Line up virtually from anywhere

PRESENTERS:

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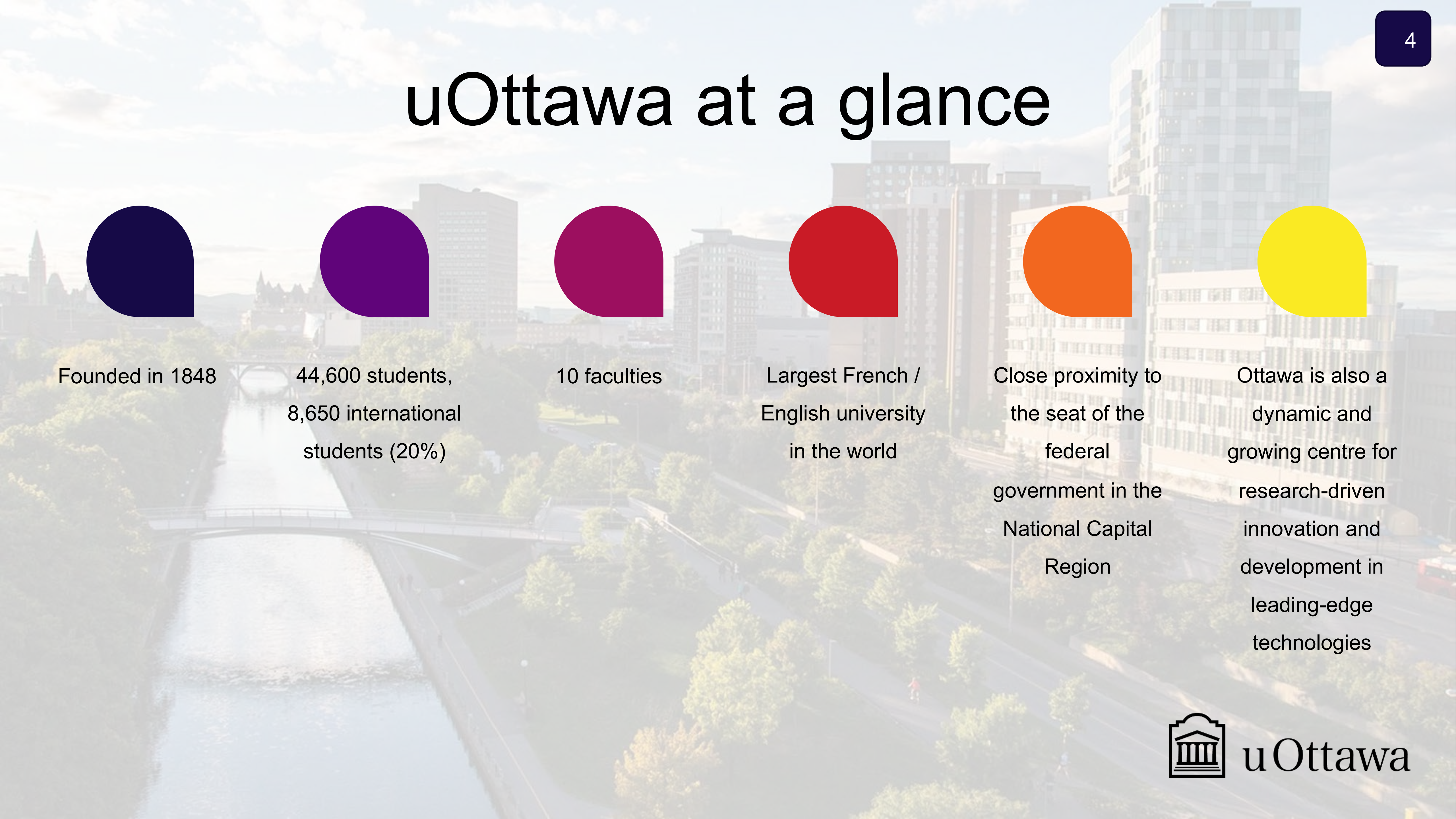
Agenda

- Context: uOttawa at a glance
- Problem statement
- Vision, objectives and scope
- Pandemic
- Project governance
- Process, timelines and results
- Demo

Context

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

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Challenges

- 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.

Allow students to request services remotely.

Improve visibility on estimated wait times, place in the queue, etc. for students.

Provide a common platform and standardized process across service locations.

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.

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UNIVERSITY OF OTTAWA

Vision, objectives & scope

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Vision

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

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

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

Cloud SaaS-based solution to accelerate installation and deployment and make it easier to maintain in the long run.

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).

