



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

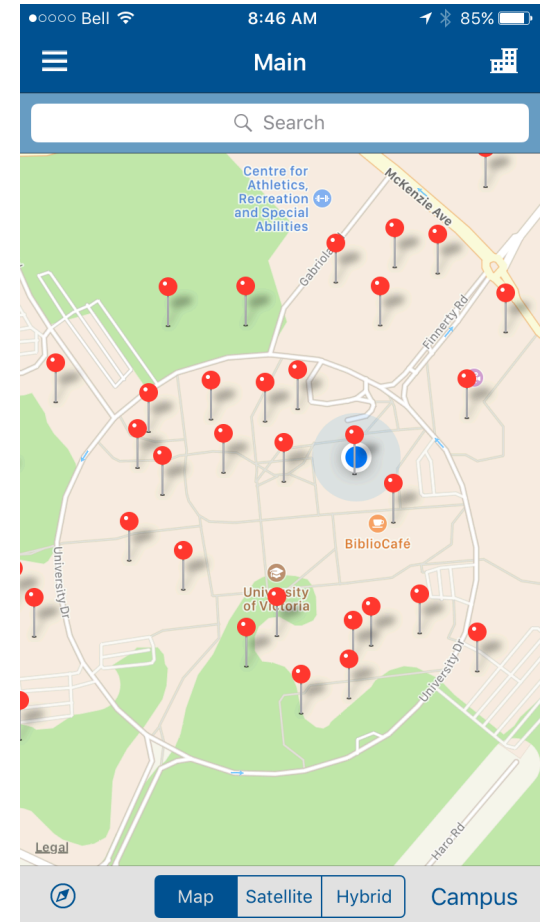
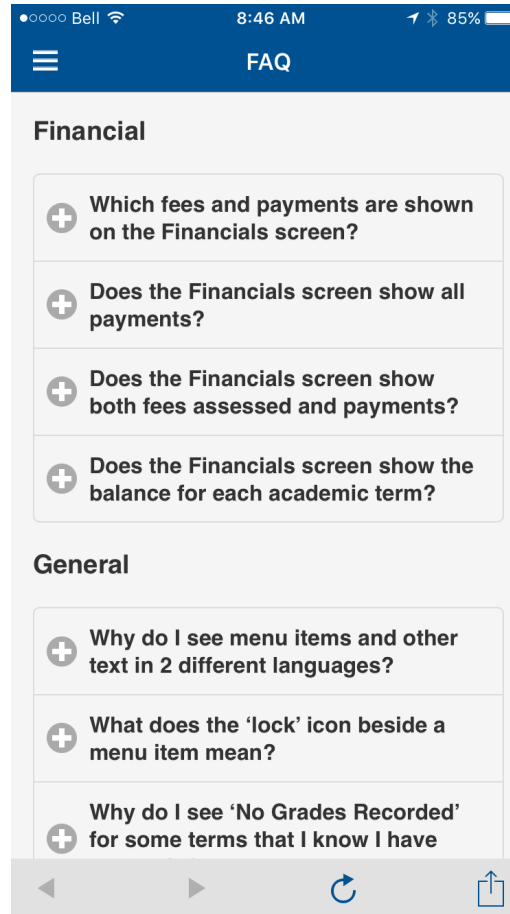
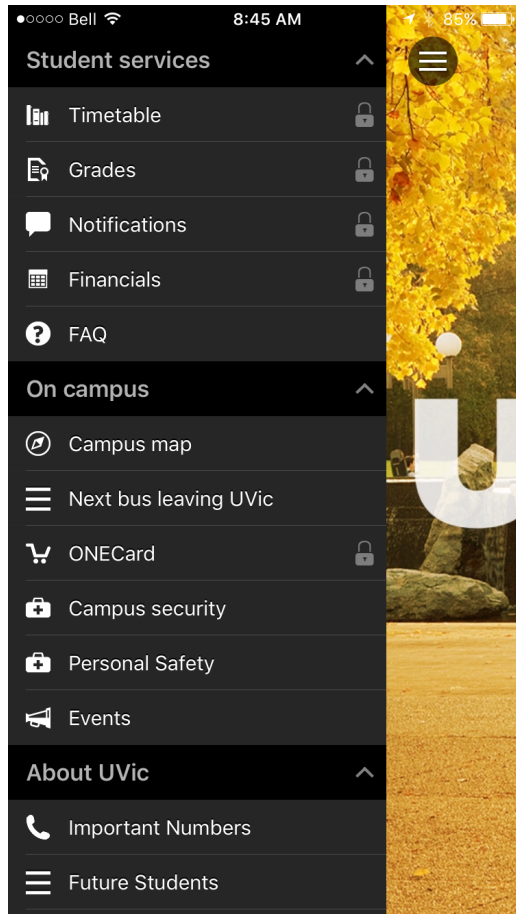
UVic Lessons Learned

