
Safety Abroad:

Innovation & Collaboration in Student Travel Support Services

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TKF 2018



UNIVERSITY OF
TORONTO

Who am I?

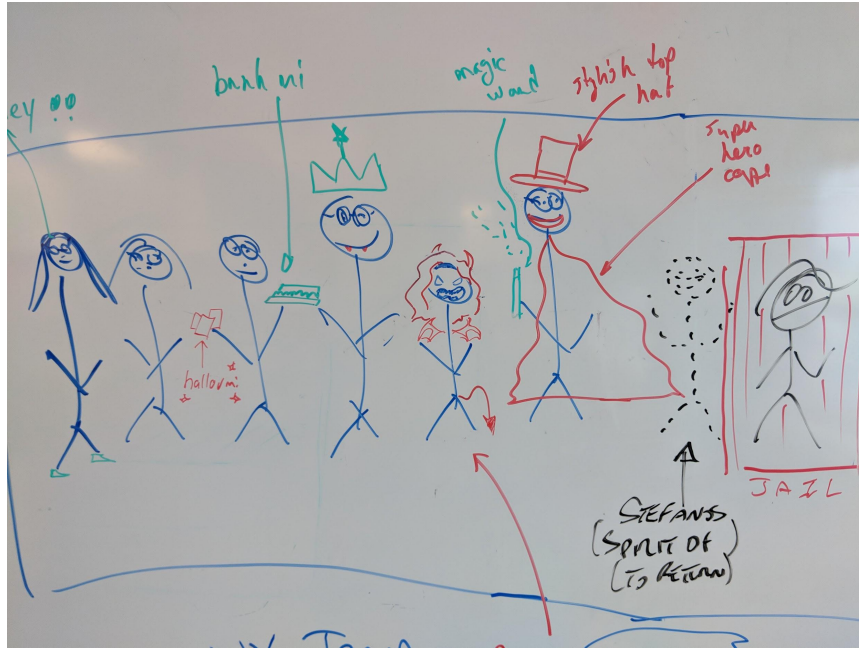
UX Designer @ U of T

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@evanmoir



Who we are.

