

## RH100 Panel 2 Report

Date: Thursday 17 March

Panellist Attendance – 60%

Departments in Attendance – Student Academic Services, Student Engagement and Sport, Student Services Centre, Strategic Planning, Information Technology

### *Discussion Topic – Enquiry Management Solution/System*

The RH100 panel discussed how they interacted with digital College services and what their experiences were with different digital portals, looking at what could be done to improve user experience.

### Digital Services and Portal Experience at Royal Holloway

**Panellists informed the college that...**

- It is difficult to know which service to contact regarding a certain issue and there is a lot of wasted time in which queries are sent to the correct indepartment, increasing waiting time for students.
- Information is not always up-to-date.

**Panellists therefore suggested...**

- What would be especially useful would be a centralised system in which all information can be accessed as it can be difficult to know whether certain information will be held on campus connect, moodle or the student intranet.
- Making the visual experience easier for students to access such as using a simpler layout and dyslexia-friendly fonts.

### Self-Service Experience

**Panellists informed the college that...**

- There are inconsistencies across services and departments, making it more difficult to access self-service and thus eventually relying upon human interaction.

**Panellists therefore suggested...**

- Student Forums are particularly helpful and could be incorporated alongside FAQs.
- It would be helpful to have an index of self-service services so students know where and how to find information themselves

### What next?

- RH100 Panel feedback presented to EMS Project Board
- Panel input informed both system and business requirements which are being used for tendering in new platform.
- We hope to appoint a technology provider to help the development of a new enquiry system by next academic year. We will be then returning to the panel to assist in the design of the new Enquiry Management Solution

**Appendix**

**PART ONE: Digital Services and Portal Experience at Royal Holloway**

**1. What digital services or portals do you currently use at Royal Holloway, what do you use them for?**

- **Campus connect** – attendance, candidate number, extensions, money and personal information, registration, exam information and results
- **Panopto replay** – recorded lectures/online learning
- **Student intranet** – enrolment, events, timetable
- **Moodle** – submissions, acquiring academic material, reading lists, module and course information, Panopto, connect to the library, academic work
- **Library Search** – citations, check book availability, access journal articles, past papers, chatbox, room booking, catalogues
- **Careers portal** – work placements, check CV, interview practice, signpost to other services

**2. What is good and what could be better about the user experience for digital services and portals at Royal Holloway?**

What is good	What could be better
<ul style="list-style-type: none"> <li>• Moodle – easy to access and to understand</li> </ul>	<ul style="list-style-type: none"> <li>• Poor mobile optimisation</li> </ul>
<ul style="list-style-type: none"> <li>• Layout and aesthetics</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of clarity – not sure what each service does</li> </ul>
<ul style="list-style-type: none"> <li>• IT Services are usually very helpful</li> </ul>	<ul style="list-style-type: none"> <li>• A more centralised system</li> </ul>
<ul style="list-style-type: none"> <li>• Lots of information is available</li> </ul>	<ul style="list-style-type: none"> <li>• Too many portals</li> </ul>

**3. What other good portals or apps do you use outside of the Colleges offering? What makes these good?**

- **LinkedIn** – comprehensive, doctoral page, advertising jobs, streamline, chat function, quick responses
  - **Google** – easy, quick, lots of resources
  - **Amazon** – public reviews, know where the package is and when it will come
  - **Tiktok**
  - **Moves**
  - **Kahoot**
  - **Menti**
  - **Unidays**
- } User friendly, quick, pleasing to look at, quick resolution without having to chase the answer, can submit enquiry without human interaction
- **JSTOR/ Google scholar** – accessing academic papers
  - **Uber** – you can track the car and you know how much it costs beforehand

#### **4. What are the top five things you would expect to find on a university portal?**

- 1) Access to Wellbeing
- 2) Clearly set out hyperlinks – redirects to the right page
- 3) Links to services for each subject
- 4) Contact information
- 5) FAQs section

#### **5. What would give the portal the extra 'wow' ?**

- Chat box function/video chat help
- Aesthetic view
- Personal calendar on moodle
- Visual accessibility – description of services (a description with an image), dyslexia-friendly font
- Dark mode
- Links for online classes
- Customisable
- Up to date information - one place for news/notifications/newsletter e.g. strike information
- Tailored interface for students – ability to personalise it
- Accessible via all devices

### **PART TWO: Self-Service Experience**

#### **1. Many of you responded in the pre-work survey, that you would use a knowledge article to get an answer to your questions and queries quicker. What does a good knowledge article or FAQ portal look and feel like which would improve the user experience?**

- Simple language and easy to understand.
- General -> subheadings -> summaries -> links and documents
- Point of contact for further enquiries
- Search box
- Bullet points
- Key questions change per season e.g. moving in/graduation/exams
- In different languages
- Works on all browsers
- Visibility – simple, muted colours, font size and styles
- Accessible versions e.g. for students with dyslexia (disability enabled)

#### **2. How would you rate the current self-service provision at the moment? How much can you do before you need to go and speak to someone?**

- Self-service rated from 2/10 – 7/10
- Self-service advice needs to be helpful e.g. wellbeing is not helpful for someone who feels in need of help, there are too many forms to fill in so people give up
- Library interface works well

- Handbooks are poor, too wordy and, not common knowledge
- Campus connect – attendance doesn't always work meaning emailing a person
- Very variable, inconsistent across various departments and services
- Intranet fails to resolve easy queries which forces human interaction

3. **What self-service developments would you like to see across our digital services which reduces the need to speak to someone or send an email, giving some examples?**

- Student forum: students can help students -> peer reviewed
- Centralised information
- Website with all relevant and up to date information
- Index of self-service services
- Autofill on searches – searching services must be fast and responsive and use Artificial Intelligence to guess what you want