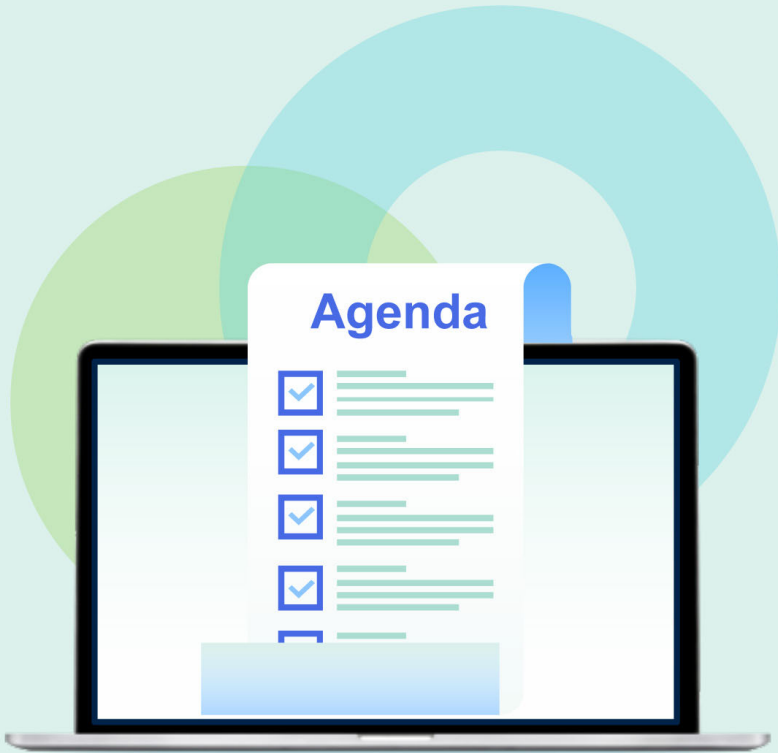




campusM Product Update

October 2020



- Welcome
- Roadmap update
 - 2020 in Brief
 - Response to COVID-19
 - Upcoming Product Developments
 - 2021 Strategic Focus
- Q&A

2020 In Numbers

- **62,000,000+** Notifications sent
- **800,000** check-ins
- **13,500** Contacts traced
- **1,080+** support tickets handled
- **154** Apps updated for September (iOS 14)
- **10** releases made

Welcoming new customers and their Apps!



University of Stirling



Universitat de
Barcelona



University of California
Santa Barbara



Arts et Métiers



Wentworth Institute
of Technology



Anglia Ruskin University
London



Eastern Institute
of Technology



School of Visual Arts
New York City



Butler Community
College

Support Update – Move to Global Support





2020 in Brief

2020 Delivered

Insight Analytics Improvements for Banner Tiles

Account Information PI

Token-Based Authentication

List PI

Blackboard PI

Holds (Ellucian Banner (XE) vendor) PI

Grades PI

Courses PI

Greeting Live Tile PI

Moodle PI

Canvas PI

URL Links in Timetables/Calendars

Primo Integration with Alma or Voyager PI

Attendance Extend the Check-in History to 14 Days

Weather Live Tile PI

D2L PI

Selectively Disable the Feedback
(Problems, Feedback, Ideas)

Next and Previous Interacts
Added to Banner and Feeds Tiles

Registration Status
(Ellucian Banner (XE) Vendor) PI

Directory Search PI

campusM Quick Polls

Contact Tracing

70+ Bugs Fixed

Help and Support Menu

Collapsible Left Sidebar
Navigation

Android Platform and API Level Update

Roles PI

Events PI

Provide the Ability to Sort the Attendee List in
Lecturer Check-in

Resource Booking PI

Personal Details PI

ID Card PI

Primo VE PI

Enabling Different Absence Reason Lists for
Students and Lecturer Check-ins

campusM Attendance IP Address
Validation

Student Check-in Numbers added to
Lecturer Check-in screen

2020 in Focus



COVID-19 RESPONSE

Contact Tracing
Quick Polls for Daily
Health Declaration
Active Links in Class
Schedule (Zoom, Teams)