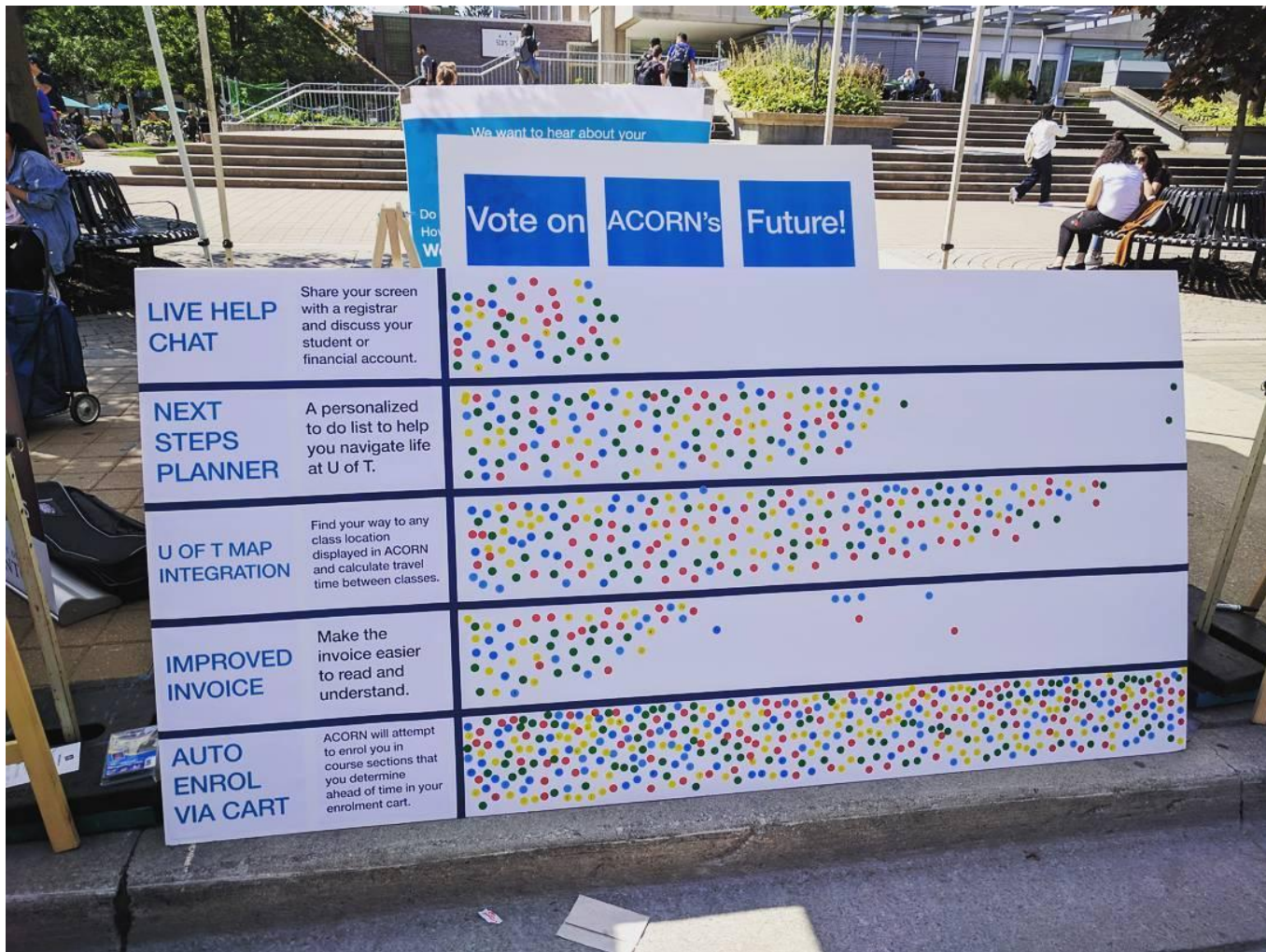


User experience and process improvement team

Design for some of the most widely-used student-, staff- and faculty-facing software

Design goes hand in hand with re-imagining business process.

User-Centred Design (UCD) process



LIVE HELP CHAT

Share your screen with a registrar and discuss your student or financial account.

NEXT STEPS PLANNER

A personalized to do list to help you navigate life at U of T.

U OF T MAP INTEGRATION

Find your way to any class location displayed in ACORN and calculate travel time between classes.

IMPROVED INVOICE

Make the invoice easier to read and understand.

AUTO ENROL VIA CART

ACORN will attempt to enrol you in course sections that you determine ahead of time in your enrolment cart.

Who we are

EASI

Enterprise Applications & Solution Integration

NGSIS

Next Generation Student Information Systems



Strategic Background

Current strategic vision includes **strengthening and deepening key international partnerships.**

- **Key part of this is global education and perspective**
Exchange, summer abroad, research, etc.
- **Ensure University is prepared**
Support key strategic goal
- **Expected growth**
Students travelling abroad expected to grow significantly

— Who's involved?