- Mobile \neq Full web
- SSO behavior
- Mobile app framework
- Stakeholder management

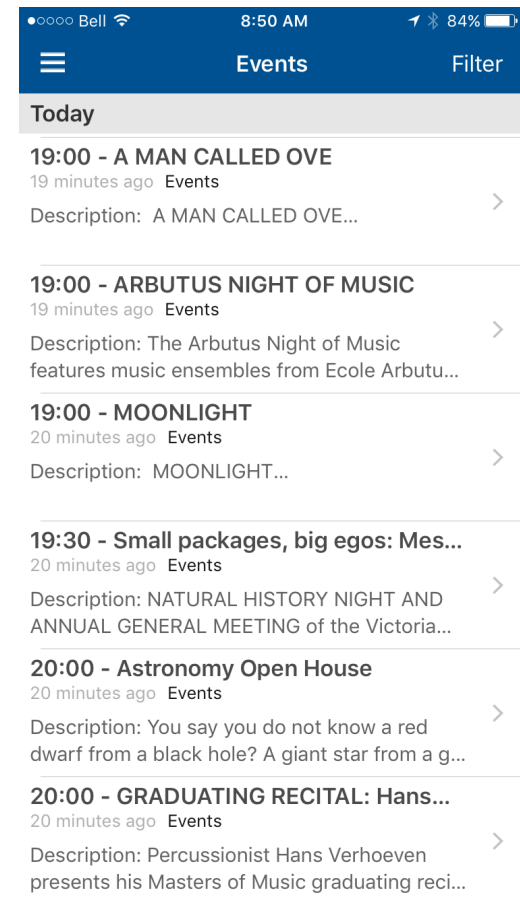
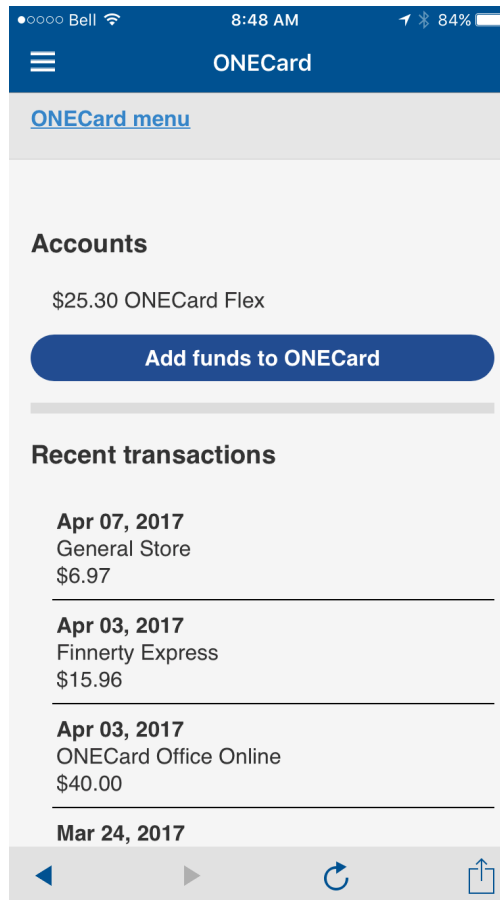
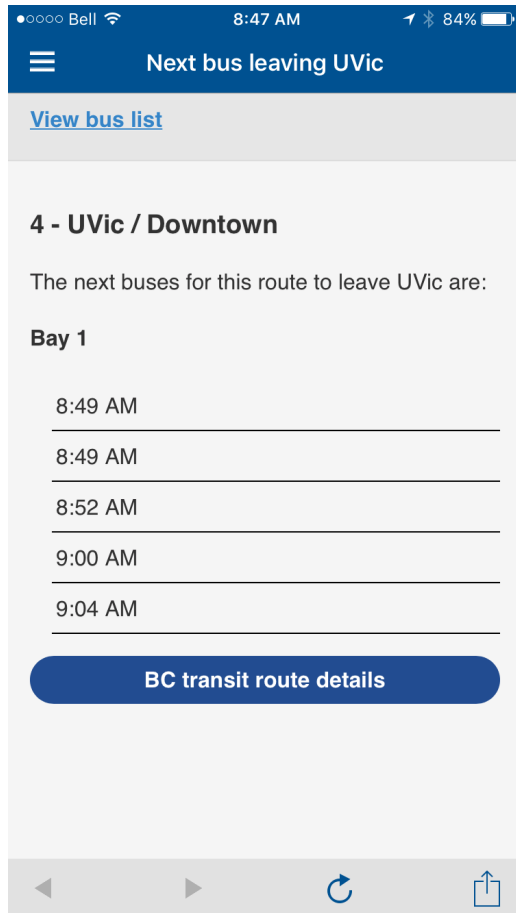
UVic Next Steps

