

Creating Better Student Experiences with Virtual Lines

Speakers

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Agenda

Qless Intro

University of Ottawa at a Glance

Vision, objectives and scope

Pandemic

Project governance

Process, timelines and results

Qless Demo

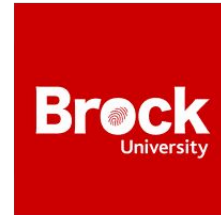


Qless Intro

Other Schools We Work With



FANSHAWE



Closer Look - Virtual Queueing



- Virtual queueing software **allows students to join a line from anywhere** on campus.
- Students are given a **forecasted wait time and important updates** about their place in line.
- **Notifications and regular updates** let students know as they move to the front of the queue.



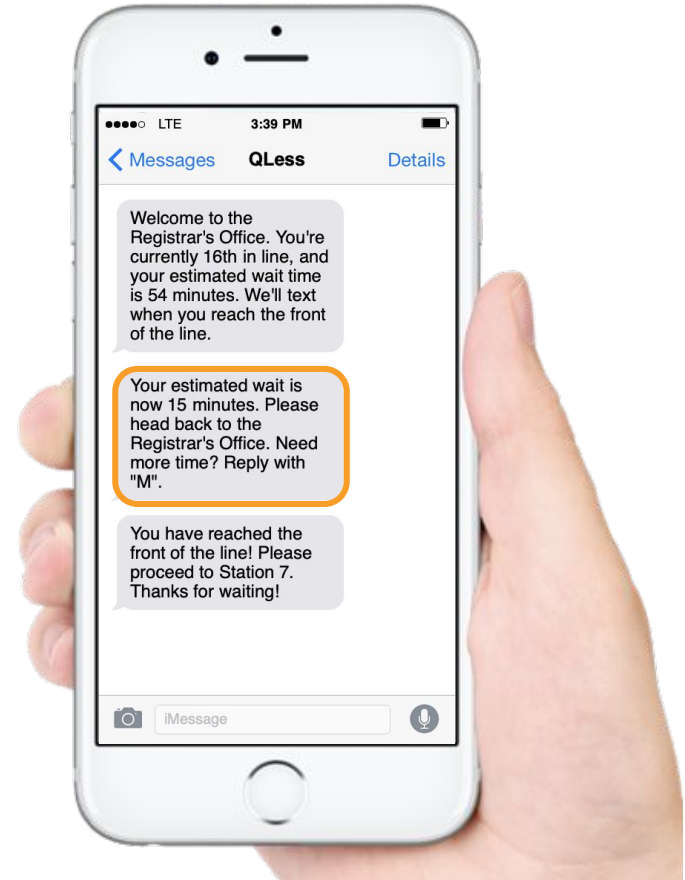
- Students choose a date and time that works for them, and Qless takes care of the rest.
- The system will automatically integrate appointments with walk-ins, so everyone gets the help they need.
- Allows for greater predictability so that you can better manage your resources.



Two-Way Communication



- Students have the ability to ask for more time, get out of line, or ask for their current wait time just by texting.
- If a student leaves the queue or asks for more time, the system intelligently moves other students further ahead.

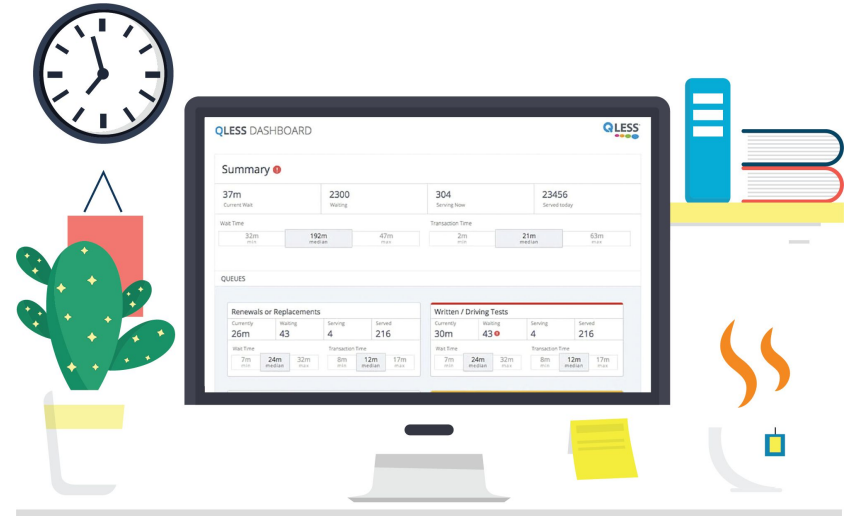


- Real-time surveys allow you to **harvest critical data about the student experience.**
- Gain valuable insights to ensure excellent service and determine what works well and what changes are required in order to **drive higher student satisfaction rates.**



Tracking + Reporting

- Understand key metrics and statistics, such as average wait times, number of students seen, reason for visit and much more.
- Use this data to better manage resources and make data-driven decisions about your student service operations.



