Making Online Student Services more User-friendly

Markus Feißt, Gisela Hillenbrand, Jochen Pfannstiel, Andreas Christ
Information Centre University of Applied Sciences Offenburg

History - Campus Offenburg/Gengenbach

Outline of the presentation

- History
- Information Centre
- Identification of (online) Services
- Current Service Structure
- Future Service Structure
- Potential Conflicts
- Conclusion

History - Time line

- 1964, started as "State Engineering Scool"
- 1970, opening of the Campus Offenburg
- 1971, awarded the status "Fachhochschule"
- 1978, opening Campus Gengenbach
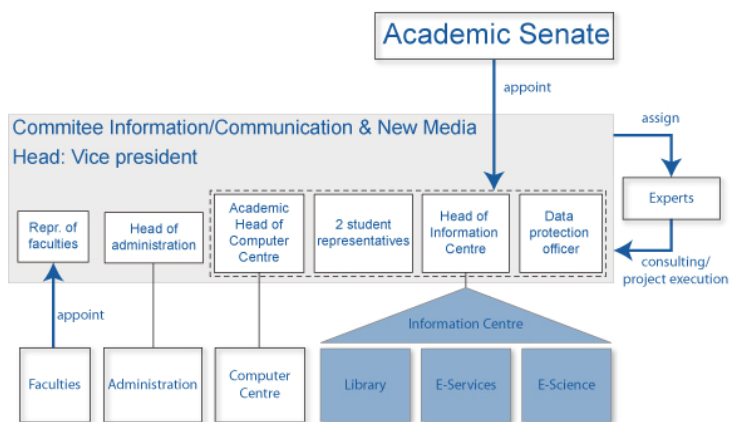- 2005, Conversion to Bachelor/Master
- 2007, start extension building

History - Campus Offenburg/Gengenbach

History - Number of students

- 1964 – 70 students in 1 faculty
- 1984 – 1100 students in 4 faculties
- 2008 – 2476 students in 4 faculties
  - 4 faculties with 20 different programs
    - 12 Bachelor/8 Master Degree programs
  - Graduate School, int. Master Degree
    - 102 students in 3 programs

Information Centre

Information Centre

Information Centre

Library   Books

E-Services   Web, Service integration

E-Science   Research, proof of concept
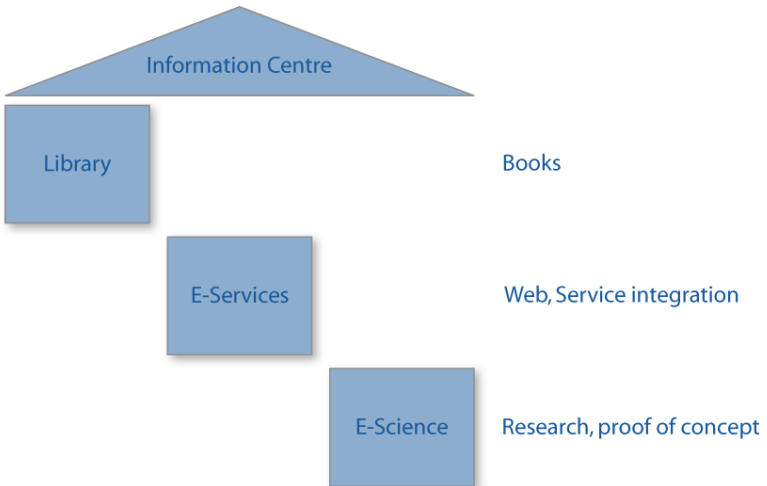
Identification of (online) Services

- Library: lending, online search functionality
- Email: communication
- Document management: examinations, etc.
- Web: information, forms, etc.
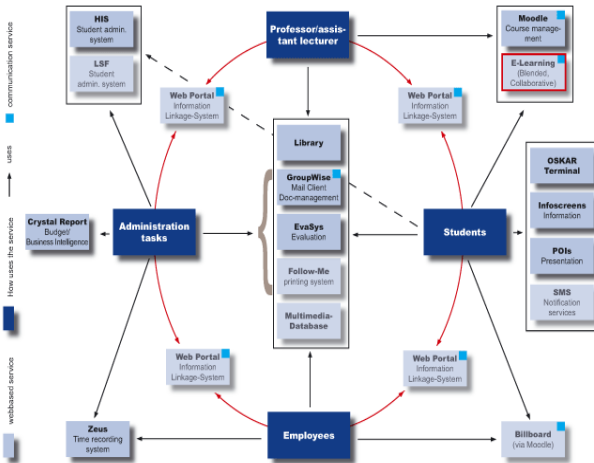- Are there more... ?

Current Service Structure

IT-Infrastructure at the University of Applied Sciences Offenburg - Status Quo
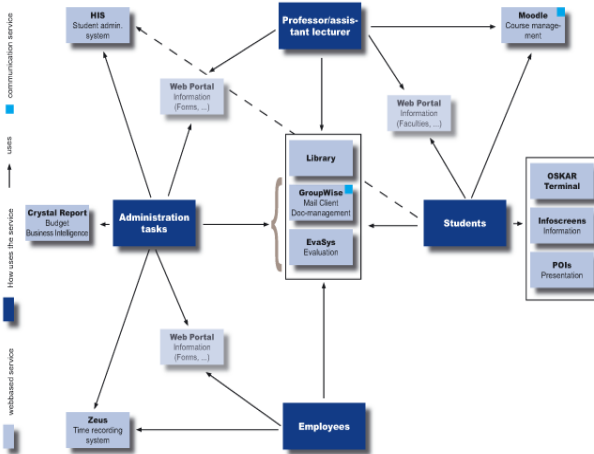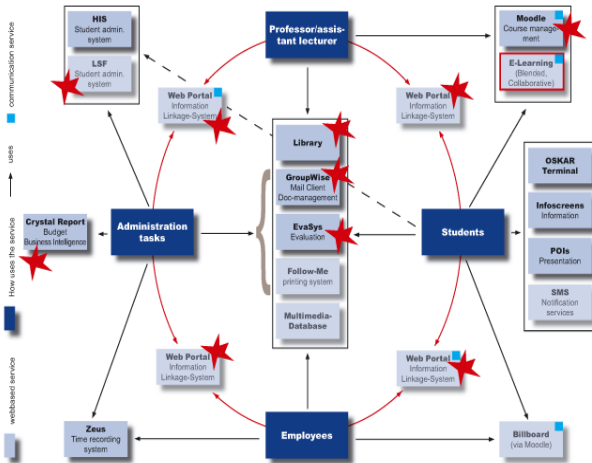
Future Service Structure

IT-Infrastructure at the University of Applied Sciences Offenburg - Future development

EDUVATE 2008

Potential Conflicts

IT-Infrastructure at the University of Applied Sciences Offenburg - Potential Conflicts

Potential Conflicts - Understanding importance

- Different view, same services
  - Not possible to realise → wrong usage
- Same view, different services
  - Not possible to realise → wrong usage
- Different password database
  - Inconsistent passwords !

Conclusion

- Amount of services & information increases
  - Easy to use, intuitive, same look & feel
  - Hide technical aspects
  - (Intelligent) filter for information & services for specific target group

Effective usage and work for:

Students, professors & employees