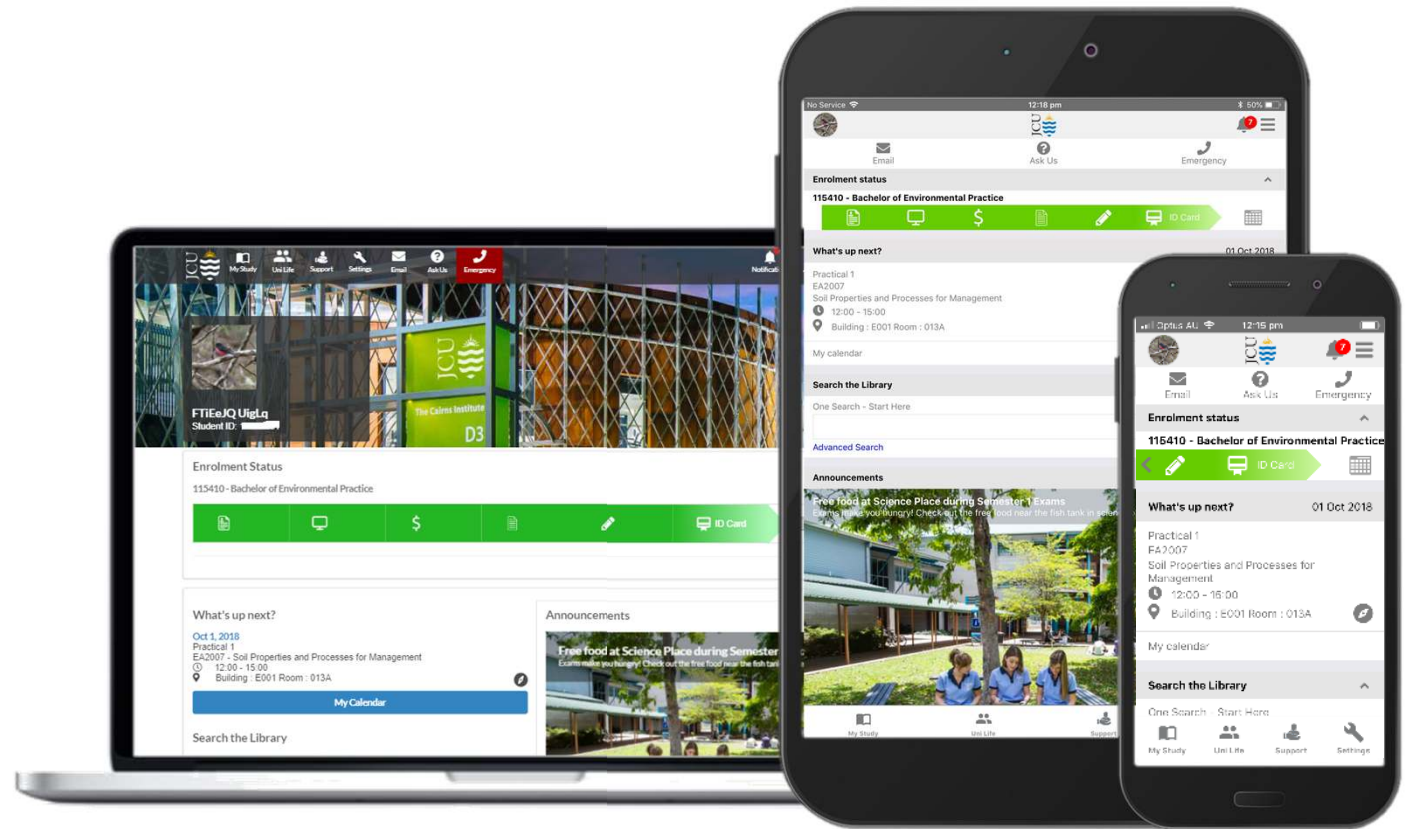


# JCU App

Creating a mobile JCU student experience

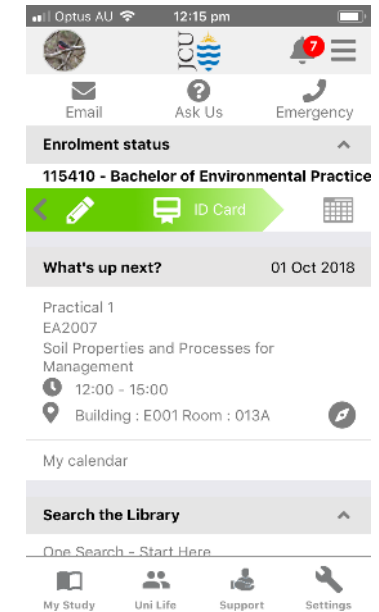
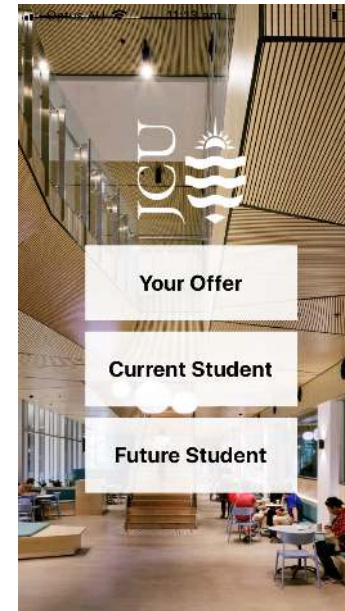