01



PRODUCT INTEGRATIONS

25 Product Integrations
41 Total Vendors
190 Instances Deployed

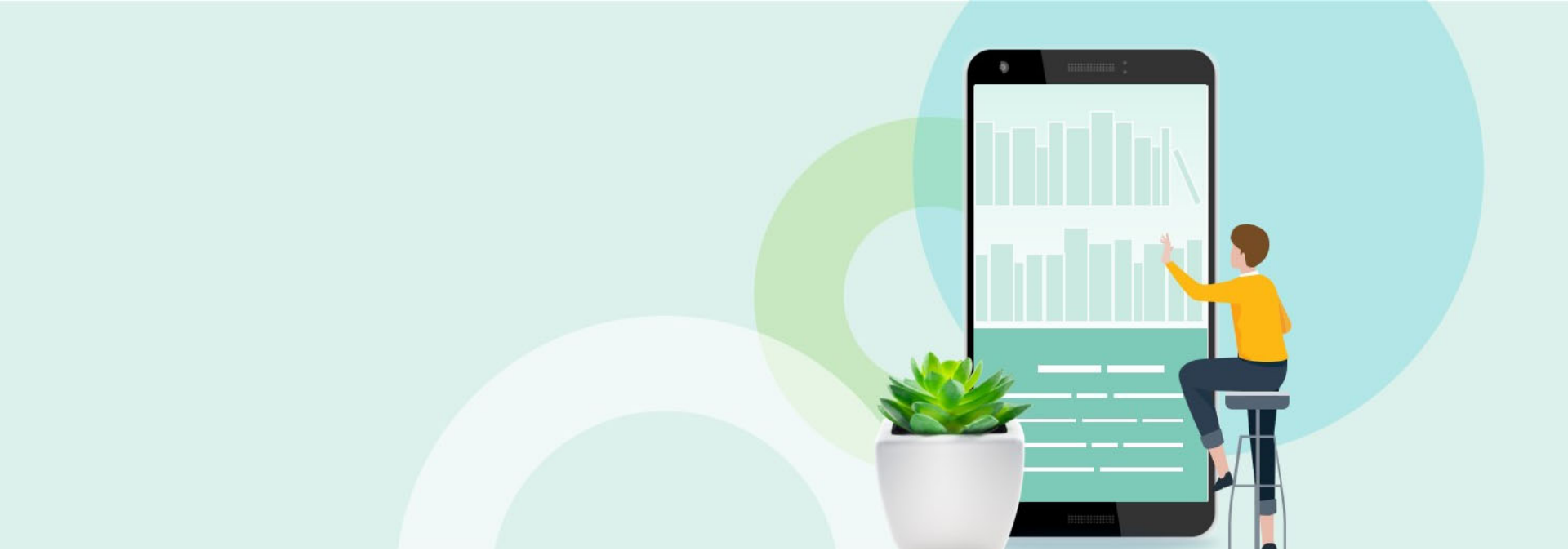
02



PRODUCT FEATURES

Attendance Enhancements
Token-Based
Authentication
Portal Side-Menu
Enhancements

03



campusM Response to COVID-19

Guiding Principles

In response to COVID-19, the product roadmap was adapted and aligned to address the immediate needs of customers. Through regional focus groups meetings and in-depth surveys with over 30 customers we identified several high-impact features that would add value to student experience in these challenging times. As a result of the changes made, several the planned developments for 2020 have now been rescheduled for 2020.



Directly address the challenges identified by customers



Continue the UX to ensure usability consistency



Release easy-to-deploy, high-impact features



Ensure product availability and stability



2020 Delivered Features

New Features to Address the Challenges

1 QUICK POLLS

- Create single question multiple choice Polls
- Distribute them through Roles
- Notify students with app notifications
- View aggregated & extract individual responses

2 CONTACT TRACING

- Simple Product Integration to scan QR code for location registration
- Searchable location history provided
- Check in data sent to customer endpoints

3 LINKS IN TIMETABLES

- Dedicated field to provide links for individual events
- Link to Teams or Zoom virtual classes right from the timetable

4 RESOURCE BOOKING

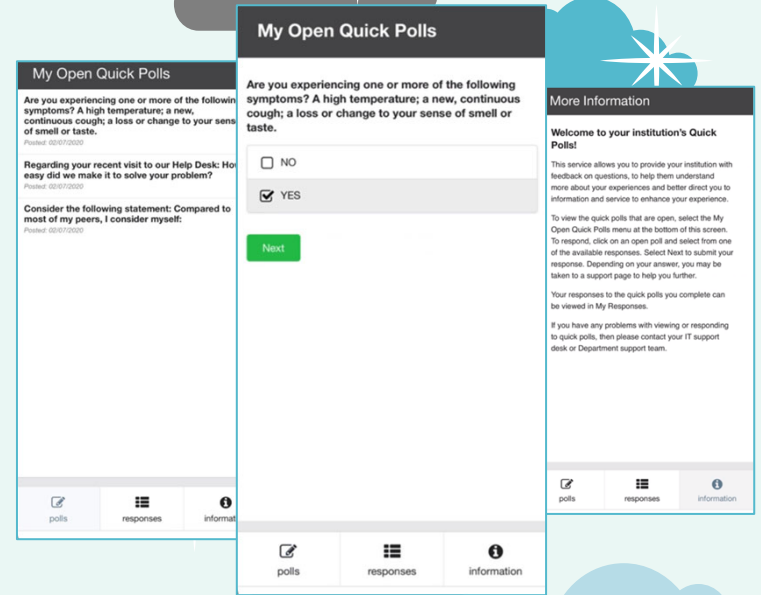
- Multiple resource booking Product Integration
- Can be used for venue capacity bookings
- Enhancements to include booking tickets

campusM Quick Polls

campusM Quick Polls allow institutions to create short simple surveys to your users to check in with how they are.

Quick and easy to set up and all configured through campusM app manager, you can ask the questions you need to be able to provide the best service to your students and staff.

From health and wellbeing, to course feedback, Quick Polls lets you know what your users are experiencing.

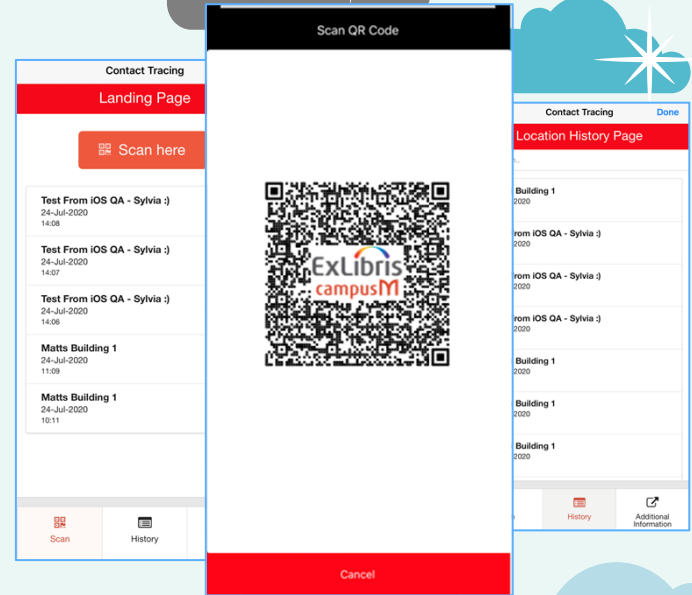


Contact Tracking

Leveraging built-in QR scanner, institutions can track students who may need to self isolate.