Key Differentiators

- Mobile apps (iOS + Android)
- AI forecasting
- No physical queues
- Data analytics + reporting
- Customization
- API integrations



A man in a dark patterned shirt with a shoulder bag is standing and talking to a woman who is sitting at a computer workstation. The setting is a modern office with large windows and multiple computer monitors. The man is gesturing with his hands as he speaks. The woman is seen from behind, focused on her work.

University of Ottawa at a Glance

By the Numbers



Founded in
1848



44,600
students, 8,650
international
students (20%)



10 faculties



Largest French /
English
university in the
world



Close proximity
to the seat of
the federal
government in
the National
Capital Region



Ottawa is also a
dynamic and
growing centre
for
research-driven
innovation and
development in
leading-edge
technologies



Challenges

- ▶ The Undergraduate Studies Offices (USO) receive an average of **45,000 visits** and **15,000 appointments** per year. Students entering a queue to request services and to book appointments are often facing long wait times during peak periods.
- ▶ Some students had to wait for hours on site before being able to talk to someone (often from 1 to 4.5 hours).
- ▶ High in-person wait line dropout rates in January and September (2019).

Students' perspective



Add flexibility for the students to better manage their wait time, but also to have the capability of easily booking appointments with advisors.



Direct students to the appropriate service or agent.



Allow students to request services remotely.



Improve visibility on estimated wait times, place in the queue, etc. for students.



Provide a common platform and standardized process across service locations.

Staff's perspective



Better manage line-ups and appointments for their undergraduate offices.



Reduce stress for the employees by reducing line-ups of students in person.



Streamline and standardize the student appointment booking process with an advisor.



Facilitate staff planning and assignments to meet demand.



Improve efficiency of transfers between queues and services.



Vision & Scope

Our Vision



Common student experience: this implies that the processes, procedures and tools are standardized across all Faculties.

Self Serve via a mobile, automated experience as the desired model.

Vanilla implementation to support long term maintainability of the solution. Little to no customization, mostly configurations.

Cloud SaaS-based solution to accelerate installation and deployment and make it easier to maintain in the long run.

Initial scope of the project (Fall 2019)

1. Implement a central, automated platform at 9 undergraduate studies offices: Social Sciences, Medicine, Engineering, Health Sciences, Arts, Common Law, Civil Law, Sciences and School of Management.
2. Installation and configuration of physical and virtual service points to request services, track status, and check-in.
3. Enterprise level authentication and integration with staff calendars.

Out-of-scope

Deployment to other faculty offices and campus services.

Data migration or integration with similar, existing platforms.

Integration with corporate SIS and CRM (not required initially).



Pandemic

 **uOttawa**
Service du logement
Housing Service

 **uOttawa**
Service du logement
Housing Service


uOttawa



Virtual service before implementation

Students had to use different platforms (Adobe Connect, Chat, Teams, Zoom)

No indication of the waiting time

Appointments were limited and complicated to book through numerous email exchanges

Context

Innovative and flexible in finding solutions

Buy-in from faculties to implement news ways of serving students

Need to adapt our implementation to support virtual meetings: review of internal solutions (MS Teams, Zoom, Adobe Connect)

Change in priorities (lineups vs appointment bookings)

