campusM
APAC User Group 2019

March 2019

ExLibris
a ProQuest Company

Introductions: Ex Libris

Erin Pryor, Director of Sales APAC

Miri Botzer, Product Director

Elad Aharoni, Implementation Manager

Tony Chan, Presales Consultant APAC

Clare Decena, Technical Project Manager APAC

Colin Gillings, Technical Project Manager APAC

Introductions & Welcome
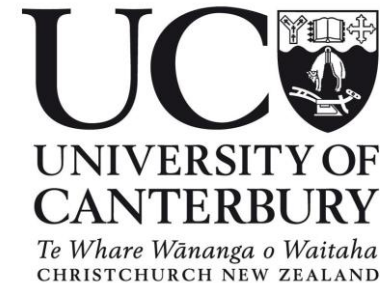
The Growing Local campusM Community

Quality, stability, and monitoring

campusM development and release cycle

Develop → **Nightly sanity** → **QA** → **Preview** → **Production**

Unit tests and code verification

Regression
Manual
New functionality

Customer's environment to review new functionality

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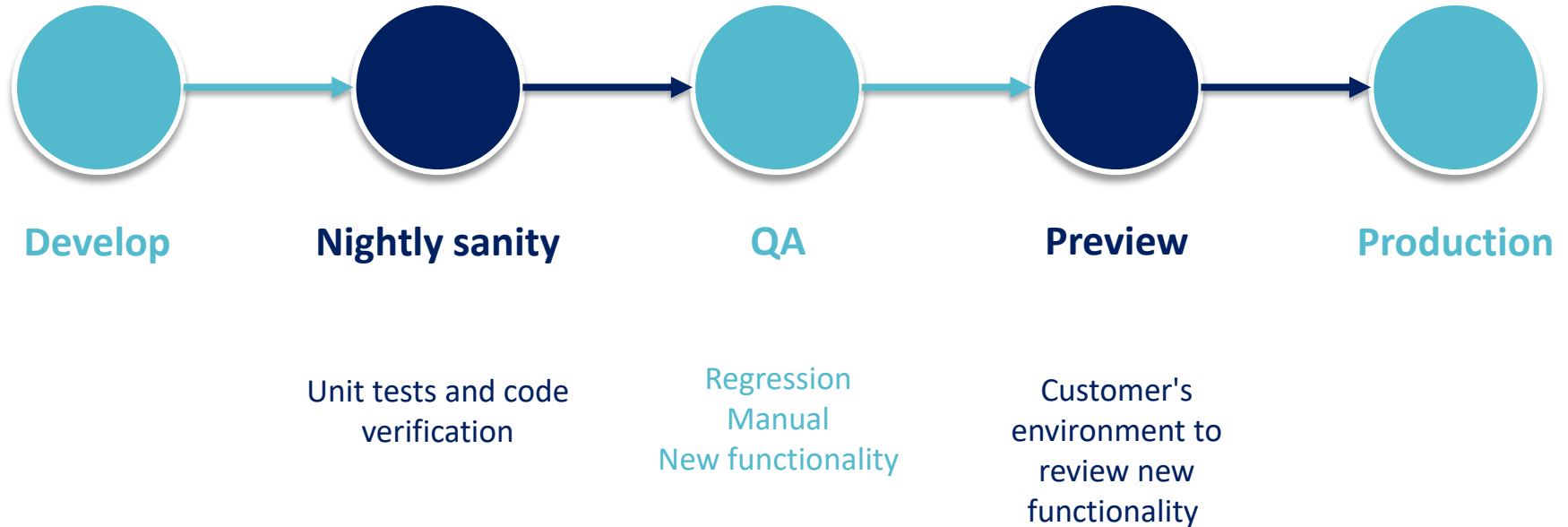
It's all about stability - 24/7 hub

It's all about stability - campusM monitoring

It's all about stability - campusM monitoring

It's all about stability - Connect Layer monitoring

Sent: 16 November 2018 14:10

To: CampusM Development - OnCall; David Zyroff; Elad Aharoni; Hannan AbuNamous; Ido Peled; Wakar Ahmed; Krzysztof Nowicki; Itay Stein; Ishvinder Dhupar

Subject: [EU01-PREVIEW] Failure in campusm connect layer servers for: █████████

Total of 30 events in the last 2 hour/s have triggered an alert. (16/11/2018 14:10:58):

Date/Time	Org	URL	WSDL URL	Server Description	Error
16/11/2018 13:08:41	████	https://campusm-████c.uk\	https://campusm-█████n.ac.uk/bolton/services/CampusMUniversityService?	Live	java.security.cert.CertificateException: No subject alternative DNS name matching campusm-pro████k\ found.
16/11/2018 13:10:49	████	https://campusm-████c.uk\	https://campusm-█████n.ac.uk/bolton/services/CampusMUniversityService?	Live	java.security.cert.CertificateException: No subject alternative DNS name matching campusm-pro████k\ found.
16/11/2018 13:12:58	████	https://campusm-████c.uk\	https://campusm-█████n.ac.uk/bolton/services/CampusMUniversityService? wsdl	Live	java.security.cert.CertificateException: No subject alternative DNS name matching campusm-pro████k\ found.
16/11/2018 13:15:06	████	https://campusm-████c.uk\	https://campusm-█████n.ac.uk/bolton/services/CampusMUniversityService? wsdl	Live	java.security.cert.CertificateException: No subject alternative DNS name matching campusm-pro████k\ found.
16/11/2018 13:17:13	████	https://campusm-████c.uk\	https://campusm-█████n.ac.uk/bolton/services/CampusMUniversityService?	Live	java.security.cert.CertificateException: No subject alternative DNS name matching campusm-pro████k\ found.
16/11/2018 13:19:28	████	https://campusm-████c.uk\	https://campusm-█████n.ac.uk/bolton/services/CampusMUniversityService? wsdl	Live	java.security.cert.CertificateException: No subject alternative DNS name matching campusm-pro████k\ found.
16/11/2018 13:21:38	████	https://campusm-████c.uk\	https://campusm-█████n.ac.uk/bolton/services/CampusMUniversityService? wsdl	Live	java.security.cert.CertificateException: No subject alternative DNS name matching campusm-pro████k\ found.
16/11/2018 13:23:46	████	https://campusm-████c.uk\	https://campusm-█████n.ac.uk/bolton/services/CampusMUniversityService? wsdl	Live	java.security.cert.CertificateException: No subject alternative D████k\ matching campusm-pro████ found.
16/11/2018 13:25:53	████	https://campusm-████c.uk\	https://campusm-█████n.ac.uk/bolton/services/CampusMUniversityService? wsdl	Live	java.security.cert.CertificateException: No subject alternative DNS name matching campusm-pro████k\ found.
16/11/2018 13:28:01	████	https://campusm-████c.uk\	https://campusm-█████n.ac.uk/bolton/services/CampusMUniversityService? wsdl	Live	java.security.cert.CertificateException: No subject alternative DNS name matching campusm-pro████k\ found.

