

myUMBC Redesign 2003

Online Advising

Team Members:

**Bokhari, Naveen
Clatterbuck, Robert
Hollinshead, Craig
Tebo, Alison**

Purpose / Background

- ❑ Currently no online utility for students
 - ❑ Minimal online utility for advisors
 - ❑ Commuter students required to meet advisors on campus every semester
 - ❑ Advisors have limited office hours and don't always keep them
 - ❑ No direct communication channel between students and advisors
-



RESEARCH

Research - Context

☐ Audience

- Students
- Advisors

☐ Stakeholders

- Student Web Marketers
 - Honors Parents Association
 - SGA Senate
 - Academic Services / Advisors
-

Research - Benchmarking

□ Current Site:

- No advisor information for students
- No indication of progress towards degree or requirements

□ Other Sites:

- <http://www.gwu.edu/~ccas/ugrad/as.html> has excellent documentation of advising process and information for students
 - www.isis.ufl.edu/cgi-bin/nirvana?MDASTRAN=RSI-MENUU has an online “degree shopping” application to review progress and see requirements
-

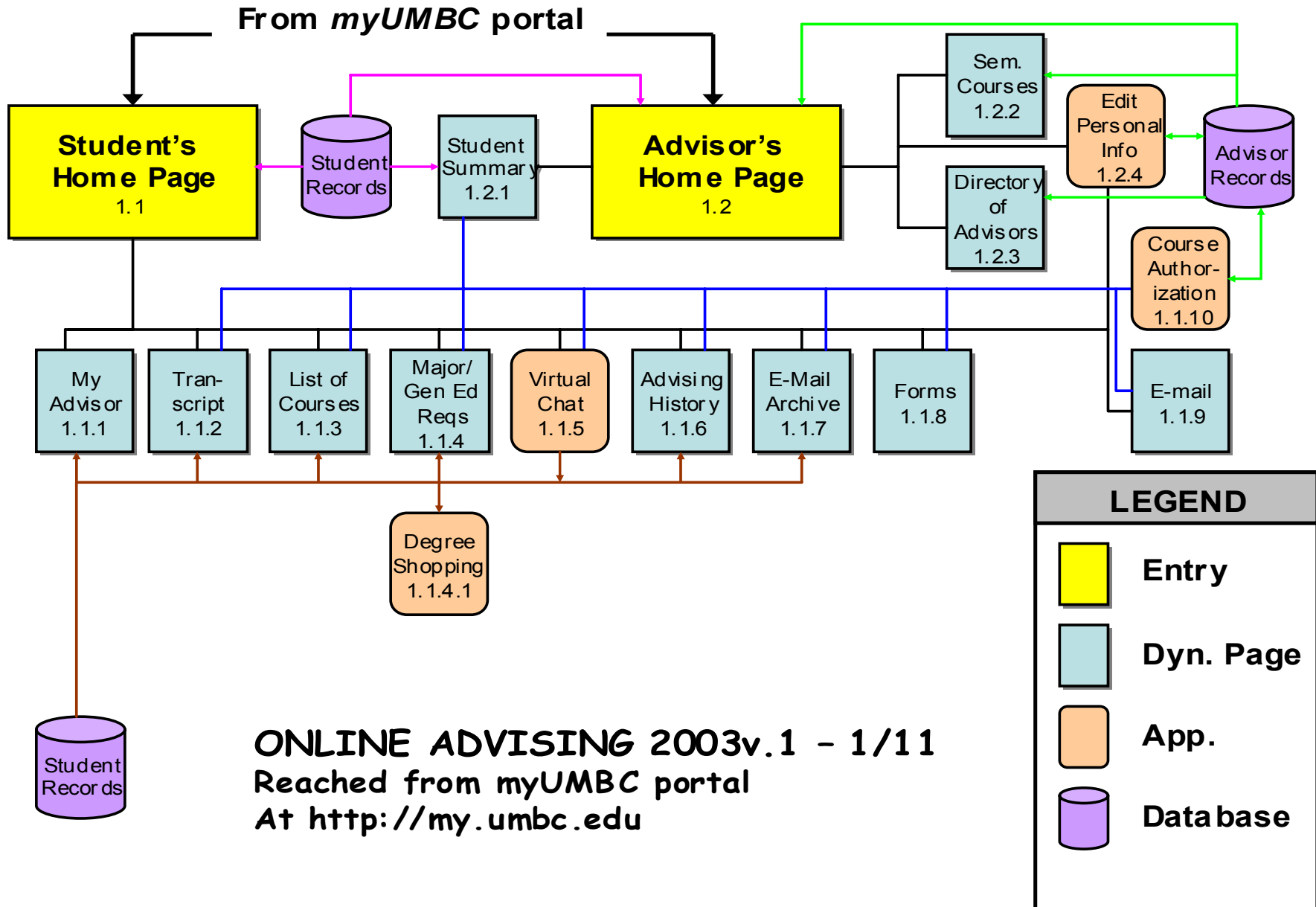
Research – User Analysis

- Interviewed 2 commuter students and 1 recent graduate regarding their experience with advising at UMBC
 - Main grievances:
 - Degree requirements are not available on the portal and are difficult to locate
 - Lack of alerts to key advisement dates and graduation requirement dates
 - Advising documents are not available online
 - Need to meet advisor in person during limited hours
-

Research – User Analysis

- ❑ Interviewed 2 commuter students and 1 recent graduate regarding their experience with advising at UMBC
