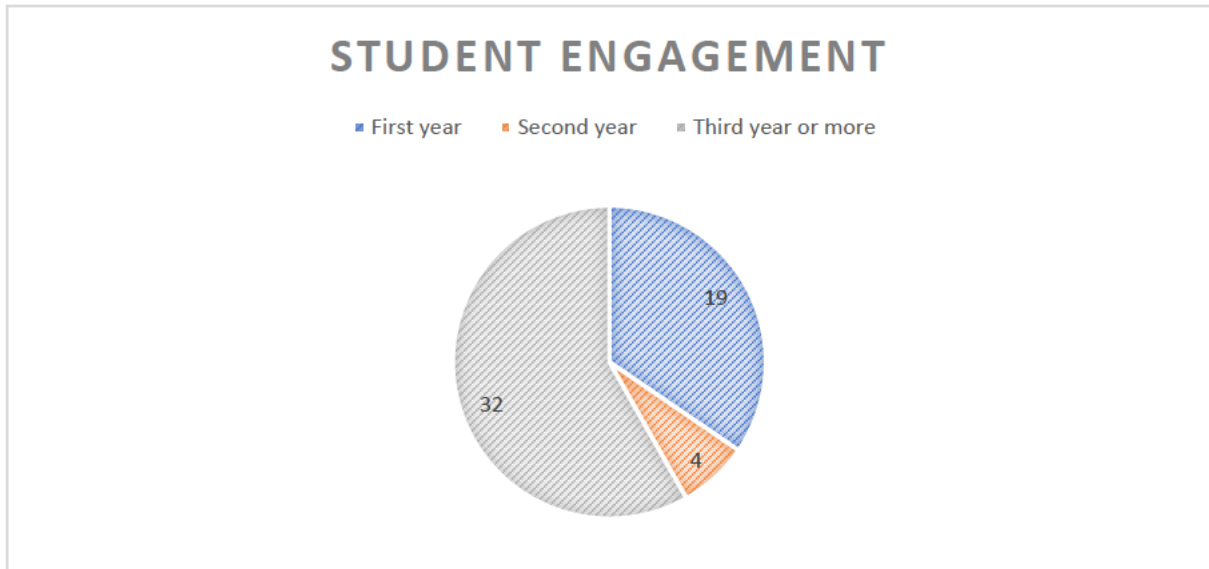


STUDENT PORTAL MVP TESTING

Student Engagement

We engaged a total of fifty-five students ranging from first years to postgraduates.



Overall Response

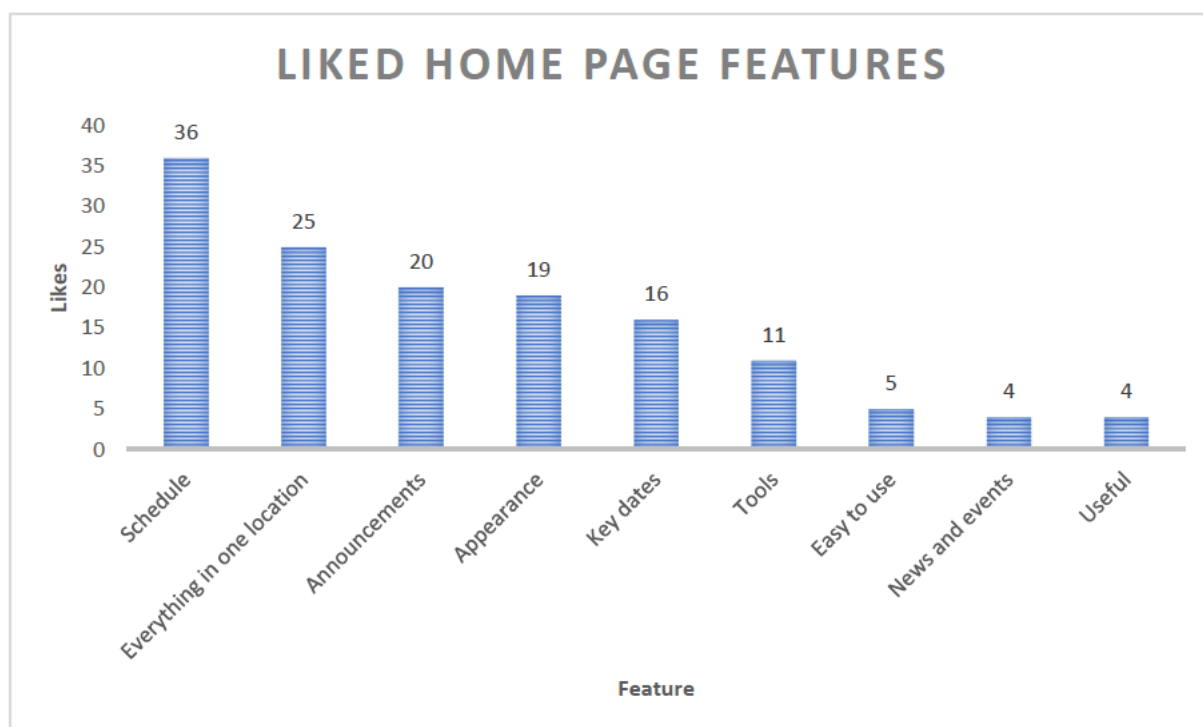
Overall, the student response was very positive. Students saw the Student Portal as a big improvement from how they currently access their information.

