Affinity Diagram

Product and Product Features Details

Product Ideas:
One app for all the UofSC platforms (MyHealthSpace, Self Service Carolina, Blackboard, etc)

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Basic Features:
One singular login so that you aren't changing it every few months on all platforms. Same dashboard to access each sub section. Notifications for all three being accessible on one app.

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Platform type:
Mobile App and web portal so that students can have it on their phones (better for notifications) and website that could send weekly summaries through email.

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Long-term Maintenance:
There would need to be software updates and information updates. We would need a developer to work on it often for debugging.

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User Experience/Engagement

User Feedback:
Having surveys and app reviews to get feedback, especially in the early stages

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Engagement:
Using social media, like making an instagram for the platform to announce updates, get feedback or announce when the platform will be down.

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User Experience:
We would definitely need online tutorials and instructions as well as staff who can manage students accounts.

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Learning Curve:
To manage the learning curve about the platform, workshops to teach both staff and students could be held at the beginning of each school year.

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Issues with Operation and Implementation

Issue:
Having to integrate all this data and features from multiple detailed platforms into one app and website.

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Issue:
How do we ensure that students will be able to have a smooth experience with these changes and with so much info being able to be accessed on one platform

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Issue:
We need to hire and train staff to manage the platform. We would also need to hire a developer which is expensive.

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Issue:
How do we get current students to switch seamlessly to a new platform when they aren't used to it. Do we shut everything else down to force a transition?

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Financial Circumstances

Budget:
Will need to estimate a budget for the development, staff, design, and testing.

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Funding:
We could get funding from grants, sponsorships or partners (perhaps?)

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Future Expenses:
We might have more expenses with major updates, having the server, etc.

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Employees/Staff:
We would need to hire a developer, designer, and staff to troubleshoot throughout the year. Do we already have those people, and can they transition into this task? Or do we need to hire outside people? This is expensive and needs to be considered.

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Legal issues and Regulations

Security:
Definitely would need to check with FERPA and HIPAA because health information and private student info would be accessible

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University Policies:
Would need to follow university policies on information security and sharing

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Authentification:
We would need to use DUO or some other multi-factor authentication to ensure security.

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Legal:
Might be issues with using third parties with a website and app so would need to look into that and the branding rules for UofSC.

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