APAC User Group

Ex Libris campusM Update

April 21st, 2021

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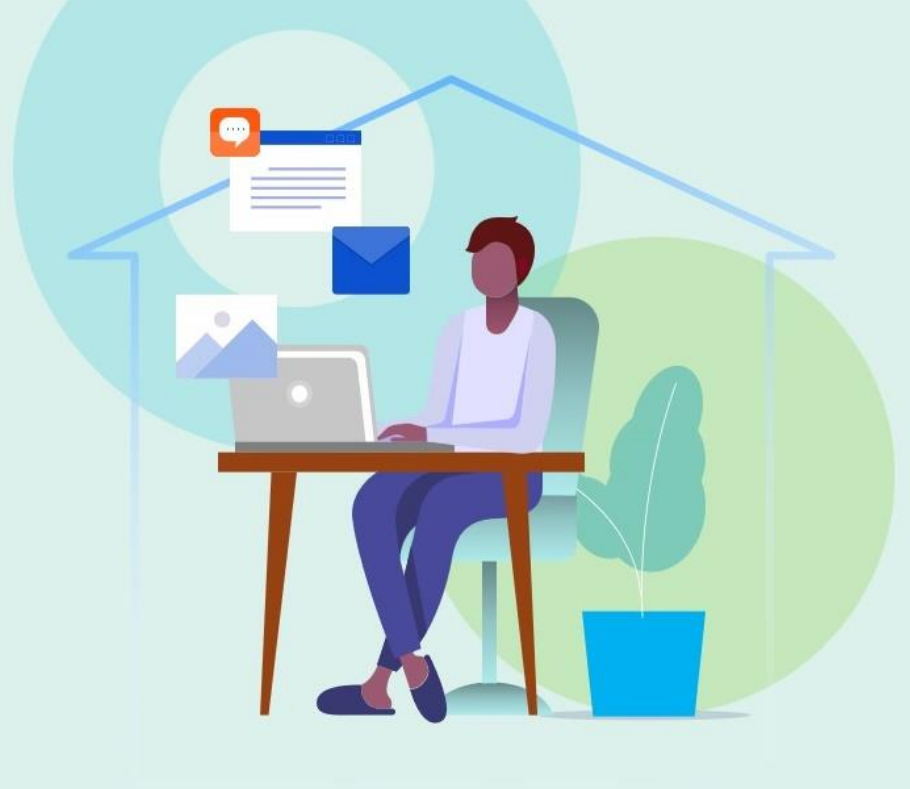
campusM by the Numbers

