Line up virtually from anywhere

PRESENTERS:

Véronic Tardif, Manager, University Experience
Paul Mercier, IT Manager
Lee-Anne Hupé, Business Analyst

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Agenda

Context: uOttawa at a glance

Problem statement

Vision, objectives and scope

Pandemic

Project governance

Process, timelines and results

Demo
uOttawa at a glance

- Founded in 1848
- 44,600 students, 8,650 international students (20%)
- 10 faculties
- Largest French / English university in the world
- Close proximity to the seat of the federal government in the National Capital Region
- Ottawa is also a dynamic and growing centre for research-driven innovation and development in leading-edge technologies
Problem statement
The Undergraduate Studies Offices (USO) receive an average of 45,000 visits and 15,000 appointments per year. Students entering a queue to request services and to book appointments are often facing long wait times during peak periods.

Some students had to wait for hours on site before being able to talk to someone (often from 1 to 4.5 hours).

High in-person wait line dropout rates in January and September (2019).
Objectives: Students’ perspective

- Add flexibility for the students to better manage their wait time, but also to have the capability of easily booking appointments with advisors.
- Direct students to the appropriate service or agent.
- Improve visibility on estimated wait times, place in the queue, etc. for students.
- Provide a common platform and standardized process across service locations.
- Allow students to request services remotely.
Objectives: Staff’s perspective

- Better manage line-ups and appointments for their undergraduate offices.
- Reduce stress for the employees by reducing line-ups of students in person.
- Streamline and standardize the student appointment booking process with an advisor.
- Facilitate staff planning and assignments to meet demand.
- Improve efficiency of transfers between queues and services.
Vision, objectives & scope
Cloud SaaS-based solution to accelerate installation and deployment and make it easier to maintain in the long run.

Vanilla implementation to support long term maintainability of the solution. No customization, only configuration.

Self Serve via a mobile, automated experience as the desired model.

Common student experience: this implies that the processes, procedures and tools are standardized across all Faculties.

Vision
Initial scope of the project (Fall 2019)

1. Implement a central, automated platform at 9 undergraduate studies offices: Social Sciences, Medicine, Engineering, Health Sciences, Arts, Common Law, Civil Law, Sciences and School of Management.

2. Installation and configuration of physical and virtual service points to request services, track status, and check-in.

3. Enterprise level authentication and integration with staff calendars.

Out-of-scope

Deployment to other faculty offices and campus services.

Data migration or integration with similar, existing platforms.

Integration with corporate SIS and CRM (not required initially).
Pandemic
Virtual service before implementation

- Students had to use different platforms (Adobe Connect, Chat, Teams, Zoom)
- No indication of the waiting time
- Appointments were limited and complicated to book through numerous email exchanges
Context

- Innovative and flexible in finding solutions
- Buy-in from faculties to implement news ways of serving students
- Need to adapt our implementation to support virtual meetings: review of internal solutions (MS Teams, Zoom, Adobe Connect)
- Change in priorities (lineups vs appointment bookings)
- Accelerate deployment
- Collaboration with vendor within tight timelines
Project Governance
Organizational chart

PROJECT STEERING COMMITTEE

ARCHITECTURE WORKING GROUP (IT)

PRODUCT TEAM LEAD Vendor
- Technical Lead

IT MANAGER Information Technology Solutions
- Application Manager
- Business Analyst
- Quality Assurance Analyst
- Security Analyst
- Systems Analyst (Infrastructure)
- Programmer Analyst (Middleware)
- CRM Technical Expert, Registrar
- Application Manager (Support)

BUSINESS TEAM LEAD University Experience Office of the Provost
- Faculty Advisory Board
- Communications Officer
- Students UAT

Vendor uO IT UO Business
How did we achieve it?

- Consultation with other Universities who implemented the solution
- Close collaboration between all stakeholders: Office of the Provost / IT / Faculties / Procurement / Facilities
- Understanding of needs and challenges of the client (faculties)
- Flexibility to deploy differently and adjust as needed
Challenges during implementation

1. Pandemic & remote work
2. Staff Strike (Fall 2020)
3. Changes of staff along the project
OVERALL

- On-time and on-budget
- Enhanced collaboration with faculties and services
- Excellent feedback from students and staff
We get a lot of positive feedback from the students because the experience is enjoyable. The tool gives them much more accessibility in terms of appointment management and gives them transparency on waiting time in the queue. They are happy that we have found a system that allows us to meet them virtually and us too!

Katrine D’Arcy (Academic Services Coordinator, Faculty of Engineering)
### Number of student interactions (December-May)

<table>
<thead>
<tr>
<th>Faculties</th>
<th>Number of interactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telfer School of Management</td>
<td>479</td>
</tr>
<tr>
<td>Faculty of Engineering</td>
<td>1,624</td>
</tr>
<tr>
<td>Faculty of Law, Civil Law</td>
<td>67</td>
</tr>
<tr>
<td>Faculty of Health Sciences</td>
<td>680</td>
</tr>
<tr>
<td>Faculty of Arts</td>
<td>181</td>
</tr>
<tr>
<td>Faculty of Social Sciences</td>
<td>1,948</td>
</tr>
<tr>
<td>Faculty of Science</td>
<td>762</td>
</tr>
<tr>
<td>Faculty of Medicine</td>
<td>619</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>6,360</strong></td>
</tr>
</tbody>
</table>
Key Observations

- Strong buy-in from all parties involved from the beginning and throughout the project is essential.
- Openness of our faculties to change and adapt quickly.
- The pandemic forced a new service model much quicker than it would normally.
- Flexibility in deployment—meeting their needs and not imposing a timeline and solution on them.
Demo
Student Home Kiosk (Web)

Employee Customer Engagement Center

Student SMS

Demo slide 1
Walk-in wait lines
Moving forward
Next steps

- Move to a hybrid model (virtual and in person) as we reopen physically campus to support a bimodal teaching and learning approach
- Expand to other services/faculty services (Graduate Studies, COOP, HR, Sports, etc.)
- Leverage data for a consolidated view across the University.
- Support social distancing guidelines
- Work to customize the mobile app for language support (English and French)
- Better integration with O365 staff calendars (only one way)
Thank You