



My.Harvard Student Information System Update for CIO Council

September 11, 2015

Agenda

- Go-Live Review
- Key Features
- Lessons Learned
- The Next 12 Months
- Q&A

Project Timeline

Timing	Milestone
May 2013	Project Launch Announcement
July 2013	Project initiation (all schools)
November 2014	New admit processing in my.harvard
January 2015	Course catalog conversion for Wave 1
March 2015	Student Financials Go-Live
May 2015	Beta course search online for ~300 users
July 2015	Course Search available to all users
August 2015	Launched teaching/advising center Launched student home Online registration process
September 2015	Online course permissions and sectioning Online course enrollment

Go-Live Summary

- Online registration
 - For FAS and HDS, process of updating biographic/demographic data
 - For Harvard College, included attestation of having reviewed the honor code
 - Process had minimal technical issues or user support problems
 - 11K students completed this process in late August
- “Study card” and enrollment process:
 - 58K enrollments (including discussion/lab sections) processed to date
 - System was generally stable, with 90 minutes of unexpected downtime in that period
 - 13K instructor permissions granted online for limited enrollment courses
 - 16K+ unique users
 - FAS deadline was 9/10 at 11:59pm
 - HDS deadline is 9/11 at 11:59pm

Top Issues

- Browser cache issues were a major annoyance for users. We are looking into this but have not yet come up with a permanent resolution beyond encouraging users to utilize private browsing modes. Working with our hosting provider and Oracle on the topic.
- Changes made to courses after students had the course in their study card (shopping cart) resulted in unexpected errors when users enrolled.
- Academic calendar caused difficulty for courses that wanted to “section” over the first weekend, ahead of the study card deadline.
- The complex advising workflow in FAS required extensive clean-up and discussion between departments / concentrations and the project team; previous back-up systems for paper-based signature masked some key gaps in the data about advising relationships.
- Data conversion for the GSAS Progress to Degree system proved far more complex than anticipated and was further delayed by focus on production support for advising.
- The usual change management challenges... New terminology, process changes, user access privileges, communications, etc.

Online Knowledge and Training

<http://about.my.harvard.edu/help>

The screenshot displays the my.harvard.edu website interface. At the top, there is a navigation bar with the Harvard University logo and name on the left, and "HARVARD UNIVERSITY INFORMATION TECHNOLOGY | HARVARD.EDU" on the right. Below this is a secondary header with the "my. HARVARD" logo and "student information system" text. To the right of the logo are links for "SUBSCRIBE" and "CONTACT", and a search bar with a magnifying glass icon. A main navigation menu includes "HOME", "Overview", "News", "Get Involved", and "Support".

The main content area is titled "KNOWLEDGE CENTER" and contains a list of links: "Course Search", "Students", "Faculty", "Advisors" (highlighted), "Advising Overview", "Study Card for Advisors", "Searching for Advisees", "Viewing Advisee Profiles", "Advising Journal", "Plan of Study", and "Staff & Administration".

The "Advising Overview" page content includes a breadcrumb trail: "HOME / KNOWLEDGE CENTER / ADVISORS /". The main heading is "Advising Overview". Below this is a section "JUMP TO A DIFFERENT SECTION:" with links for "Students", "Faculty", "Advisors", "Staff + Admin", and "Technical Support". A sub-heading reads "How to navigate the Teaching/Advising home page".

The text explains: "The Teaching/Advising home page is organized into 4 sections: **News and Announcements** is driven by your relationship to a School. You will only see news that is relevant to you. Click the article to see full text. Below is an example of a faculty member who has an appointment at **both** the FAS and HDS."

An example of a "Welcome!" message is shown, featuring the my.harvard logo and the text: "Welcome to the new my.harvard! Whether you are a student, faculty, or advisor, my.harvard has something for you." To the right, under "More Announcements", there are four items: "GSAS Welcome back GSAS!", "Harvard College Welcome back, Harvard College!", "FAS Registrar's Office", "HDS Registrar's Office Welcome Faculty & Advisors", and "Harvard Divinity School Welcome back, HDS!".

At the bottom, a section for "Student Search" states: "Student Search allows you to quickly search for student profiles. Learn more about [searching for students](#)." A blue question mark icon is visible in the bottom right corner.