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Service du logement
Housing Service

Pandemic

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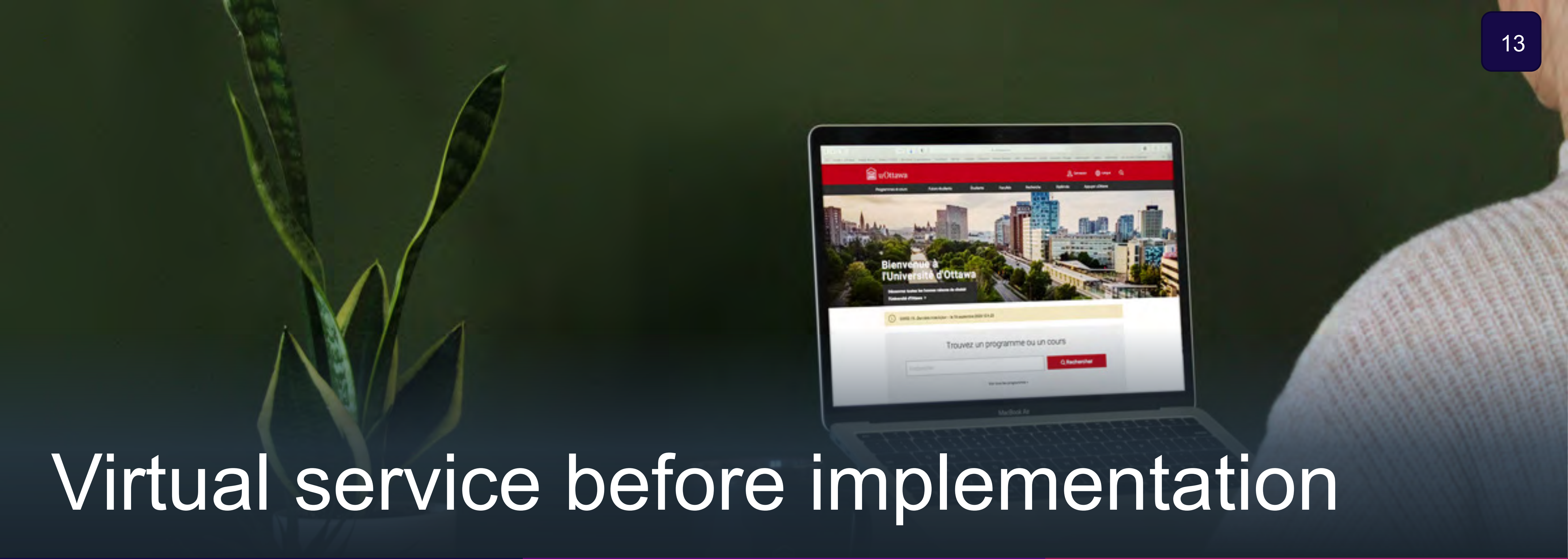
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Bienvenue à l'Université d'Ottawa
Trouvez un programme ou un cours
Rechercher

