groth with the IU Roadmap project (official project name to be determined); met with Berkeley and U of Washington at Berkeley for a requirements workshop in Feb. 2011. Conducted a similar IU focused workshop on the BL campus in May 2011.
- Budget was approved in July 2011.

Next steps

- Fill open Graduate Assistant position – new appointment to begin Jan 2012
- Establish a UX lab at the CIB
- Ongoing collaboration with KS UX team
- Ongoing collaboration with Dennis Groth and others across campuses working on 'IU Roadmap'
- Ongoing collaboration with the ESPD team for mobile and single point of service systems for students.
- Establishing a presence at Change Management and ESIT meetings to offer services to teams as changes are being implemented, and to monitor upcoming changes for potential usability and/or accessibility issues.

II. WHAT ARE THE POLICY AND PRACTICE IMPLICATIONS OF YOUR PLANS?

System development policy should be revised to include consultation with the UXG, early in the project planning phase. Teams should continue to work with the UXG throughout the project lifecycle to obtain user feedback, as well as UXG recommendations on system/interaction design.

III. IDENTIFY STAKEHOLDERS.

System owners across the university.