# JCU App

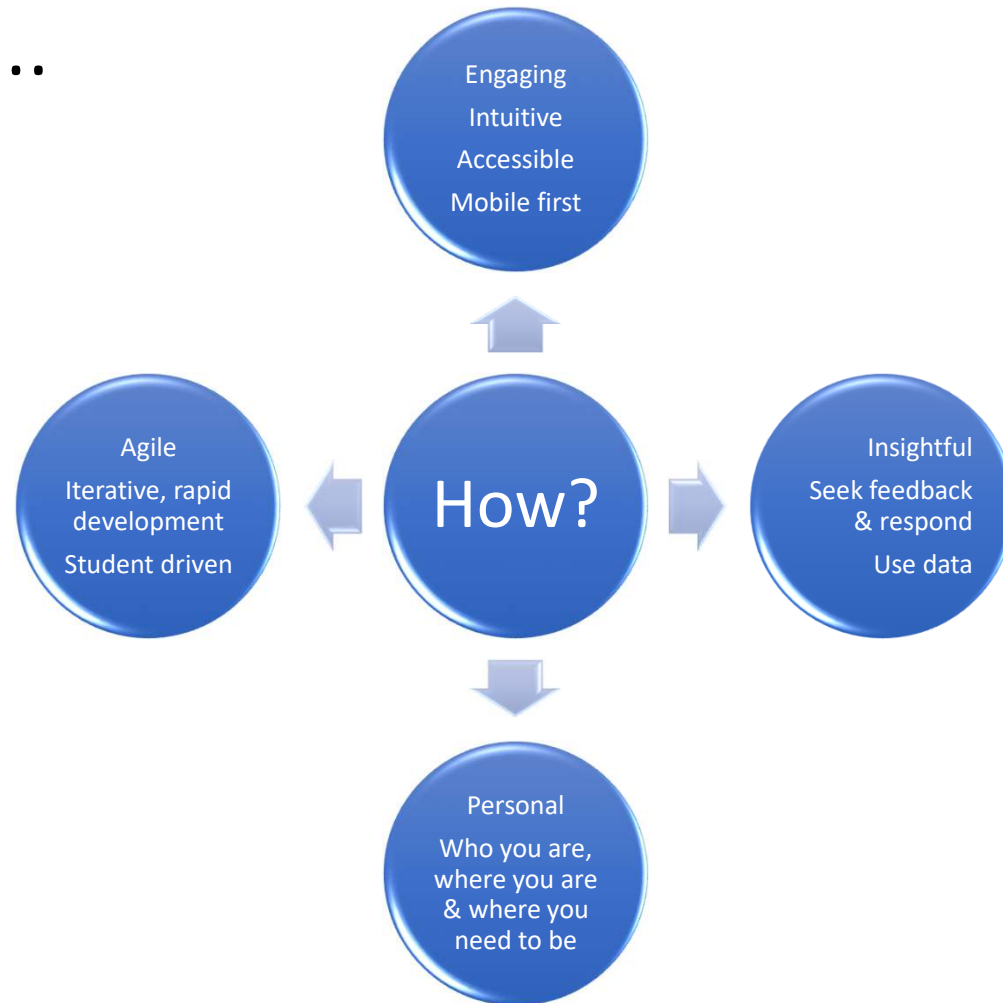
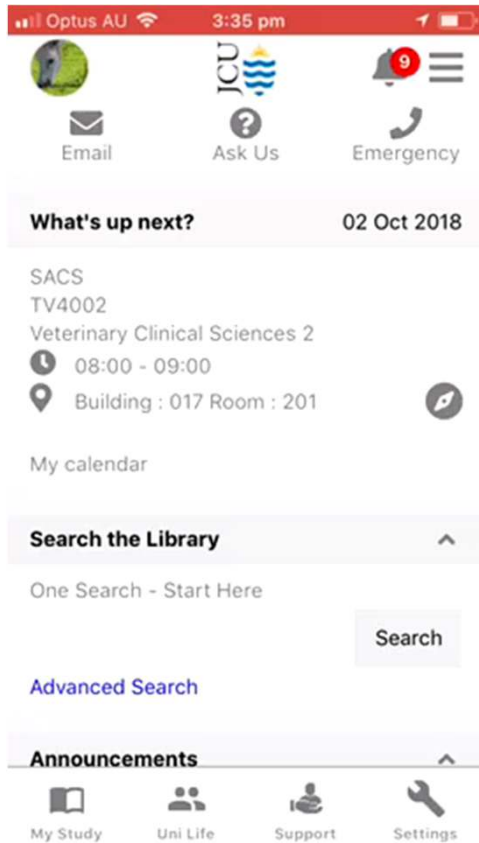
The JCU app gives students access to everything they need for study, support and university life, anywhere, anytime