 - Main suggestions:
 - ❑ Online advising appointments
 - ❑ A way to check requirements online
 - ❑ Calendar of important dates related to advising and graduation
 - ❑ Access to all forms online
-

Site Map





DESIGN

Design Goals For Layout

- ☐ Provide concise summary of relevant information
 - ☐ Highlight time sensitive deadlines and dates
 - ☐ Provide quick access to in-depth information
 - ☐ Maintain a high information “density” without cluttering the interface
-

Design

Student Advising Home Page

The wireframe illustrates the layout of the Student Advisement Home page. It features a 'myUMBC Standard Header' at the top. The main content area is divided into several sections: a left sidebar for navigation, a central area for student information and advisement appointments, and a right sidebar for important dates and links. Annotations highlight specific design elements and user flow paths.

myUMBC Standard Header

myAdvising@UMBC

John Q. Public
123 Oak Lane
Baltimore, MD 21212

Status: Junior
Major: Computer Science
Minor: none

Advisement Appointment

John, you are currently scheduled for
Online Advisement
Tues October 4 2003 at 2:30pm

[Go to Advisement Appointment](#)

Current Schedule Summary

[Schedule Details](#)

Advisor Information

Your assigned advisor is:
Dr. J. Random Hoser
Associate Professor, Computer Science
Office: ECS545 Phone:(410)455-0000
random.hoser@umbc.edu

[Advisor Details](#)

Important Dates

10/01/2003
Fall 2003 Graduation Applications Due

11/01/2003
Last Day to Drop Courses Fall 2003

12/11/2003
Finals Begin Fall 2003

[UMBC Calendar](#)