Re-Imagining Core Functionality – Search

(below images are delivered PeopleSoft)

HARVARD UNIVERSITY User: 60452873 on Database: DEV.

Favorites | Main Menu > Self Service > Class Search / Browse Catalog > Class Search

go to ...

Plan | Enroll | My Academics

search for classes | browse course catalog

Search for Classes

Enter Search Criteria

Search for Classes

Institution: Harvard University
 Term: 2009 Spring

Select at least 2 search criteria. Click Search to view your search results.

Class Search

Subject:
 Course Number: is exactly
 Course Career:

Show Open Classes Only
 Open Entry/Exit Classes Only

Additional Search Criteria

Meeting Start Time: greater than or equal to
 Meeting End Time: less than or equal to
 Days of Week: include only these days
 Mon Tues Wed Thurs Fri Sat Sun

Instructor Last Name: begins with
 Class Nbr:
 Course Keyword:
 Minimum Units: greater than or equal to
 Maximum Units: less than or equal to
 Course Component:
 Session:
 Mode of Instruction:
 Campus:
 Location:

HARVARD UNIVERSITY User: 60452873 on Database: DEV.

Favorites | Main Menu > Self Service > Class Search / Browse Catalog > Class Search

go to ...

Search | Plan | Enroll | My Academics

search for classes | browse course catalog

Search for Classes

Search Results

Harvard University | 2014 Fall

The following classes match your search criteria Course Career: **Faculty of Arts and Sciences**, Show Open Classes Only: **Yes**, Course Title Keyword: **'food'**

Open Closed Wait List

NEW SEARCH | MODIFY SEARCH

14 class section(s) found

ANTHRO 1040 - Origins of the Food We Eat

Class	Section	Days & Times	Room	Instructor	Meeting Dates	Status
12119	001-LWS Regular	MoWeFr 11:00AM - 12:00PM	TBA	Richard Meadow		<input checked="" type="radio"/>

ANTHRO 1804 - Tasting Food: Politics, Science and the Senses

Class	Section	Days & Times	Room	Instructor	Meeting Dates	Status
11777	001-LEC Regular	We 3:00PM - 5:00PM	TBA	Nicolas Sternsdorff Cisterna		<input checked="" type="radio"/>

ANTHRO 2712 - Ethnographies of Food

Class	Section	Days & Times	Room	Instructor	Meeting Dates	Status
16826	001-SEM Regular	TBA	TBA	Theodore Bestor		<input checked="" type="radio"/>

FRENCH C - Intermediate French: The Culture of Food and Friendship in Francophone Countries

Class	Section	Days & Times	Room	Instructor	Meeting Dates	Status
16692	001-LTS Regular	TBA	TBA	Carole Bergin		<input checked="" type="radio"/>

Modern Options and Rich Harvard Content

The course search engine promises greater flexibility and power for users and departments to access Harvard's course catalog.

The screenshot displays the Harvard University 'my.HARVARD' website interface. At the top, the Harvard University logo and name are visible, along with a user welcome message 'Welcome Jason Shaffner' and links for 'HELP' and 'SIGN OUT'. Below the logo, the 'my.HARVARD' branding is prominent. A navigation bar includes 'Course Search' (highlighted), 'Student Home', 'Teaching/Advising', 'Publisher', 'Other Resources', and 'Quick Links'. The main content area is divided into 'Search Courses' and 'Browse Courses'. The 'Search Courses' section features a dropdown menu set to 'All', a search input field with the placeholder 'Search for courses ...', a 'Search Courses' button, and a link to 'Advanced Search'. The 'Browse Courses' section shows two tabs: 'Faculty of Arts & Sciences' (selected) and 'Divinity School'. Under the 'Faculty of Arts & Sciences' tab, there is a vertical list of categories: 'General Education' (selected), 'Arts & Humanities', 'Social Sciences', 'Sciences', 'John A. Paulson School of Engineering and Applied Sciences', and 'Additional Offerings'. The 'General Education' category is expanded to show a grid of course options, including 'All General Education Courses (GenEd)', 'All General Education Courses (Department)', and various specific GenEd and Department courses such as 'Aesthetic and Interpretive Understanding', 'Culture and Belief', 'Empirical and Mathematical Reasoning', 'Ethical Reasoning', 'Science of Living Systems', 'Science of the Physical Universe', 'Societies of the World', 'Study of the Past', and 'United States in the World'.