Identify vulnerable students who may need extra support

Provide targeted content and support services, contextualized to provide reassurance



Active Virtual Meeting Links in Timetables

Institutions are adapting to the Next Normal, with mixed modes of delivery – classes being delivered in person and online.

To facilitate, campusM has enhanced our Timetable function to add active online meeting URLs within event information.

Clearly labelled, the student simply clicks on the meeting link to access the virtual class.

Event listings can contain both the physical and virtual locations

The image shows two overlapping mobile application screens. The background screen is a 'Timetable' view for the period '26-July-2020 - 01-August-2020'. It lists three events:

- Ships, Ice and Satellites** (9:28 AM - 9:58 AM): Hendrik Lorentz, Room 201, Craggy Island. Includes an 'Online Meeting Exists' link.
- Why are there no dragons?** (10:26 AM - 10:56 AM): Hendrik Lorentz, Room 201, Craggy Island. Includes an 'Online Meeting Exists' link.
- Making sense of...** (11:29 AM - 11:59 AM): Hendrik Lorentz, Room 201, Craggy Island. Includes an 'Online Meeting Exists' link.

The foreground screen is a 'Detail' view for the event 'Why are there no dragons?'. It provides the following information:

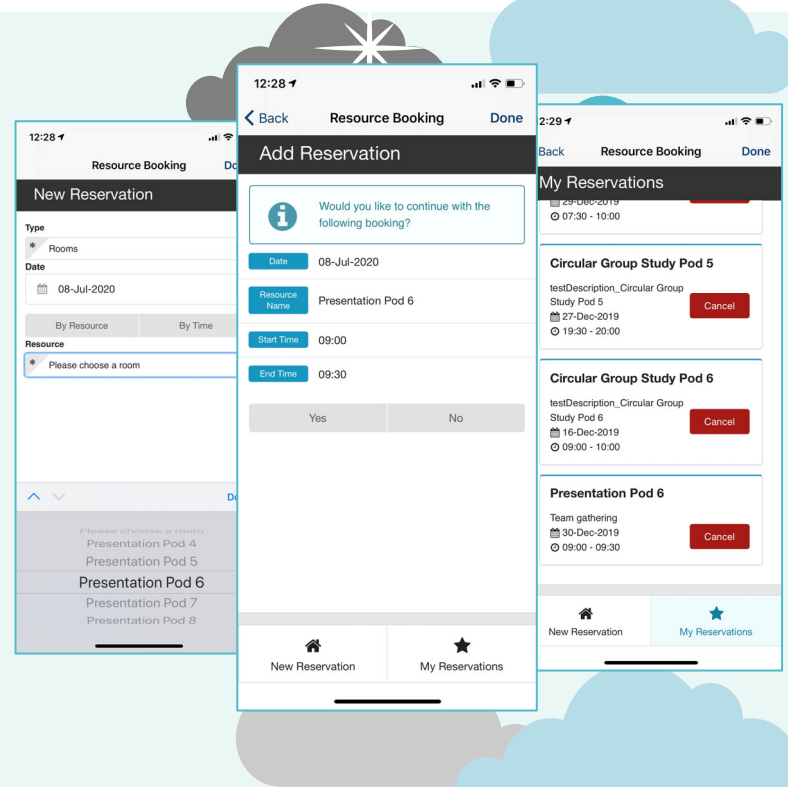
- Your Timezone:** Start: Sunday, July 26, 2020 at 10:26 AM; End: Sunday, July 26, 2020 at 10:56 AM
- Event Timezone (UTC+1):** Start: Sunday, July 26, 2020 at 8:26 AM; End: Sunday, July 26, 2020 at 8:56 AM
- Duration:** 30 minutes
- Course:** Timetable
- Module:** 12345
- Location:** Room 201, Craggy Island Parochial House (with location icon)
- Online Meeting:** Join Online Meeting (with person icon)
- Lecturer:** Hendrik Lorentz, buckleyem@example.ac.uk (with email icon)
- Phone:** 01216362812 (with phone icon)
- Action:** Add to Calendar

Resource Booking

With campusM Resource Booking, institutions are able to allow their students and other stakeholders to reserve different resources.

This makes it easier for administrators to ensure capacity management strategies are adhered to and that there are sufficient staff available when needed.

From study space to laptops, Resource Booking makes it easier and safer for students and staff to get the tools they need to help them succeed.



