BCNET

Shared IT Services for Higher Education & Research

Conference 2017

Ellucian Mobile App – Sharing Experiences

Thompson Rivers University

University of the Fraser Valley

University of Northern BC

University of Victoria

UVic Background Information

- Custom application launched in April 2013

- Basic functionality
  - Maps
  - Safety tools
  - Contact info & social media
  - Food Services
  - NO ERP Integration

- ~5,500 unique downloads over 3 years

UVic Ellucian Mobile Implementation

- Timeline
  - Planning and IA: Feb 2016
  - Implementation and Testing: Mar – Jun 2016
  - Target Go-live: Summer 2016
- Functionality
  - Timetable, grades, financials (no registration)
  - ONECard account
  - NextBus
  - Campus Maps
  - Miscellaneous / Contact Info

UVic Go-live and Adoption

- Go-live
  - Server 4.5.0.1887
  - Client 4.5.0.1
  - Soft launch August 2, 2016
  - Minimal social media, word of mouth
  - ~1,000 downloads in first 2 weeks

- Communications
  - Engaged University Communications for start of term
  - Social media, campus announcements/news
  - ~4,700 downloads in first 2 months
  - ~6,600 downloads to date

UVic Lessons Learned

- Mobile ≠ Full web
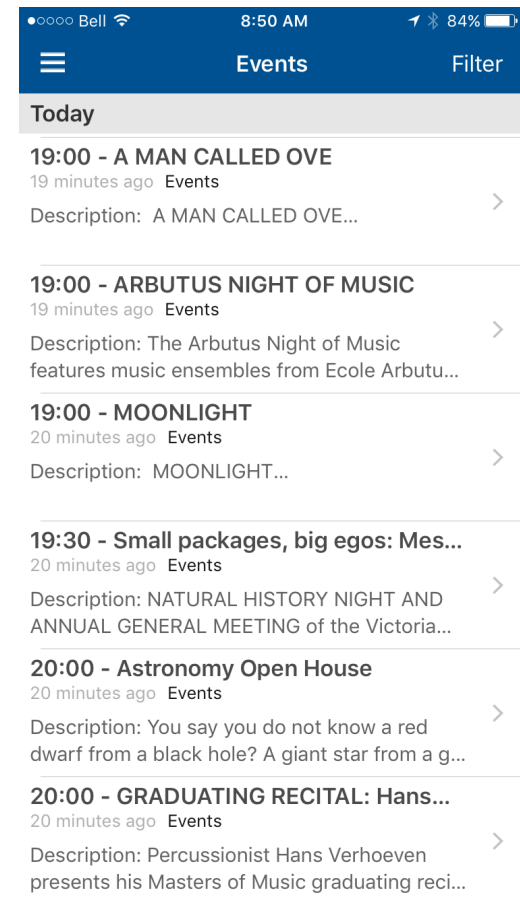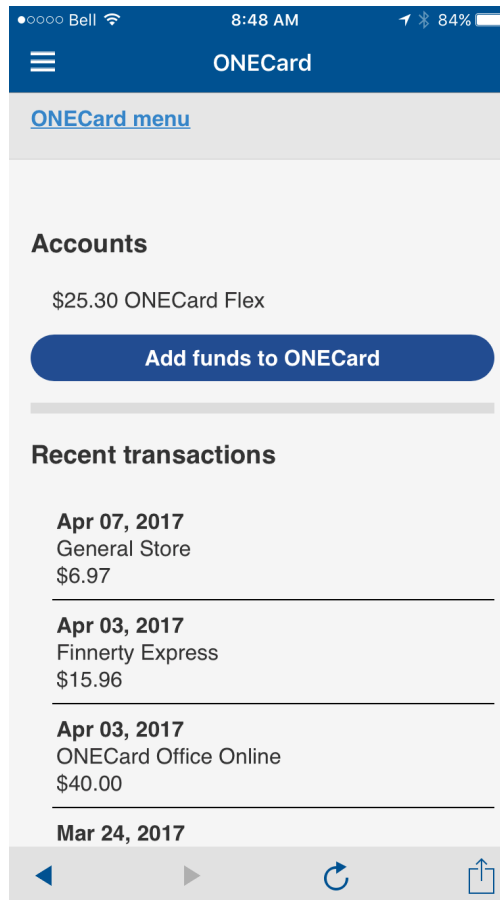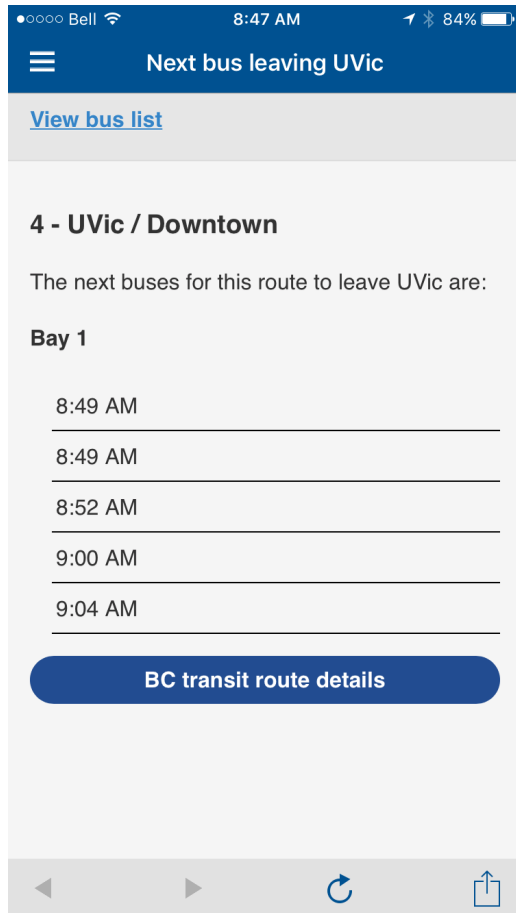- SSO behavior
- Mobile app framework
- Stakeholder management