Modern Options and Rich Harvard Content

Departments manage their content for rich profiles that are tightly integrated to the enrollment and planning processes.

Print AESTHINT 13 **AESTHINT 24** AESTHINT 33

Course Site Harvard Coop Add to Study Card Save to Favorites

First Nights: Five Performance Premieres

AESTHINT 24 Thomas F. Kelly

Class Number: 10514 Course ID: 110744

2015 Fall
S M T W Th F S
11:00am - 11:59am
Location: Memorial Hall SandersThtr(FAS)

Description: A study of five famous pieces of music, both as timeless works of art and as moments of cultural history. Close attention is given to techniques of musical listening, and to the details of the first performance of each work, with a consideration of the problems involved in assembling such a picture. Works studied are Beethoven, *Symphony no. 9*; Berlioz, *Symphonie fantastique*; Stravinsky, *Le sacre du printemps*; Handel, *Messiah*; Monteverdi, *Orfeo*. The course concludes with the first performance of a new work especially commissioned for this course.

Course Notes: This course, when taken for a letter grade, meets the General Education requirement for Aesthetic and Interpretive Understanding or Culture and Belief, but not both. This course fulfills the requirement that one of the eight General Education courses also engage substantially with Study of the Past.

Evaluations: Coming soon. Please visit the Q Score site. Full Q Scores

School: Faculty of Arts & Sciences **Department:** General Education **Subject:** GenEd: Aesthetic & Interpretive

Course Component: Lecture **Units:** 4 **Grading Basis:** Letter Graded

Cross Reg: Available for Harvard Cross Registration **Exam/Final Deadline:** 12/12/2015 2:00 PM

Course Level: Primarily for Undergraduate Students **Final Assessment Category:** Unknown **General Education:** Aesthetic and Interpretive Understanding, Culture and Belief, Study of the Past

Modernizing Self-Service

(below images are delivered PeopleSoft)

Susie's Student Center

Academics

Search Plan Enroll My Academics

other academic... ▾

Deadlines URL Gradebook/Class Activities

This Week's Schedule

Class	Schedule
APMTH 312-001 THE (13587)	Room: TBA
IMUIL 320L-001 RR (12788)	Room: TBA
UNKNOWN IGA-34-001 LEC (10561)	TBA

weekly schedule ▶
class sectioning enrollment shopping cart ▶

Finances

My Account Account Inquiry Financial Aid View Financial Aid Accept/Decline Awards Report Other Financial Aid

other personal... ▾

Contact Information

Permanent Address	Billing Address
10 Mt. Auburn Testing B Cambridge, MA 02138	Harvard E-Mail TEST_jonathan_eck@harvard.edu
Mobile Phone None	

SEARCH FOR CLASSES

SHARE MY INFORMATION

Holds

Pending details ▶

To Do List

Order Cap and Gown
Order Commencement Tickets more ▶

Milestones

No Milestones

Enrollment Dates

Open Enrollment Dates

Advisor

Program Advisor
None Assigned

News and Info

CNN
BBC
NBC

Danny Ocean

Faculty Center

my advisees

Advisor Center

student center

Search

general info

Learning Management

transfer credit

academics

My Advisees

Select display option: Link to Photos Include photos in list

Notify	Photo	Name	ID	View Student Details	Advising Notes
1		Caldwell, Linus	UX508	View Student Details	
2		Dell, Livingston	UX507	View Student Details	
3		Malloy, Turk	UX514	View Student Details	
4		Malloy, Virgil	UX506	View Student Details	
5		Test, FAS Student 03	UX503	View Student Details	

notify selected advisees notify all advisees my advising notes

VIEW DATA FOR OTHER STUDENTS

Faculty Center

Advisor Center

Search

Learning Management

My Advisees

Student Center

General Info

Transfer Credit

Academics

Unified Student Self-Service Experience

Student Home allows one-stop access to enrollment, academic history, advisors, bills, announcements, and more.