EASI & ITS

**Centre for
International
Experience**

Student Life

About the CIE

Centre for International Experience

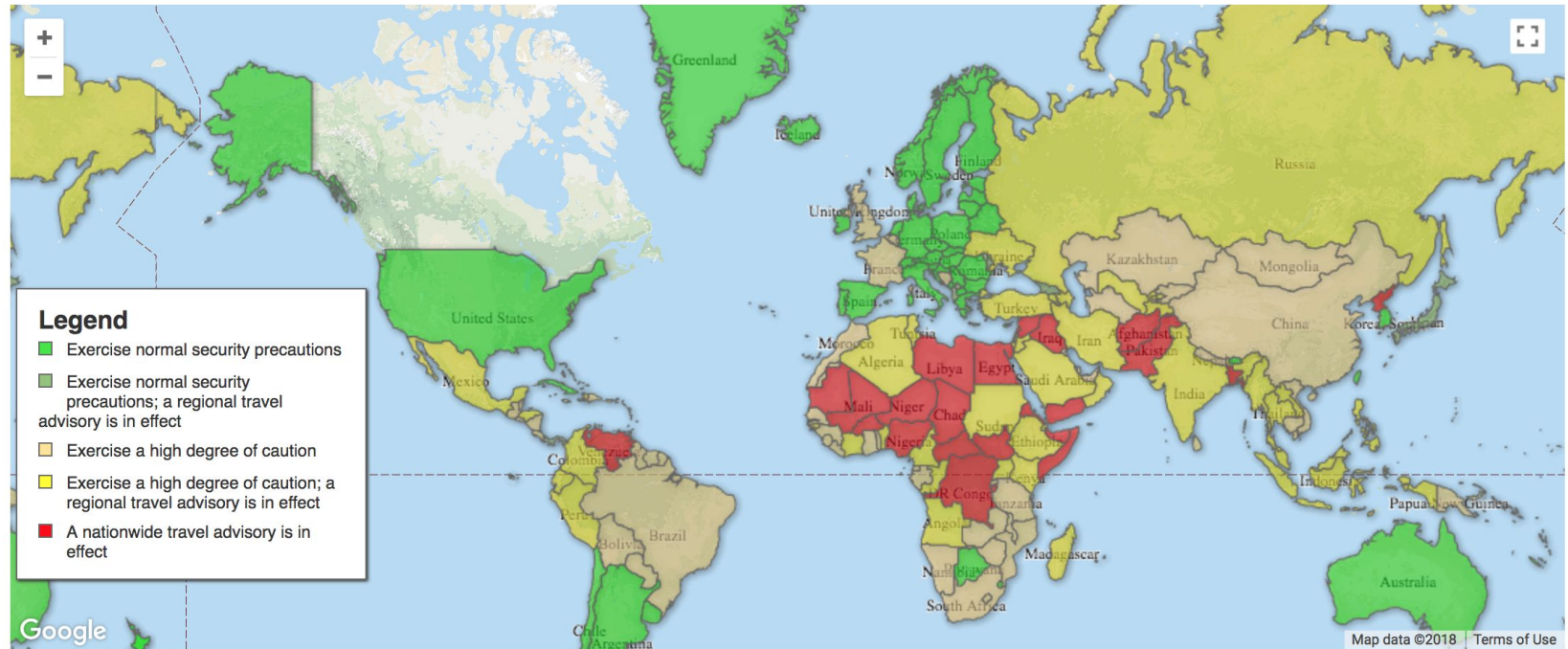
A meeting place for a diverse community of international students coming to U of T and domestic students looking to go abroad.



How do we think about student travel?

Travel advice and advisories map

[Hide map](#)





Current Model / Operations

- **Travel requires Safety Planning Record**
Required for all trips, regardless of perceived risk
- **All trips require attendance at in-person safety workshop**
Personalized workshops based on geography, vulnerable populations
- **Activity Sponsors not heavily involved**
Disincentivized by paperwork, no direct access to the student registry
- **Student Travel Registry is showing its age**
Developed years ago by smaller division, fewer IT resources