UVic Next Steps

- SSO issues

- Version upgrade

- Additional content (Food Services)

- Mobile app framework

- Banner 9 focus

- Emergency Alerts

UVic Screenshots
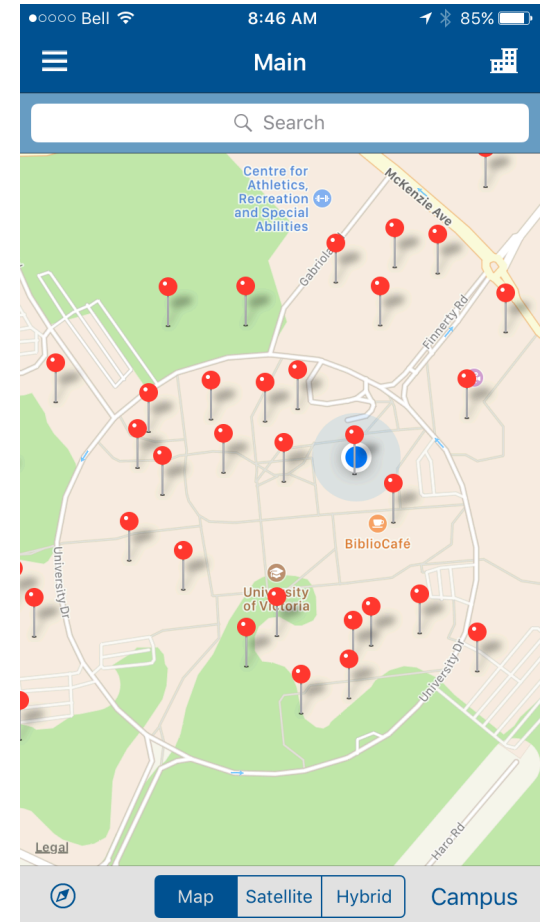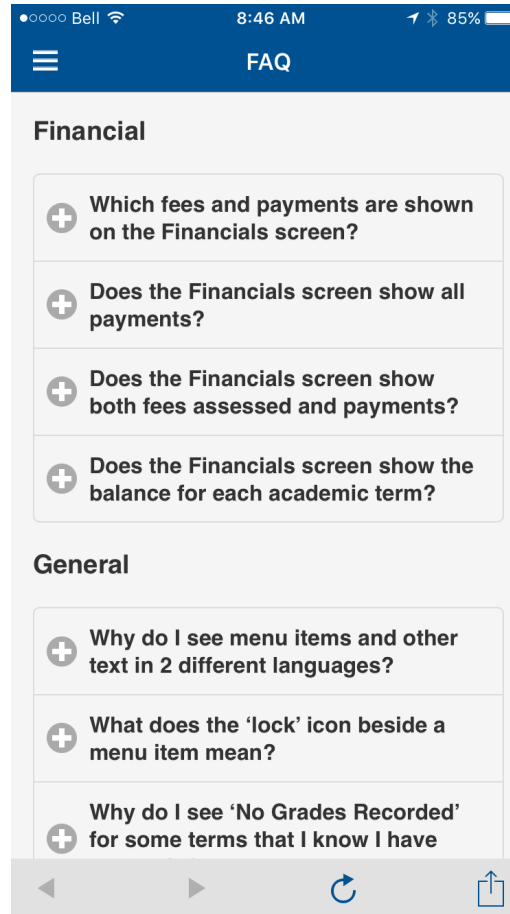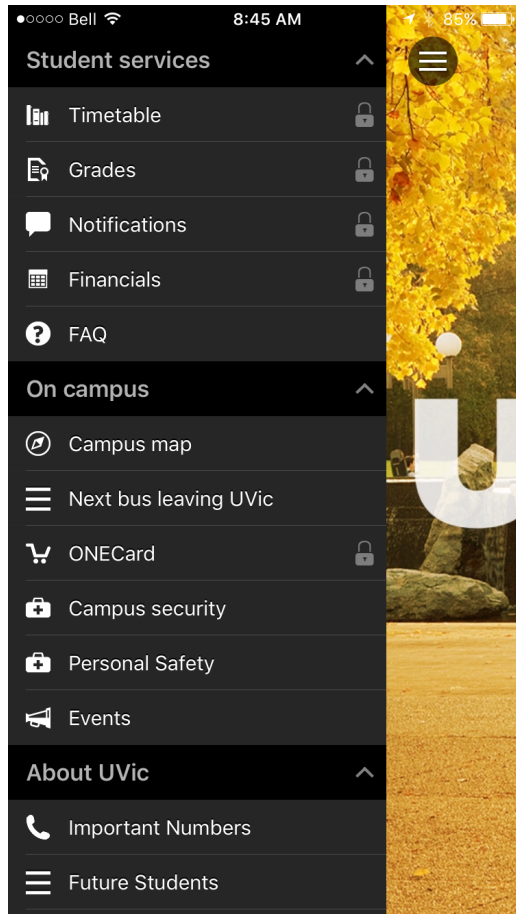
UVic Screenshots