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campusM 2019 Release dates

Monthly Release	Preview Release	Production Release
January 2019 Release	December 12, 2018	January 7, 2019
February 2019 Release	January 7, 2019	February 4, 2019
March 2019 Release	February 4, 2019	March 4, 2019
April 2019 Release	March 4, 2019	April 1, 2019
May 2019 Release	April 1, 2019	May 13, 2019
June 2019 Release	May 13, 2019	June 3, 2019
July 2019 Release	June 3, 2019	July 1, 2019
August 2019 Release	July 1, 2019	August 5, 2019
September 2019 Release	August 5, 2019	September 2, 2019
October 2019 Release	September 2, 2019	October 7, 2019
November 2019 Release	October 7, 2019	November 4, 2019
December 2019 Release	November 4, 2019	December 2, 2019

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2019 Roadmap Update

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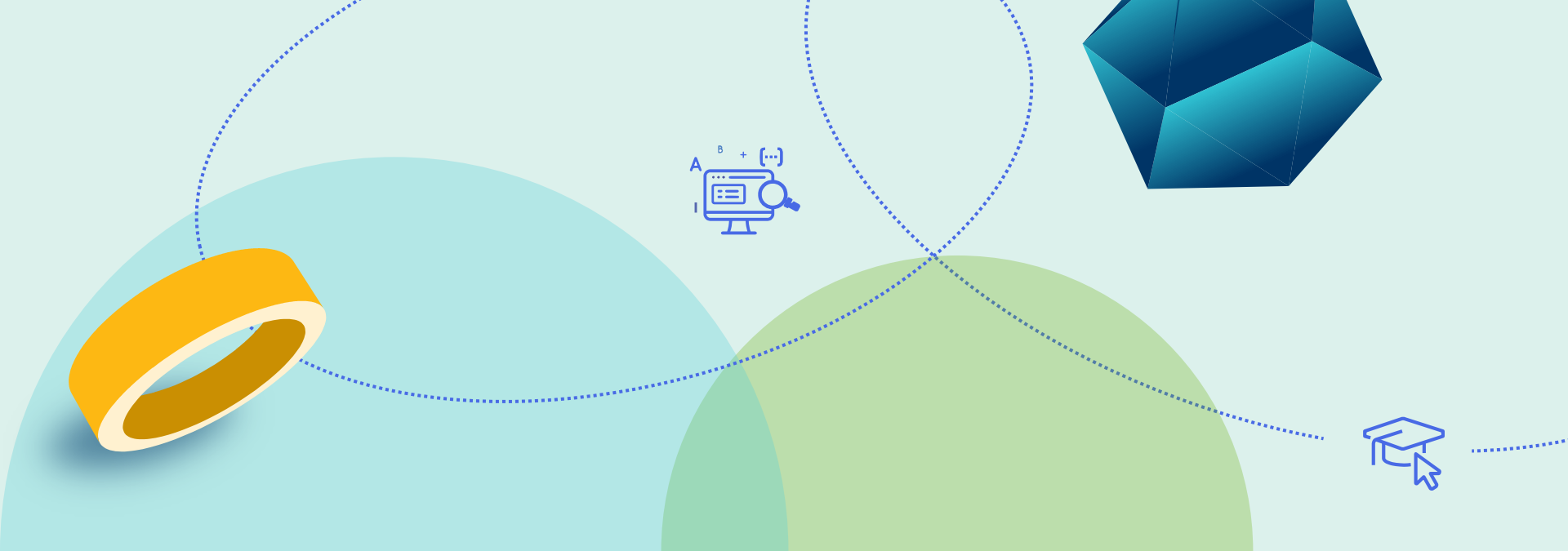
PRODUCT VISION

PERSONAL, STUDENT-CENTERED EXPERIENCE

INTEGRATED, CONNECTED EXPERIENCE

COMMUNICATION & ENGAGEMENT PLATFORM

RESILIENT & SECURE

SIMPLE & EMPOWERING TO USE AND ADMIN

RELEVENT & SIGNIFICANT

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2018 IN SUMMARY

2018 In Summary

Monthly Releases

Preview Environment

Blended Calendar

Map Localization

Insight API

Custom OBI Reporting

Personalized Notifications

App Manager Enhancements

Biometric Access

React 16 Update

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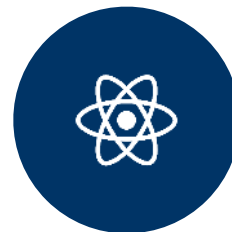
TOP INITIATIVES

campusM Attendance

Simplifying classroom attendance tracking.

An end-to-end solution for tracking user's attendance while allowing the university to comply with local regulations and leverage insightful analytics to deliver constructive intervention for student success and engagement initiatives.

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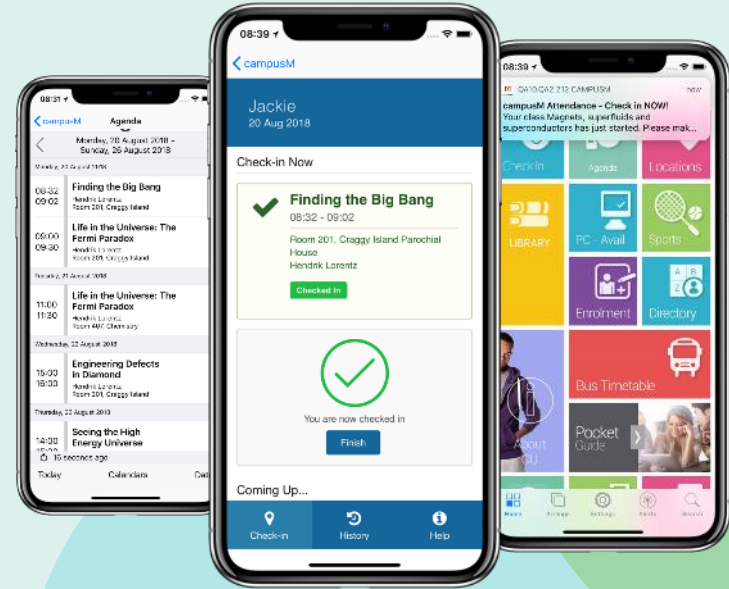
campusM Attendance: Summary

SIMPLE TO USE

Real-time deployment

Highly Configurable

No hardware or equipment installation

Minimal classroom disruption

CONNECTED EXPERIENCE

Works off any device

Part of the main university app

Connected to the Student Information System

Used by all university stakeholders

COST EFFECTIVE

Included in your campusM subscription

One-time implementation fee

Minimal ongoing maintenance

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Creative Studio

Build Engaging Content in Minutes.