Available in IOS, Android and web version

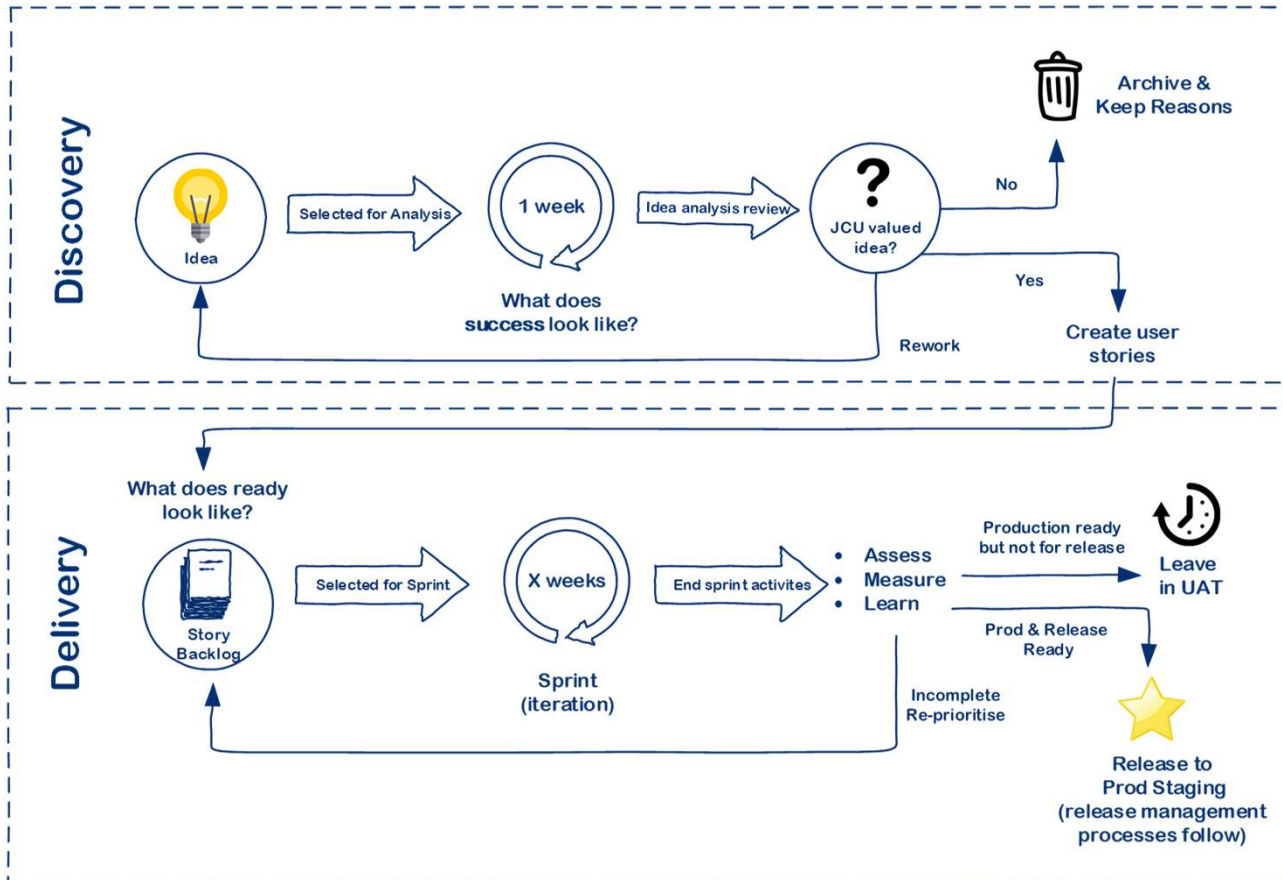
Including a guided workflow through offer acceptance to enrolment and class registration