The screenshot displays the My.HARVARD Student Center interface. At the top, it features the Harvard University logo and the text "MY.HARVARD". A navigation bar includes "Student Center", "Other Resources", and "Quicklinks". A sidebar on the left contains icons for Home, Personal Information, Grades, Bills & Balances, Advising, Planner, and Communications. The main content area is divided into several sections: "Course Evaluations Due" with a placeholder text, "More Announcements" with links for Registrar, My Department, and Undergraduate Council, "My Courses (Fall 2014)" with a table of course details, "To Do (3)" with a list of tasks and due dates, and "Holds (2)" with a list of holds.

Course Evaluations Due
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum. Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem.

More Announcements
Registrar
Adipiscing elit, sed do eiusmod. Ut enim ad minim veniam. Duis aute inure dolor in minim ven.
My Department
Voluptate velit esse cillum dolore. Excepteur sint occaecat cupidatat.
Undergraduate Council
Sunt in culpa qui officia deserunt. Sed ut perspiciatis unde omnis iste. accusantium doloremque.

My Courses (Fall 2014)

Course	Professor	Location	Time	Day	
English 111 - Epic: From Homer to Star Wars	Leah Jane Whittington	Sever Hall 110	2:00 - 3:00pm	MW	•••
Mathematics 18 - Multivariable Calculus for...	Peter McKee Garfield	Harvard Hall 103	11:00 - 12:00pm	MWF	•••
Economics 1490 - Growth and Crisis in the...	Dale W. Jorgenson	Sever Hall 202	9:30 - 11:00am	TTH	•••
Mathematics 115 - Methods of Analysis	Siu Cheong Lau	Science Center 116	2:30 - 4:00pm	TTH	•••

[Download Calendar](#) [Search Courses](#) [More](#)

To Do (3)

- Register for Summer '14
Due: 7/1/2014 ⚠
- Review Privacy Statement
Due: 8/24/2014 ⚠
- Finalize Study Card
Due: 9/1/2014

Holds (2)

- ⚠ Unpaid Parking Ticket
- ⚠ Advisor Hold

Consolidated Teaching & Advising Home

The new self-service portal creates a richer and more consistent experience for users across schools and advisees.

The screenshot displays the Harvard my.HARVARD portal interface. At the top, the Harvard University logo and 'my. HARVARD' branding are visible, along with a user greeting 'Welcome Jay Harris' and links for 'HELP' and 'SIGN OUT'. A navigation bar includes 'Course Search', 'Student Home', 'Teaching/Advising' (highlighted), 'Other Resources', and 'Quick Links'. The main content area features a news article titled 'Giant Leap Against Diabetes' with a microscopic image, a 'More Announcements' section with a 'My Department' link, and a search bar with a dropdown menu set to 'All'. Below the search bar is the 'My Advisees' section, showing two cards for 'Tom Brady' with course details and contact information. The 'My Courses' section at the bottom includes a search bar and a table of courses for the 2016 Spring semester.

2016 Spring	2015 Fall	2015 Spring				
If There is No God, All is Permitted: Theism and... ETHRSON 15 12:00 PM - 12:59 PM MW Location: TBA						
Tannaic Literature HEBREW 213B 4:00 PM - 5:59 PM Th Location: TBA						

Consolidated Teaching & Advising Home

The new self-service portal creates a richer and more consistent experience for users across schools and advisees.

HARVARD UNIVERSITY
MY.HARVARD Welcome John Doe HOME HELP LOG OUT

Teaching / Advising Center Administrative Reporting Other Resources Quicklinks

School
HCOL (20)
GSAS (5)
HDIV (2)

House
Currier(7)
Adams (10)
Dunster (4)
Kirkland (6)

Status
Active (22)
LOA (3)
Suspended (2)

Year in School
Sophomore (1)
Junior (15)
Senior (11)

Joint Concentration
None (27)

Academic Progress
Satisfactory (25)
Unsatisfactory (1)
Grace (1)

All Students Economics Search

View All Advisees (3) Select All (27) Select None Email Selected (1) Export Print