Delivering class leading content creation tools enabling customers to grab and engage their users

Use mobile technologies to reach out and involve your students in new ways, to provide personalized targeted information in new and innovative ways

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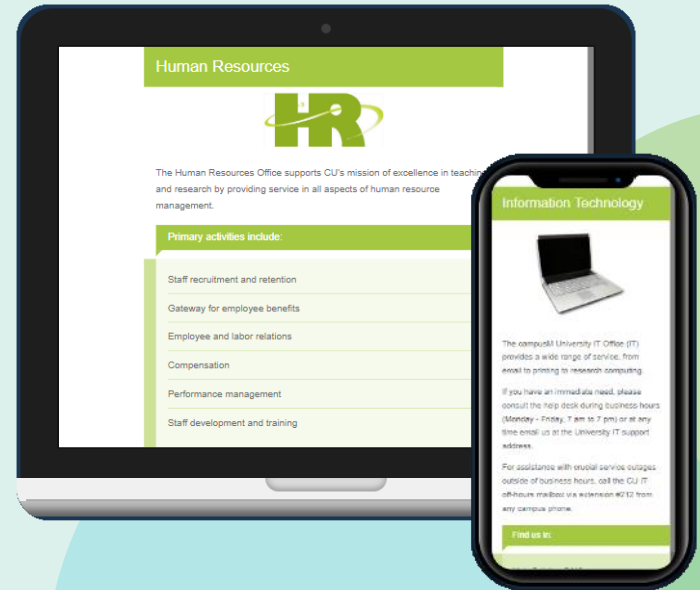
Build Engaging Content in Minutes

CONTENT-READY
Working with your existing content pages
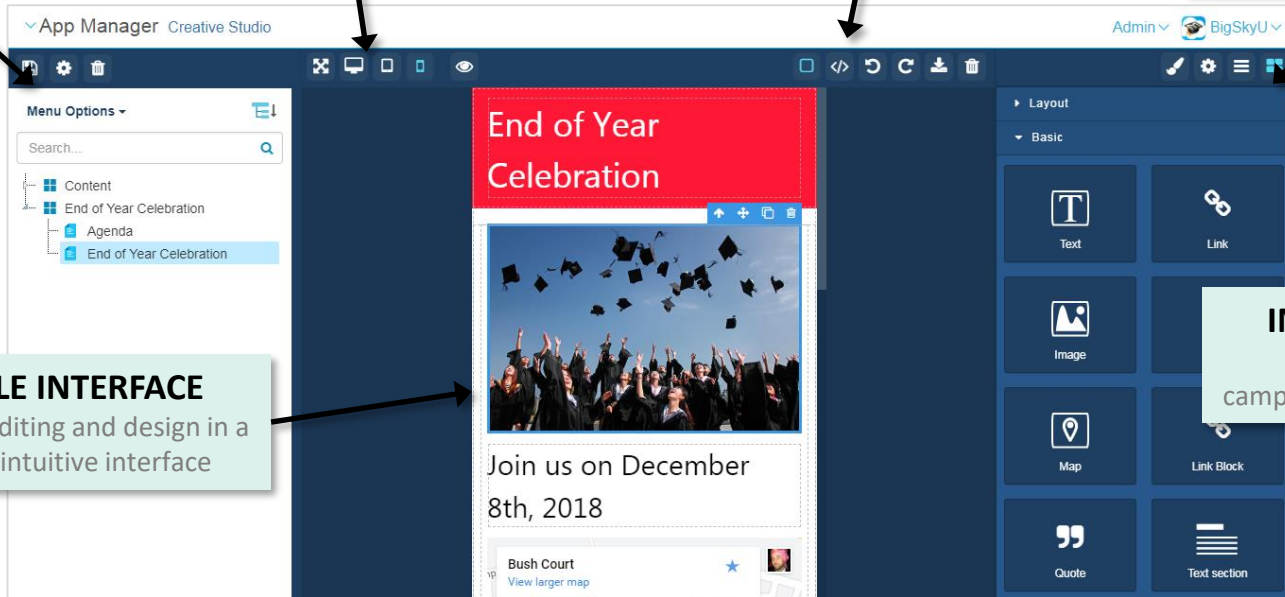
RESPONSIVE
Works on mobile, tablet and desktop devices

FEATURE-RICH
Supports ready to use template, design classes, review modes and more

DRAG-N-DROP
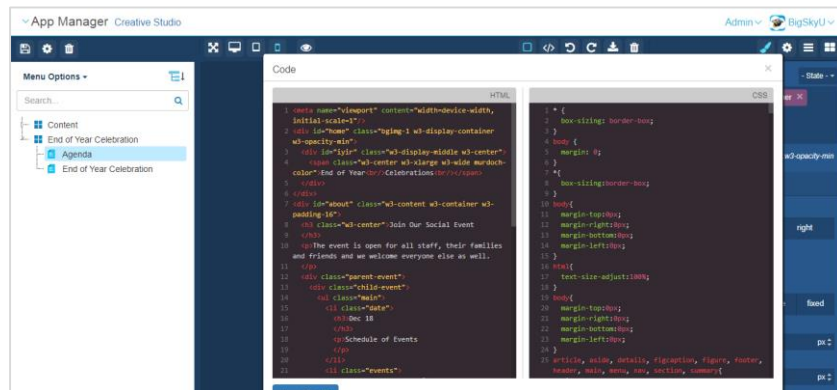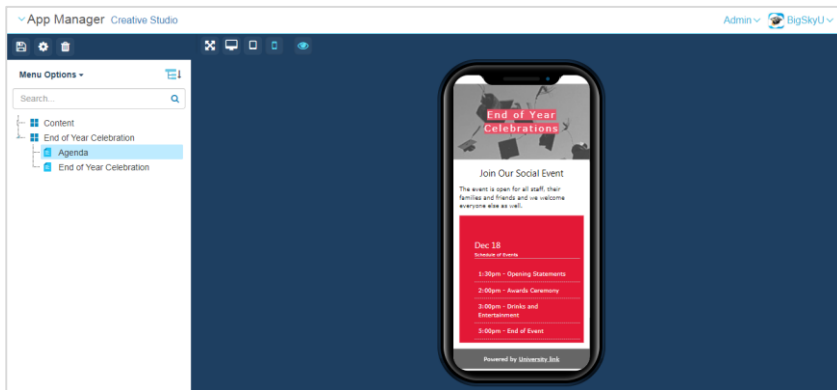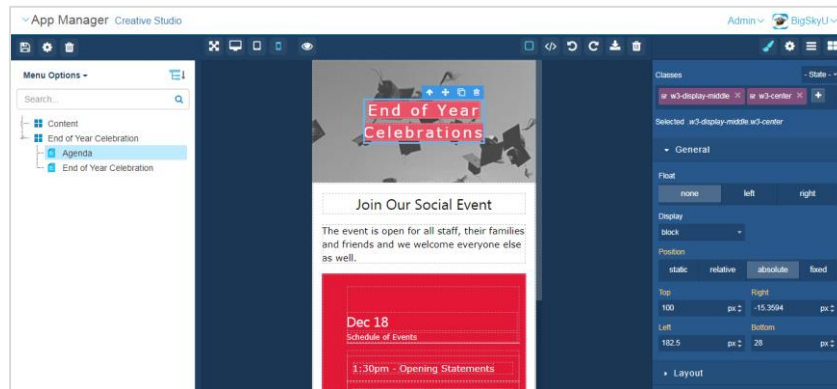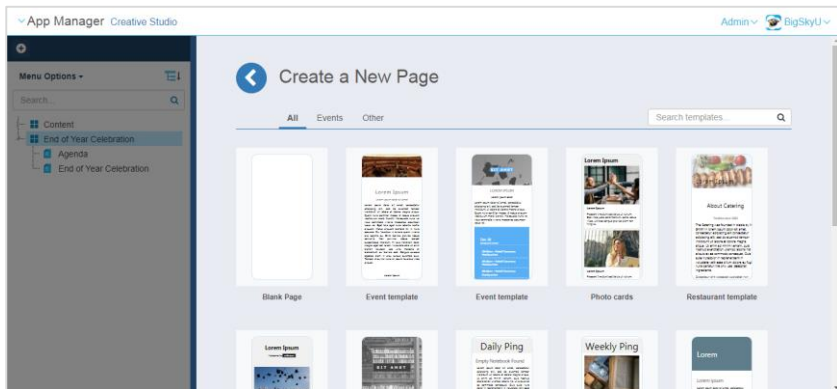Large number of delivered drag-n-drop elements

