MyCUHub Town Hall

October 11, 2016
Who’s Utilizing MyCUHub?

Currently Using
• Related to Advising
  • Arts & Sciences
  • CMCI
  • Engineering
  • ENVD
  • Business (limited)
  • Cultural Unity & Engagement (CUE) Center
  • Career Services (PrePro)
  • New Student & Family Programs

Interested
• Advising
  • Continuing Education*
  • Music
  • Education
  • Athletics*
  • Faculty advisors
  • McNeill Academic Program
• Career Services
• Disability Services
• Athletic Tutoring*
• Residence Life
Governance Structure

Executive Team: Advising
Larry Levine, Marin Stanek, Jon Giltner, Shelly Bacon, Nalini Kaplan, visitors ad hoc

Steering Team: Advising
Shelly Bacon, Nalini Kaplan, Jon Giltner, Kyle Kirves, Daniel Robert, working group leads

#1
Working Group: Enhancements & Adoption
Laura Bonney (Lead), Scott Zeman (A&S), James Murray (ENGRU), Corey Edwards (Athletics), Grace Johnson (CMCI), Vanessa Napier (BUSNU), Victoria Ibarra (Music), Sheryl Koutsis (ENVD), Susan Ulrich (CRM), Rebecca Lankford (CRM), Daniel Robert (CRM)

#2
Working Group: Advising Policies & Best Practices
Mary Steiner (Lead), Steve Jones (CMCI), Kelli Stevens (BUSNU), Kathryn Tisdale (A&S), Shelly Bacon, Kalman Sweetwine (CRM)

#3
Working Group: Student Engagement
TBD. Coordinate with Mary Kraus & VPUE groups as well as Ad Hoc Project Teams like the Unified Communication & Logging group. This is likely a cross-campus working group with purview beyond advising.

Focus Groups:
1) Students 2) Faculty 3) Hub Users
Current Working Groups

• Advising Steering Team
  • Reviewing and prioritizing development requests

• Advising Policies & Best Practices
  • Developing best practices for consistent approach across advising units

• Unified Communication & Logging
  • Redesigning use of “chatter feed” for advising notes and developing functionality for communication and note taking that can meet user needs across functional areas

• Advising Enhancements & Adoption
  • Identify current gaps in user experience and training/resource needs
Survey Results

Feedback from current Advising users...

MyCUHub Enhancement Survey (Sept. 2016)

Please rank the following enhancement categories in importance.

- **Calendar**: 2.88
- **Communication/logging**: 2.83
- **Student/console view**: 2.24
- **Advisor fly-out**: 2.08
New Resources Being Developed

Plus monthly newsletters to keep the community of users informed...

...and remember the Chatter feed!

Internal Documents

Helpful Files

- MyCUHub Meeting Maintenance - PDF
- MyCUHub Setting User Preferences - PDF
- September 2016 Release Notes - PDF
- MyCUHub Hashtag Guide - MS Word version and PDF version.

Enhancement Survey

- MyCUHub Enhancement Survey Results PDF
# MyCUHub: Next 6-12 Months

## CRM Program Feature Prioritization & Roadmap

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<tr>
<th>Feature / Enhancement</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Q1</th>
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<tr>
<td><strong>Advising Enhancements</strong></td>
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<td>Academic Action Codes &amp; Campus in TtT</td>
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<td>Currently Enrolled Students Roster View</td>
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<td>Official Notifications - All Colleges / Schools</td>
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<td>Accessibility Fixes / Improvements</td>
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<td>Graduation Application</td>
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## Student Success Cross Campus Features

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<td><strong>Intra-campus Alerts - staff and select faculty</strong></td>
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<td><strong>Academic Early Alert - Concept Design</strong></td>
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<td><strong>Engagement Scoring and Intervention</strong></td>
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<td><strong>Security Enhancements</strong></td>
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<td><strong>“Case Mgmt” &amp; Group Queueing</strong></td>
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<td>Improved Notes/ Logging</td>
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<td>Improved Communication Channels</td>
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<td>Interaction / Engagement Console</td>
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<td>Check In Check Out (Ph 1: Athletics)</td>
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<td>Expanded Texting/SMS (TextUs)</td>
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## Group Adoption - TBD

- Disability Services
- Career Services
- Continuing Education
- Residence Life
- Athletics (Academic Advising)
Recent Enhancements & Help Tickets

• Improved sync time between Hub and Exchange calendars
• Deep link to FERPA information in CU-SIS
• Subplans displayed
• 1,264 help tickets resolved: login issues, new user requests, bug fixes
  • Drop-in calendar blocks stay present in the calendar even after they have begun
Questions, Ideas, & Discussion