Product Integrations Empowering Students



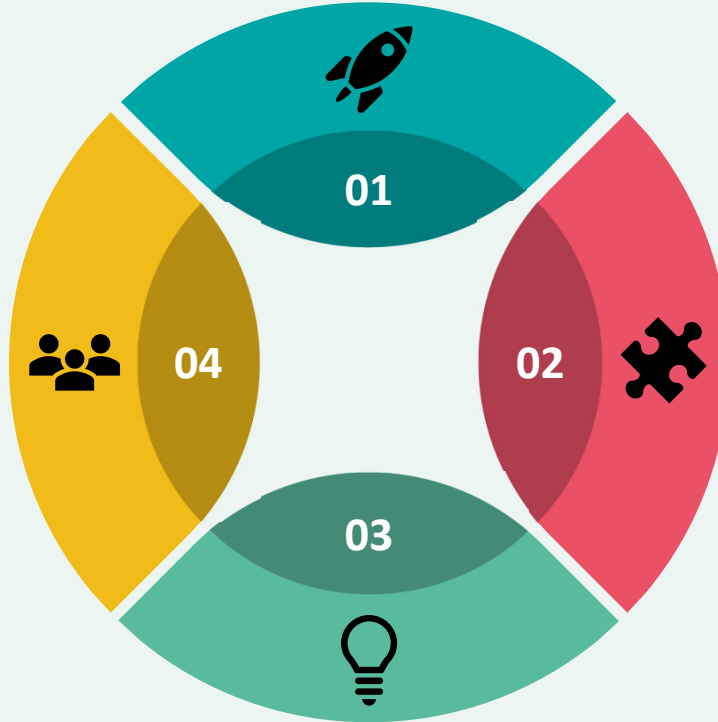
Great for You

No additional costs
Quicker, simpler deployments
Agile ongoing enhancements



Low Maintenance

Always up to date
Write once deploy all
No app left behind



Plug and Play

Out of the box integrations
Range of university systems
Easy to add/change

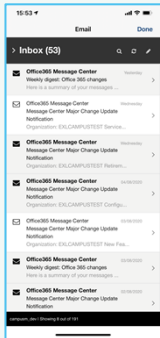


Simple Config

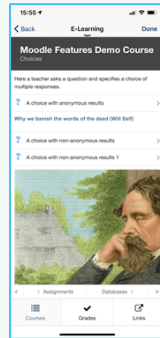
Self-service
Customizable text/colors
Realtime change & publish



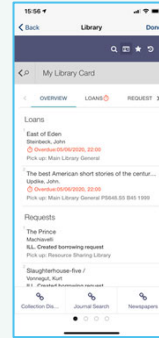
Delivering a Growing Family of Product Integrations



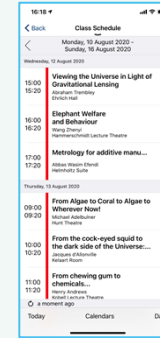
Email
Outlook 365



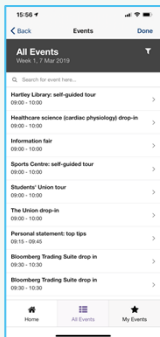
LMS/VLE
Moodle
Blackboard



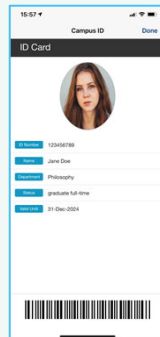
Library
Primo
Primo VE



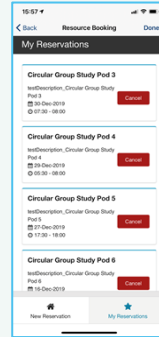
Timetable
Eveoh
Banner
Colleague
RESTful API



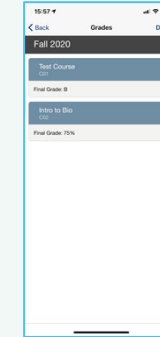
Events



ID Card
RESTful API

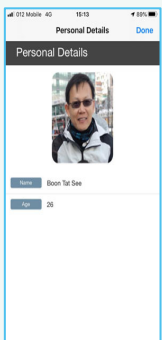


Resources
RESTful API

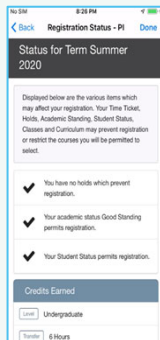


Grades
Banner
Colleague
RESTful API

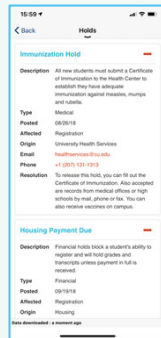
Delivering a Growing Family of Product Integrations