- 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

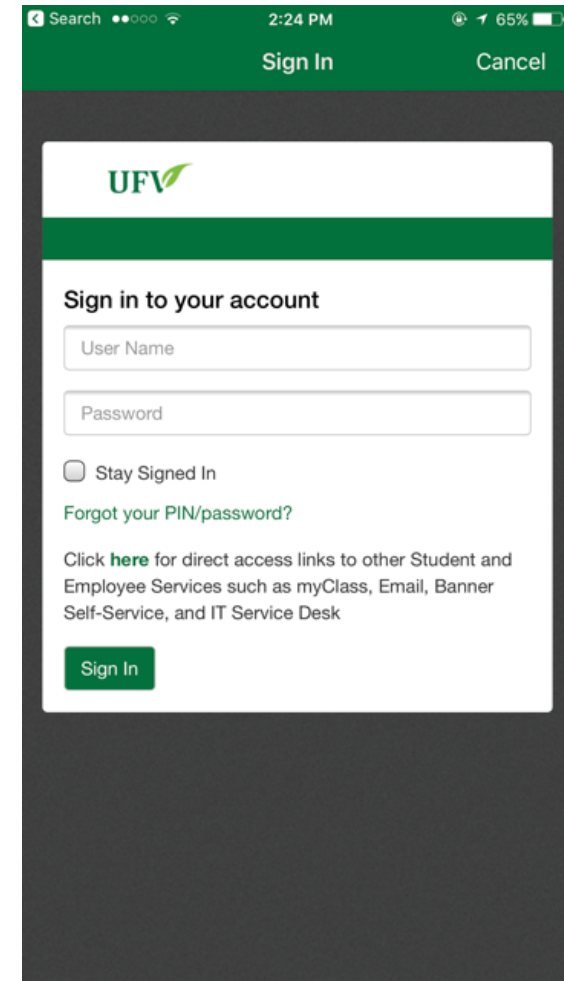