Links

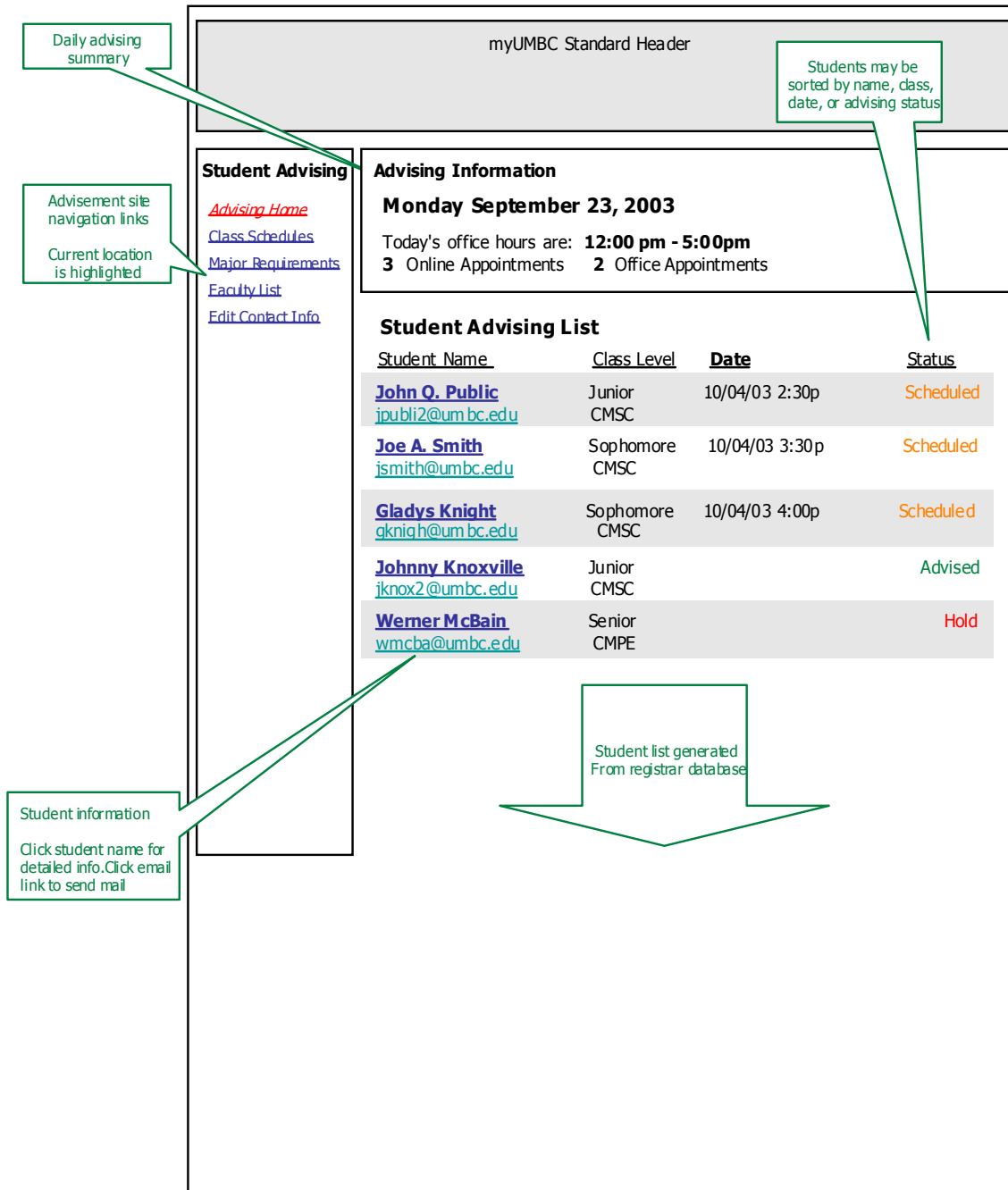
[Academic Services](#)
[Finance Office](#)
[Financial Aid](#)
[Registrar](#)
[Provost](#)
[Class Schedules](#)
[Academic Depts](#)
[Kuhn Library](#)
[Undergrad Catalog](#)
[Graduate Catalog](#)

Annotations:

- Student information summary
- Important milestone dates are displayed with link to full UMBC calendar
- Advisement site navigation links
- Current location is highlighted
- Advisement appt info is highlighted for visibility
- Link is provided to go directly to chat area
- Schedule summary is same as found in academic information page
- Advisor information provided with email link and link to detailed info
- Related links
- Links can change to relate to current page topic