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

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Project Governance

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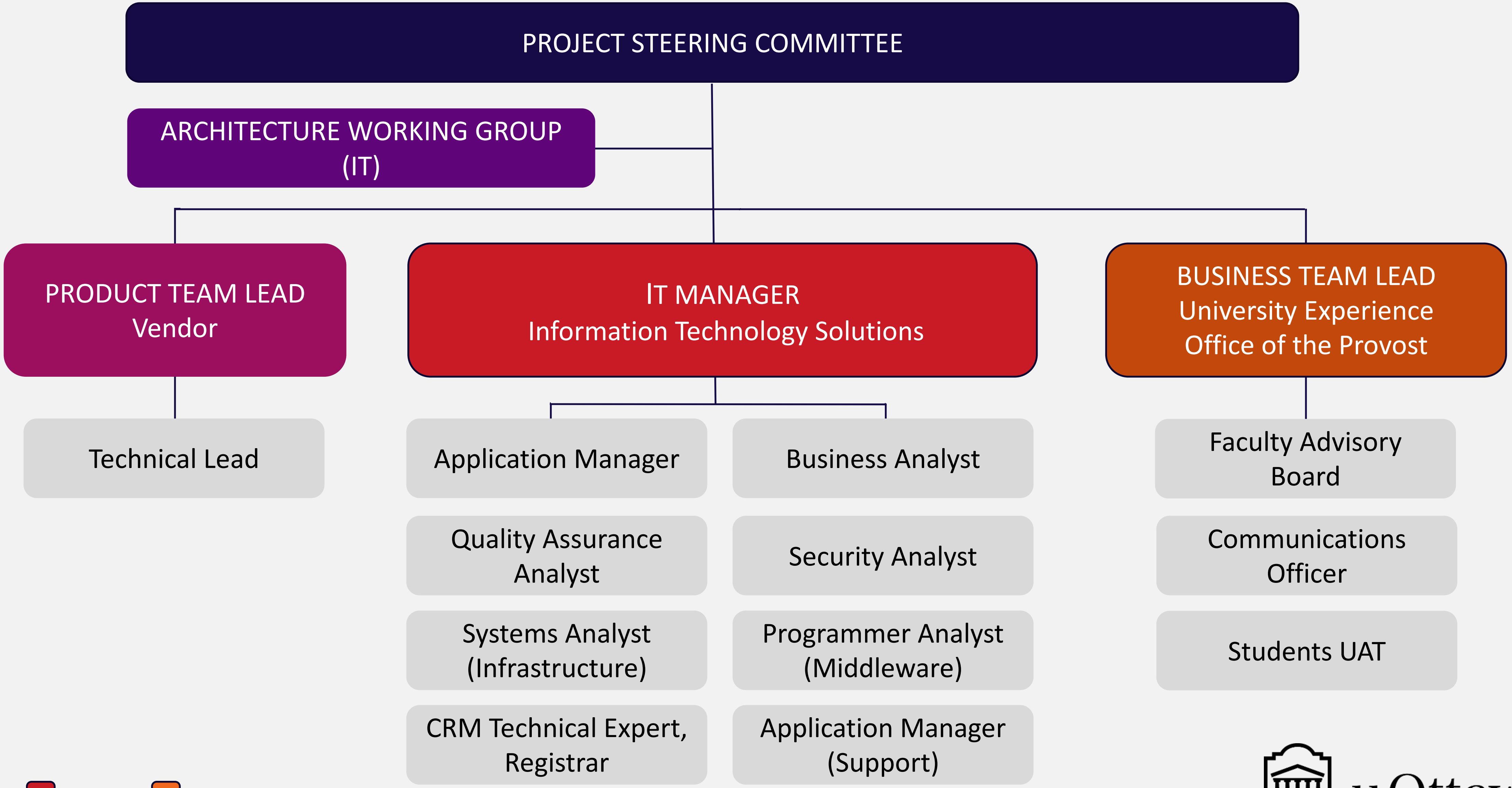
Organizational chart



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

Process, timeline & results

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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

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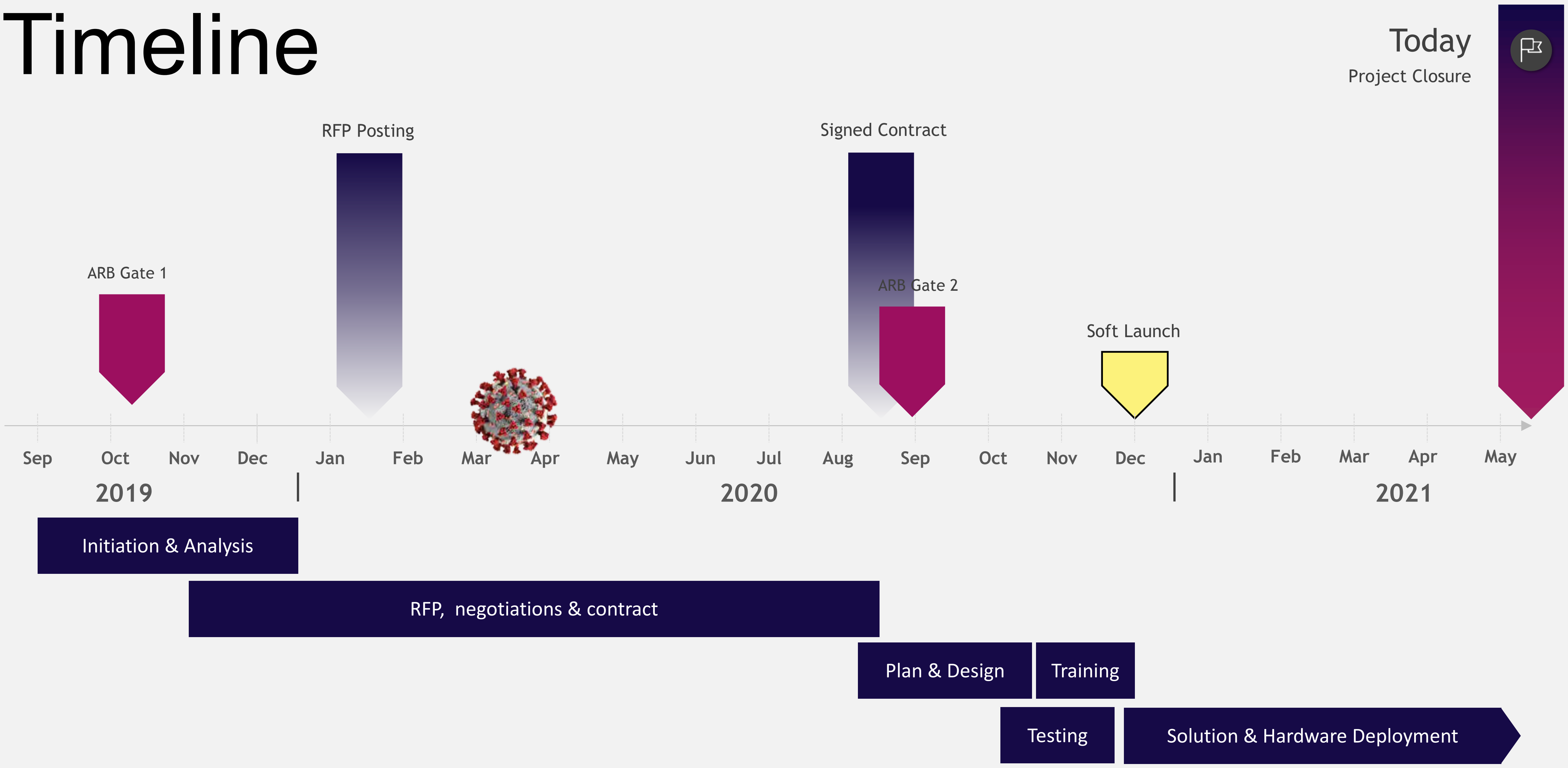
Timeline