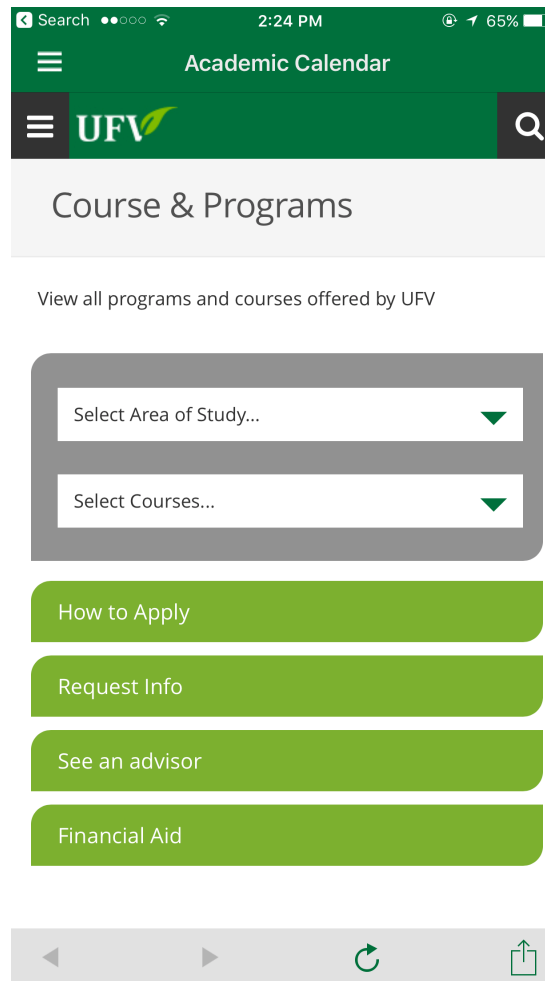
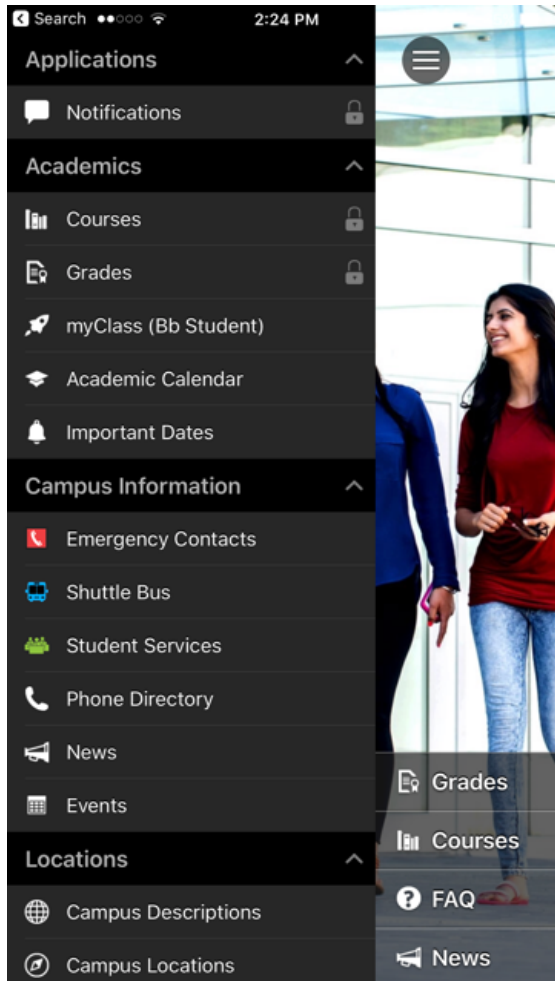
UFV Ellucian Mobile Experience