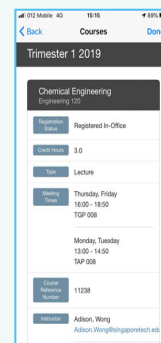
Personal Details
RESTful API



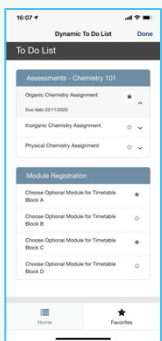
Registration Status
Banner



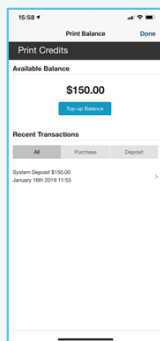
Holds
Banner
Colleague



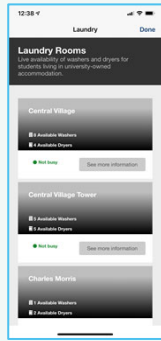
Courses
Banner
RESTful API



Lists
RESTful API



Print Credits
Pharos Uniprint
PaperCut



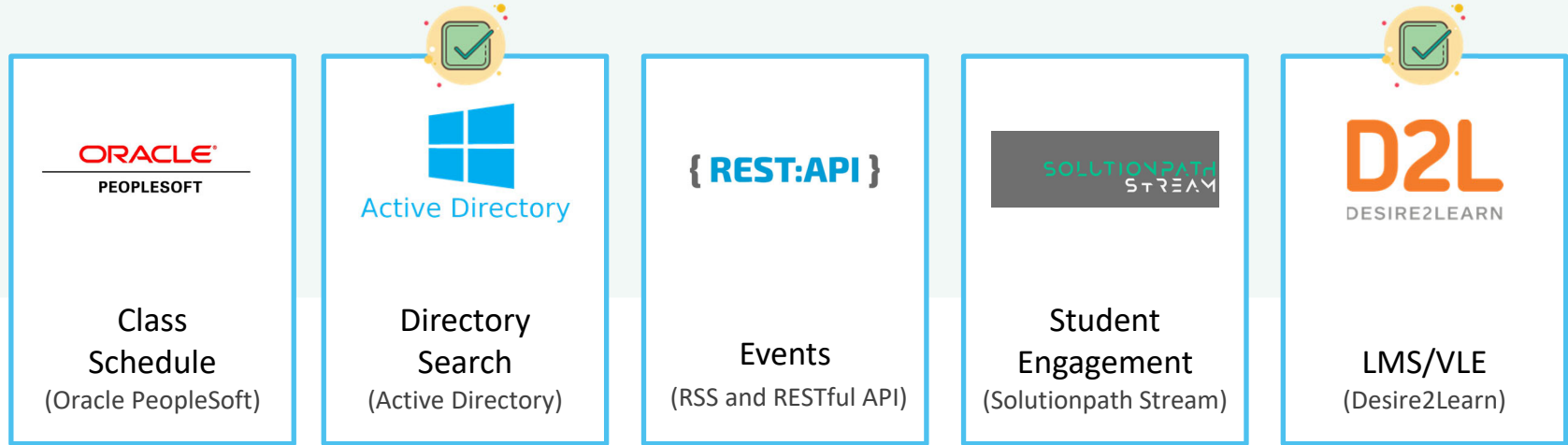
Laundry
Circuit



Surveys
Evасы

Upcoming Product Integrations

The addition of the following Product Integrations are planned for the remainder of 2020



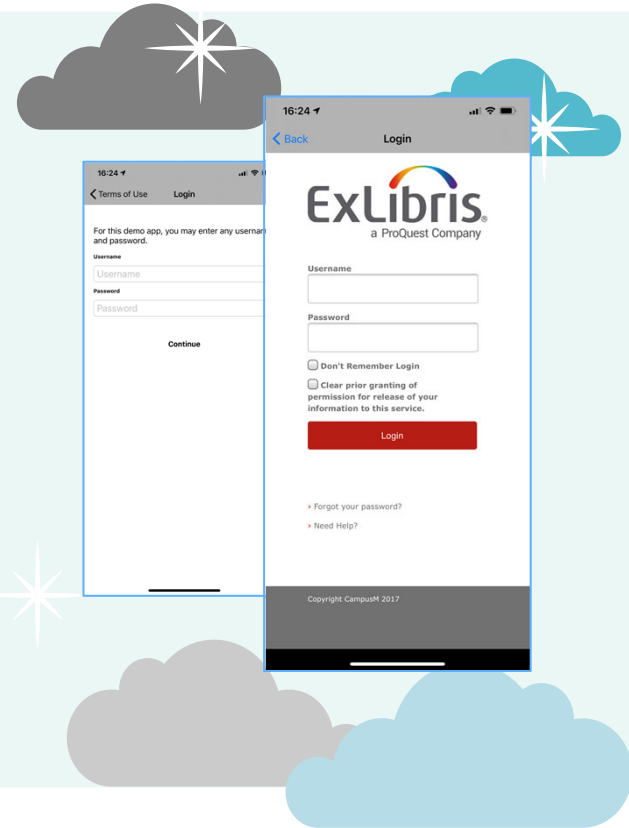
Enhancing campusM Attendance

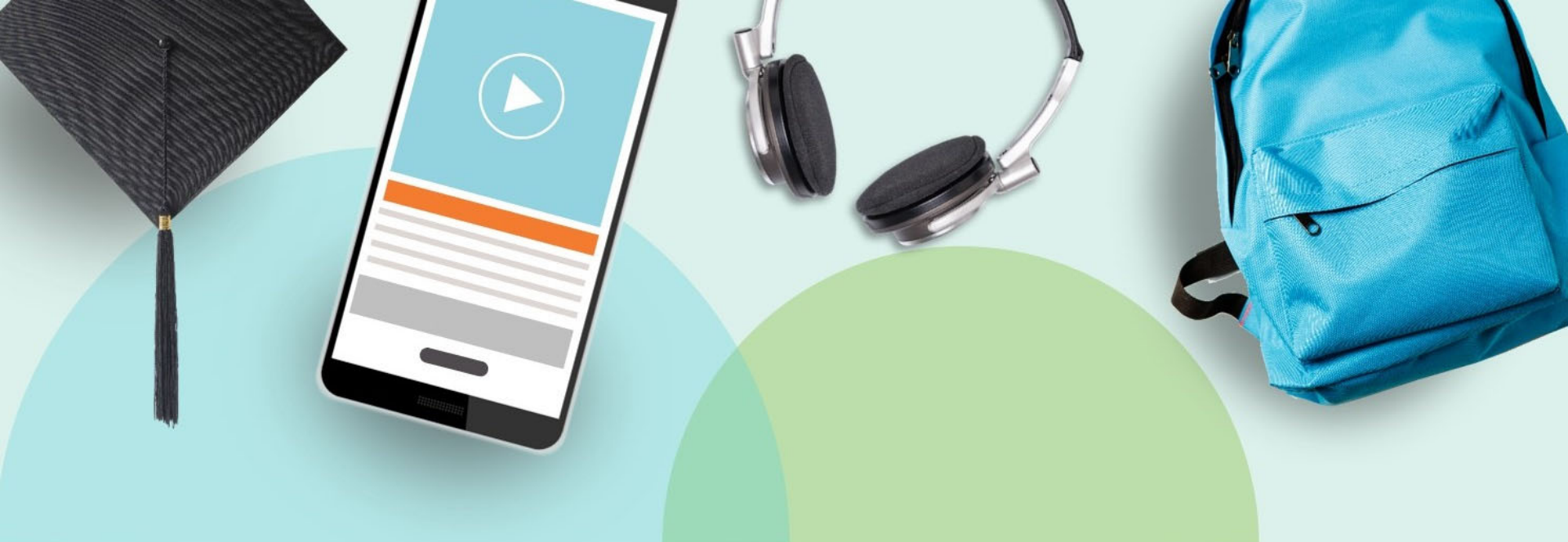
- ✓ Enhanced timetable refresh
- ✓ Improved Report API Details
- ✓ Student Check-in Numbers in Lecturer Check-in Screens
- ✓ New validation mechanism – IP Address
- ✓ Sortable attendee list in Lecturer Check-in Screens
- ✓ Variable Absent Reasons for Lectures and Students
- ✓ Check-in history extended to 14 days



