



ERADICATING STUDENT/EMPLOYEE

SELF-SERVICE FRUSTRATION

Andrew Bediz

Tim McLaurin



ABOUT US

- Andrew Bediz – President
 - Responsible for Higher Education clients
 - Former PeopleSoft employee
 - Presented at OpenWorld, Alliance and other various conferences
- Tim McLaurin – Sr. Solutions Architect
 - Builds products and solutions for IntraSee clients
 - 10+ years Higher Education experience
 - Worked in Australia, EU, India, USA, Canada, Cambodia



ABOUT INTRASEE

- Usability company specializing in PeopleSoft
- Helping our clients get the most out of PeopleSoft
- Leveraging PeopleTools without customizations
- Products and Consulting Services
- On Premise or in the Cloud
- Higher Ed, public and private sector
- Showcased by Oracle and a preferred partner



INTRASEE IN THE EU

- Over 11 years in business with a presence in USA and Canada
- Many of our clients are multi-national organizations (including EU offices)
- Our team is represented by 9 different countries
- Our CEO is British!
- It just made sense



THE CHALLENGE

- Users are frustrated with the ease of use of enterprise software
- This frustration threatens adoption and thus, your investment
- The Cloud has made the experience more disparate
- People just want the easy button!



INTRASEE'S **APPROACH**





STUDENT SUPPORT



CHALLENGES

- Students need help in their academic journey
- The systems used to help these students are difficult to use
- Tutors (Advisors) often lack a holistic views of the students they support
- Teaching faculty lack an easy view of their classes and course information/rosters
- The result is slowed response, inaccurate perceptions and less help



ONBOARDING



CHALLENGES

- Similar for employees and students
- A consistent experiences for all new comers
- Making it easy when a complex process spans multiple systems
- Keeping track of progress for everyone (visibility)



STUDENT SELF SERVICE



CHALLENGES

- Student needed information is everywhere: courses, marks (grades), books, maps, learning management, evaluations, etc.
- Students have high expectations from their typical internet experience
- Students need to spend time learning, not fumbling on web sites
- Information and knowledge can be scattered or tribal (word of mouth)

Welcome to Student Financials.

New features include viewing your account details and accessing tax documents. To make an e-payment, enroll in direct deposit, or set up authorized payers, please follow the corresponding links. Stay tuned for the roll out of additional features coming to Financial Services tab in Summer 2016.

Financial Hold

Amount Due:

€10,750.00 

[Pay Now](#)

I Want To:

[View Payment History](#) 

[Pay My bill](#) 

[Direct Debit](#) 

[Authorize Payers](#) 

[View Funding](#) 

[Refund Direct Debit Complete](#) 

[Payment Profile View/Edit Profile](#) 

[DPA Settings View/Edit Status](#) 

[Paperless Enrolled](#) 

Amount Details

13/10/2016

Current Balance: €10,750.00 Anticipated Funding : €500.00 Balance After Funding: €10,250.00



ONE-STOP SHOP AND CLOUD



CHALLENGES

- One application doesn't do it all
- Not all systems are centralized; some are in the cloud
- Different populations access different systems
- Different systems have different navigation, search, look & feel, etc.
- We all waste time navigating this landscape
- Sometimes training is required due to the complexity



CONCLUSION

- Protect your investment by minding your user experience
- Use the power of the PeopleSoft platform
- Getting to "one site" is the goal
- Easy mentoring tools = more successful students
- Setup a framework for future cloud adoption



CLOUD

- IntraSee Usability Cloud
 - Subscription service
 - Connected to your Campus Solutions
 - Data centers in Europe
- Oracle's Content and Experience cloud
 - Take advantage of Oracle PaaS
 - Sites, Documents, Process, Application Builder, Mobile and more
 - See: <https://intrasee.com/blog/content-experience-cloud-higher-ed-edition/>



THANK YOU!

Contact us at:

- andrew.bediz@intrasee.com
- tim.mclaurin@intrasee.com
- intrasee.com/contact-us/

Learn More

- twitter.com/intrasee
- intrasee.com/category/blog/
- intrasee.com/tag/campus/