- 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

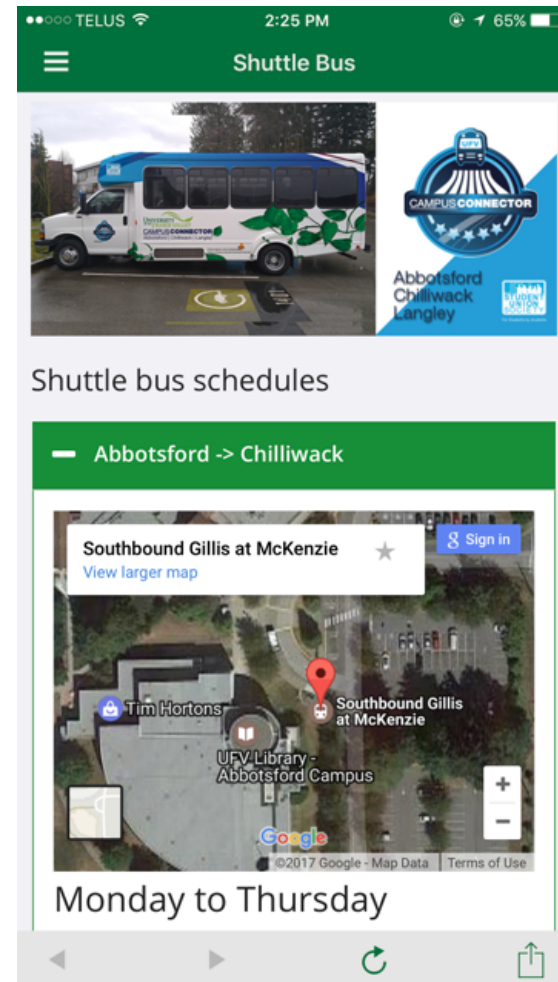
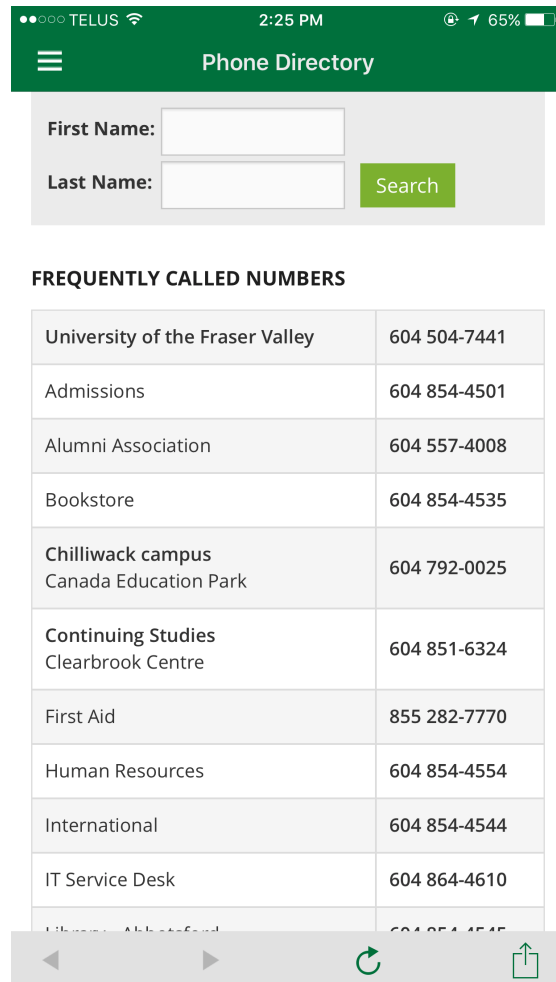
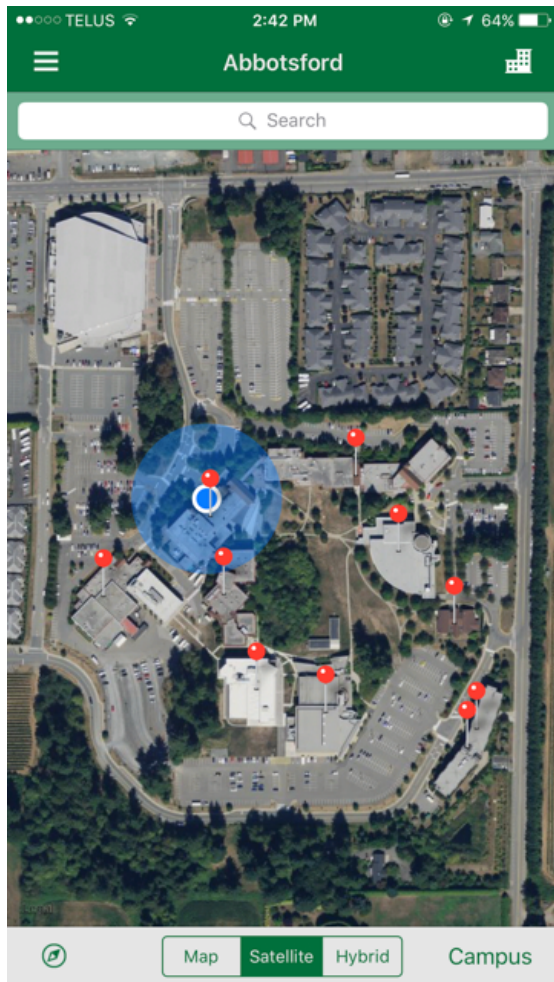
UFV Ellucian Mobile Experience