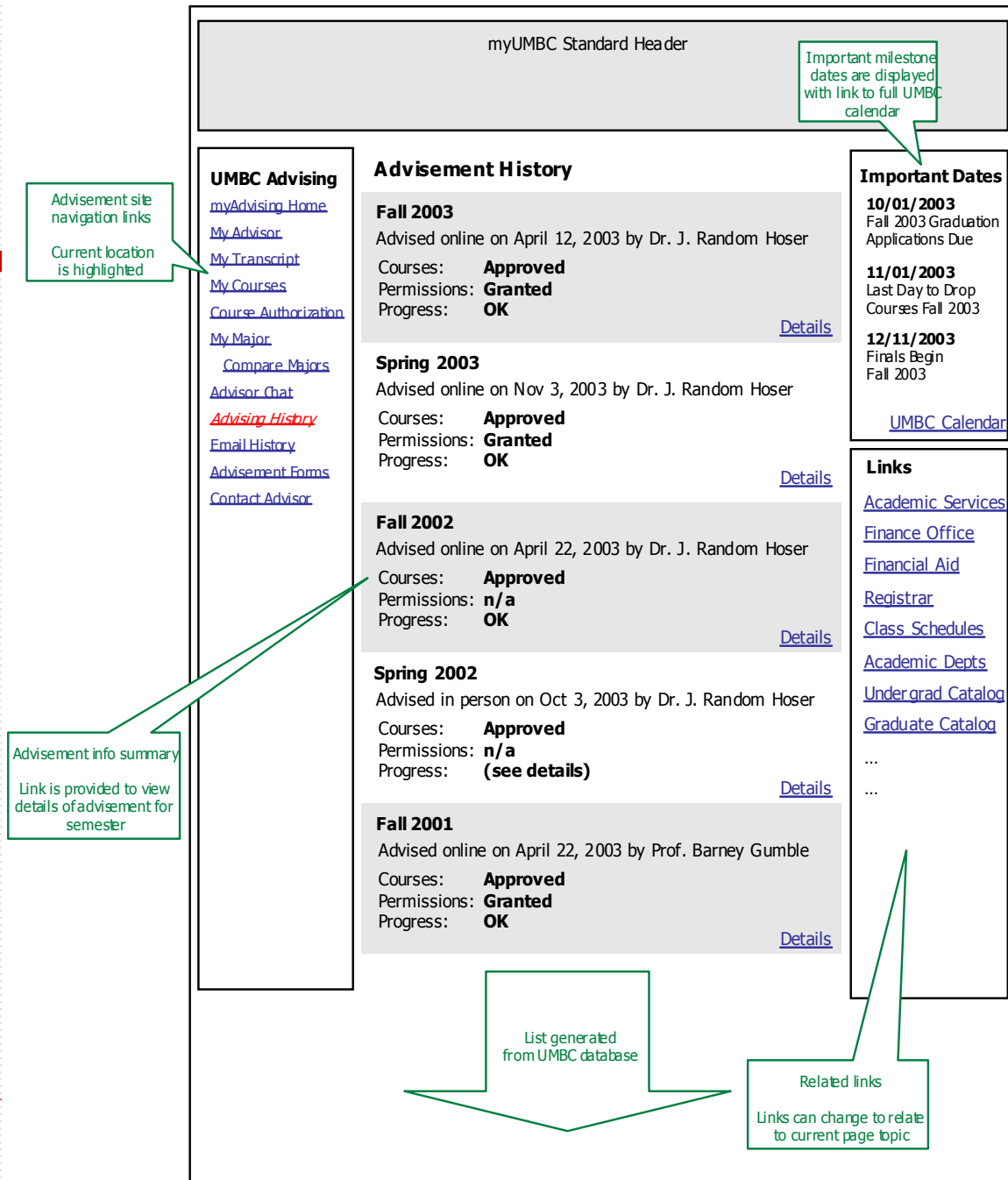
Design

Advisor's Advising Home Page



Design

Student Advisement History



Design

Course Authorization Page

myUMBC Standard Header

Important milestone dates are displayed with link to full UMBC calendar

UMBC Advising

[myAdvising Home](#)
[My Advisor](#)
[My Transcript](#)
[My Courses](#)
[Course Authorization](#)
[My Major](#)
[Compare Majors](#)
[Advisor Chat](#)
[Advising History](#)
[Email History](#)
[Advisement Forms](#)
[Contact Advising](#)

Advisement site navigation links
 Current location is highlighted

Course A uthorization

Winter 2003 (3 credits) [Detail...](#)

Schedule Number	Course	Section	Credits	Authorized
0025	ENGL 387	9101	3	YES

Spring 2003 (19 credits) [Detail...](#)

Schedule Number	Course	Section	Credits	Authorized
5718	WMST 353	0101	3	YES
0052	AMST 310	0101	3	YES
0056	AMST 374	0101	3	YES
2720	FREN 201	0501	4	YES
2722	FREN 201C	0201	0	YES
2532	ENGL 424	0101	3	NO*
0059	AMST 392	0201	3	YES

Authorization Comments

* - Prerequisite (ENGL 301) not met.

