BRUiN

Breaking the Box

Bellevue University Rounds Out the Self Service User Experience

BELLEVUE UNIVERSITY

Real Learning for *Real* Life

Introductions

- Michelle Eledge, Bellevue University
- Andrew Bediz, IntraSee

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About Bellevue University

- Private, non-profit, regionally accredited University
- Serve over 16,000 students annually between residential & online offerings
- Ranked in the top 10 in the 2013 U.S. News & World Report Best Online Bachelors Program Survey
- Only accredited university to win Chief Learning Officer's GOLD Award for Excellence in Academic Partnerships

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About IntraSee

- Product company and consultancy
- Bringing superior user experience to PS
- Higher Ed and commercial clients
- Showcased by Oracle and a partner
- We build portals, self-service, mobile sites and more

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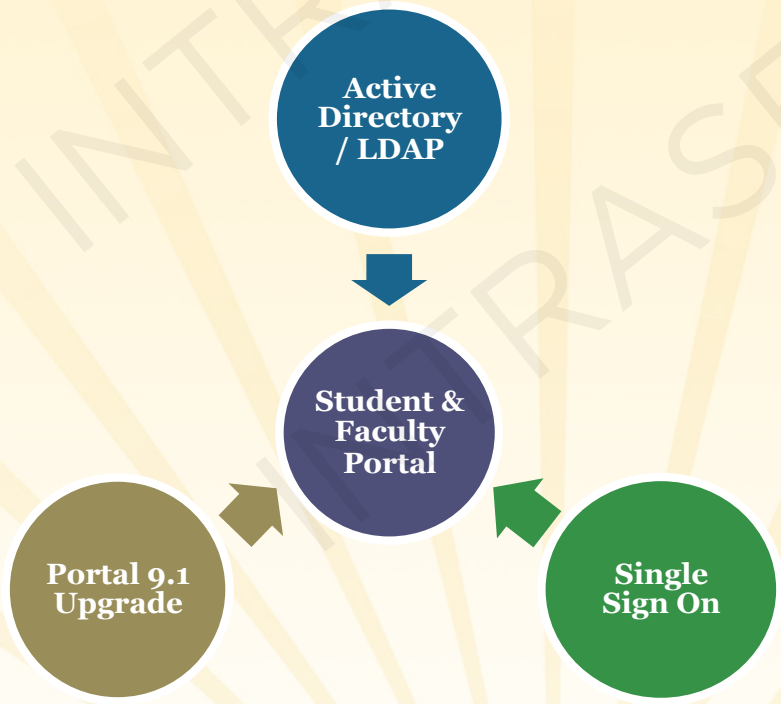
About The Project

- User experience was disjointed
- Inconsistent visual identity
- Students/Faculty demanding mobile
- Email isn't working

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About The Project (cont.)

- Planning began in Jan. 2012
- Project team included~120 staff and faculty, 3 Project Managers, and 4 vendors
- Student, faculty, and staff communications and an enterprise wide-training program deployed
- New system integrates with 10 distinct systems and supports 6 browser versions & 7 distinct mobile platforms