Students liked the intuitive design, commenting on the simple and clear presentation of information across the tabs.

Suggestions made by the students have been included as an appendix. There were no major issues or required changes identified by any of the students.

Home

The Home Tab was very well received with only a few layout changes suggested. The integrated Schedule impressed students, as did having all the features in one place.



Study

Students were able to easily identify the Study Tab. All students interviewed agreed that the Study Tab presented the programme and course information that they would expect to see.

The tools and resources were seen as very useful and convenient to have located on the study page.

Services

Students liked the Services Tab and the ability to easily search and filter the information.

The way the services were categorised made sense - however when some students tried to search using a keyword, they received no results. Despite this, most students believed they would be able to find what they needed and saw this as a big improvement from using the website.

The suggestion of most frequently used services across the top of the page was made by multiple students.

Maps

Students generally perceived the maps as being useful, especially if needing to visit an unfamiliar campus. However, it was noted by 10 students that it did not resolve the challenge of finding specific rooms within buildings.

Profile

The Profile Tab was well liked, particularly the Student Advisor information. Students liked being able to see what information the University held about them and the idea of being able to edit them via the Profile tab.

SPECIAL GROUP ENGAGEMENT

DVC Māori

(Rawinia & Meegan)

General Feedback

- Positive feedback on use of the name Pūaha. Curious about whether that is being used more widely.
- Supportive of enhancing the size of the Pūaha title.

Questions

- What is happening with Awhina advisers? Can we do auto assignment of Awhina advisers? How do we show students that this is an option if they don't already have an Awhina adviser? (Statutory obligation!)
 - Connect Rawinia & Meegan with Adrienne McGovern-Faircloth on this.

Non-portal

- Does OES have the full list of iwi? (Meegan *thinks* so ...but there are gaps in Tumu!)
- Can we add “/ Pakeha” to the New Zealand European ethnicity option?

Disability Services

(Brett)

General Feedback

- Looks great.
- Need to see how it is in terms of accessibility requirements...
- Keen to ensure that all data is coming from appropriate and reliable systems.
 - Some feedback in particular that assessments (which I noted are now out of scope) can be fraught in this regard. Exam Scheduler is more reliable, but dates are often in flux early on.
 -

Questions

- What's the status of testing for WCAG compliance?
- Do the Services section's tabs present be navigation issue for keyboard navigation / screen readers?
- What's on the road map for the portal (esp. Maps stuff...)?
- What happened to the idea of a digital version of the ID card? Is this of limited value now because a flat barcode would only be usable by the Library?
- What is the adviser indicator column? (Is it actually a meaningful piece of information to display to students?)

