RECOMMENDED TECHNOLOGIES

Here are some specific technologies under consideration to meet the objectives:

1. Mobile-Friendly Frameworks
2. Adaptive/Responsive Design to be able to be used on multiple devices. One design used consistently across devices eases the cognitive load on users. Additionally, a consistent interface allows a more consistent branding.

Applies especially to: Values; #1, #3

1. Device sniffing; where bandwidth is not sufficient to deliver the technologies that require high amounts of it (for example, chat technology), do not display the technology, and provide alternate links.

Applies especially to: Values; # 2, #7 Concerns; #6

1. Use Familiar Mobile Features, such as the capability to send text messages. Applies especially to: Values; #3, #4 Concerns: #6

1. A customized, USFSP-unique Search capability
2. Map to external domains: Keyword Search Ensure custom keyword searches are able to map to links that may leave the USFSP Intranet, for example, links that aid Veterans’ groups overseas, or to distinct domains and subdomains used in library databases.

Applies especially to: Values; #2, #3, #7, #10 Concerns; #1, #6

1. Links to secure locations: Keyword Search Ensure custom keyword searches are able to map to links that may require logins, such as Canvas, NetID, or the groups in PETESYNC.

Applies especially to: Concerns; #7

1. Keyword Search for Forms Create a special area just for forms, and enable/map keyword searches to both the centralized location for forms, as well as to individual forms themselves.

Applies especially to: Concerns; #1

1. Help: Specialized Keyword Search Centralize links that have to do with getting help to students, and enable/map keyword searches to both the centralized location for help, as well as to individual offices themselves.

Applies especially to: Values; #2, #4, #8, #9,#10 Concerns; #3, #4, #6, #8, #9

1. Online Tutorials: Specialized Topic Search Every person or office interviewed recommended an online tutorial for the portal. Keyword Search could be mapped with suggestions to online tutorials created by OLITS and/or individual offices, departments, or other institutions.

Applies especially to: Values; #7, #10 Concerns; #1, #3, #4, #6

1. Courses: Specialized Keyword Search By Campus, Semester, CRN.

Applies especially to: Values; #1 Concerns: #1 #9

1. Syllabus: Specialized Keyword Search Three possibilities:

1. Current Syllabus Available.

2. Current Syllabus Not Available -- suggest contact information for professor or department.

3. Archived Syllabus. Map to USFSP Digital Archive.

Applies especially to: Values #4; Concerns; #1, #8

1. Legal Requirements: Specialized Keyword Search for Title IX, CLERY and other Applies especially to: Concerns; #10
2. Improving User Experience: Datasets Mapped to Search The search capability will be able to grow in specificity according to the keywords used for search.

Applies especially to: Concerns; #1,#3, #4

1. Datasets for Managers Based on Keyword Search “Help” Note terms used in connection with keyword search term “help” in order to create a database managers may use.

Applies especially to: Concerns; #3, #4

1. For Improving User Interface: The search capability will be configured to allow different kinds of data sets to show up from the same search box.

Applies especially to: Concerns; #1, #3, #9

1. A customized, specially-configured USFSP-unique Chat capability
2. Chat Access. Create standardized chat channels for faculty that work *with* a login.

Applies to Values; #1, #8 Concerns; #1, #2, #6, #7, #9

1. Chat Access. Create standardized chat channels for faculty that work *without* a login. This enables potential students -- and their parents -- to talk to faculty about classes, degree programs, and more. It allows students and families to browse freely.

Applies to Values; #1, #3, #8 Concerns; #1, #2, #3, #6, #7, #9

1. Chat Access. Create a chat channel that allows an *anonymous* login. Anonymity a big factor when students seek help for example, when using the Wellness Center, hotlines set up by the USFSP Police Department. Anonymous features also support an institution that is culturally diverse, as they may choose chat instead of seeking help in person where they might have more difficulty expressing themselves verbally.

Applies to Values; #1, #8 Concerns; #1, #2, #3, #6, #7, #9

1. Chat Channels. A chat line to a particular office, rather than to an individual. This particular channel could be monitored by rotating staff members. The examples that comes to mind are the Student Success Center and the Wellness Center.

Applies to Values; #1 Concerns; #1 #2, #3, #7, #8, #9

1. Chat Channels. A chat line to a particular group, for example, the Veteran’s Center. This is not necessarily located at one particular office, but could be shared by facilities in both Tampa and St. Petersburg.

Applies to Values; #1 #7 Concerns; #2

1. Chat Channels. A chat line to a central routing function to direct those who are looking for information to a more targeted location.

Applies to Concerns; #1, #3, #4

1. Chat Channels. A chat feature that has been coordinated with the librarians, and the Ask-A-Librarian Chat widget team.

Applies to Values; #10 Concerns; #4

1. Chat Channels. A chat that serves a particular audience, such as “Current Students”<http://www.usfsp.edu/usfsp-start/> or “Future Students” :<http://www.usfsp.edu/future-students/>

Applies to Values; #1, #4

1. Chat Databases. The chat will be constructed in such a way that key terms will be logged, from which USFSP administrators will be able understand where the most common points of conversation and concern reside.

Applies to Concerns; #3, #4

1. Chat Databases. The chat will be constructed in such a way that a database can generate a basis for a constantly-updated set of FAQ (Frequently Asked Questions) links.

Applies to Concerns; #1, #3, #4, #6

1. Chat Databases. The chat will be constructed in such a way that it may be personalized to each student, so that a chat conversation effectively picks up from a point earlier.

Applies to Values: #1, #5 Concerns: #1

1. Chat User Interface Design: The chat will be constructed in such a way that an alert may be sent to students when a chat is activated.

Applies to Values: #1, #5, #9 Concerns; #2

1. Chat User Interface Design: The chat capability will be coded in such a way that the person at the other end is obvious, so context is readily understood. This will be accomplished by incorporating images and identifying labels, thus reducing some of the cognitive load on a user.

Applies to Values; #1 Concerns; #1

1. Chat Accessibility: Two-factor identification for logins needs to be checked for accessibility. Some password type settings don’t work with some assistive technologies.

Applies to Values; #9 Concerns; #9

1. Chat Accessibility: Ensure a backup is in place for screen-readers. WCAG requirements stipulate that refresh rates faster than once every five seconds is an accessibility fail.

Applies to Values; #9 Concerns; #9

1. Centralized Location for Forms

Applies to Concerns; #1

1. Dynamically - Generated Links

Applies to Concerns; #1, #3. #4, #6