Token-based Authentication

- ✓ Implementation of a new authentication pattern by adding an internal campusM Authentication Token
- ✓ Prevent broad range of attack vectors
- ✓ Supports Product integration
- ✓ Requires no customer configuration to operate
- ✓ For more information:
https://knowledge.exlibrisgroup.com/campusM/Product_Documentation/Managing_Token_Based_Authentication





Upcoming Product Developments

Regular Mobile App Release

Regular Updates
ensuring latest
features availability

iOS and Android
supporting latest
operating system versions.



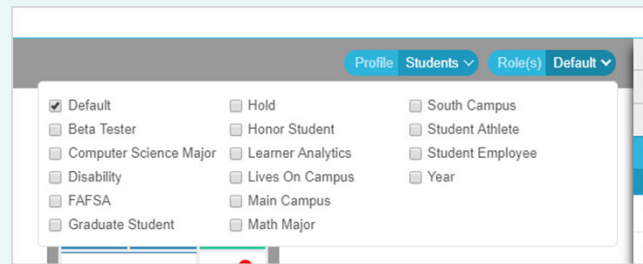
Issue Fixes
providing the most
stable environment

Support
enabling better
support response
times

Mobile-Web
delivering feature
parity on all
platforms

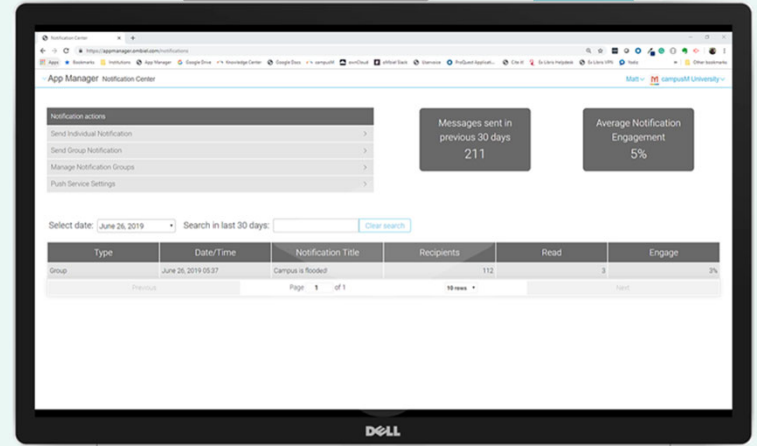
Smart Tags

- ✓ **Available:** Dynamic roles in Quick polls and via API
- ✓ **Upcoming:** 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 through API



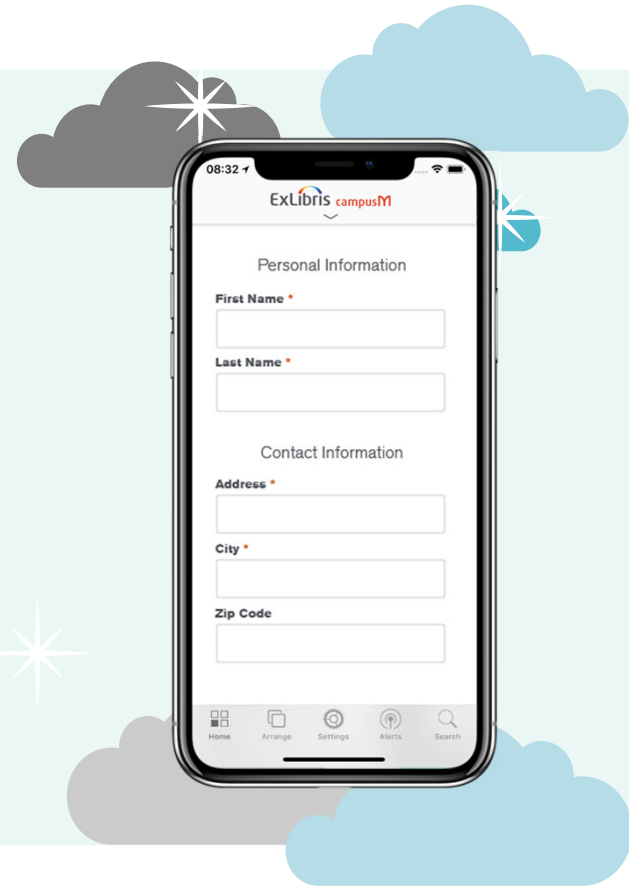
Enhancing Notification Center

- ✓ Enhancements to the Notification Center to improve engagement with your students.
- ✓ Enabling the bulk upload of notification recipients through an excel sheet
- ✓ Populate and amend your notification Group subscriptions
- ✓ Startup Notifications allow app entry splash screen interruption to maximize impact of your message



campusM Quick Forms

- ✓ Quickly create data capture forms using predefined question types and distribute to end users using roles.
- ✓ Change user roles based on responses
- ✓ Provide bank for searchable forms for students to complete
- ✓ Submission history allows students to track their forms
- ✓ Extract data submitted through App Manager or API