Student	House	Status	Level	Program/Plan	Full Block	More
<input type="radio"/> Giacomo Guillizzoni	Currier	Active	Senior	Economics Environmental Economics		...
<input type="radio"/> Bill Smith	Currier	Active	Junior	Economics Macroeconomics - Monetary	⊘	...
<input type="radio"/> Mariah Maclachlan	Adams	Withdrawn	Senior	Economics Labor Economics		...
<input checked="" type="radio"/> Valerie Liberty	Dunster	Active	Senior	Economics Environmental Economics		...
<input type="radio"/> Malcom Renolds	Currier	LOA	Junior	Economics Economic History	⊘	...
<input type="radio"/> Marco Jones	Dunster	Active	Junior	Economics Environmental Economics		...
<input type="radio"/> Peter Miller	Kirkland	Active	Junior	Economics Game Theory/Decision Theory		...
<input type="radio"/> Jackson Weeby	Kirkland	Active	Junior	Economics Economic History		...
<input type="radio"/> Irene Ortiz	Currier	Active	Junior	Economics Environmental Economics		...
<input type="radio"/> Judith Scott	Dunster	LOA	Senior	Economics Labor Economics		...

Consolidated Teaching & Advising Home

The new self-service portal creates a richer and more consistent experience for users across schools and advisees.

HARVARD UNIVERSITY

← Peter Miller **Jacqui Miller** Milton Brown →

Now Viewing: Harvard College

I am currently pursuing: Bachelor's Degree in Economics with a minor in English Literature

Profile

- Summary
- Personal Info
- Course Enrollment
- Test Scores
- Tuition History
- Academic History
- Advising**
- Advising Journal
- Advising Network
- Planning
- Reports / Documentation
- To Do Items

Privacy Settings Enabled

Degree Progress

Total Credits: 78/126

General Education: 15/15

Concentration Requirements: 63/72

Language Requirements: Yes No

Advisor Team

Name	Role
Justin V. Scott	Academic Advisor
Angela Jones	Proctor
Patricia Richardson	Thesis Reader
Chris Shaw	House Master

[View Full Advisee Network](#)

Holds | To Dos | Recent Advising Notes

Fall 2014 10/12/2014 Financial Hold

Fall 2014 05/12/2014 Immunization Hold

Student Schedule [View Past Enrollments](#)

Course	Time	Day
English 111 - Epic: From Homer to Star Wars	2:00 - 3:00pm	MW
Mathematics 18 - Multivariable Calculus for Social Sciences	11:00 - 12:00pm	MWF
Economics 1490 - Growth and Crisis in the World Economy	9:30 - 11:00am	TTH
Mathematics 115 - Methods of Analysis	2:30 - 4:00pm	TTH

Other Key Features

- Instructor Permissions:
 - Students can initiate request for limited enrollment courses
 - Also available when student fails pre-requisite check
 - Instructors (and designees) can review and approve/deny the requests
 - In total, 10K permissions were requested through this mechanism
 - May be foundation for future cross-registration processes
- Sectioning System
 - Allows FAS students to indicate preferences for discussion / lab sections and for instructors to run algorithms to allocate students among sections
 - May be one part of the broader lottery and bidding systems required for Wave 2
- Work Centers
 - Streamlined navigation for administrative functions and operational queries
 - Designed around particular job functions such as department admin or curriculum admin
 - Complementary tool to the user-friendly portal used for 80% of normal transactions

Lessons Learned (a selection)

- Encourage earlier hands-on engagement from super users
- Ambassador program (student advisors who receive in-depth training) proved an excellent way to extend service desk and training reach
- Avoid mid-summer migrations to external hosting
- Convert advising relationships earlier
- Too many point solutions; need to adopt a common set of data exchange standards and techniques to support system integration

Road Ahead

- Wave 2 engagement is active and we are beginning preliminary conversions of course catalog data (followed by enrollments)
- Existing implementation provides a foundation that should make it easier to implement many components of the system for Wave 2
- Will be critical to focus on several mission critical collaborations:
 - Merging bio-demo data from Wave 2 schools into current data model
 - Critical school-specific modules such as bidding (HKS) and lottery (GSD)
 - Standardizing data exchange tools to support retained local systems
- We will be re-aligning internal project structure to ensure strong relationships with the schools and commitment to their varied timelines
- Completion of Wave 1 activities includes:
 - Grading processes (including Canvas)
 - Plan of Study tools (initial version nearly live at HDS)
 - Declaration of Concentration (Harvard College)
 - Expansion of data warehouse reporting
 - Implementation of degree audit for FAS

Questions?

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