SIMPLE INTERFACE
In screen editing and design in a Simple, intuitive interface

INTEGRATED
Built into the campusM App Manager

Sample Screenshots

Creative Studio

SIMPLE TO USE

Self-service interface

Integrated with existing campusM pages and works on any browser

AVAILABLE TO ALL

The user interface is available to all permitted users

Limited to users' roles and permissions

INTUITIVE DESIGN

Start the design by using responsive templates, reducing the time to delivery

Provided in a simple drag-n-drop, in-screen editing interface that does need any technical resources

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Integrated Campus (IaaP)

Transforming Your Campus Systems to a Personalized Mobile Experience.

Deliver the most extensive and comprehensive integrations to ensure the product is well embedded in the institutions eco-system.

Integrations should be deployed in a self-service mode with configurations options.

Integrated Campus (IaaP)

SIMPLE TO DEPLOY

Configurated using the App Manager

Included in the monthly releases (updates, new features instantly available to all customers)

Minimal technical skills required

EXTENDABLE ENVIRONMENT

Out-of-the-box integration standard with a diverse set of campus systems (SIS, LMS/VLE, Library, PC Availability, etc.)

AEK and CLEK to support institution-specific integrations

MIGRATION PATH

Available to all customers as part of their campusM subscription

May require initial one-time setup fees to transition authentication and existing services

2019 KEY DEVELOPMENTS

Enhanced Portal Interface

Interface enhancements to provide a easier menu and breadcrumbs navigational experience for the campusM Web App

- Collapsible left hand side navigation element

- Navigational Bread Crumbs

- Full screen AEK

- Configurable within App Manager

www.

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Sample Screenshots

Notification Center

Consolidating notification toolset leveraging powerful app notifications along with engagement actions to make sure your message gets across

- Notification history

- Read/unread metrics

- Advanced personalized messaging

- Scheduled and expired notifications

Enhanced Analytics

Provide enhanced insight into how students use the app and their levels of engagement, all through our powerful Oracle Business Objects analytics platform

- Role-based analytics

- Session time feedback

- Active and inactive segmentation

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Live Tile Development Kit

Development kit enabling customers to create attention grabbing live tiles, delivering key information at a glance right in the app homescreen

- ReactJS based development kit

- Boiler plates get you started

- Utilizes familiar AEK mechanisms to manage creation and deployment

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Connect Layer Extension Kit

**Create your own services on the campusM Connect Layer**

- Use existing infrastructure to access on premise services

- Secure and authenticated

- Web based interface to configure and manage custom services

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AEK Native

Use native functions and features to enhance your AEK experiences and open up new opportunities to engage students

- AEK – Native middleware layer

- Create interactions using native functions

- GPS, Speed, Direction
  iBeacons, Bluetooth
  Camera

RESEARCH LAB

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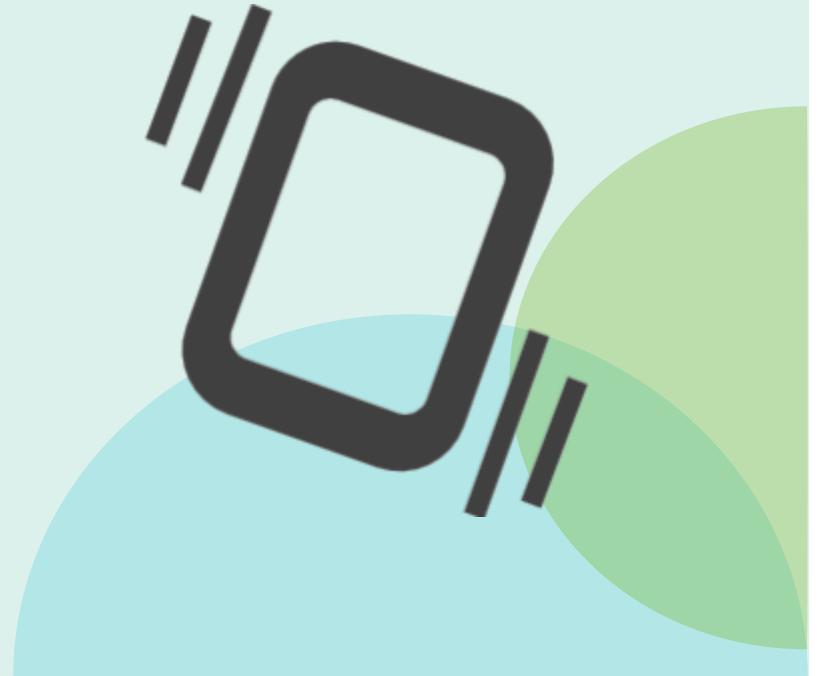
Smart Tags

User and customer definable tags to help target users with personalized, relevant service sand information

- Tag driven actions

- Student Profile View

- AEK attributable

- Extensible
  Extract and modify through API

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Surveys And Polling

Design and distribute surveys and polls through campusM to explicate knowledge and understanding from your end users

- Multi question surveys and poll delivered through App

- Easy to use interface for both creators and end users

- Targeted through profiles and roles, applicable for prospects, current students, visitors and alumni

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Augmented Reality

Utilizing the latest AR and AI frameworks within native platform develop useful and relevant augmented reality experiences within campusM

- Location and resource availability AR

- Virtual notices and signage

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Engagement Toolset

Features and tools to further engage your end users

- Activity feed interface for students

- Social Media Integrations

- Student Profile and App Introduction 'Wizard'

- In-app marketing and Ad campaigns

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Additional Research Areas

Engagement Engine
business rule based workflow for automating engagements based on interactions, tags and analytics

Drag-n-Drop AEK
create powerful AEK interactions using drag and drop components
Creative studio for AEK

campusM Coach
AI and Machine learning technologies used to intelligently drive app interactions and encouraging interventions

campusM Collaboration
discover and encourage collaborate networks and communications through campusM

AI App Manager
intelligent encouragement of app manager features to support app administrators to make the most of campusM

