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| ITS Customer: | Hunter Posten, Michael, Nick | Journey Title: | Registering for Courses |
| CX Council: | UTAC | Date: | 12/16/2018 |

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| **Customer Step or Phase** | **Experience (Doing, Think/Feel, Highs and Lows)** | **People or Group Touchpoints** | **Technology Touchpoints** |
| What are the high-level **steps** a customer takes or **phases** a customer goes through during this journey? | What actions is the customer taking here?  What is he/she thinking and feeling at this step or stage?  What is working or not working well for the customer at this step or phase? | What people or groups does the customer interact with at this step or phase (if any)? | What technology does the customer interact with at this step or phase (if any)? |
| Determine what classes you should take | Actions:   * Looking through the course finder * Asking one’s advisory * Checking ones Graduation requirements   Feelings/thoughts:   * Confusion – classes that we need to take are not immediately clear.   Working well:   * course finder displaying available courses * degree evaluation showing fulfilled requirements   Not working well:   * lack of connection between course finder and degree evaluation showing what courses are required | Adviser, in major or general academic | The online Course finder, Murphy online Degree evaluation |
| Deciding what classes are available | Actions:   * looking through the course finder   Feelings/thoughts:   * Frustration with having to manually figure out in advance if certain classes have a time conflict   Working well:   * displaying the classes are available * being able to sort through classes based on subject * searching for classes   Not working well:   * no immediate way without writing down the times manually to determine if two classes have a time conflict * no real way without using external tools to give oneself a solid feel of one’s future schedule. (e.g. “I have class from 8:00 to 3:00 on MWF and on TTR I have class from 12:00 to 2:00”). | In major adviser | Online course finder |
| Find registration date and time | Actions:   * Determine registration time by either asking advisory staff or going into the registration section of Murphy online   Feelings/thoughts:   * frustrated with tedium of finding out information as simple as when we can register   Working well:   * registration date and time is accurate   Not working well:   * Students have to go through many steps just to find out when they register. * There are no alerts that a students date and time are close, leading to the possibility of students registering late. | Adviser | Murphy online |
| Meet with Faculty Advisor | Actions:   * Sign up for a time slot on a piece of paper on you advisers door. Come into your advisers office and speak to them at your per-determined time   Feelings/thoughts:   * Content – system works well and it feels good to talk to one’s adviser face to face.   Working well:   * System works well easy to see when the adviser is available and easy to create your appointment with them.   Not working well:   * current system may be inconvenient if student does not take any classes in the same building as their advisers office. * Current system does not automatically remind student of their appointment time | In Major adviser | None, email |
| On registration date: Log onto Murphy to register for classes | Actions:   * log into Murphy online at specified time and date. * search for needed classes one by one * register for classes individually   Feelings/thoughts:   * Due to the stress of registering for required classes any slowdown in registration system results in extreme frustration. * Stress over registering into all of ones required classes   Working well:   * When the system is running correctly Students are able to register for their classes relatively quickly   Not working well:   * Particularly this recent semester the system was unacceptably slow with page updates taking upwards of 5-10 minutes each * if one of a students required classes are full than it is cumbersome to find a new one that would satisfy their graduation requirements. * Students have to register for all of their classes individually as it is impossible to preselect classes that would automatically be registered | none | Murphy online registration |

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| **OUTCOMES AND KPIs** | | |
| **Ideal Results (Outcomes)** | | |
| What results does the customer want when he / she completes this journey?   * **The Customer wants to be able to quickly and easily know, and sign up for the classes that they need to take the next semester** | | |
| **Actual Results (Outcomes)** | | |
| What are the actual results?   * Students are able to know and sign up for the classes that they need but the system is slow, frustrating, and overly cumbersome. | | |
| **Potential Measures / KPIs** | | |
| What would we want to track and measure to gauge this journey’s results?   * You would want to track the total time that a student spends within the registration system * include an optional questionnaire that allows students to give feedback on what needs improvement * track how many students miss their registration time. | | |

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| **PAIN POINTS AND NEEDS** |
| **Key Pain Points** |
| What lows or pain points during this journey were **the biggest barriers** to achieving the ideal results?   * Slow speed of the registration system while under heavy load * inability to register for more than one class at a time * no way to at a glance see how a particular class would fit into ones schedule * discovering one’s registration date and time is unnecessarly time consuming (having to login to murphy online, select registration, select term, hit register for classes) as opposed to having it emailed to student. |
| **Key Improvement Opportunities (priority 1=low, 5=high)** |
| What technological improvements would be most helpful to achieving your ideal results?  (Highest to Lowest)   * 5 make the registration system fast and stable under heavy load * 4 allow student to preselect the classes they wish to register for. Have a single button that would register for all preselected classes at once * 3 implement a way to allow students to, at a glance, see how a new class would fit within their selected schedule. * 2 email students their registration date and time instead of making them log into Murphy online * 1. send reminder emails to students a couple hours before their registration time   What other improvements would be most helpful to achieving your ideal results?   * Integrate elements from the Murphy online degree evaluation page to the registration page, allowing students to see what requirements they need as they are selecting classes to take. |

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| **INITIATIVE RECOMMENDATIONS** |
| **Overall** |
| Summarize most valuable change recommendations.   * **Increase speed and reliability of registration system** * **Allow option to preregister for classes** |
| **ITS Specific** |
| Summarize most valuable ITS change recommendation.   * Make sure that the registration system is reliable under high load. |