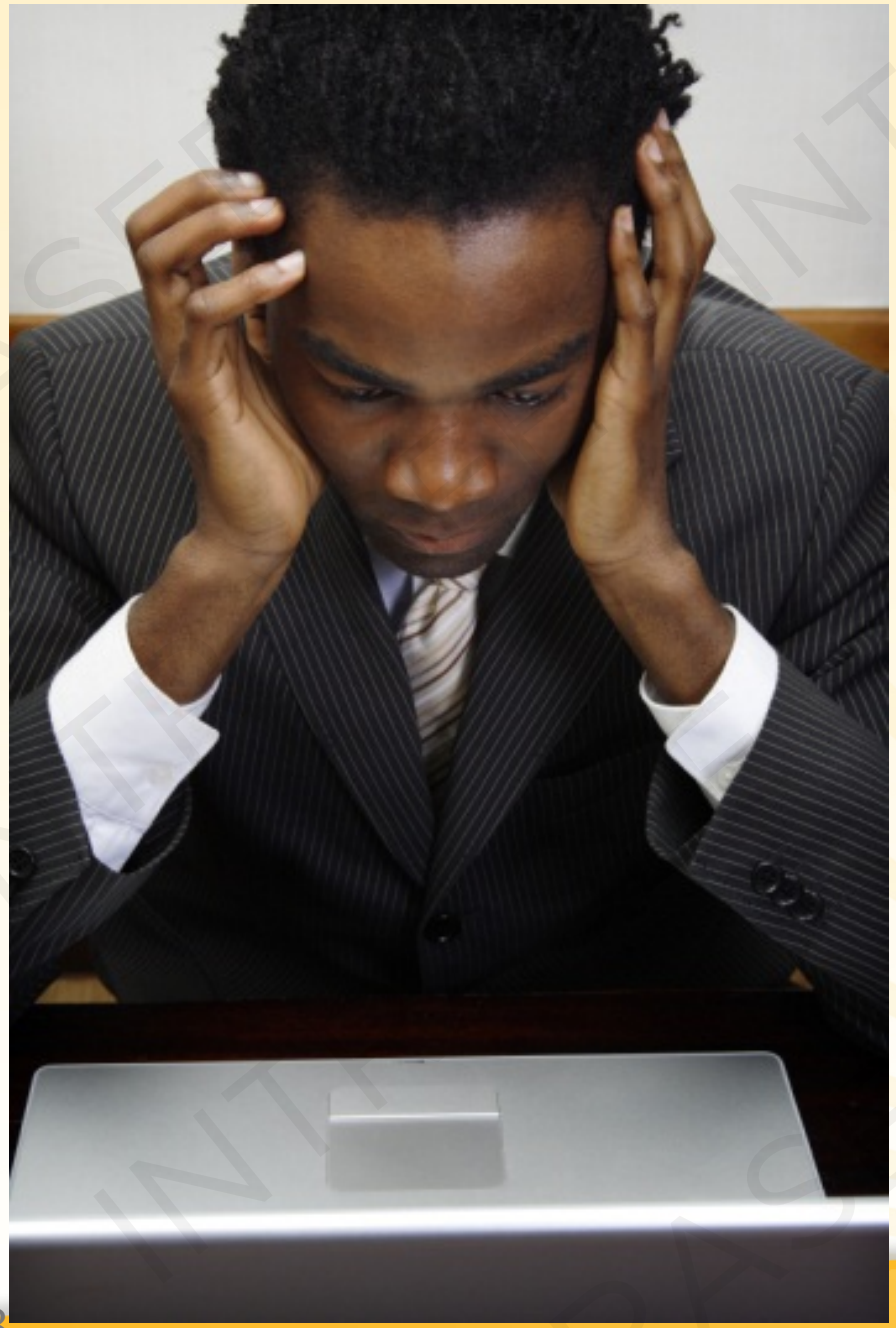


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Our Pain…

INTRASEE



I can't find anything!

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Why do I have so many different logins?

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Why can't I see this on my phone?

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Live Demo!

INTRASEE

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Student Feedback

- *The interactivity is fabulous! Everything is within a click or two. Great job to all the designers and developers!*
- *The old one was confusing and frustrating especially when dealing with finances. The new interface layout makes everything so much easier to find and use.*
- *I like this new Bruin. I do not need to log in for all systems. One log in takes me to blackboard, email, and other things I need. Thanks*
- *I just wanted to let you know you have done an outstanding job on the new Bruin! I can't believe how easy it is now to access everything. Kudos for all of your hard work!*
- *IT IS SO AWESOME! CONGRATULATIONS! I love that absolutely everything I need is on one page. Its a work of art, you should be very proud of yourselves!*

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Faculty Portal Feedback

- *Thank you for a great first iteration of the Faculty Portal. I appreciate all of your hard work and think this is a fantastic resource. I am sure there will be a slight learning curve, but I can honestly say that all you have advocated for and all that you listened to have come to fruition. THANK YOU VERY MUCH!*

- *This portal looks wonderful and seems much more intuitive! Thanks for all of the hard work!*

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Thank You!

- Q&A?
- Come see IntraSee at Booth #516 for more demos
- Contact Us
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