# One JCU experience...



# Ideas to Implementation



- JIRA: sprints & backlog
- Zephyr: test management
- Confluence: as-built documentation

User involvement in UAT & Alpha student group

Automation of functional testing is a future goal

# No end to the ideas..

Student Advisory Forum Board

**Around Campus/Uni Life**

- Campus events calendar
- SA Social clubs/contact details
- Central events calendar
- Public transport timetables (<http://www.sa.gov.au>)
- List of services on campus
- Buy availability in parking
- Carpooling (<http://www.greenidjeu.com.au>)
- AR Aboriginal digital trail/ Treasure hunt/tour
- Explain set out of building/ room numbering
- Digital student ID (access services including discounts)
- Notification about social events
- Upcoming social events sporting / networking
- Upcoming Social events
- Bus timetable
- Food vendors map/voucher /ideal of the day
- JCU virtual game/ treasure hunt
- Wayfinding
- Article/pod cast/News relevant to me
- Notification of Social events
- Upcoming academic talks
- Need data source

**Managing Study**

- Remind lecturers about their classes?!
- Alarm to notify you about upcoming classes and due dates
- Text books recommend some for your subjects
- Easy access to all staff/student contacts
- Note taking app integrated (screen clippings, freehand) - one note!
- LinkedIn type services/networking with employers
- Push notification from Lecturers - timetable changes
- Calendar of EVERYTHING! Including assessments
- Deep links to subject Learn/JCU sites? Increase/improve Learn/JCU integration?

**Safety**

- Security Duress Alarm
- If students allow access to their location, when in danger/trouble they can press MCF & uni staff can easily locate them.
- HELP phones on Maps should be changed to Emergency Phone

**Other services**

- Tech that works video conf that doesn't drop inter-campus lectures

**Student Advisory Forum 10 mins brainstorming:**

- Top 3 things to help you
- Top 3 things to make JCU better

Rapid redesign of the UI

## JCU Student Portal Preferences

How important is the ability for you to be able to access the following information and services in the