Authorization list
 Displays authorizations for upcoming semesters

Authorization comments
 Explains authorization decisions

Important Dates

10/01/2003
 Fall 2003 Graduation Applications Due

11/01/2003
 Last Day to Drop Courses Fall 2003

12/11/2003
 Finals Begin Fall 2003

[UMBC Calendar](#)

Links

[Class Schedules](#)
[Under grad Catalog](#)
[Graduate Catalog](#)
[Academic Depts](#)

...
 ...

Related links
 Links can change to relate to current page topic



CONTENT

Content Inventory

Map ID Number			Navigation Label	Content Type	Page Title myUMBC@	Content	Content Developer
Level 1	Level 2	Level 3					
1.1			Student's Home Page	HTML text; hyperlinks	myAdvising/home	Student's Home Page	Alison Tebo
	1.1.1		My Advisor	HTML text; hyperlinks	myAdvising/advisor	myadvisor	Alison Tebo
			My Transcript	HTML text	myAdvising/transcript	mytranscript	Alison Tebo
	1.1.3		My Courses	HTML text	myAdvising/courses	current courses	Craig Hollinshead
	1.1.4		My Major/Gen. Reqs.	hyperlink	myAdvising/major-req	Majors/Reqs	Naveen Bokhari
		1.1.4.1	Degree Shopping	hyperlink	myAdvising/major-req/shop	ISIS	Alison Tebo
	1.1.5		Virtual Chat	HTML text; JAVA	myAdvising/chat	virtual chat	Craig Hollinshead
	1.1.6		Advising History	HTML text	myAdvising/advising_history	advising history	Robert Clatterbuck
	1.1.7		E-Mail History	HTML text	myAdvising/email_history	email history	Alison Tebo
	1.1.8		Forms	hyperlink	myAdvising/forms	GDR/GFR forms	Alison Tebo
	1.1.9		Email Advisor/Student	HTML text	myAdvising/email	email	Alison Tebo
		1.1.10	Course Authorization(s)	HTML text	myAdvising/course_auth	course authorization	Alison Tebo
1.2			Advisor's Home Page	HTML text; hyperlinks	myAdvisor/home	Advisor's Home Page	Alison Tebo
	1.2.1		Student Summary	HTML text; hyperlinks	myAdvisor/student_summary	Student Summary	Alison Tebo
	1.2.2		Semester Courses	HTML text; hyperlink	myAdvisor/courses	schedule of classes	Alison Tebo
	1.2.3		Directory of Advisors	HTML text; hyperlink	myAdvisor/directory	teacher/advisor directory	Alison Tebo
	1.2.4		Edit Personal Info	HTML text	myAdvisor/edit_info	edit info	Robert Clatterbuck

Hello John Wed, Jan 15, 2003 8:18:02am

Advising News:

The English Department led by Kenneth Baldwin, will be meeting on March 1st in FA408 to discuss the upcoming changes in core course requirements. The changes will not become effective until 2004. Current student requirements will not change.

Please take note that the summer registration will begin on the 1st of March. We recommend that you contact your advisor for an appointment. The schedule will be available in early April.

- Reminder – Paperwork for May commencement due February 14th
- Advising appointment scheduled

My Major: English**My Minor:** None**My Advisor:** Jessica Berman jberman@umbc.edu**My Current Schedule Summary**

Winter 2003 (3 credits) Detail...				
Schedule Number	Course	Section	Credits	Grading
0025	ENGL 387	9101	3	Regular
Spring 2003 (19 credits) Detail...				
Schedule Number	Course	Section	Credits	Grading
5718	WMST 353	0101	3	Regular
0052	AMST 310	0101	3	Regular
0056	AMST 374	0101	3	Regular
2720	FREN 201	0501	4	Regular
2722	FREN 201C	0201	0	N
2532	ENGL 324	0101	3	Regular
0059	AMST 392	0201	3	Regular

Links:

[My Advisor](#)
[My Transcript](#)
[My Major/Reqs](#)
[Virtual Chat](#)
[Advising History](#)
[Email Archive](#)
[GFR/GDR forms](#)
[Email](#)
[Edit My Info](#)
[Degree Shopping](#)

Content

Student
Advising
Page

Content

Student

"My Advisor"