Problems with current model

Manual
processes

Activity Sponsors
not directly
involved

Out-of-date data
model



Opportunities for new model

→ **New data model**

Ensure domain is being modeled correctly with future in mind

→ **Eliminate some restrictions on low-risk trips**

No safety planning record

→ **Involve sponsors directly in registry**

Take advantage of university data and single sign on

→ **Decentralize**

Let students lead process, go mobile

→ **Keep what works**

High risk: Personal consultation, safety planning record

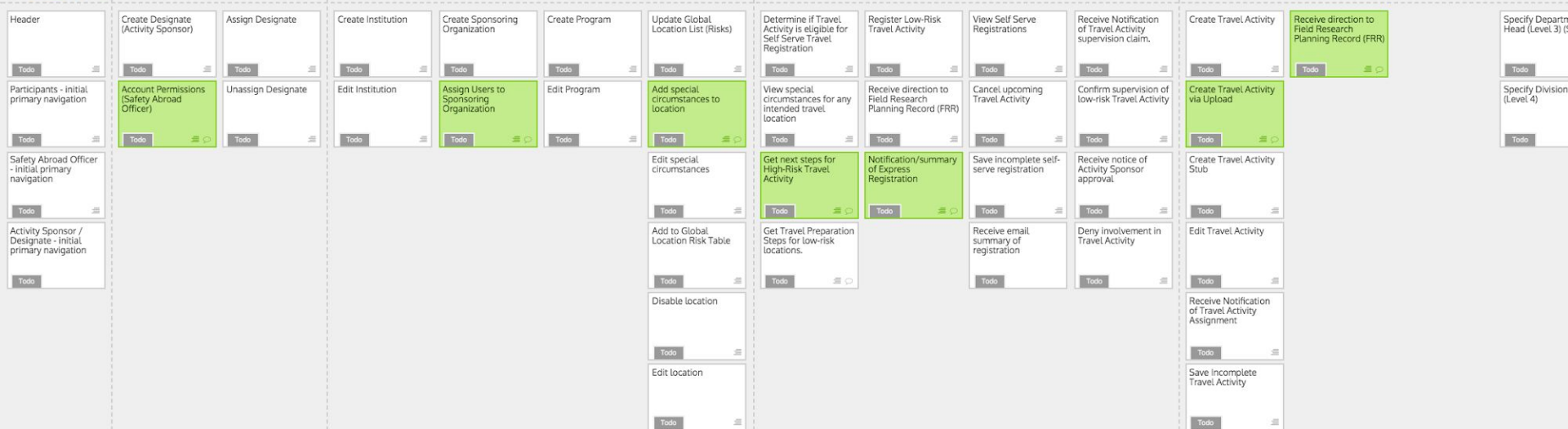
—
What to build first, for biggest impact?

**An estimated 80% of
student travel
registrations are to lower
risk destinations.**

Source: CIE



Phase 1



Design: Gathering Requirements

Later Releases



Active Students - Safety Abroad Student Registry

http://registry.safetyabroad.utoronto.ca/students

Header / Nav

Active Students

Filter Student

By Student
Start typing First or Last Name

By Country
All countries with active students

Active After Date
/ /

☒ Show all active students
☐ Show only students currently abroad
☐ Show only students on upcoming travel activities

By Status
All statuses

Active Before Date
/ /

Export Current List as Excel File

No students selected

<input type="checkbox"/> Student Name	Status	Location	Contact	Travel Activity	Departure	Return
<input type="checkbox"/> John Smith	Check-in Requested	Paris, Ile-de-Paris, France	john.smith@utoronto.ca (416) 111-5555	Self-serve Registration	2017-04-17	2017-05-01
<input type="checkbox"/> Jane Smith	Check-in Requested	Bengo, Angola	jane.smith@utoronto.ca (647) 222-3456	Self-serve Registration	2014-04-01	2017-07-03
<input type="checkbox"/> Mohammad Almasi	Check-in Requested	Perth, Australia	m.almasi@utoronto.ca (416) 345-9876	Self-serve Registration	2016-03-19	2017-09-15
<input type="checkbox"/> Zayad Bin Ahmed	No Action Required	Kuala Lumpur, Malaysia	a.b.ahmad@utoronto.ca (647) 487-1846	Self-serve Registration	2016-12-30	2017-06-24

Multiple Location display:
Paris, Ile-de-Paris, Paris
Germany, Hamburg

Multiple contact display:
john.smith@utoronto.ca
smith@hotmail.com
(416) 999-0000
(416) 999-0000

Toasts triggered on:

- single student status change
\$StudentName's status was set to \$NewStatus
- bulk status change
The status of X students was set to \$Newstatus

Participatory Design

StudentName
StudentName
StudentName
StudentName
StudentName

X students selected. Set status as: Checked In OK Clear selected st

Defaults:

- departure / return date?

Text treatment::

- Name link goes to student overview
- Travel Activity link goes to group Travel Activity or Self-serve Reg detail
- orange (dotted underline) location shows tooltip about current special circumstance.

Possible statuses:


- Incomplete
- No Action Required
- Check-in Requested
- Checked In (record date/time of check-in)

Co-design
sessions with
future users

Sketches/
Wireframes

Safety Abroad: Innovation in Student Travel
Support Services - Google Slides

C. Kramer | Logout

UNIVERSITY OF
TORONTO

Safety Abroad Student Registry

My Trips

My Profile

My Profile

Your profile lets you view and edit all of your all of your personal travel-related information. Profile information will pre-populated the next time you join a group trip or use self serve travel registration.