Ranking	Answer Options	Very Important
✓1	Access lecture and tutorial material online	93
✓2	View class timetables and locations	88
✓3	Quick access to systems e.g. LearnJCU, eStudent	87
In progress	4 View exam timetables and locations	85
✓5	View exam and assessment results	83
✓6	Access to JCU email	83
✓7	Enrol online	81
✓8	Accept course/module offers	67
✓9	Access to Library services	62
✓10	Receive alerts and reminders such as assessment due dates, billing and payments	55
✓11	Pay for services and consumables online e.g. Recharge printing account, pay	53
✓12	Ability to change password	48
In progress	✓13 View an academic calendar for the University	54
✓14	View degree and course progress information	49
✓15	Ability to lodge requests for support and services through a single point and track	50
✓16	View your study plan for course completion	48

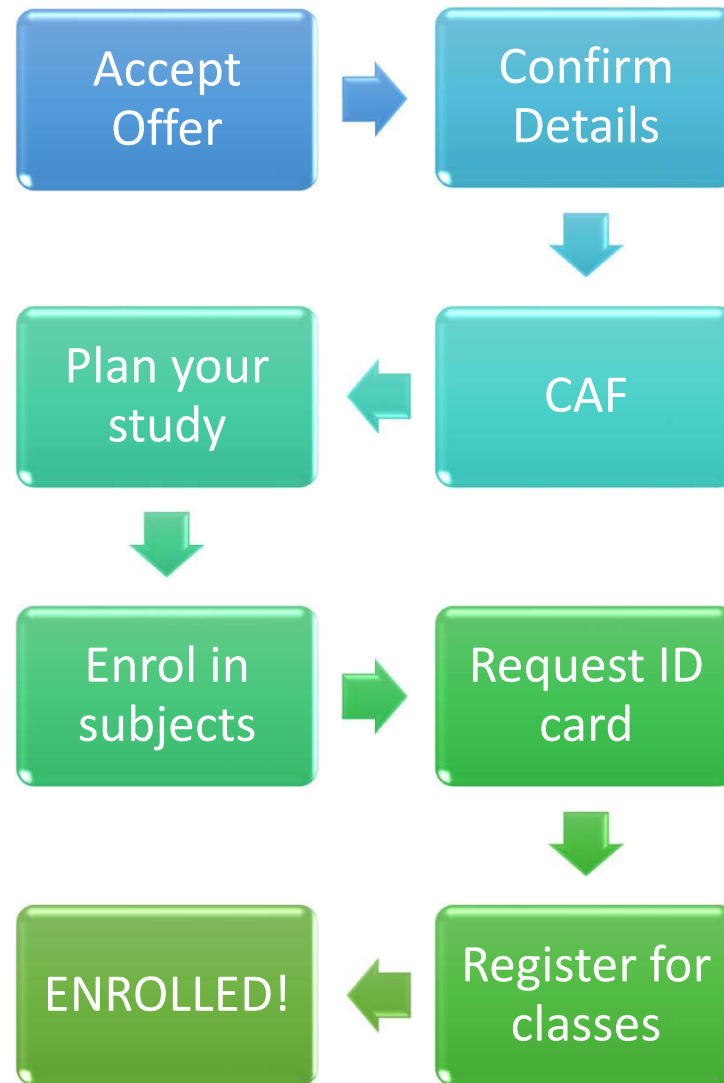
# Enrolment Workflow

## Business rules for each step:

- Is it visible? With variations
- Can you access it? With variations
- When is it completed? With variations
- Can you return to it?

## Content for each step:

- Icon, short heading, long heading
- Step instructions
- Need Help button – link to CRM help
- Next Button – what action does it complete?
- Action Button – deep link to eStudent or web page



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# Enrolment Workflow Technical Challenges

Enrolment Status



300104 - Master of Data Science



- Student on-boarding is hard for the student
  - Need a guided workflow to make it easier for the student to follow
- Student App guides students through the process
  - Deep linking to the right screen in Student Management System
  - Student returns to the app after each step
  - Need to determine current step in workflow on return
  - Traditional data pushes not fast enough