UFV Ellucian Mobile Experience

- Legacy Apps – BlackBoard Mosaic, Oh-La-La

- Ellucian Mobile – Platform Edition
  - Ability to fully brand and customize
  - Ability to submit to App stores
  - Hybrid cloud deployment

- Key Benefits
  - Native Banner integration
  - Ellucian Ethos Identity Integration
  - Customizable interface

UFV Ellucian Mobile Experience

- Project timeline: June 2016 - February 2017
- Project resources:
  - University Relations: Web Producer – 50%; Marketing Director – 25%
  - IT Services: PM – 20%, Web Analyst – 25%, Infrastructure Team Analyst
  - Ellucian: PM, Integration Engineer
- Project Approach:
  - Iterative releases
  - Students involved in testing
  - Soft launch
  - Wide communication campaign
  - Close collaboration between ITS and University Relations

UFV Ellucian Mobile Experience

- Production Environment:
    - Load balanced (F5 version 11.5.3) deployment
    - 2 RHEL 6 64-bit servers – 2 CPU 8 GB RAM each
    - Mirrored test environment
    - Mobile server version 4.5.0.1887
    - Tomcat 8 running on Java 1.8
- Authentication
    - Ethos (EIS 1.1.1) provided CAS authentication

UFV Ellucian Mobile Experience

- Functionality
  - Banner integration: Student Grades, Student Courses
    - No Registration yet (no Wait Listing)
  - Notifications
  - BlackBoard Student Mobile app link
  - Academic Calendar
  - Emergency Contacts
  - Shuttle Bus schedule
  - Phone Directory
  - News RSS Feeds
  - Student Services
  - Events RSS Feeds
  - Maps and Locations
  - Links to Athletics, Alumni, Giving, International
  - Social Networks (Facebook, Twitter) links

UFV Ellucian Mobile Experience

- Student Adoption
  - Student volunteers cohort (20+) participated in testing
  - Collected feedback through surveys
  - 2200+ downloads in first 2 months (6,000 current students overall):
    - Android – 770+
    - Apple – 1450+

- Lessons Learned
  - Governance required for new features/functionality
  - Don't trust – test!