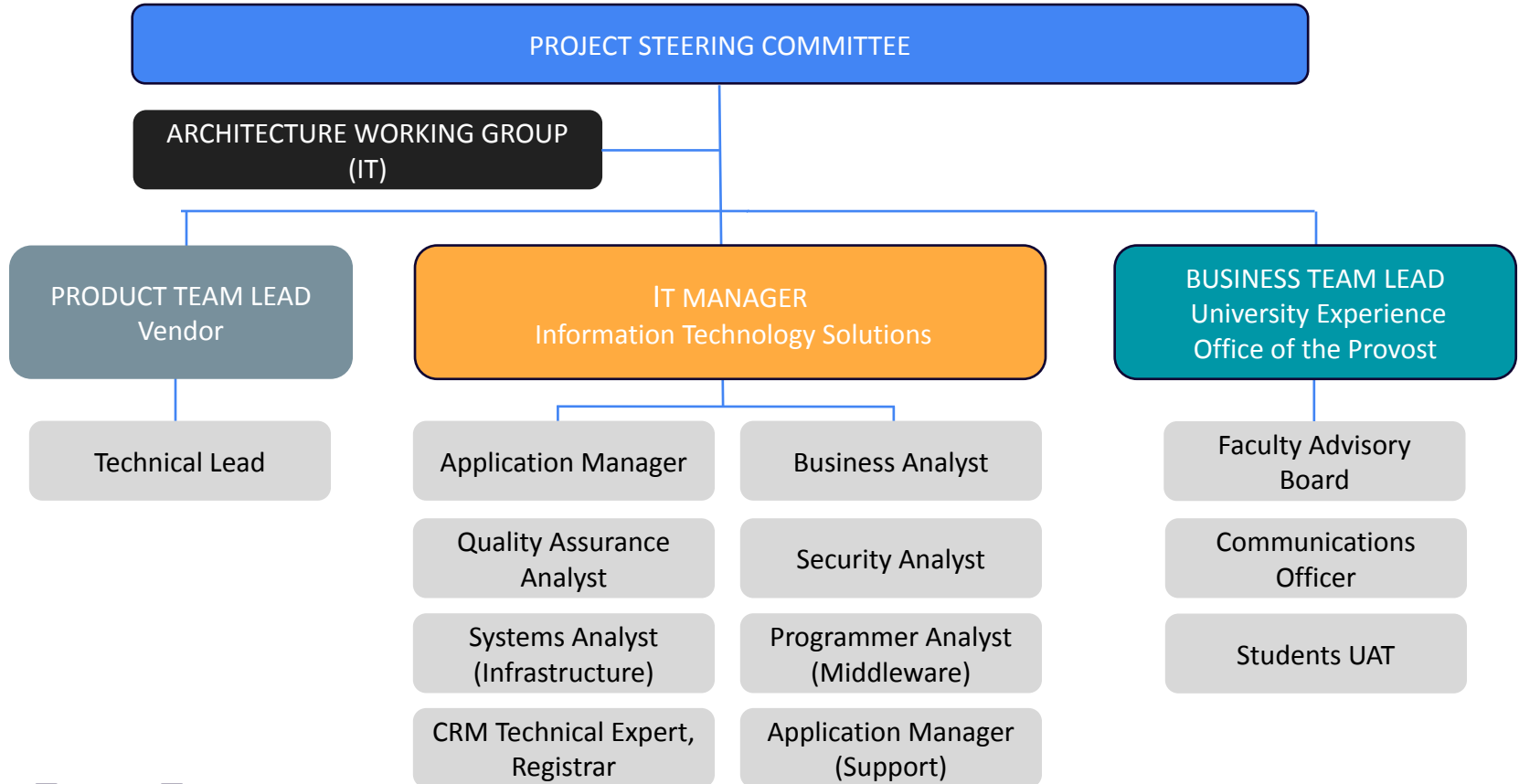
Accelerate deployment

Collaboration with vendor within tight timelines

A man in a blue suit is standing and talking to two women in a lecture hall. The woman in the center is wearing a denim jacket and a striped shirt, and the woman on the right is wearing a white sweater and a brown headscarf. They are all smiling and appear to be in a collaborative discussion. The background shows a lecture hall with several other people seated at desks.