Today

Project Closure

ARB Gate 1

RFP Posting

Signed Contract

ARB Gate 2

Soft Launch

Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May

2019 | 2020 | 2021

Initiation & Analysis

RFP, negotiations & contract

Plan & Design

Training

Testing

Solution & Hardware Deployment

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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

Startup Weekend Ottawa

> “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)

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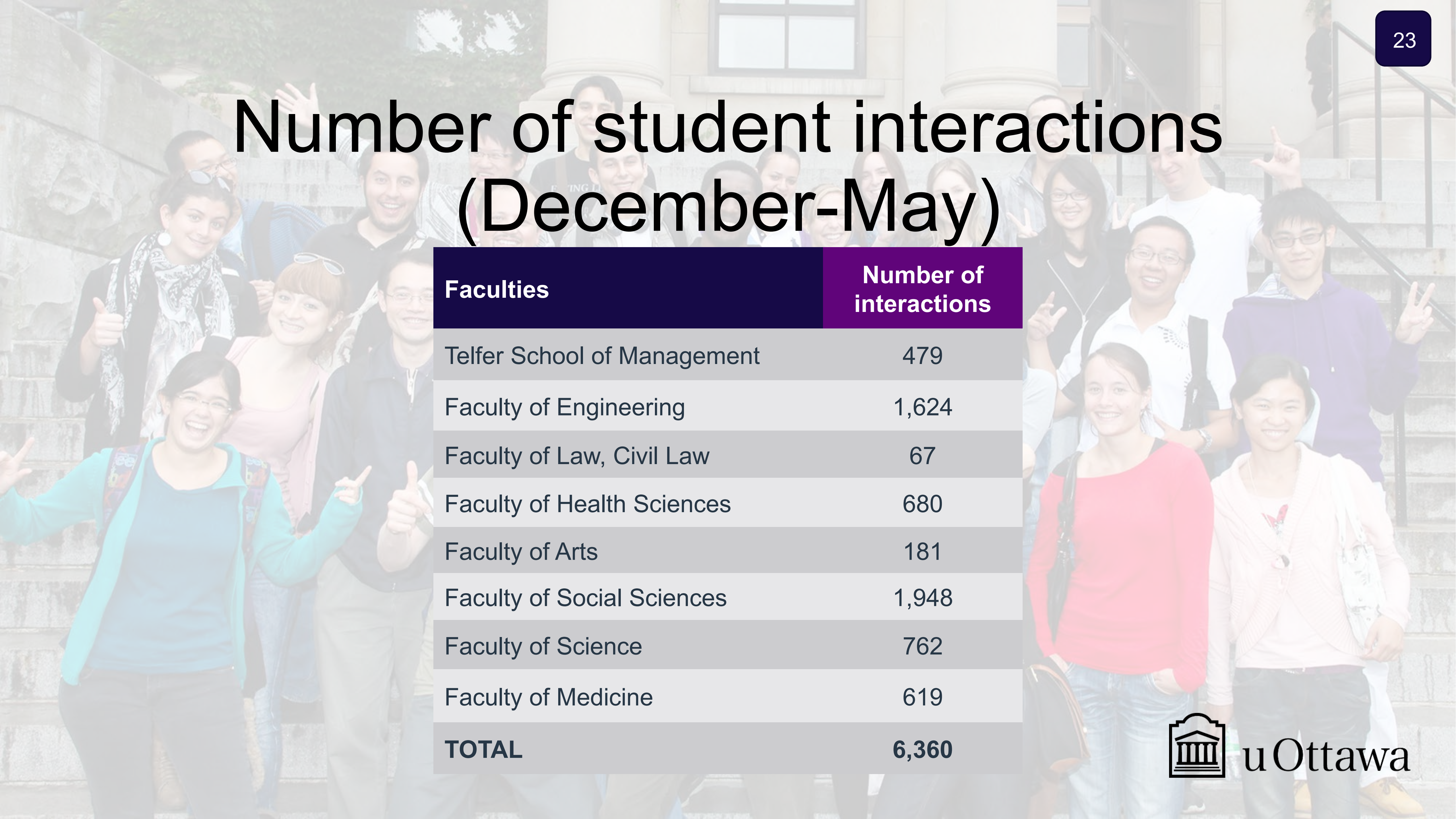