- Next steps
  - Student registration
  - E-mail integration
  - Weather alerts

UFV - Screenshots
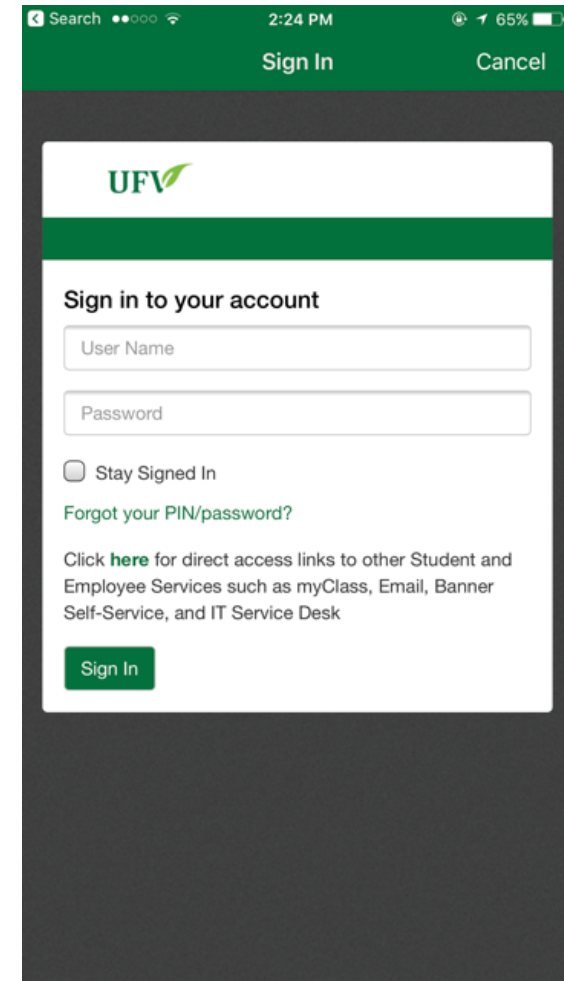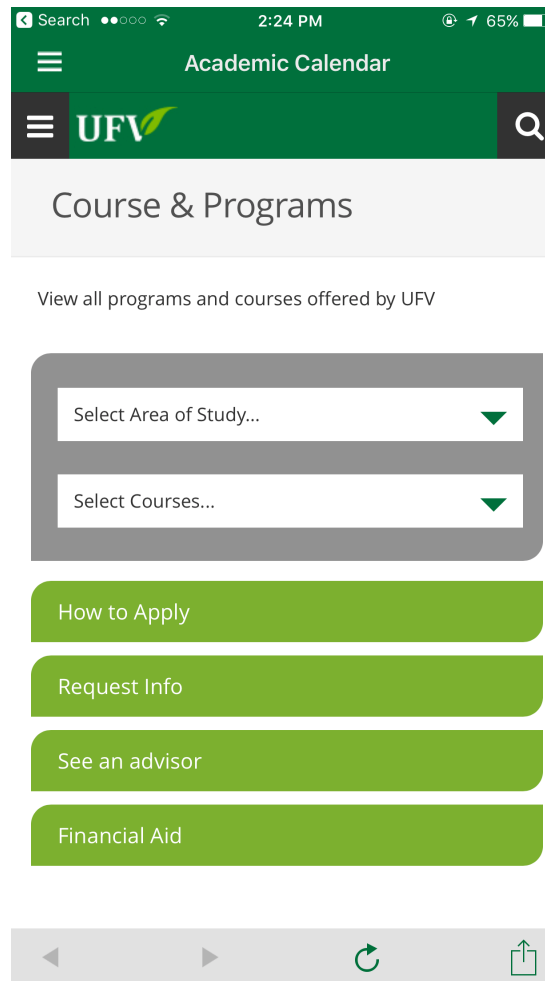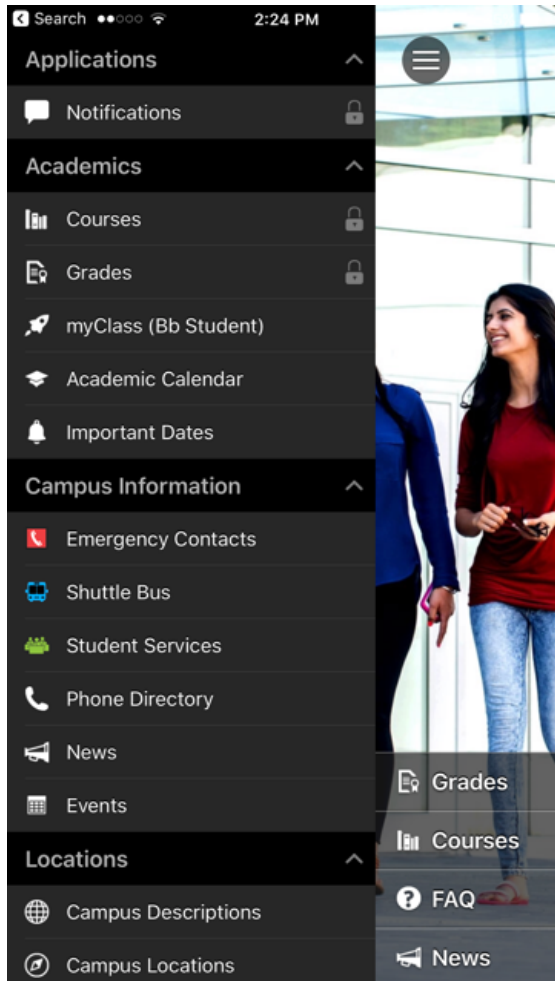