- 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



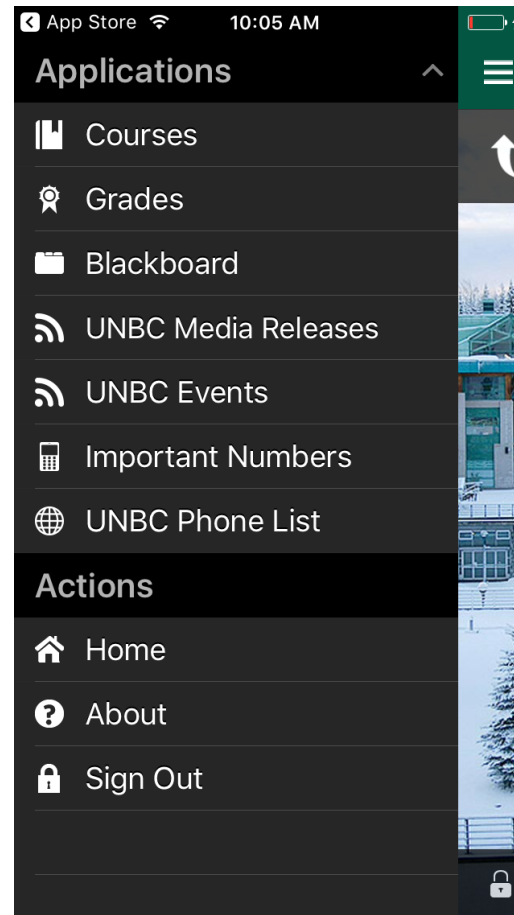
UFV - Screenshots



UNBC - Ellucian Mobile Experience



UNBC - The App



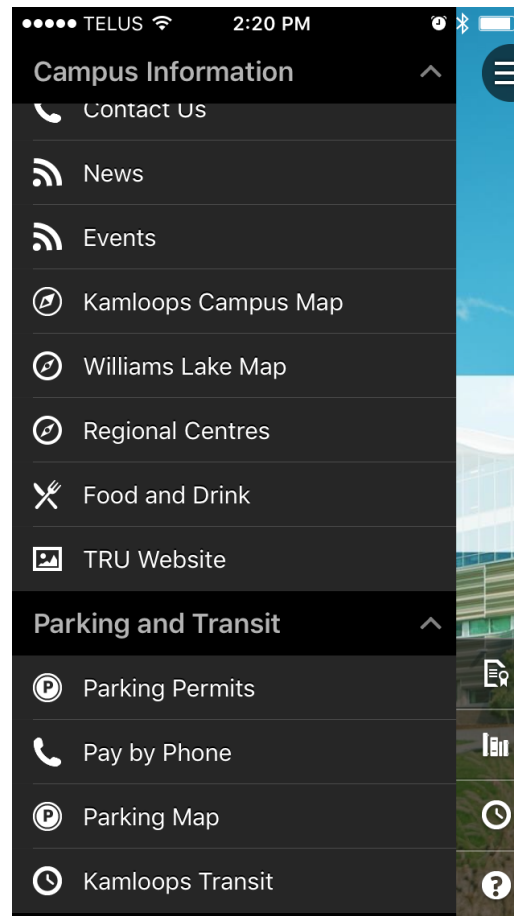
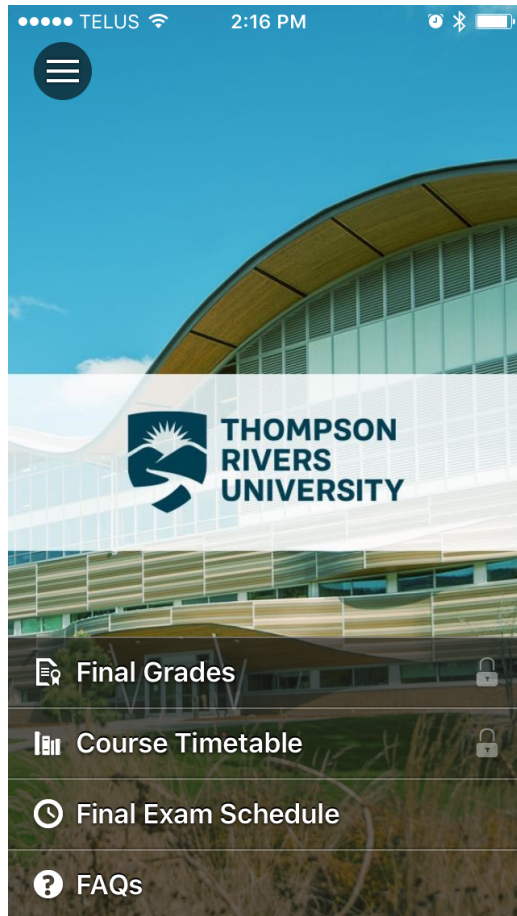
UNBC - Lessons Learned



