Pūaha – Future Student version feedback sessions for Staff

Questions:

1. What is the student journey for returning users? For example, someone returning after finishing an undergraduate degree and looking to apply for a postgraduate programme. (Raised by Alsu Sworder)

   Answer: *Current students* can also access the applications page in Pūaha and make applications for further study. A student will revert to the *Future Student* view in Pūaha some time after the most recent 'course end date' of their completed studies.

2. How does the current version of Pūaha render on Mobile devices? We need to verify that functionality works as expected / desired. (Raised by Cathy Powley / Cyrus Ranchod)

   Answer: Mobile device testing of Pūaha is covered by the test plan for R1 delivery.

3. What direct Future Student engagement is being undertaken to solicit feedback on the current state of the system?

   Answer: Sam Waldron and Thomas Dwan from Digital Solutions Portfolio Team A, and Dayne O'Hare from the Vice Chancellor's Office, have undertaken two sessions in the Hub on Level 1 of the Kelburn Campus to gauge the feedback of *current* University students on the new build. The key takeaways from these sessions on Thursday 28th July and Tuesday 2nd August are recorded at the end of this Document. The SSP Team will also be undertaking further *future* student testing.

4. Ryan raised the question of what the status of Google Analytics linkages into the system is, and who is looking after that work?

   Answer: Shirley Wang and Timon Bakker are looking into this work. Ryan will book a separate meeting with Sam Waldron, et al. to discuss this further.

5. Questions were raised about which Fields in the area of the portal where a student can update their own details are mandatory vs optional, as some of these will likely change when a user transitions from 'Future Student' to 'Applicant' and then to 'Current Student'.

   Answer: Cathy and Melissa will need to discuss this further. Rhi confirmed that more information will be captured during a user's actual Admission application, and that it is her understanding that when the application is placed in Kuruwai, it will share that information with Marketo.

Fixes for R1:

1. From the point of view of a Future student, opening the 'My Applications' page and just seeing tables with no entries in them isn't ideal. Ryan Krug has suggested some UX changes to address this.
   Current status: In Progress – Ryan Krug has already suggested UX changes to address this, and it is currently being worked on in Azure DevOps: Link Here

2. The 'Intake' column under the 'Admission applications' heading needs to show both Academic Year and Trimester.
   Current status: In Progress – Kimi advised that this has already been logged as an improvement request and is being worked on ahead of the R1 date.

3. A requirement exists for Te Reo sub-headings for the buttons on the home page.
   Current status: In Progress – Rhi Bond confirmed during one of the sessions that this has already been flagged and is in progress for fixing ahead of the R1 date.

4. The 'Enrolment' button is showing on the dashboard for Future students.
   Current Status: In Progress – This has been logged in Azure DevOps and is actively being worked on ahead of the R1 release: Link Here

5. Applications Team A to work with staff from Future Students, Marketing, and WUI to identify some generic content to flesh out the 'News & Events' banner (and other places?) of the main Pūaha landing page for future students.
   Current Status: In Progress - Sam Waldron to look into booking further discussions for this in the short term.

6. Questions were raised about the status of 'in progress' Scholarship and Accommodation applications for students, and if these will be displayed within Pūaha?
   Current Status: In Progress - SSP Project team have integration work underway to pull this information over. (It will only be available to students who have created their application(s) with the same credentials that they create for Pūaha.)

7. Hide the 'My Tools' bar at the top of the main Pūaha landing page for future students.
   Current Status: In Progress – This has been logged in Azure DevOps and is actively being worked on ahead of the R1 release: Link Here

8. The Te Reo title shown on the 'My Tools' screen is not showing as the correct size.
   Current Status: Done – This was logged in Azure DevOps and was confirmed fixed on Tuesday 2nd August: Link Here

9. The Te Reo titles for the 'My Applications' panel at the top of the Pūaha landing screen and 'My Applications' in the main frame of the same page don't match. ("Nga Puka Tono" vs "Aku pukatono")
   Current Status: Done – This was resolved between Session 1 on Tue 26th July and Session 3 on Friday 29th July.

Possible future changes:

1. Investigate tailoring the content of the 'News and Events' banner at the bottom of the home page for future students. This was raised separately in the first two staff feedback sessions. (Tue 26/7 and Wed 27/7)

   Action: The task to investigate tailoring content more specifically has been added to the Applications Team A BAU Backlog – Jira ticket # TA-6125

2. Review each of the elements of the 'My Tools' bar at the top of the main Pūaha landing page, to determine at what point on each user's journey through the system each should start being available, and when (if ever) they should cease being available. (Raised by Rhi Bond / Brett Challacombe-King)

   Action: Applications Team A within Digital Solutions is looking into this work. Jira ticket # TA-6112

Pūaha – Validation of new build with *Current* Students

Takeaways:

- 96% of respondents could find the 'Accommodation' and 'Scholarship' links without assistance.
- 36% of respondents could find the status of a previous Application without assistance.
- 76% of respondents could find how to apply for Admission without assistance.

- 28% of Respondents said they were broadly 'happy with the overall design'.
- 24% of Respondents gave some version of "The Screen is 'very white' / Not visually appealing / The buttons are very same-y and could be clearer"
- 24% of Respondents were 'Happy that everything you need is in one place'. (i.e., Within Pūaha)

- 16% of Respondents flagged they wished the main navigation bar (Home / My Applications / Maps) would persist in place when scrolling up/down the page.
- 16% of Respondents said that 'The Green bar is Overwhelming' (i.e., My Tools)
  - Other users who didn't explicitly raise this as an issue were also clearly distracted by this bar when trying to find My Applications, etc.