UFV - Screenshots
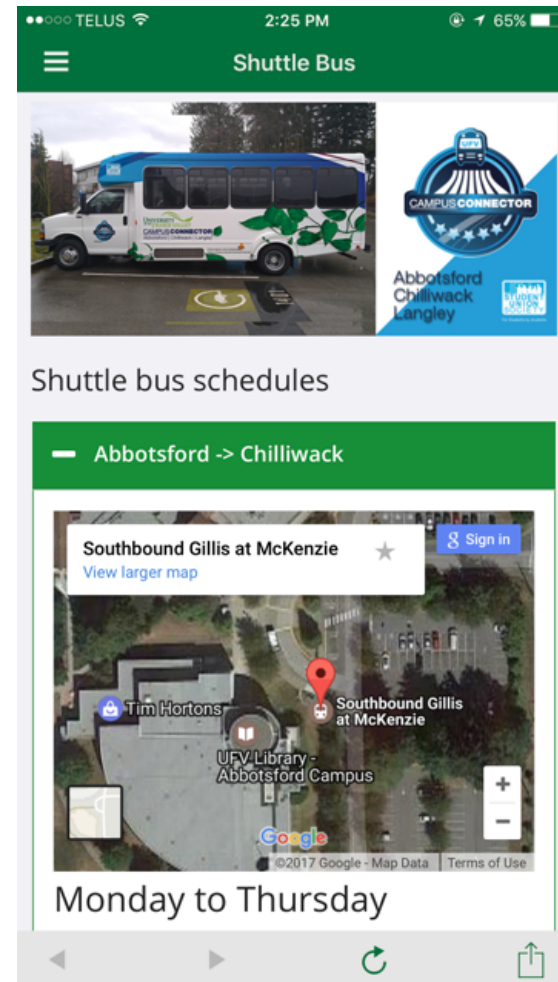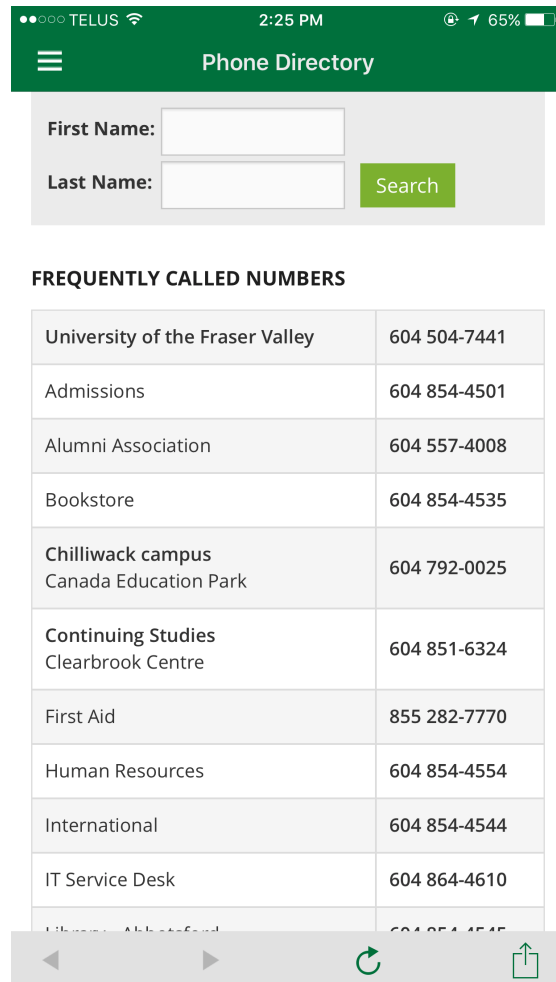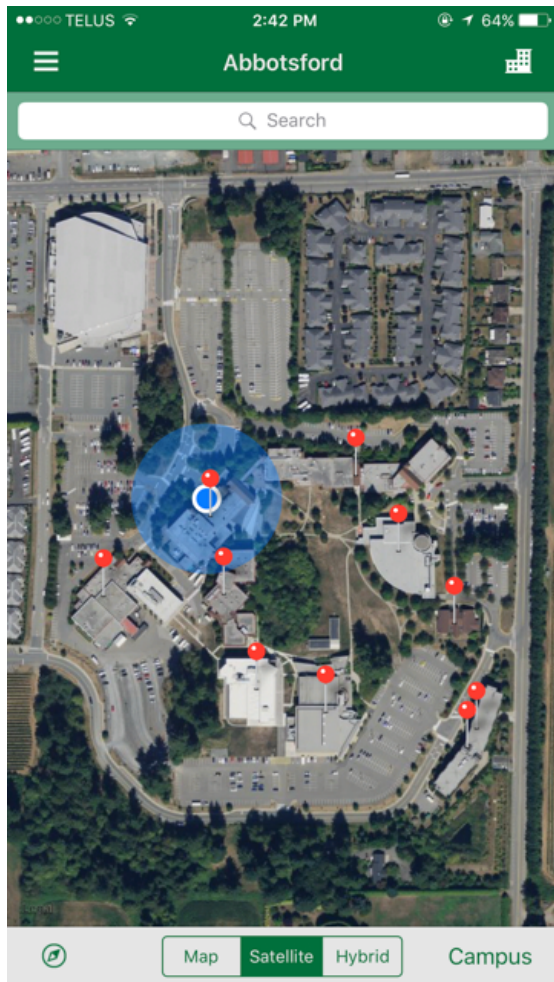
UNBC ⁻ Ellucian Mobile Experience