Number of student interactions (December-May)

Faculties	**Number of interactions**
Telfer School of Management	479
Faculty of Engineering	1,624
Faculty of Law, Civil Law	67
Faculty of Health Sciences	680
Faculty of Arts	181
Faculty of Social Sciences	1,948
Faculty of Science	762
Faculty of Medicine	619
TOTAL	**6,360**

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

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Demo

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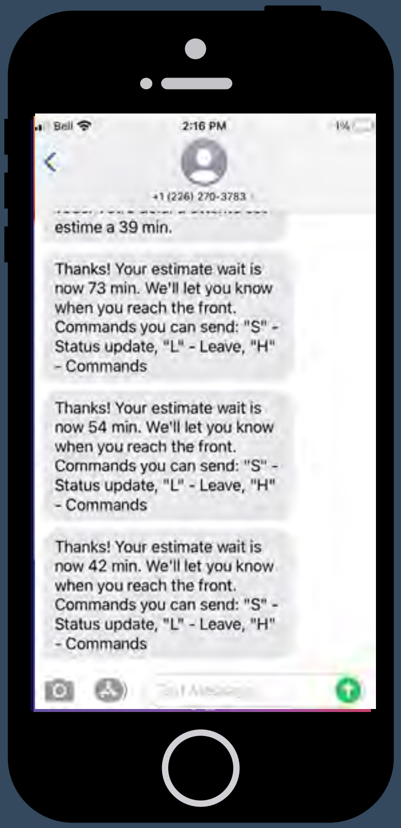
Student SMS


Bell
2:16 PM
+1 (226) 270-3783

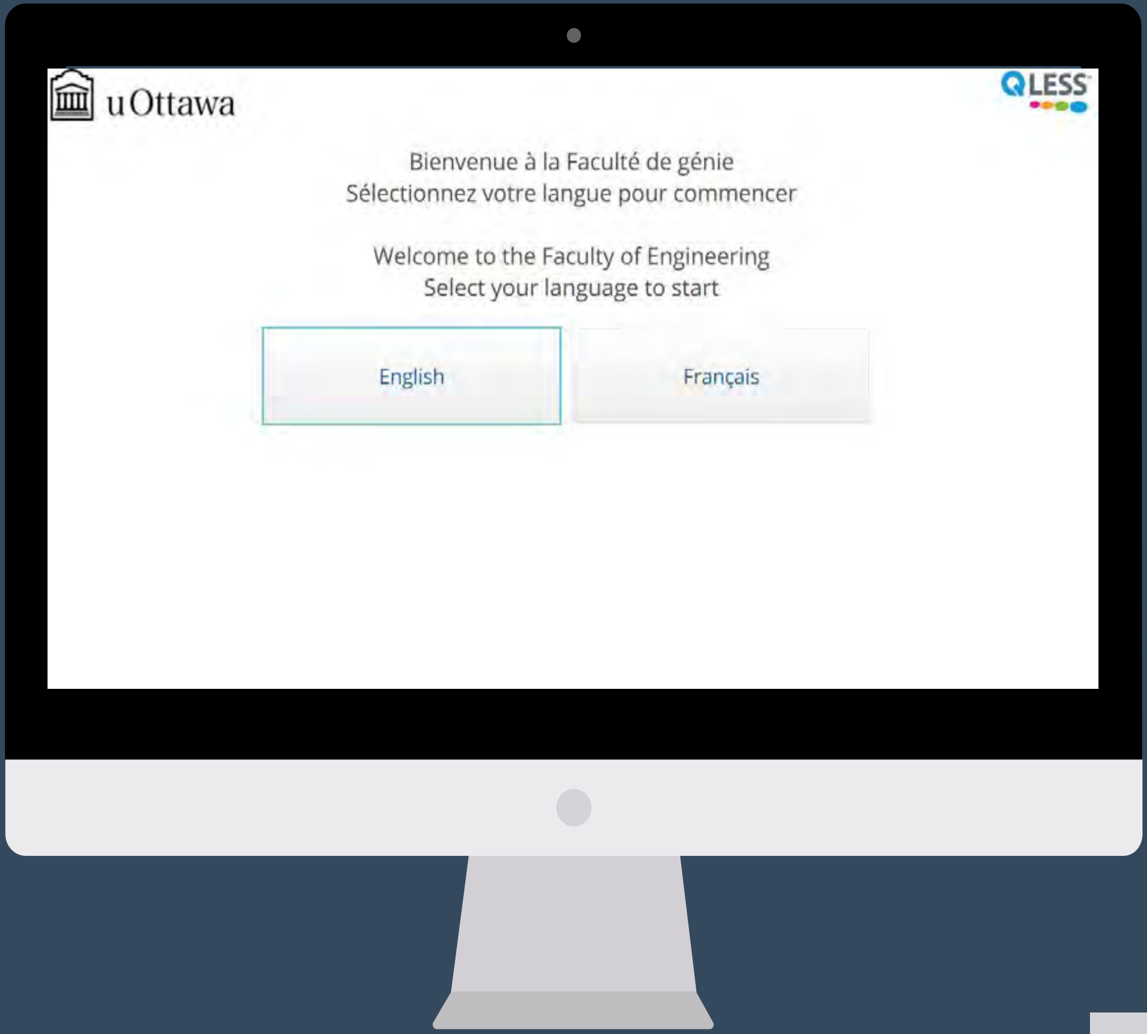
estime a 39 min.