In Brief

Enhancing campusM
Digital ID Card

Google Tag Analytics
Support



Enhancing campusM
Calendar

Enhancing campusM
Attendance

campusM
My Calendar

Enhancing campusM Calendar

- ✓ Refactoring of the campusM Calendar functionality to provide significant enhancements and resiliency for this core product feature
 - ✓ Enhanced management of calendar refreshes and updates
 - ✓ Reduces number of calls to customer timetable endpoints
 - ✓ Blended Calendar for Web App
 - ✓ Support for Profile specific calendar services



Enhancing campusM Digital ID Card

- ✓ Provide an app-based solution for Student ID card
- ✓ Enable access to locations and services
- ✓ Identification on challenge
- ✓ Provide Challenge and Response for ID on demand
- ✓ Support for Apple/Google Wallet



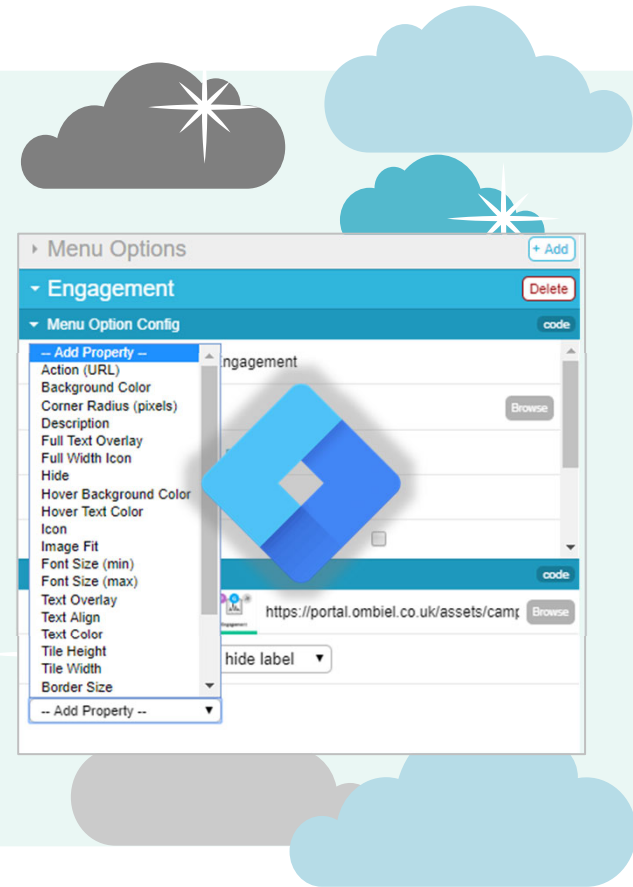
Enhancing campusM Attendance

- ✓ Building on the early success of campusM Attendance, we continue to enhance our attendance offering with feedback directly from the user community:
- ✓ Ad hoc event creation and check-in
- ✓ Alternative sessions check-in
- ✓ Administrator check-in
- ✓ Enhanced absence check-ins



Google Tag Analytics Support

- ✓ Provide support for Google Tags aligned against menu options and content pages through App Manager
- ✓ Custom tracking of app usage as part of institutional Google Analytics
- ✓ Management incorporated within App Manager





2021 Strategic Focus

Deliver to students and universities an innovative, intelligent user-centric Digital Experience Platform



- * students in the boarder sense of prospective, current and graduates
- * currently remote, hopefully soon in-person as well

Introducing campusM UCX*

User Centered eXperience



The campusM User-Centered eXperience platform helps higher-education institutions to build and manage customer-facing touchpoints across a number of channels, including mobile and web, providing out-of-the-box tools and prebuilt integrations, services and templates that allow the creation of functional applications with little development experience. The solution also enable institutions to sync data and add functionality through the use of APIs and the product App Extension Kit (AEK).

campusM UCX* - Key Benefits



Contextualized modern user interface



Cross-Data integrations and workflows



Personalized and personalizable experience



User-driven features



Cross channel experiences on device of choice



Agile Development

Spot The Difference



User experience

Design

01

campusM UCX* - Key Benefits



Contextualized modern user interface



Cross-Data integrations and workflows



Personalized and personalizable experience



User-driven features



Cross channel experiences on device of choice



Agile Development

campusM UCX* Building Blocks



Product Integrations

Continued development of quick, easy and power integration experiences that bring information and workflows to the user



User Profile & Personalization

Continued theme of personalizing and contextualising the experience around the user. Including user profile and preference setting



Standardized Data Model

Entity-based data model that allows cross integration data flows and enables workflow-focused interactions rather than siloed integrations



UX Refresh

Transformative, cross-channel user experience that is focused on the individual, prioritizing engagement, legibility and accessibility