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campusM Community App
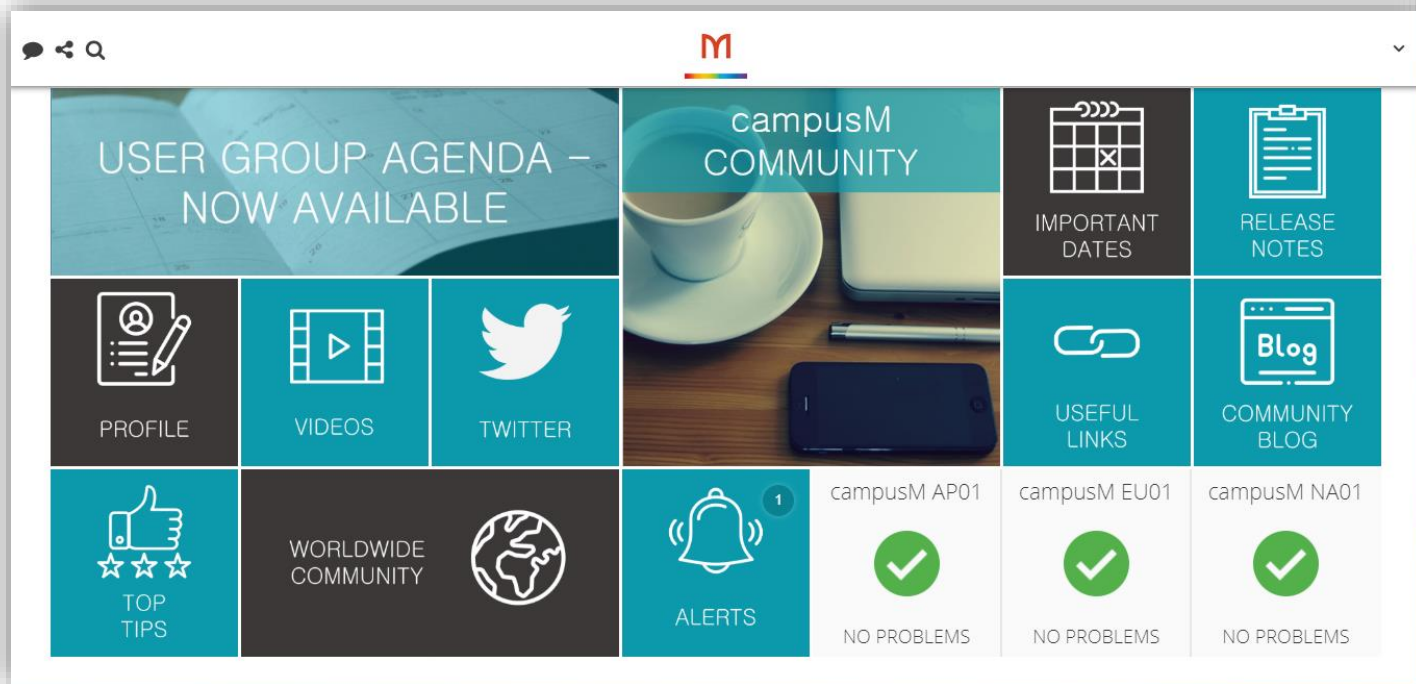
Thank you!

miri.botzer@exlibrisgroup.com

campusM Attendance

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A **complete solution** for tracking user's attendance while allowing the university to **comply with local regulations** and leverage insightful analytics to **deliver constructive intervention** for student success and engagement initiatives.

Attendance

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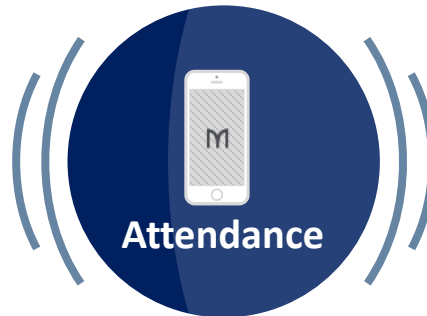
Why Attendance?

STUDENT SUCCESS

Clear, well documented link between **high attendance and student success**

Student success is intrinsically linked to **institutional ranking** and **student satisfaction**, key KPIs for HEI

REGULATIONS COMPLIANCE

Global interest in validating attendance for a range of **federal and funding compliance**

Linked to **professional 'Fitness to Practice'** requirements for a range of subject areas (Medicine, Engineering)

STRATEGIC PLANNING

Insight into attendance enables HEIs to **undertake resource and strategic planning**, indicating areas for investment and disinvestment

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Attendance Landscape: Current Status

	AFFORDABLE	EASY TO IMPLEMENT	EASY TO MAINTAIN	CLASSROOM	ADMIN
Swipe Cards	◔	◔	◔	◑	●
Paper Register	●	●	●	◔	◔
Biometrics	◔	◔	◔	◑	●
Dedicated Apps	◑	◑	◑	◑	◔

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Core Principles - Guidelines

SIMPLE TO USE

Real-time deployment

Highly Configurable

No hardware or equipment installation

Minimal classroom disruption

CONNECTED EXPERIENCE

Works off any device

Part of the main university app

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Used by all university stakeholders

COST EFFECTIVE

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Minimal ongoing maintenance

Workflow Overview

Reminder → **Check-in** → **Validation** → **Upload** → **Extract**

Reminder	Check-in	Validation	Upload	Extract
Student receives reminder notification about upcoming classes	Student triggers a check in using the campusM app interface	campusM uses the technologies available to validate the check-in	Check-in is uploaded to the cloud when the student student is online	Customers extract check-in data using APIs, or view aggregated through OBI

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Simplifying Classroom Attendance

Reminder Notifications
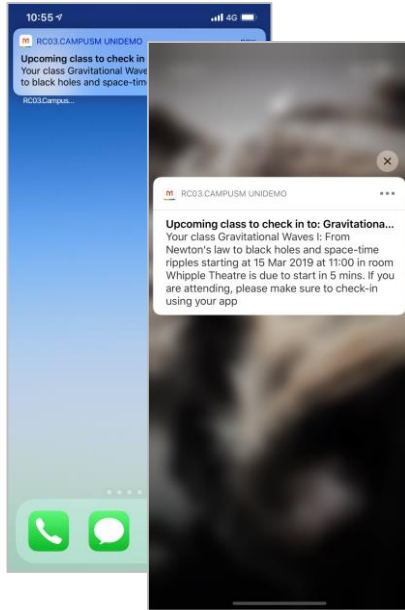
Student receives helpful, personalised notifications supporting attendance in class
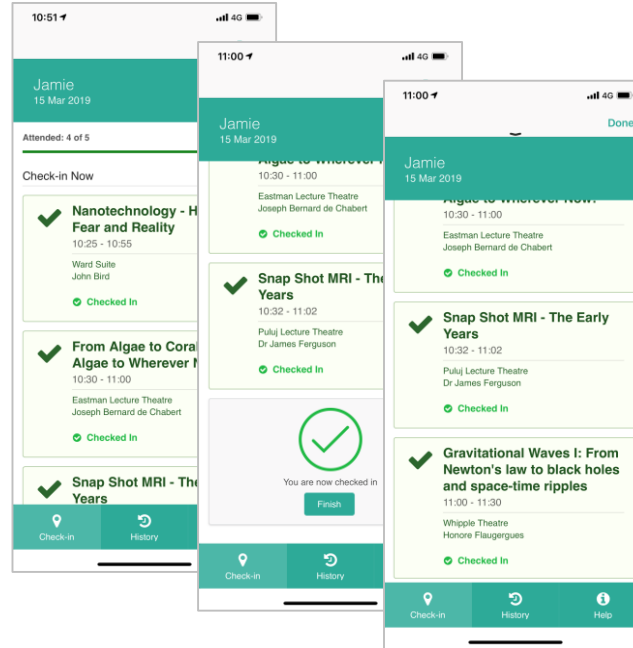
Check-in

Simple, intuitive check-in experience delivered as an integral part of the campusM app