UniQ

General Feedback

- Looks really good.
- Like the key dates!
- Services looks similar to catalogues of scholarships and clubs, which is nice.
- Wondered whether we would repeat the same addresses or phone numbers if they were captured as, say, both physical and postal address.

Ngai Tauira

General Feedback

- Generally looking cool.
- A better look than the existing MyTools. Would be great to see other systems like Blackboard updated like this too.
- Having the schedule front and centre is good.

Karen Davis

General Feedback

- Seems to be a lot missing from Student Learning
- Recruitment & Orientation category – these functions no longer sit together – should this be removed considering the MVP/Release 0 doesn't include future students?

Questions

- Do analytics exist for searches run in the services section?

Other

- FYI Work is happening around preferred last name

Appendix

Suggestions, Iterations and Comments

Students

Home Tab:

- Add outline or background to tabs so they stand out
- Announcements could drop down and show the full announcement
- Add ability to synch schedule to personal calendar
- Reduce size of news and events
- Increase size of schedule on laptop version

Study Tab:

- Add ability to see points per course
- Add “What if” and Required Points from MyDegree
- Show courses for other trimesters in the study year
- Show all years grades
- Add Student Learning/Academic support to Tools & Resources
- Add a grades tool/link to convert a percentage to a grade
- Include a GPA calculator
- Add ability to select course and be taken to course description
- Link to course coordinator
- Add academic transcripts

Services Tab:

- Add ability to search on keywords or like terms
- Add ability to pin services to the top of the page or have the top ten used services

Maps Tab:

- Add ability to find directions to rooms within buildings

Profile Tab:

- Add ability to edit information via Student Portal
- Add Pakeha to ethnicity

DVC Māori

Change Requests

Before Go-Live

- Changes from ‘Your’ to ‘My’ will need changes to te reo translations as well.
- Our style guidelines specify equal weight for te reo Māori translations, and we should be respecting this. The revitalization of the language and the political statement here is more important than aesthetics!

- Can potentially live with the slight imbalance in some places, but it is actually pretty egregious in the 'Your Schedule' type headings (which have both larger English and smaller te reo than other headings).

Roadmap

- Can we get Faculty names in te reo?
- Might be possible for the likes of degree and majors in future too, although no complete lists are available as of yet.
- Can we get the campus names in te reo, where applicable?
- Can Tools have te reo translations as well (especially if these translated names already exist)?

No Action

- Pluralise 'Qualifications'? Either dynamically or across the board.
 - Either way, te reo translation should reflect this.

Disability Services

Change Requests

Before Go-Live

- Show Course Code on Current Courses. Ideally CRN as well, because this is often important when students are contacting staff for information/support.
 - Just Course Code should be sufficient for Results.
- Fix references to Disability Services in the Service Catalogue (mis-labelled once as Disabilities Services and once as Disability Support Services).
- Service titles should link to the same place as CTAs (e.g. Learn More). Much better for screen readers, etc. And general usability, frankly.

Unsure

- Add a warning on the calendar (at least when downloading?) that dates are subject to change.
- Faculty name should link to their website.

Roadmap

- Current Courses could be a very busy section. Consider organising by trimester / part of term. Or splitting (based on course dates) between genuinely current and future courses.
- Courses look like links — would be useful if they linked to Blackboard.
- Should Course Coordinator names embed mailto links?

Richer map functionality.

Link lecture/similar info in calendar to a map.

UniQ

Change Requests

Before Go-Live

- Student photo placement and size looks funny. Might be better to be left-aligned.

Roadmap

- Can the Services section please include links to rep groups like UniQ? (This could be a new “clubs and rep groups” category.)
- Would be useful to be able set favourites in the Tools bar. (Like in Staff MyTools.)

Calendar customisation: adding own events, expanding the size of the widget within the window, and changing between Sunday and Monday was first day of week.