Page

Hello John Wed, Jan. 15, 2003 11:32:42 am

My Advisor

Advisor Name: Jessica Berman
Department: English
Location: FA 401
Hours: M/W/F 8-5
Phone Number: x 1234
Email: jberman@umbc.edu
Web page: www.bermanumbc.edu
(if applicable)
Last Contact: January 5, 2003
Photo if available

Change Advisor (drop down menu)

Links:

[Advising History](#)
[Email Archive](#)
[Virtual Chat](#)
[Current Courses](#)
[Course Authorizations](#)

Content

Student Transcript Page

Transcript Information

UMBC
Student Course Enrollment Summary

UPDATED: 01/05/03
STUDENT: 123-45-6789 John Smith
ADDRESS: 159 Main Street
Baltimore, MD 21201

UNDERGRADUATE TRANSFER CREDIT

Do not accept as an official transcript

* ANNE ARUNDEL COMMUNITY C 02/1991 - 09/2000 *

ART	125	BASIC DRAWING I	3.0	A
BIO	105	GENERAL ZOOLOGY	4.0	B
CAT	114	BASIC VIDEO PRODUCTN	3.0	A
CAT	121	PHOTOGRAPHY I	3.0	A
CAT	265	INTRO COMPTR GRAPHIC	3.0	A
CSI	112	COMPTNG/INFO TECH	4.0	A
ECO	121	INTRO ECONOMICS	3.0	B
ENG	111	COMP & INTRO LIT I	3.0	A
ENG	112	COMP & INTRO LIT II	3.0	B
ENG	221	AN INTRO TO SHKSPR	3.0	A
ENG	228	WOMEN IN LITURATURE	3.0	A
HEA	111	PERSN & COMTY HEALTH	3.0	A
HON	130	IMAGINTN/REFLECT	3.0	A
MAT	131	COLLEGE ALGEBRA	3.0	B
PHL	111	INTRO TO PHIL	3.0	B
PHS	109	GEN OCEANOGRAPHY	3.0	B
PSY	111	INTRO PSYCH	3.0	A

UNDERGRADUATE RECORDS

Do not accept as an official transcript

FALL 1990 - BALTIMORE COUNTY

Do not accept as an official transcript

MAJOR: VPAV - Photography
INTENDED DEGREE: BA

BIOL100	CONCEPTS OF BIOLOGY	4.0	B	12.0
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Content

Student

“My Courses”

Homepage

MY COURSES - JOHN O. PUBLIC

Current Course Schedule Summary

Summer 2003 (3 credits) Detail...				
Schedule Number	Course	Section	Credits	Degree Requirement
0025	CMSC 433	9101	3	CMSC ELECTIVE/UDIV ELECTIVE
Fall 2003 (15 credits) Detail...				
Schedule Number	Course	Section	Credits	Degree Requirement
5718	CMSC 481	0101	3	CMSC CORE ELECTIVE
0052	CMSC 491	0101	3	CMSC ELECTIVE/UDIV ELECTIVE
0056	CMSC 421	0101	3	CMSC CORE REQ
2720	ART 225	0501	3	GFR ELECTIVE
2722	PHIL 346	0201	3	GFR UDIV ELECTIVE

Content

Advisor/ Student Chat

Application Flow – Advisement Chat Client

User Action	Application Response
Student accesses chat client page	Server launches client session tagged with unique UID
Student accesses advisor	Chat client queries for advisor; if found establishes encrypted connection
Student and advisor chat session	Client saves transcript for archival record
Student and/or advisor terminate session	Client closes connections and saves transcript to database

Chat client interface prototype

Advisor: What classes are you planning on taking this semester?

CMSC421 and a history course

Exit

Meet Advisor

Content

Student Advising History

Hello John Wed, Jan 15, 2003 11:32:42am

Student Advising History

Name: Doe, John J.