Profile Status: ⚠ Incomplete

Notice of Collection – Freedom of Information and Protection of Privacy

The University of Toronto respects your privacy. Personal information that you choose to provide voluntarily to the University is collected pursuant to section 2(14) of the University of Toronto Act, 1971. It is collected for the purpose(s) of safety abroad administration. At all times it will be protected in accordance with the Freedom of Information and Protection of Privacy Act. If you have questions, please contact the Safety Abroad Office at safety.abroad@utoronto.ca.

Out-of-Country Contact ✓

Emergency Contact ✓

Passports ⚠

Insurance & Physician ⚠

Out-of-Country Contact Info

Provide contact information that will allow the Safety Abroad Office to reach you in case of emergency.

U of T Email

first.last@utoronto.ca

Prepopulate last saved address

Validation:
Must follow email pattern x@y.z
Length capped by database field

Additional Email

first.last@domain.com

Phone *

Select Country Code ▾

Enter local number including area code

Validation:
Numbers only

Additional Phone

Interactive Prototyping

Align CIE

Usability Testing

Artefact for Developers

Development Approach - Agile





My Trips

My Profile

Student Profile

My Profile

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Out-of-Country Contact ✓Emergency Contact ✓Passports ⚠Insurance & Physician ⚠

Out-of-Country Contact Info

Provide contact information that will allow the Safety Abroad Office to reach you in case of emergency.

U of T Email

first.last@utoronto.ca

Additional Email

first.last@domain.com

Prepopulate last saved address

Validation:
Must follow email pattern x@y.z
Length capped by database field

Phone *

Select Country Code ▾

Enter local number including area code

Validation:
Numbers only
Length capped by database field

Additional Phone

Location 1

If your trip also includes personal travel, only specify the dates where you'll be conducting University-related travel.

Country*

Level 1 or 2 Country (no region) ☐

City*

Enter the city closest to your destination

Estimated Arrival



yyyy-mm-dd

Estimated Departure Date*



yyyy-mm-dd

Date Picker configuration / validation:

- minDate: Do not allow any dates prior to TOD
- maxDate: Do not allow departure dates prior to
- Don't show week numbers

This location is considered a low or moderate risk travel location, and is eligible for self serve travel registration.

Your travel preparation steps are below.

Edit

Travel preparation - \$LocationName

Before continuing with registration, make sure you've completed the following steps:

Read all travel advisory information

Consult [Global Affairs Canada's advisory page for this location](#) and read through all of the available information to ensure you understand the associated risks.

You will be asked to confirm that you've done this when you complete registration.

Complete the online Safety Abroad workshop

Complete the [Safety Abroad Office's online training workshop](#) for international travel.

Create an emergency plan

Consult the [Safety Abroad Office's guidelines for creating an emergency plan](#), and put a plan together for your own travel activity.

You will be asked to confirm that you've done this when you complete registration.

Self Serve Travel Registration

Travel Locations & Dates

Step 2 of 6

Let us know where you'll be travelling, and when. For each location you add below, we'll give you a list of steps to follow to properly prepare for your trip.



Note: Different regions within the same country may have different physical and political circumstances, and may carry different levels of risk for travellers. If you are travelling to multiple distinct regions within the same country, specify them as separate locations below.

Location 1

Country *

Argentina

Estimated Arrival Date *

yyyy-mm-dd

City ***Estimated Departure Date ***

yyyy-mm-dd

If your trip includes personal travel, only specify the dates where you'll be conducting University-related travel.



This location is considered a high risk travel location, and is not eligible for self serve travel registration.

Contact the Safety Abroad Office directly to discuss options for travelling to this location.