Thanks! Your estimate wait is now 73 min. We'll let you know when you reach the front. Commands you can send: "S" - Status update, "L" - Leave, "H" - Commands

Thanks! Your estimate wait is now 54 min. We'll let you know when you reach the front. Commands you can send: "S" - Status update, "L" - Leave, "H" - Commands

Thanks! Your estimate wait is now 42 min. We'll let you know when you reach the front. Commands you can send: "S" - Status update, "L" - Leave, "H" - Commands

Student Home Kiosk (Web)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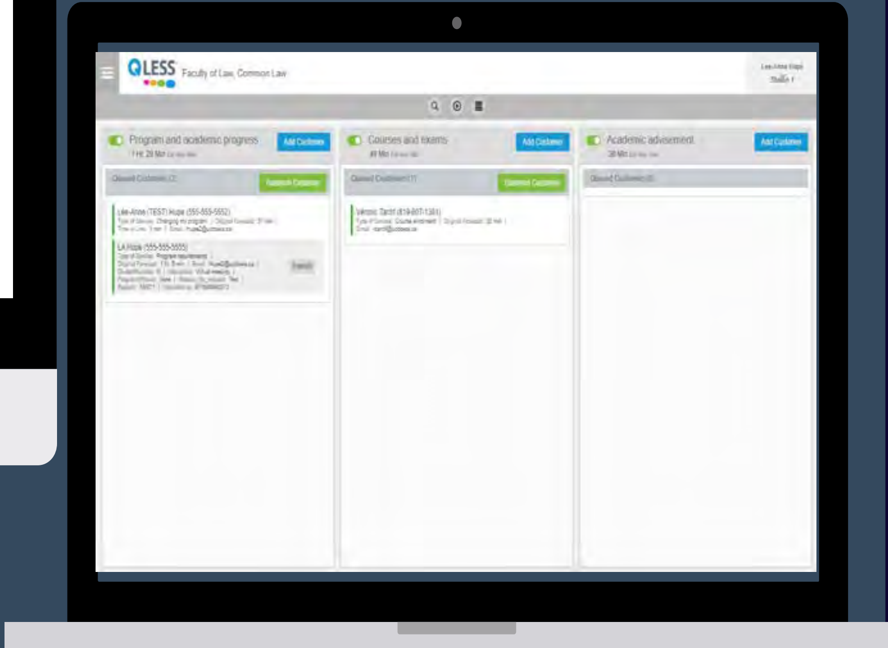
QLESS