Billing Address: 2205 JONES FALLS XPWY BALTIMORE MD 21111

Transaction Details

Description: Authorization for registration
Semester: WINTER 2003
Advisor: TRUMAN, HARRY
Transaction Date: 12/24/2002

Description: Authorization to enroll in ENG 387
Semester: WINTER 2003
Advisor: FRITZ, JOHN
Transaction Date: 12/19/2002

Description: Authorization for registration
Semester: FALL 2002
Advisor: TRUMAN, HARRY
Transaction Date: 8/12/2002

Description: Authorization for registration
Semester: SPRING 2002
Advisor: TRUMAN, HARRY
Transaction Date: 1/12/2002

Description: Advisor assigned
Semester: SPRING 2002
Advisor: TRUMAN, HARRY
Transaction Date: 1/5/2002

Content

Advising Email History

WebMail – John Smith’s Advising Email Archive					
 Search  Options  Help					
[Status]	From	Subject	Date	Time	
 2K	advisor	 RE: My Schedule	1/16/2003	1:44 pm	
 13K	registrar	 major/minor/certificate requirements	1/15/2003	12:32 pm	
 3K	advisor	 RE: Class Schedule	11/15/2002	11:56 am	
 88K	advisor	 Appointment	9/15/2002	11:55 am	
 2K	advisor	 Spring Semester	1/15/2002	11:47 am	
 3K	advisor	 English Requirements	1/15/2002	10:57 am	
 2K	advisor	 RE: Question about Writing Minor	11/15/2001	9:48 am	
 2K	advisor	 RE: My Schedule	9/15/2001	9:13 am	
 15K	advisor	 Transfer information	1/14/2001	9:09 pm	
 25K	advisor	 authorizations	1/14/2001	3:28 pm	
 3K	advisor	 RE: Engl 333	9/14/2000	12:04 am	
 1K	advisor	 RE: fall semester	8/12/2000	6:22 pm	
 4K	advisor	 fall semester	6/11/2000	2:31 pm	
 5K	advisor	 RE: Appointments	6/11/2000	1:16 am	
 8K	advisor	 RE: Questions Regarding Fall Schedule	5/21/2000	1:11 am	
 3K	advisor	 RE: Schedule	5/20/2000	4:00 pm	
 2K	advisor	 Graduation Requirements	2/18/2000	2:12 pm	
 1K	advisor	 my new room number	1/10/2000	11:52 am	
 3K	advisor	 RE: GDR requirements	1/10/2000	11:41 am	
 2K	advisor	 Time to register	1/10/2000	5:27 am	
Messages: 50 (1 thru 20)					



Secure mode active.

Content

Course

Authorization

COURSE AUTHORIZATION FOR JOHN SMITH

Current Schedule Authorization Summary

Winter 2003 (3 credits) Detail...				
Schedule Number	Course	Section	Credits	Authorized
0025	ENGL 387	9101	3	YES
Spring 2003 (19 credits) Detail...				
Schedule Number	Course	Section	Credits	Authorized
5718	WMST 353	0101	3	YES
0052	AMST 310	0101	3	YES
0056	AMST 374	0101	3	YES
2720	FREN 201	0501	4	YES
2722	FREN 201C	0201	0	YES
2532	ENGL 424	0101	3	NO*
0059	AMST 392	0201	3	YES

+ [ADD NOTES](#)

* Pre-requisite 301 not met

Content

Student Advisor Email

WebMail - Create Message	
 Inbox	 Help
To:	advisor1@umbc.edu
Cc:	
Bcc:	
Subject:	john smith advising question
Message:	Hello advisor, Can you look over my schedule and tell me if Engl 401 is going to satisfy my semina requirement or should I take 417? Thanks, John Smith

Urgent ☐

Registered ☐

Add Signature ☒



Secure mode active.

Content

Advisor Advising Homepage

Advising News:

The English Department led by Kenneth Baldwin, will be meeting on March 1st in FA408 to discuss the upcoming changes in core course requirements. All faculty members of the English department are welcome to attend. Please come and voice your opinions and concerns. These changes will take place in 2004 and will affect all incoming freshmen/transfer students. If you choose not to attend, an email will be sent to all regarding the events of the meeting.

Please take note that the summer registration will begin on the 1st of March. We recommend that you post your advising dates on the Calendar for early April. All students in academic jeopardy should be contacted by you via email at your earliest convenience.

UMBC will host its annual Advising Seminar on February 15th in LH 1. All advisors from all majors are encouraged to attend. We will discuss any policy changes and answer your questions.