+1B Annual Pages Views

6,011,471 Attendance Check-ins

125 New Features in Last 12 Months

295 Product Integrations Instances
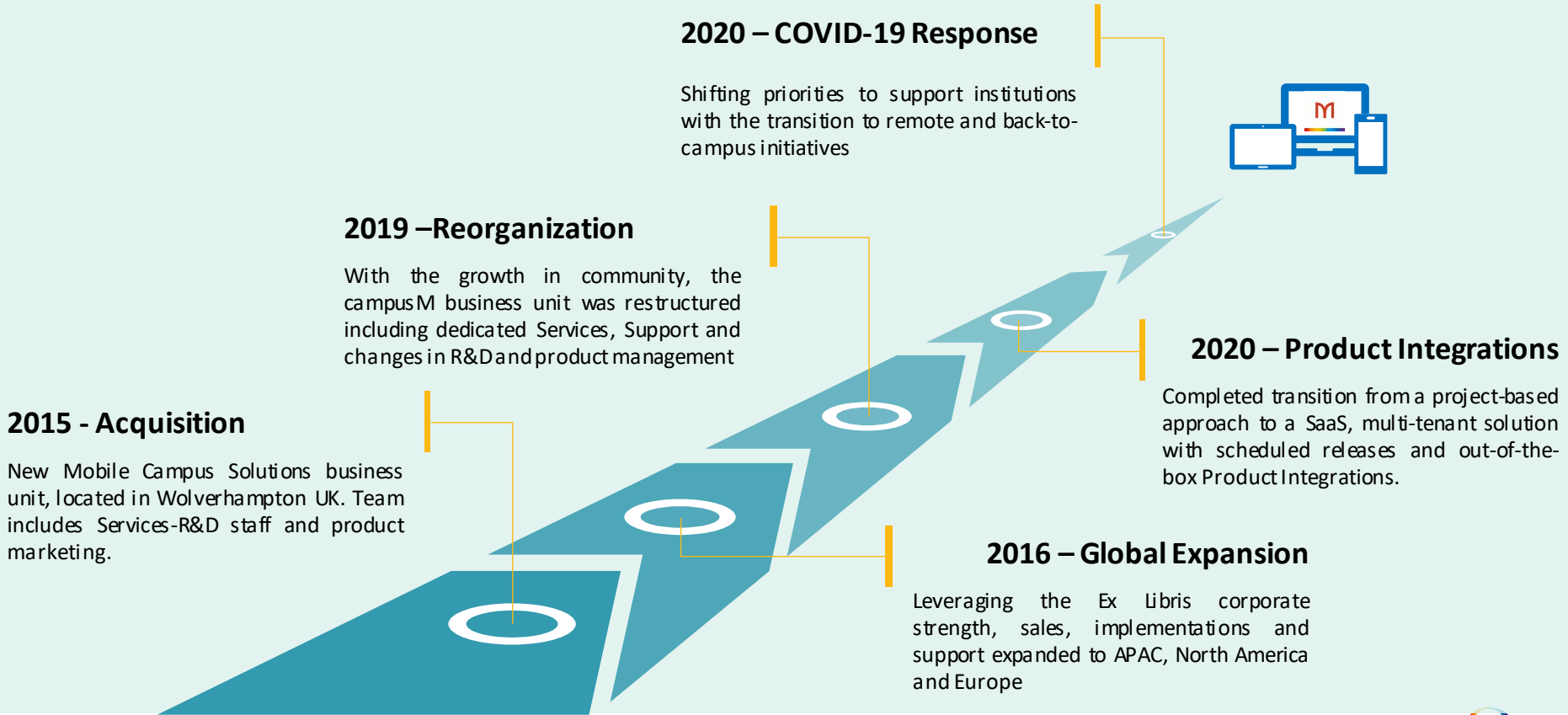
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campusM over the years

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We've Come a Long Long Way Together

UCL Hosted Environment	→	**Ex Libris Cloud** ✓
Non-scheduled Releases	→	**Agile Monthly Release Cycle** ✓
Project-Driven Approach	→	**SaaS, Multi-Tenant Product** ✓
Zendesk	→	**Knowledge Center, Ideas Exchange, Salesforce, Slack** ✓
300+ Services Days Backlog	→	**Clean Backlog and Focus on New Projects** ✓
No Features Adoption	→	**Live Customers with Attendance, Creative Studio and More!** ✓
Integrations Only	→	**Attendance, Quick Polls, Contact Tracing, …** ✓

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Ex Libris campusM Milestones

2020 – COVID-19 Response

Shifting priorities to support institutions with the transition to remote and back-to-campus initiatives

2019 –Reorganization

With the growth in community, the campusM business unit was restructured including dedicated Services, Support and changes in R&D and product management

2020 – Product Integrations

Completed transition from a project-based approach to a SaaS, multi-tenant solution with scheduled releases and out-of-the-box Product Integrations.

2015 - Acquisition

New Mobile Campus Solutions business unit, located in Wolverhampton UK. Team includes Services-R&D staff and product marketing.

2016 – Global Expansion

Leveraging the Ex Libris corporate strength, sales, implementations and support expanded to APAC, North America and Europe

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Product Integrations – Core and Key to Success

Home » campusM » Product Documentation » Managing Product Integrations

Managing Product Integrations

Overview
- Getting Started
- Adding a Product Integration
- Upcoming Product Integrations

Vendors
The table on this page describes the vendors and the product integrations that they support.

Account Information
The Account Information product integration allows students to view information related to their university account, for example, their account balance.

Contact Tracing
The Contact Tracing product integration allows users to easily capture their last visited locations using a mobile QR scanner to create a digital diary of the locations they visit.

Courses
The Courses product integration allows students to view their courses per term.

Directory Search
The campusM Directory Search product integration allows users to search for individuals and view contact information, such as phone numbers and email addresses.