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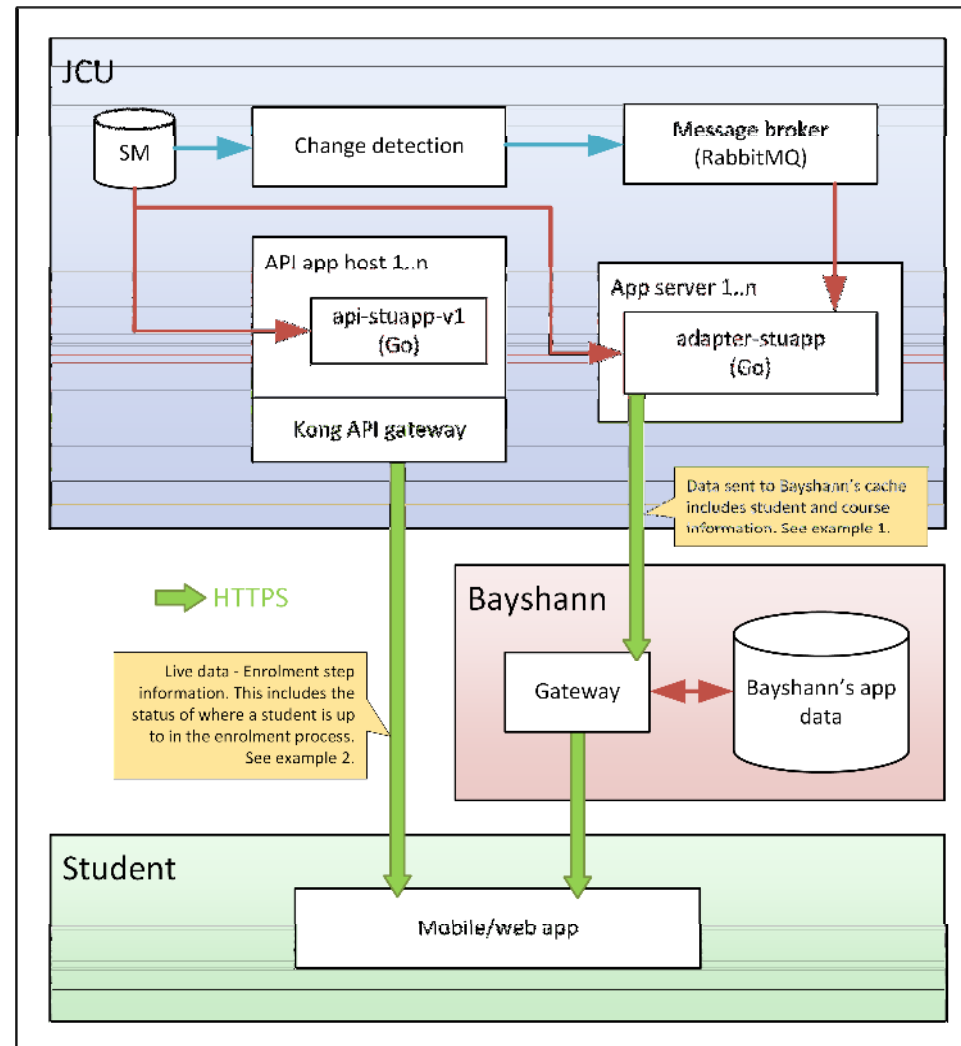
# Student App Integration Requirements

- Slow changing data
  - Basic student details
  - Course information
  - Timetable
- Real-time user interaction with Student Management System
  - SSO to embed eStudent screens
- Fast changing data
  - Enrolment Workflow



# Integration Architecture

- Traditional data push for slow changing data
- SSO to Student Management System (eStudent)
- Real time API to support Enrolment Workflow
  - Secured with OAuth2



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# Real-time API Integration

- Always up-to-date data
  - Even a few seconds of delay may result in the student being shown the wrong step to complete next
- Performance is important
  - Integration is “just in time”
  - Slow loading pages is poor user experience
- Failures of underlying system need to be carefully managed
- OAuth2 to authorize access to individual student data

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# API Architecture

## Student App

Web and Mobile apps

## API Gateway

Off-the-shelf API Gateway, verifies OAuth2 tokens and proxies valid requests to the API implementation

## Student App REST API

JCU built REST API written in Go, handles data transformation

## Student Management Database

System of record for student data

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Questions?