Links:

[myStudents](#)
[Class Schedule](#)
[Calendar](#)
[Directory of Advisors](#)
[Edit My Information](#)
[Virtual Chat](#)
[GFR/GDR Requirements](#)
[List of Majors/Minors](#)

Content

Student Information Page

Hello Advisor Wed, Jan 15, 2003 11:32:42am

Student Information

Student Name: SMITH, JOHN

Address: 159 MAIN STREET BALTIMORE MD 21111

URL: [www.johndoeisafictionalstudentforthisproject.com]

Phone Number: [411-555-1212]

Major: [English]|V| Minor: [None]|V|

Current Courses:

ENGL 324/0101

ENGL 403/0401

ENGL 305/0101

WMST 322/0101

GPA: 3.25

Expected Graduation Date: [Summer 2005]|V|

Links:

[Student Transcript](#)

[Course Authorizations](#)

[Majors/Reqs](#)

[Virtual Chat](#)

[Advising History](#)

[Email archive](#)

[Email student](#)

Content

Advisor Contact Information

Hello Advisor Wed, Jan 15, 2003 11:32:42am

Name: DOE, Jane

Department: English

Room Number: FA407

Telephone # x3333

*To change name please contact Academic Services at x3158

URL: [www.janedoeisafictionaladvisorforthisproject.com]

Personal Biography

{SUBMIT} {CANCEL}

Content

- ❑ Other pages from existing URL's
 - Degree Requirements
 - ❑ www.umbc.edu/academics/degrees.html
 - Degree Shopping
 - ❑ <https://www.isis.ufl.edu/cgi-bin/nirvana?MDASTRAN=RSI-MENUU>
 - Forms
 - ❑ <http://www.umbc.edu/UnderGrad/Catalog/require.pdf>
 - Schedule of Classes
 - ❑ <http://www.umbc.edu/AboutUMBC/Schedule/spring2003>
 - Directory of Advisors
 - ❑ <http://my.umbc.edu/cgi-bin/phonebook/alphalook.pl>
-



USER TEST

Usability Test / Results Summary

- Interviewed 3 current UMBC students: one junior, two seniors
 - All users had overall smooth experiences with advising in the past but had some complaints
 - Advisors were not available
 - Did not always get the advisor they preferred
-

Usability Test / Results Summary

☐ Main Student Page

- Virtual chat option
 - Advising appointment highlighted
 - Student information
 - Advisor information displayed with contact information
 - Important dates
 - UMBC Advising links
 - Good organization/minimum scrolling
 - Important information for seniors
-

Usability Test / Results Summary

☐ Main Student Page (cont.)

■ Improvement areas:

- ☐ Dynamic drop down menus for choosing semester schedule
 - ☐ More information for seniors
 - ☐ Registration date for courses highlighted
 - ☐ Link graduation application deadline to digital form that can be submitted to Registrar's office online
 - ☐ Display Major/minor titles under UMBC Advising links, relevant course information
 - ☐ Eliminate "Contact Advisor" link
-

Usability Test / Results Summary

- ☐ Course Authorization Page
 - Beneficial for students to know prerequisite information for relevant courses
 - Suggestions:
 - ☐ Display only the courses that the student is registering for in the current semester. No need to display previous courses authorized, if they have already been passed.
 - ☐ Add a "Course Authorization" column to the semester schedule on the main student page. Link any unauthorized courses to a list of prerequisites not fulfilled for that course. This will eliminate the need for a separate page altogether.
-

Usability Test / Results Summary

☐ Advisement History page

- Good organization, information is clearly displayed for the user
 - Improvement areas:
 - ☐ Remove progress line
 - ☐ More information with dates
 - Add/drop information
 - When a student was granted authorization for a particular course
-

Usability Test / Results Summary

☐ Advisor Home Page

- Organization and content is good
 - Improvements:
 - ☐ List only students that have not been cleared for scheduling. Make “Scheduled students” a link to a separate page to avoid unnecessary clutter.
 - ☐ Add a little blurb to the main page stating what an advisor would see if they clicked on a students name (advisor chat, course information, etc.)
-

Conclusion

- ☐ By providing advising utilities online:
 - Students –
 - ☐ Will have easier access to information
 - ☐ Less likely to miss important advising dates and appointments
 - Staff –
 - ☐ Can provide advising to more students in less time
 - ☐ Easier access to student information and necessary tools
-

Conclusion

☐ Any Questions?
