Blueprints for Student Success

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Agenda

Research

- Purpose
- Data Collection
- Findings & Functions
- Features

Demonstration

- Blueprints for Student Success website (Services Guide, Getting Involved, Student FAQ and Experience Videos)
- University of Toronto Application
Purpose

To understand how various groups at colleges and universities across Ontario have made sense of their campus’ organizational structures and approaches to support student success

- Students
- Student leaders
- Faculty
- Staff
- Senior leaders
Data Collection

Document review
- Organizational charts
- Strategic planning documents, white papers, etc.

In depth site visits
- Focus groups with students, student leaders, student services staff and faculty
- Interviews with faculty involved in collaborative initiatives to support student success
- Interviews with senior administrative leaders

Constructivist methodology
- Participants play a role in the data interpretation
We heard staff, faculty and students discuss students’ knowledge and use of programs and services available on campus that support student success

- Random discovery
- Discussions with their peers
- Faculty referral during moments of crisis or need

- Students often don’t know where to go, who to ask questions, or how to get support

- Intention of building their knowledge base and resume for the future but lack the blueprint of how to do so
Primary

- 1. Increase incoming student awareness of people, programs, and services available at postsecondary institutions.
- 2. Connect students to available people, programs, or services to assist in providing a solution.

Secondary

- 1. Raise awareness in currently enrolled students of the people, programs, and services available.
- 2. Provide institution’s administrators a solution to raise awareness of institutional services to students in need of assistance.
- 3. Provide anonymous usage for students when searching for specific people, programs, and services when necessary.
- 4. Encourage students to share discovered services.
- 5. Provide feedback to post-secondary institutions about their people, programs and services.
Website

Research into practice

Developed a three pronged youth outreach initiative funded by the Ministry of Economic Development and Innovation

Objectives:

What services are offered to support your personal, social, and academic success?

Who your peers are and how you can learn from their experiences?

What tips current students have for applying and enrolling?

What programs and initiatives can you participate in?
Website Features

Student Services Guide
  - Highlights the common programs and services that exist on college and university campuses, what these areas typically do, and suitable questions students can ask upon visiting each area.

Getting Involved
  - Compilation of interesting initiatives that we have come across in our research that support students to achieve their goals.

Student FAQs
  - What we heard from students in the research study and students who responded to our questions posed on Twitter and our research blog.

Experience Videos
  - Features existing programs and initiatives and student experience videos documenting the various ways to frame educational blueprints.
Welcome!

Success in college and university is more than what you learn in a classroom. It's about navigating the system, asking for help when you need it, finding places where you belong, and preparing for your future career and life.

Our goal is to introduce you to the area called Student Affairs, Student Services, Student Life, or Campus Life. Whatever it's called, this group of people, programs and services will assist you in registering for classes, starting a student club, working on a difficult class assignment, talking to you when you're stressed or need to see a doctor, and much more.

Many angles are needed to create any blueprint and this is particularly true in drafting a blueprint for success in college and university. It is time to design yours today!

Check out our Student Services Guide
The portfolios and services that assist students at your fingertips. Read More >
Application

Capstone Design course for students in Mechanical and Industrial Engineering at the University of Toronto

Oritseimeyin Agbeyebge, Jocelyne Chan, Mohamed Tambal & Vincent Tse

Objectives:

- Minimize time to acquire information about programs and services.
- Be easy to navigate
- Be easy to implement in other post-secondary institutions.
- Be user friendly.
- Be easy to learn to use.
Design Ideation

- **Benchmarking**
  - Looked at existing solutions to determine design standards

- **Brainstorming**
  - Developed key features, objectives and alternative designs

- **Design Selection**
  - Ranked alternatives with the client and combined key elements from designs
Application Features

- **Accordion Menu**
  - Main navigation accommodating to limited screen landscape allowing for multiple levels of headers

- **Header Bar**
  - Breadcrumb navigation for users to easily move between pages displaying their current path for faster knowledge retrieval

- **List of Services**
  - Provides all relevant student services in a list format for quick consumption

- **Information & Map**
  - Provides accurate information about services and implements Google Maps to allow users to locate the service relative to their current location
Proof of Concept

Purpose:
- Followed an iterative development model
- Understand what the users want and need
- Ensure design objectives align with user needs

Usability & A/B Testing:
- Observational sessions with think-aloud protocol
- 20 minute sessions: 5 participants were presented with 3 scenarios
- Assess accuracy of content, navigation and language

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<thead>
<tr>
<th>Administrative Services 78%</th>
<th>Paperwork and Procedures</th>
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<td>Student Life</td>
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<tr>
<td>Professional Development 69%</td>
<td>Experiential Learning</td>
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<tr>
<td>Diverse Communities 60%</td>
<td>Campus Communities</td>
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</tbody>
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Blueprints for Student Success

- Administrative Services
- Academic Support
- Campus Life
- Health & Wellness
- Professional Development
- Diverse Communities

- Learning Skills
- Accessibility
- Library
- Computer Labs
- Peer Tutoring

- Gerstein Library
Blueprints for Student Success

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