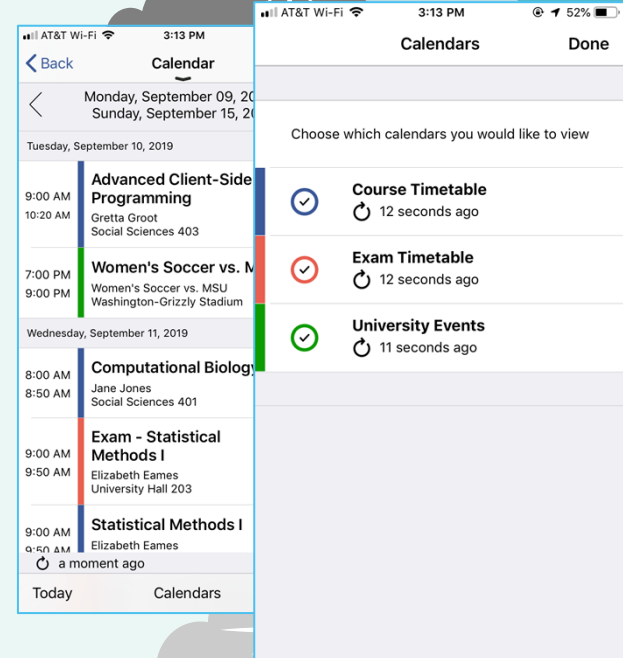


Intelligence

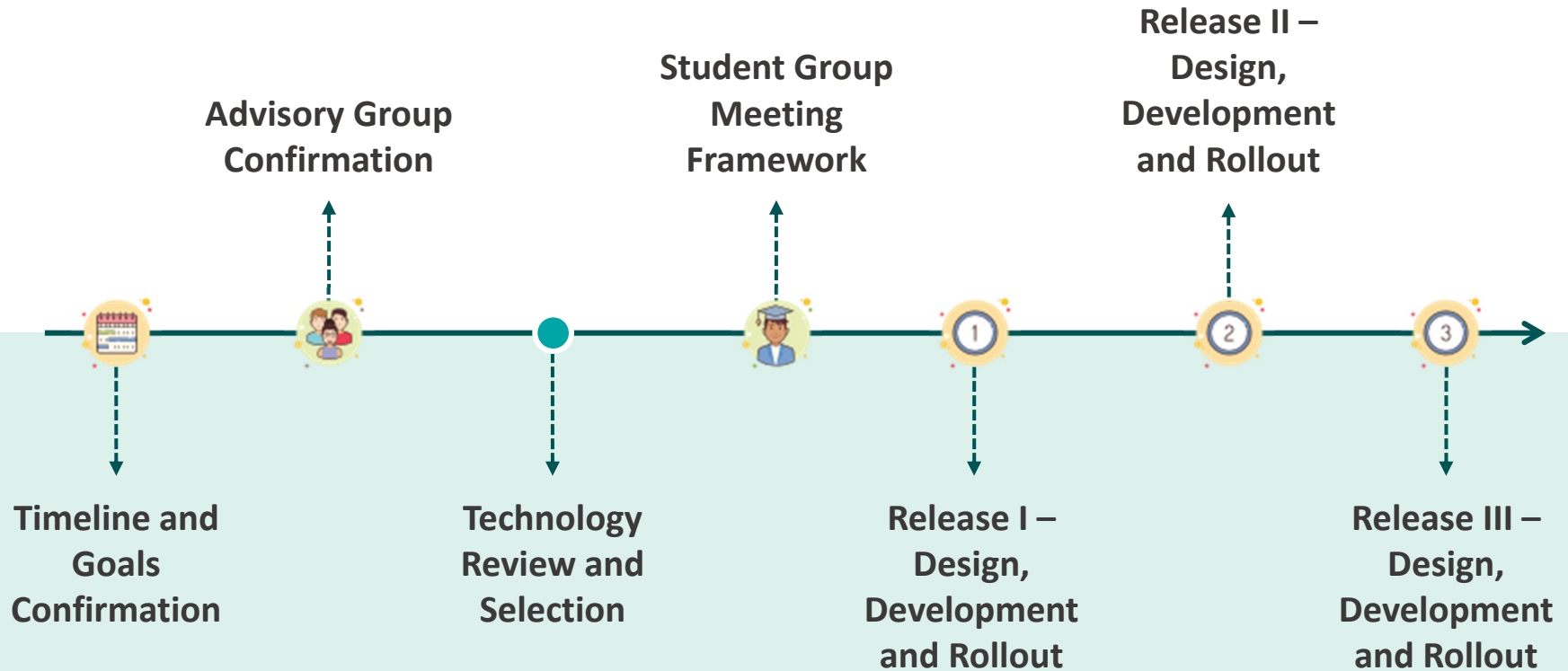
Combines data models with interface refresh to deliver the right information to the right students at the right time. Enabling your students to get stuff done

Example Feature: campusM My Calendar

- ✓ Provide an additional user calendar (My Calendar) visible within the existing timetable/schedule
- ✓ Student and campusM services can publish into the calendar - add events, to do items Quick Poll responses and reminder notifications to your My Calendar
- ✓ configure reminder notifications
- ✓ API to add events to users My Calendar



Timeline & Milestones



We Are Seeking for Your Active Involvement



ADVISORY GROUP PARTICIPANTS

Be a participants in defining and refining objectives and attributes for project

Engage on a regular basis for consultation and ideas

01



STUDENT GROUPS FACILITATION

Establish ongoing meetings with students to gain insights into requirements, trends, use patterns and more

02



Thank you!

matthew.sherlock@exlibrisgroup.com

