

Computing in the Modern World

Problem Statement:

University of South Carolina students are only able to access helpful health, academic, and campus resources like Self Service Carolina, Blackboard, USC emails, financial information, and more through many disconnected websites. This lack of consolidation and efficiency makes it more difficult for students to manage this information and use it effectively, especially for those less advanced in their technical knowledge. It also prevents UofSC from being able to share information quickly and across all of campus seamlessly without confusion or overall misunderstandings with students.

Who is Experiencing the Problem:

Students at UofSC are often experiencing issues with managing their accounts and information effectively because they need to access multiple platforms for simple things. The faculty or staff may also be impacted by this struggle because students are less likely to see important announcements, pay fees, or access important campus information.

Students at UofSC are often experiencing difficulties with accessing

What is the Problem:

Students have to access information across disconnected online platforms to access information, and they might need information from multiple at the same time. Also, due to having so many websites for all these different offices makes it difficult to know where to look for resources or personal account information. For instance, there is grade and course curriculum information on Self Service Carolina, but that information is not on Blackboard which is where our classes are and our assignments. This lack of organization prevents the effectiveness and efficiency of spreading information to students, guaranteeing comprehension, and getting tasks done.

Where Does the Problem Present Itself:

In the multiple online platforms like Self Service Carolina, Blackboard, MyHealthSpace, financial aid, admissions portal, etc. Each of these websites require a password and using the DUO log in system and students also need to be able to navigate each different website, which look and function very differently. This makes spreading information and completing tasks on both a student and faculty disorganized and just inefficient.

Why Does it Matter:

This matters because this could negatively influence students' success, access to resources, and safety. Why should students waste time logging into multiple systems every single day using the same security system when things could be localized to one place and logging in at one time. The lack of a solution could mean that communication is less effective, more confusion and thus more questions must be asked/answered and could lead to safety issues because of not ensuring that students see announcements. Student success, satisfaction, and well-being should all be a priority for UofSC and that includes making processes easier and better managed.