UNBC - The App

UNBC - Lessons Learned

Ellucian Mobile App - Sharing Experiences
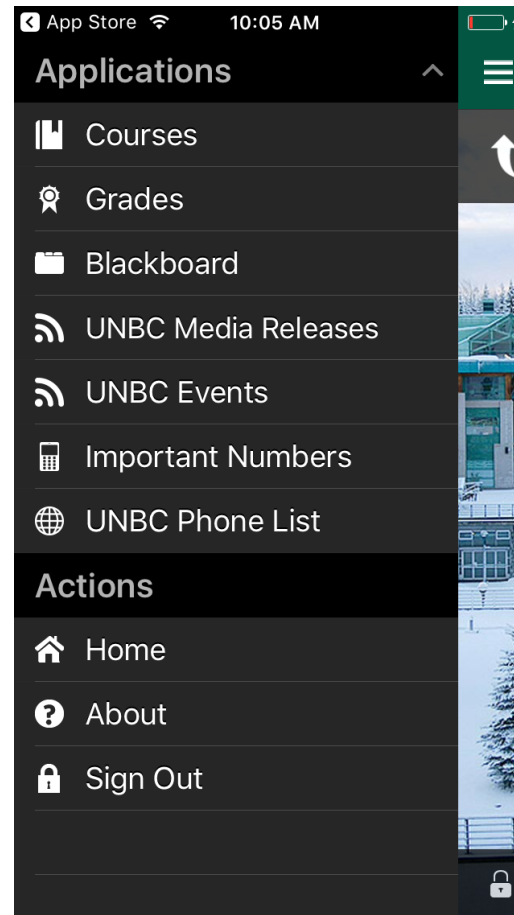
TRU - Ellucian Mobile Experience