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

Course Conflicts

You have conflicts in

VIEW CONFL

Nov 13 – 19, 2016

	Sun 11/13	Mon 11/14	Tue 11/15	Wed 11/16
all-day				
7am				
8am				
9am				
10am				
11am			10:30 - 12:20 BIOL 1103-000 (33050)	
12pm				
1pm		12:30 - 2:20 BIOL 1103-000 (33009)	12:30 - 2:20 MATH 1105-001 (33054)	12:30 - 2:20 BIOL 1103-000 (33009)
2pm		2:30 - 4:20 ACCT 1110-001 (32001)		2:30 - 4:20 ACCT 1110-001 (32001)
3pm				
4pm				
5pm				
6pm				

Course Conflicts

You have conflicts in your schedules

VIEW CALENDAR

BIOL 1103-001 (32009) conflicts with :

- MATH 1105-001 (33054)

MATH 1105-001 (33054) conflicts with :

- BIOL 1103-001 (32009)

ACCT 1110-001 (32001) conflict (NOT ENOUGH TIME TO GO BETWEEN CAMPUSES):

- BIOL 1103-001 (32009)
- MATH 1105-001 (33054)

ACCT 1110-002 (32570) conflict (NOT ENOUGH TIME TO GO BETWEEN CAMPUSES):

- BIOL 1103-001 (32009)
- MATH 1105-001 (33054)

Nov 13 – 19, 2016

today < >

	Sun 11/13	Mon 11/14	Tue 11/15	Wed 11/16	Thu 11/17	Fri 11/18	Sat 11/19
all-day							
7am							
8am							
9am							9:00 - 11:50 ACCT 1110-002

Douglas Ellucian Mobile Experience

The screenshot displays a mobile testing interface with a test suite execution results view. On the left, a tree view shows the test suite structure:


- Searching
 - Test Steps (6)
 - 201710 - ACCT
 - 201710 - BIOL
 - 201710 - MODL
 - 201710 - MATH
 - 201710 - HOSP
 - 201710 - LGST
 - Load Tests (0)
 - Security Tests (0)
- Registration
 - Test Steps (2)
 - Add to Basket 201710 - 1
 - Register 201710 - 12001
 - Load Tests (0)
 - Security Tests (0)
- Grades
 - Test Steps (1)
 - View Grades for: 9000000
 - Load Tests (0)
 - Security Tests (0)
- Schedule
 - Test Steps (1)
 - View Schedule for: 90000
 - Load Tests (0)
 - Security Tests (0)

The main view shows the execution results for the test suite BA87. The results are displayed as a list of test cases with their status:

- Searching: FINISHED
- Registration: FAILED
- Grades: FINISHED
- Schedule: FINISHED

The bottom of the interface shows a table with columns: Description, Properties, Setup Script, and TearDown Script. Below this is a section for the TestSuite Log.

Douglas Ellucian Mobile Experience


 **Jenkins**


search


Rudder, Beau J. | log out


Jenkins


ENABLE AUTO REFRESH


 New Item


 People


 Build History

 Project Relationship

 Check File Fingerprint

 Manage Jenkins

 My Views

 Credentials


Build Queue

No builds in the queue.






















Build Executor Status

1 Idle

2 Idle


 [add description](#)


All +


S	W	Name ↓	Last Success	Last Failure	Last Duration	
		[SYNC] EllucianGO Update From GIT	3 days 20 hr - #7	N/A	22 sec	
		[SYNC] MobileServer Update From Git	3 days 20 hr - #26	N/A	5.8 sec	
		DouglasAppAndroid_PROD	27 days - #33	N/A	1 min 5 sec	
		MobileServer	27 days - #73	N/A	2 min 53 sec	
		MobileServer PreBuild Fixes	1 mo 24 days - #73	2 mo 3 days - #42	11 sec	
		studentApi	N/A	1 mo 15 days - #6	2 hr 38 min	
		StudentIDCard	1 mo 17 days - #22	N/A	51 sec	

Icon: [S](#) [M](#) [L](#)

Legend

 [RSS for all](#)

 [RSS for failures](#)

 [RSS for just latest builds](#)