Check-in History
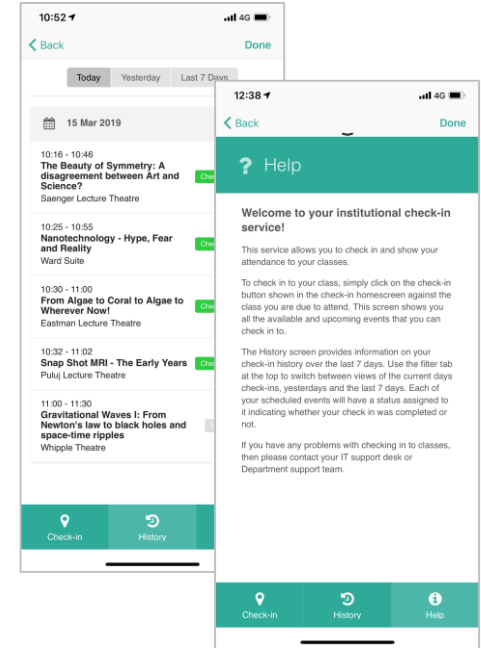
Real time access to check-in history and contextualised help to instil confidence with the process

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Tutor Experience

Single Interface

Tutor accesses campusM to view tutor group engagement and attendance

Check-in
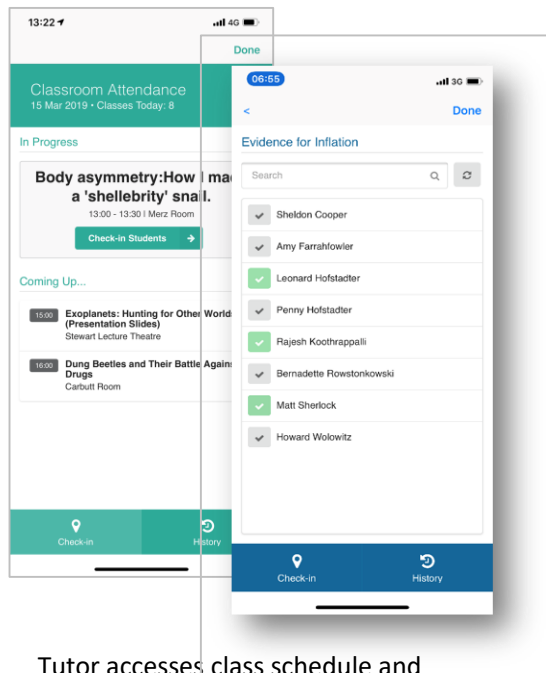
Tutor accesses class schedule and student check-in status in real time through the app, checking students in if necessary

Check-in History
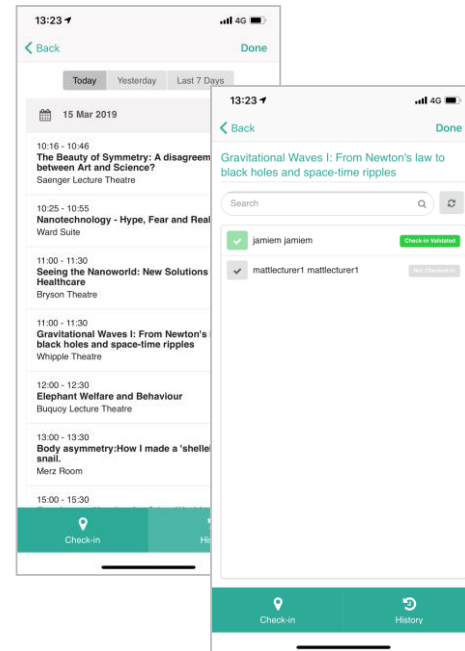
Historical access to check-in data for all their classes, with the ability to update records retrospectively

LIVE DEMO

Web Based Configuration

Check-in Window
Set the time to allow attendance recording.

Roles
Define the relevant groups for attendance recording.

Notifications
Create student notifications before and during class.

User Interface
Determine the look-n-feel and labels.

Validation Methods
Select from a predefined set of validation methods.

Localization
Change settings to match your region and language.

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Concrete Development Plan

Capturing and Validation Methods

iBeacons
Crowd Algorithm
Web Services

User Dashboards

Personal Student
Lecturer
Admin

Enhanced Localization Support

UX Configuration
Multilingual Support

Engagement & Intervention

Activity Feeds
Connected
Notifications

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Development Roadmap

Zero-touch Check-in
device driven check-ins requiring
minimal student interaction.

Ad-hoc Attendance Sessions
teaching sessions on the fly,
capturing students on demand and
in the field

Validation Technologies
advanced technologies to
enhance validation and
simplify deployments.

Absence Check-in
allow students to indicate
they are unable to attend.

Student Engagement
intervention and
engagement features to
support student retention

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One more thing…

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campusM Community App

Info Banners

campusM Twitter

Release Dates, Events & Webinars

Feature Video Links

Release Notes

Customer Profile

Blog spot for customer blogs

Interactive Tips to maximise campusM usage

Customer Maps

Customer Alerts

Infrastructure Status
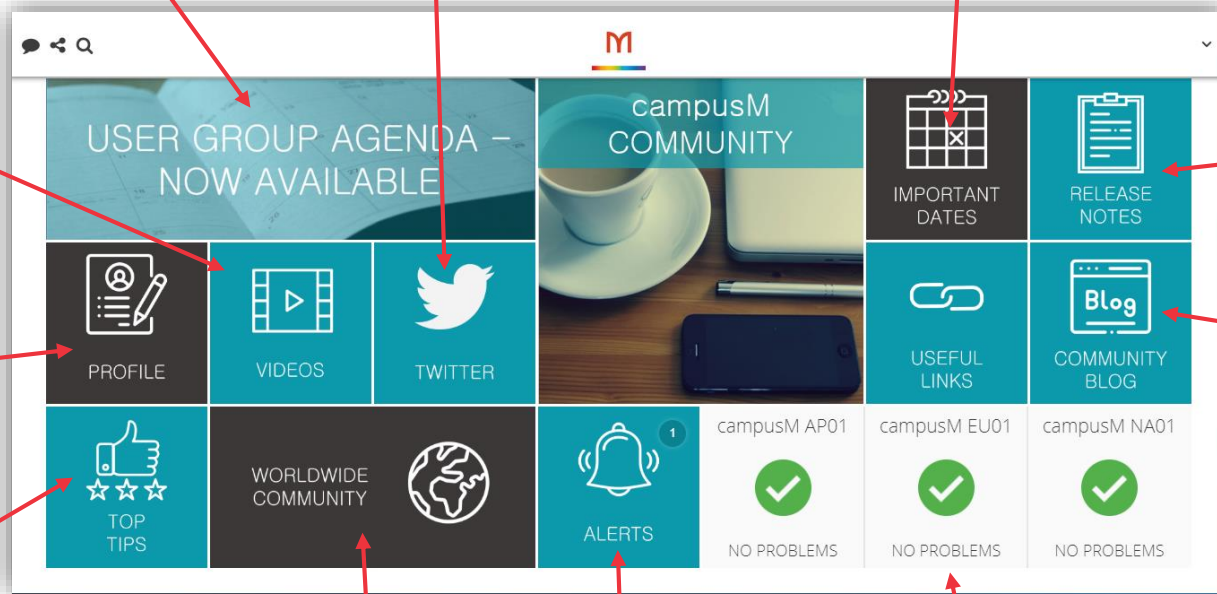
LIVE DEMO

Community Report

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Alterline Customer Research Project