Project Governance

Organizational chart



Process, timeline & results

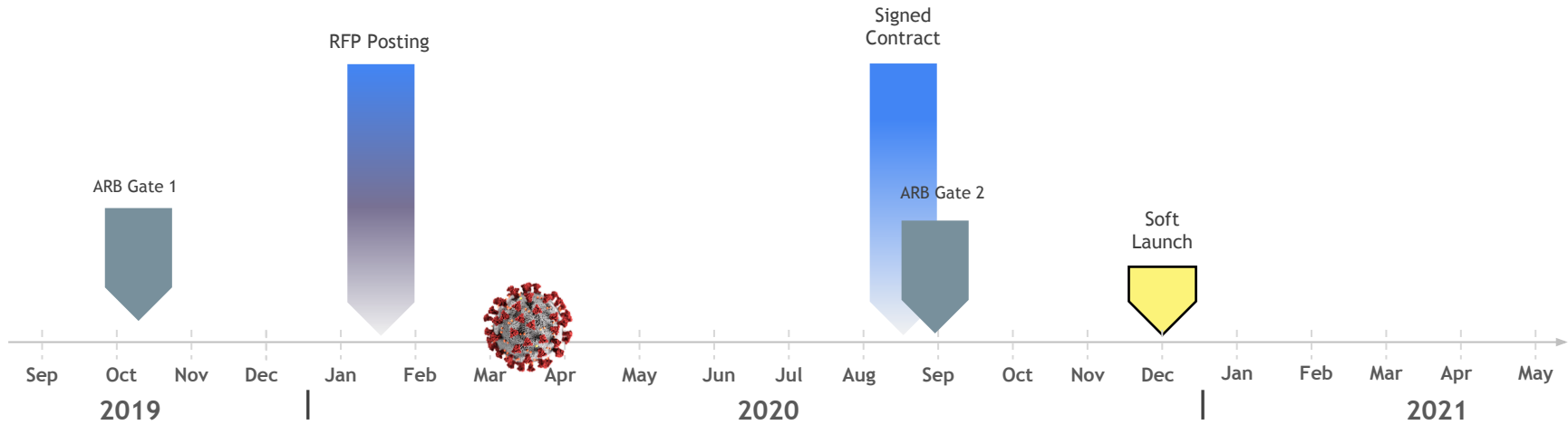




How did we achieve it?

- ▶ Consultation with other Universities who implemented the solution
- ▶ Close collaboration between all stakeholders: Office of the Provost / IT / Faculties / Procurement / Facilities
- ▶ Understanding of needs and challenges of the client (Faculties)
- ▶ Flexibility to deploy differently and adjust as needed
- ▶ Build strong partnership with the vendor

Timeline



Initiation & Analysis

RFP, negotiations & contract

Plan & Design

Training

Testing

Solution & Hardware Deployment

★ PHASE 2



Challenges during implementation

1 Pandemic & remote work

2 Staff Strike (Fall 2020)

3 Changes of staff along the project

4 Dedicated and operational support team

OVERALL

- On-time and on-budget
- Enhanced collaboration with faculties and services
- Excellent feedback from students and staff

“

We get a lot of positive feedback from the students because the experience is enjoyable. The tool gives them much more accessibility in terms of appointment management and gives them transparency on waiting time in the queue. They are happy that we have found a system that allows us to meet them virtually and us too!

”



Katrine D'Arcy

Academic Services Coordinator,
Faculty of Engineering

A photograph of three young men in a meeting. One man in the center is wearing glasses and a dark blue t-shirt with a white winged logo, and a lanyard that says "Startup Weekend Otor". He is smiling and looking down. To his left, another man with glasses and a brown sweater is looking towards him. A third man is partially visible on the far left. The background shows a modern office setting with a plant and a chair. A semi-transparent dark grey box is overlaid on the right side of the image, containing white text.

Christian Mangungu

InfoService Business Expert, Student
Affairs

Number of student interactions (December 2020 - November 2021)

Faculties & Services	Number of interactions
Telfer School of Management	1,930
Faculty of Engineering	3,574
Faculty of Law, Civil Law	185
Faculty of Health Sciences	1,757
Faculty of Arts	1,708
Faculty of Social Sciences	9,245
Faculty of Science	2,933
Faculty of Medicine	1,624
InfoService / InfoAdmission	2,961
Card Services	1,588
TOTAL	27,505

Key Observations



Strong buy-in from all parties involved from the beginning and throughout the project is essential



Openness of our faculties to change and adapt quickly



The pandemic forced a new service model much quicker than it would normally



Flexibility in deployment– meeting their needs and not imposing a timeline and solution on them



Moving forward

Next steps

Move to a hybrid model (virtual and in person) as we physically reopen the campus to support a bimodal teaching and learning approach

Expand to other services/faculty services (Graduate Studies, COOP, HR, Sports, etc.)

Leverage data for a consolidated view across the University

Continue to support social distancing guidelines

Work to customize the mobile app for language support (English and French)

Better integration with O365 staff calendars

A young man with dark hair, wearing a dark hoodie, is seated at a table in a modern office or cafe. He is looking down at a red smartphone he is holding in both hands. The background features large glass windows, a red staircase with yellow railings, and other people working at tables. A semi-transparent dark grey banner is overlaid at the bottom of the image, containing the text 'Qless Demo' in white.

Qless Demo

Q&A

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