TRU Go
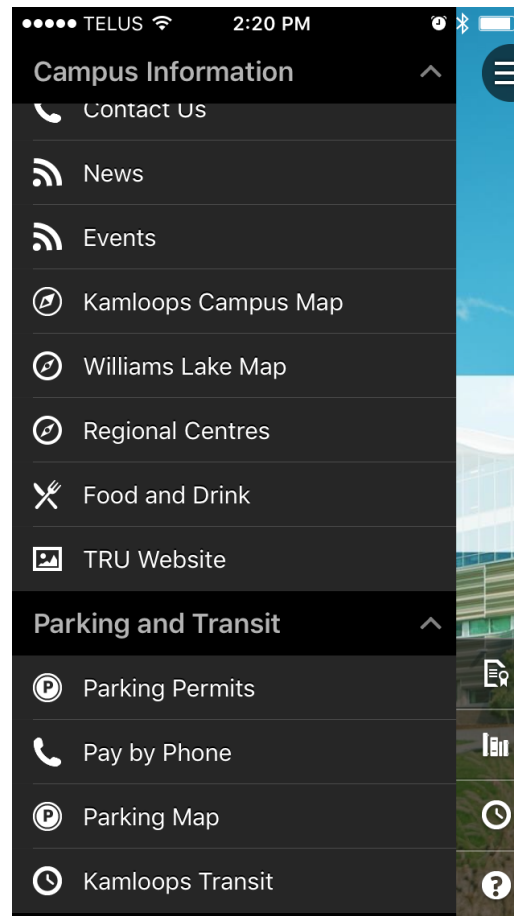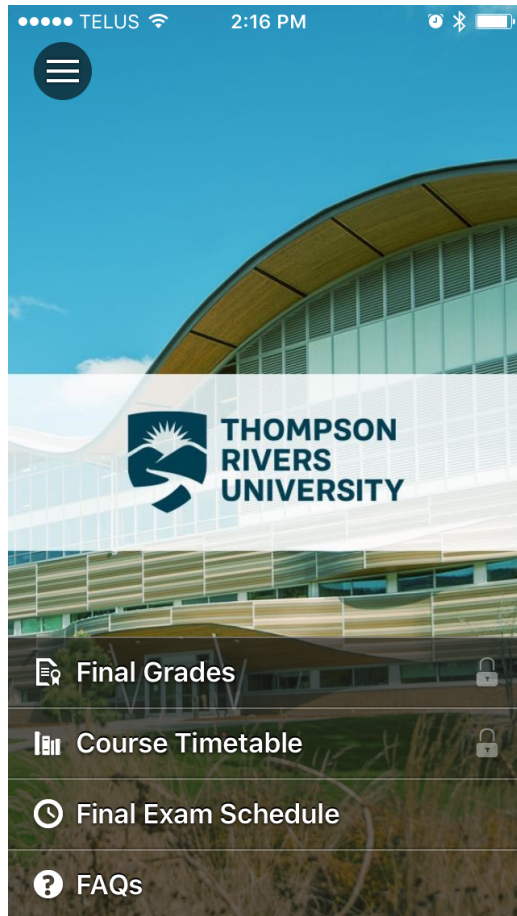
Douglas Ellucian Mobile Experience

- Ellucian Mobile – Platform Edition
  - Ability to fully brand and customize
  - Ability to submit to App stores
  - Single Cloud VPS Deploy, H2 Database
- Key Benefits
  - Native Banner integration
  - Customizable interface via Web Portal (okta)
  - Class Schedules, Grades

Douglas Ellucian Mobile Experience

- Student Adoption
  - 20% of Students are Active Users (1 Sessions or More every 2 weeks)
  - New students adopting the app much faster than existing students

- Lessons Learned
  - Governance required for new features/functionality
  - Communication Management (Don't SPAM the students with notifications).
  - Learn to manage GIT and Deploys, run TESTS

- Next steps
  - Registration improvements (Waitlisting?)
  - Integrate Notifications with other notification platforms (Emergency Notifications, Class cancellation)

Douglas Ellucian Mobile Experience

Douglas Ellucian Mobile Experience

Douglas Ellucian Mobile Experience