72% SAY THEY ARE 'UNABLE TO LIVE WITHOUT' THEIR SMARTPHONE

89% SAY THEY FIND IT EASY TO USE NEW TECHNOLOGY

84% ACKNOWLEDGE THAT TECHNOLOGY IS ENGRAINED INTO THEIR LIVES

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Technology Usage

87% — % WHO SAY THEY WOULD STRUGGLE TO COMPLETE STUDIES WITHOUT TECHNOLOGY

36% — % WHO SAY THEIR SOCIAL LIVES WOULD BE RUINED WITHOUT DIGITAL DEVICES

SMART-PHONE	LAPTOP	TABLET	DESKTOP PC	eBOOK READER	WEARABLE TECH
88%	79%	45%	35%	30%	11%
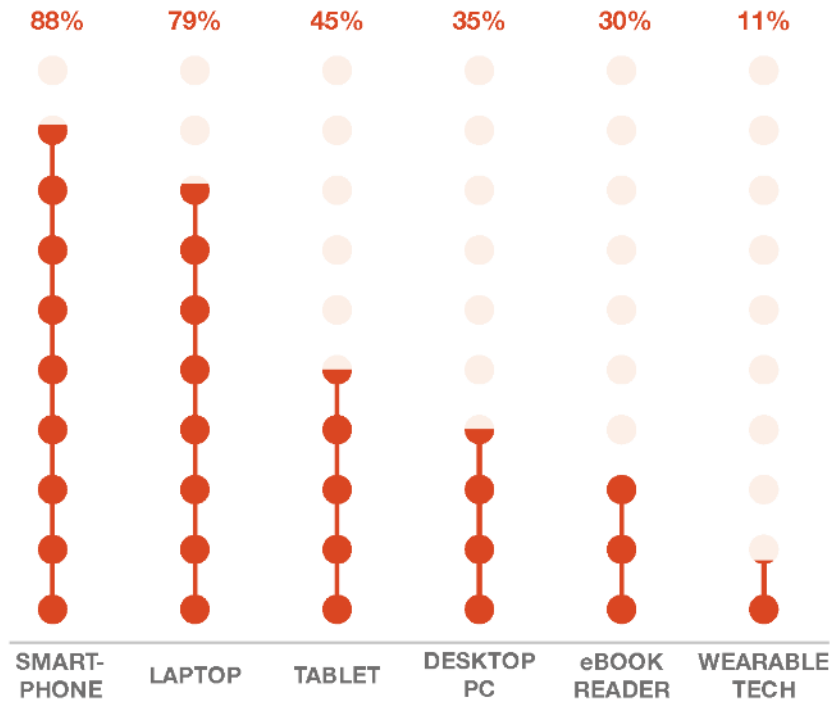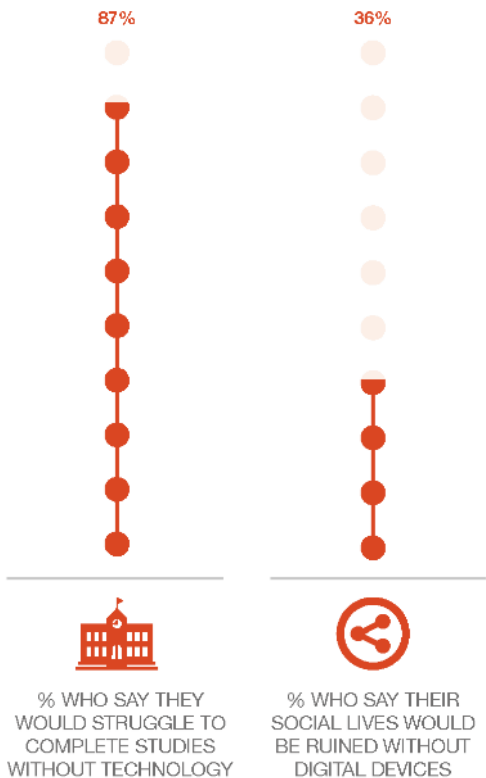
Proportion of students who own each device who use it at least once a day for university

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Smartphone Ascendance
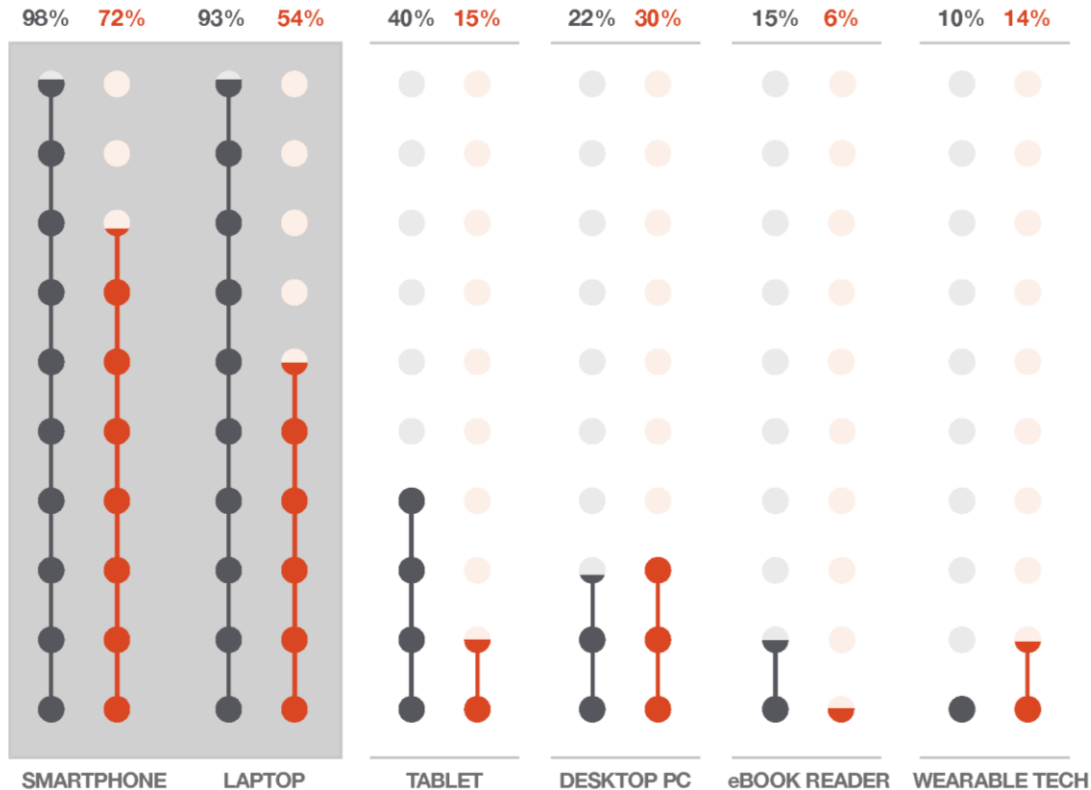
Percentage of students who own or regularly use device