Bienvenue à la Faculté de génie
Sélectionnez votre langue pour commencer

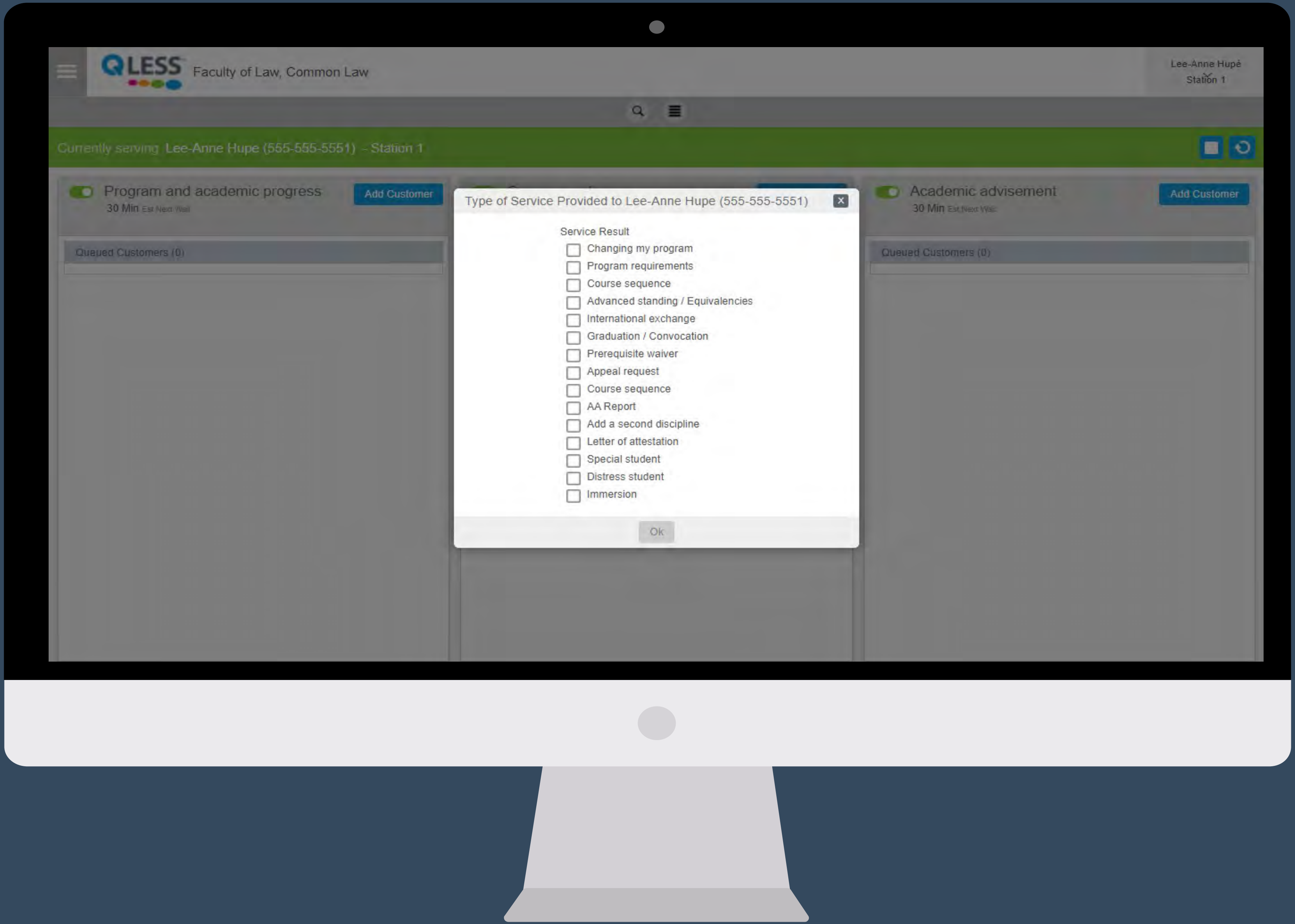
Welcome to the Faculty of Engineering
Select your language to start

English
Français

Employee Customer Engagement Center


QLESS
Faculty of Law, Common Law
Program and academic progress
Add Customer
Courses and exams
Add Customer
Academic advisement
Add Customer

Walk-in wait lines


QLESS
Faculty of Law, Common Law
Lee-Anne Hupé
Station 1
Program and academic progress
30 Min Est Next Wait
Add Customer
Queued Customers (0)
Academic advisement
30 Min Est Next Wait
Add Customer
Queued Customers (0)