Feedback

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Product Integrations Only Apps

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Customer experience

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Customer Experience Goals

Focus on **customer satisfaction** from project thru life-in-support
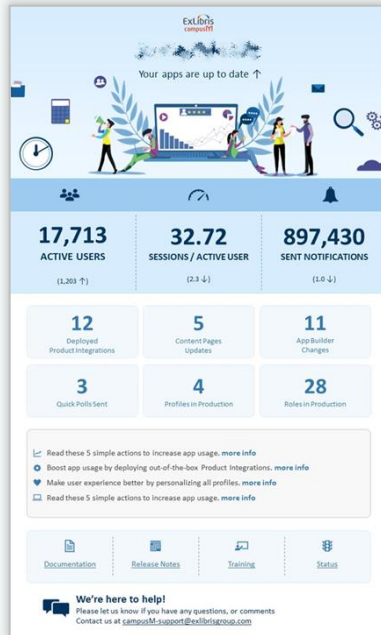
Increase engagements and activities

Create **regional programs** to enhance collaboration

Deliver **quick and ongoing value-realization**

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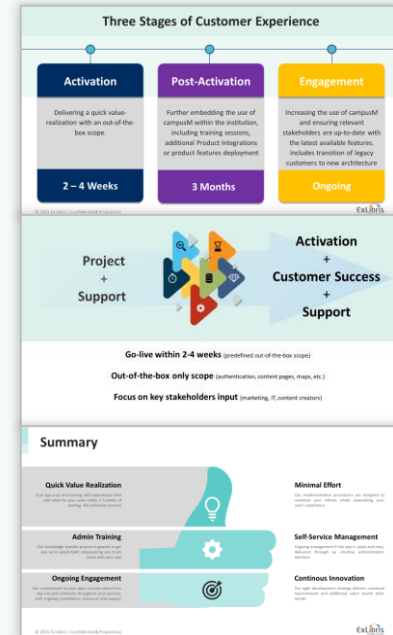a ProQuest Company

Moving Forward

Value Realization Report

Quarterly Engagement

Customer Experience

Stay up-to-date with everything campusM

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campusM Product Management Team

Matt Sherlock
Strategy and Customer Success

Miri Botzer
Product Management

Sima Bloch
Product Management

Hadas Tayeb
Product Marketing

Leah Friedberg
Product Designer

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Recent Product Highlights

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campusM Release Notes

This month we introduced a number of features geared to ease the admin use of campusM, as well as enhancement to several product integrations.

We are also introducing a new concept to our release notes: "Quote from the campusM team", connecting you with some of the team working on campusM on a day-to-day basis. **Meet Shoshana:**

"The new student attendance dashboard looks great and is really easy to understand. It helps students track their general attendance score and make smarter decisions moving forward. The dashboard breaks down all the information about attendance and absences in a very clear way, with the attendance percentage giving students immediate visibility into their overall attendance record."

Shoshana Isaacs

Role: Front End Developer

Latest work: Attendance Dashboard

You can always see the full release notes in their usual place within the Knowledge Center.

Matt Sherlock,

Product Strategy Director

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5 new campusM features to explore this month

Attendance
38%
In Period

Check-in Validated Invalid Check-in
Not Checked-in Absent Other
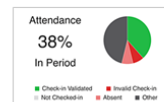
Student Attendance Dashboard Widget

Providing your students with a visual, at-a-glance dashboard, including their attendance history. The dashboard aims to encourage positive changes in attendance behavior.

More Info

Download the latest app from App Cente Manual before submission to the App st

iOS Android

Admin QR Code for App Center Apps

Get your hands on the campusM Release Candidate, Sandbox and Preview apps quickly and easily by scanning the embedded QR code added to your App Manager home screen.

More Info

Or enter location code below
Location3 Submit

Contact Tracing Location Validation

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Small Addition... but a Useful One

Ex Libris Community & Knowledge Platforms

Idea Exchange

Developer Network

Product Working Groups

Knowledge Center

24/7 HUB

Product Release Cycle

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Collaboration as a Core Value

Industry expertise	Knowledge & experience
Software expertise	Product extensions
Integration Synergies	Product feedback
Infrastructure	Industry advocacy
Supporting platforms	Institutions' voice

Transforming Campus Services Into a Personalized Mobile Experience

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Idea Exchange Developer Network Product Working Groups Community Events Focus & Special Interest Groups

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