Safety Abroad Contact Information

Phone: 416-946-3929 (ask to speak to a Safety Abroad Officer)

Email: cie.information@utoronto.ca

Website: <https://www.studentlife.utoronto.ca/cie/sao>

Self Serve Travel Registration

Locations & Risk

Locations & Risk ⁷

Select country by starting letter ¹

A | B | C | D | E | F | G | H | I | J | K ²

Risk Level

- ☐ Level 1
☐ Level 2
☐ Level 3
☐ Level 4

Location Alerts

- ☐ Show all countries
☐ Show only countries with location alerts ³

Location Name	Risk Level	Student Exceptions	Location Alerts	⁴
Albania	<input type="text"/>	Manage Exceptions	No Location Alerts Add Location Alert	⁵ Edit
⁸ + Algeria	<input type="text"/>	Add Exceptions	2018-01-11 to N/A Add Location Alert	Edit
- \$CountryName	<input type="text"/>	Manage Exceptions	2018-01-05 to 2018-02-14 Add Location Alert	⁶ Edit
\$RegionName	<input type="text"/>		None Add Location Alert	
\$RegionName	<input type="text"/>		2018-01-05 to 2018-02-14 Add Location Alert	
Algeria	<input type="text"/>	Add Exceptions	2018-01-11 to N/A Add Location Alert	Edit

Safety Abroad Student Registry

Active Students

Manage

Active
Students

Active Students

Filter

By Student

By Country

Travelling After

By Status

Travelling Before

No Students Selected

<input type="checkbox"/> Student Name	Status	Sponsored Location(s)	Current Location	Contact	Travel Activity	Depart	Return
<input type="checkbox"/> Mohammad Almasi	<input type="text"/>	Bengo, Angola	Bengo, Angola	m.almasi@gmail.com +56 223-0098	Self Serve Travel Registration	2017-10-01	2017-11-15
<input type="checkbox"/> Zayad Bin Ahmad	<input type="text"/>	Perth, Australia	Auckland, New Zealand	zayad.ahmad@utoronto.ca +31 887-4432	Self Serve Travel Registration	2017-09-20	2017-12-02
<input type="checkbox"/> Jim Papodopoulos	<input type="text"/>	Marseille, France	Monaco, Monaco	first.iast@utorontoc.a (416) 777-0923	Self Serve Travel Registration	2017-08-12	2017-12-18
<input type="checkbox"/> Amy Wenger	<input type="text"/>	Bengo, Angola	Bengo, Angola	amy.wenger@utoronto.ca (416) 111-5555	Self Serve Travel Registration	2017-08-15	2018-01-12
<input type="checkbox"/> Zahya Burtally	<input type="text"/>	Lille, France	Paris, France	z.burtally@utoronto.ca (416) 111-5555	Self Serve Travel Registration	2017-10-15	2017-12-01
<input type="checkbox"/> Matthew Watson	<input type="text"/>	Sydney, Australia	Sydney, Australia	m.watson@utoronto.ca (416) 777-0923	Self Serve Travel Registration	2017-11-15	2017-11-30

Travel Sponsorship

Travel Sponsorship Requests

\$FirstName \$LastName - Self Serve Travel Registration

Submitted May 30, 2017

\$FirstName \$LastName has specified you as their Activity Sponsor for an upcoming University-sanctioned international trip. Please review the trip information below and confirm your sponsorship. If you are not sponsoring this student, please contact the Safety Abroad Office:

Phone: 416-946-3929

Email: safety.abroad@utoronto.ca

Student

Student No? Any other info?

Name \$FirstName \$LastName

Email first.last@utoronto.ca

Faculty \$Faculty

Locations & Dates

\$Location1Name \$ArrivalDate to \$DepartureDate

\$Location2Name \$ArrivalDate to \$DepartureDate

Trip Details

Purpose(s) of Trip Conference
Other

Description of Trip \$description (paragraph)

Trigger success toast:

You've successfully confirmed Sponsorship for \$FirstName \$LastName

Launch modal with:

Title: Confirm Sponsorship
Text: Are you sure you'd like to confirm this

Confirm Sponsorship



Timeline

→ **Research**

Business process work started initially
2016

→ **Initial development**

Started fall 2017

→ **MVP Launch**

June 2018

→ **Next set of features**

Final specification/testing happening
ongoing

Transition Period

Admin model,
operations both
in flux.

New system to
learn

A few students
will briefly be in
both systems.

Porting data not
worth it!

Old data to be
archived once the
system no longer
active

Future Features!

Activity Sponsor

Create/manage trips

Manage intl. Connections

Manage designates

Advanced
Emergency
Response

Feedback

Improve existing functionality

Agile! :)



Thanks!

Any questions?

Evan Moir

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@evanmoir