Percentage of device owners or users who say they can't live without it

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Smartphones are preferred for activities that require a simple information check
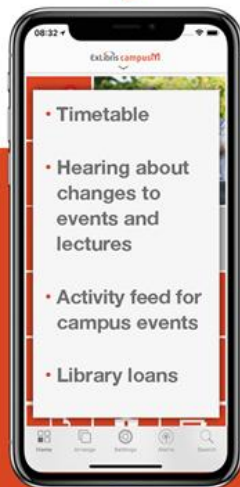
Laptops are preferred for activities for tasks that require more time or attention

- Timetable
- Hearing about changes to events and lectures
- Activity feed for campus events
- Library loans

- Viewing reading lists
- Assessment deadlines
- Finance enquiries
- Course materials
- Submitting coursework
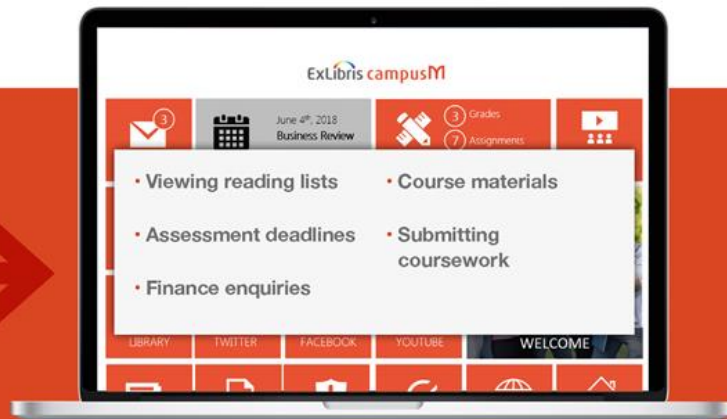
3 MOST IMPORTANT DIGITAL SERVICES ACCORDING TO STUDENTS
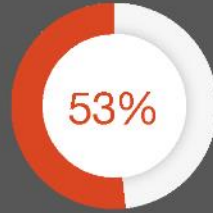
53% — LECTURE RECORDINGS AND NOTES

48% — INSTITUTIONAL MOBILE APP
COMPARED TO THE 2016/17 SURVEY, THE MOBILE APP IS SEEN AS THE SECOND MOST IMPORTANT DIGITAL SERVICE, RATHER THAN THE THIRD.
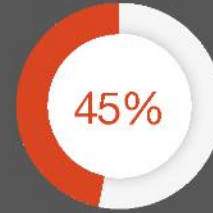
45% — ACCESSING THE COURSE TIMETABLE

36% — THE STUDENT PORTAL

25% — ACCESSING THE LIBRARY CATALOGUE

21% — THE VIRTUAL LEARNING ENVIRONMENT

21% — THE INSTITUTION WEBSITE

Students were asked which 3 digital services were most important to them. The above figures show the services that were most often selected as important, and the percentage of students who selected each service. Services that were seen as being less important were: Fee payments (9%), print credits (6%), managing student records (7%), student enquiries (9%), careers service (8%), and cashless payments (6%)

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What features students want?

Alongside core features of the app, students see several others as vital, and many more as 'nice to have'

CORE SERVICES		ADDITIONAL FEATURES

ABSOLUTELY VITAL

- JOB VACANCY SEARCH
- LIBRARY LOANS
- PC FREE
- TIMETABLE
- SEARCHING NUMBERS AND CONTACTS
- CHARGEBOX LOCATIONS
- LIBRARY SEARCH
- CAMPUS MAPS
- TRAVEL INFORMATION
- FINANCE ENQUIRIES

- ASSESSMENT DEADLINES
- ACCESSING COURSE INFORMATION
- EMERGENCY CONTACTS
- GRADES AND PERFORMANCE INFORMATION

- REGISTERING ATTENDANCE
- BOOKING STUDY SPACES
- VIEWING MY READING LIST
- UNIVERSITY NEWS AND NOTICES
- TRACKING CAMPUS ACTIVITY

NICE TO HAVE

- ACTIVITY FEED FOR CAMPUS EVENTS
- IN CLASS VOTING
- VIEWING COURSEMATES' PROGRESS

9 out of 10 students prefer a single app that covers all aspects of their studies (rather than multiple apps)

Ex Libris - campusM   12   13   Alterline

The majority of students are frequent users of the app: as shown in the figure below, almost two-thirds use it at least once a day.

64%
AT LEAST
ONCE A DAY

20%
A FEW TIMES
A WEEK

3%
NEVER

6%
AROUND
ONCE A WEEK

7%
LESS THAN
ONCE A WEEK
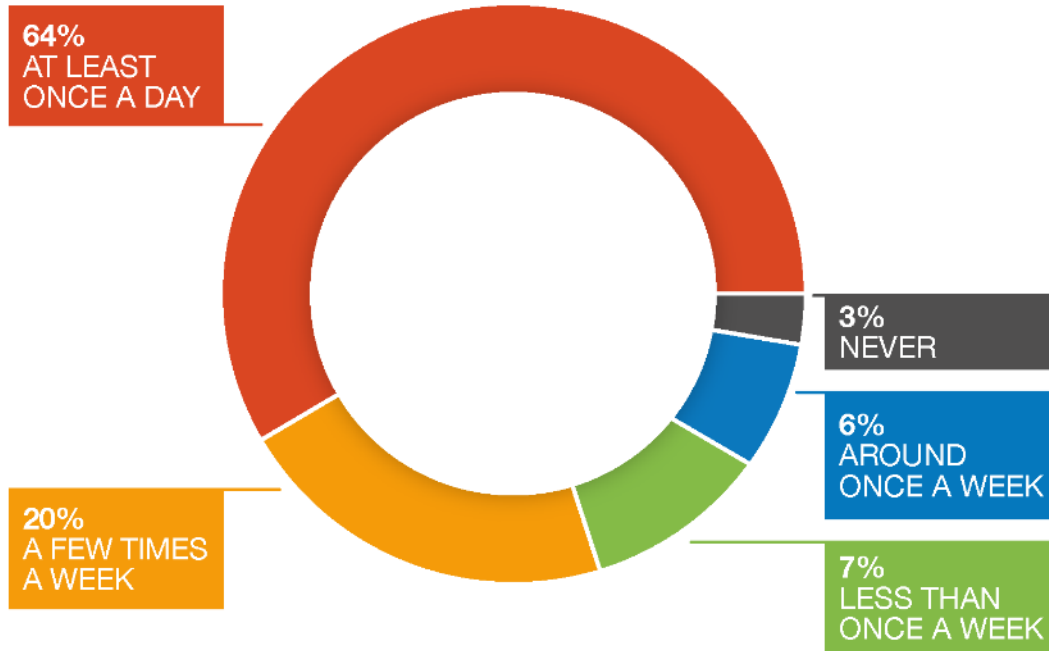
38%

SAY THEY **"COULD NOT MANAGE"** WITHOUT THE APP

campusM – As recommended by your students

83% WOULD RECOMMEND THE APP TO A FRIEND OR COURSEMATE

84% AGREE THAT IT SAVES THEM TIME

82% SAY THAT THE APP ALLOWS THEM TO EASILY FIND INFORMATION

71% SAY IT HELPS THEM WITH THEIR STUDIES