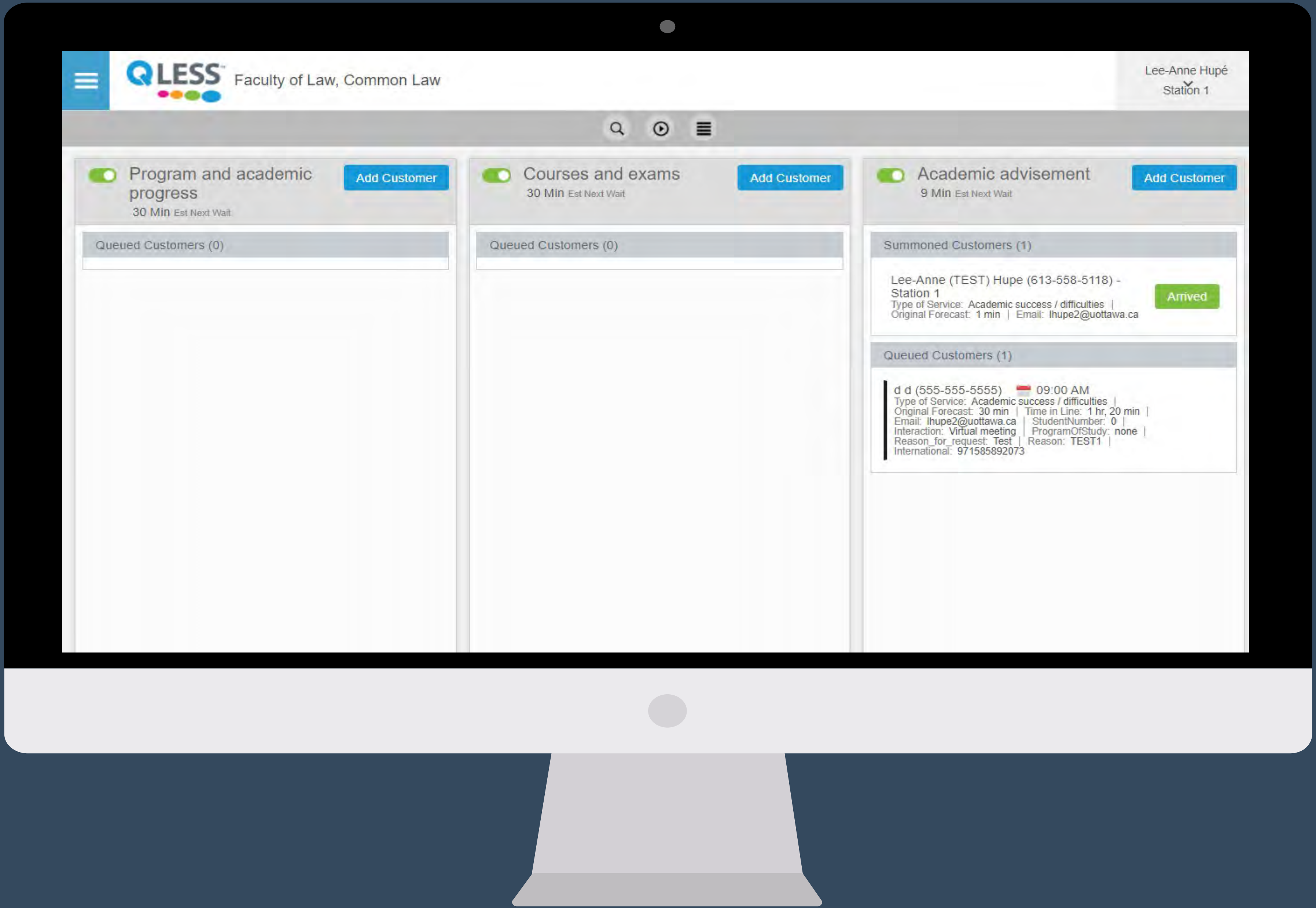
Currently serving Lee-Anne Hupe (555-555-5551) - Station 1

Type of Service Provided to Lee-Anne Hupe (555-555-5551)

Service Result

- ☐ Changing my program
- ☐ Program requirements
- ☐ Course sequence
- ☐ Advanced standing / Equivalencies
- ☐ International exchange
- ☐ Graduation / Convocation
- ☐ Prerequisite waiver
- ☐ Appeal request
- ☐ Course sequence
- ☐ AA Report
- ☐ Add a second discipline
- ☐ Letter of attestation
- ☐ Special student
- ☐ Distress student
- ☐ Immersion

Appointment Bookings


QLESS
Faculty of Law, Common Law
Lee-Anne Hupé
Station 1
Add Customer
Add Customer
Add Customer
Arrived

Program and academic progress
30 Min Est Next Wait

Queued Customers (0)

Courses and exams
30 Min Est Next Wait

Queued Customers (0)

Academic advisement
9 Min Est Next Wait

Summoned Customers (1)

Lee-Anne (TEST) Hupe (613-558-5118) - Station 1
Type of Service: Academic success / difficulties |
Original Forecast: 1 min | Email: lhupe2@uottawa.ca

Queued Customers (1)

d d (555-555-5555) 09:00 AM
Type of Service: Academic success / difficulties |
Original Forecast: 30 min | Time in Line: 1 hr, 20 min |
Email: lhupe2@uottawa.ca | StudentNumber: 0 |
Interaction: Virtual meeting | ProgramOfStudy: none |
Reason_for_request: Test | Reason: TEST1 |
International: 971585892073

Moving forward

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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

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