Online Student Support Portal

Prototype Demonstration

What is the OSSP?

"Design a robust web presence that will allow USFSP's online students to accomplish all aspects of their academic careers without needing to come to campus."

What is the OSSP?

- Registration
- Orientation
- Advising
- Research and study

What is the OSSP?

We've made **support of research in all its facets** a critical component as teachers and as members of an emerging research institution.

What is the OSSP?

The portal's goal:

Support online students in all aspects of their studies with accurate, timely answers to their questions.

Why do we need a portal?

- The information is out there, but…
  - It's siloed.
  - It can be inconsistent in format and verbiage.
  - It's not always accessible across devices, technologies and people.
  - It can be hard to find.
  - It's sometimes incomplete.

Why do we need a portal?

- Our goal has been to:
  - Pool related information together and create lines of communication between units.
  - Standardize formatting and terminology.
  - Take a open, accessible, mobile-first approach.
  - Ease finding Lib Guides, Learning Modules and other essential resources
  - Flesh out any gaps.

How did we build the portal?

- Extensive interview feedback
- Multiple prototypes
- Homegrown solution that puts heavy emphasis on custom code,
- We are taking advantage of HTML5 'apps' feature, safety etc.

Where do you come in?

- We need your feedback.
  - How can we make this better and more useful?
- We want to connect with students.

Let's take a look...

- Customized search tools
- A real-time communication system
- A bot (Rocky?)

Demo

Next steps

- We'll give you access to the dev site (online.usfsp.edu).
- We can meet one-on-one to follow up.
- We're available for your feedback.