

Initiative Proposal iStudent App Renewal



Oktober 2018



Preface

At this moment, three different apps are offered to students of Tilburg University. The introduction of the OSIRIS application (My TiU) makes it possible to bring all the education related subjects together into one application. This application offers the students a clear picture of their timetable, course registrations and their study progress. Formerly, a part of these functions were accommodated in the iStudent application. With the implementation of the OSIRIS app, the relevance of the iStudent app is decreasing. Consequently, other functions such as report a defect will be less used by students, whilst these are very convenient. Therefore, Front suggests that the iStudent application will be reformed to keep it relevant. In the opinion of Front it would also be better to insert the Sports Center application into the TiU Campus app. Front proposes to use the OSIRIS application solely for education related subjects. Since this is already the case, the OSIRIS app does not need a reform, and is unable to be reformed since the application is of OSIRIS. Therefore, Front suggests that the iStudent application will become the TiU Campus app, meaning that only campus related subjects are accommodated in the app. The result will be a clear distinction between the two applications, keeping them both relevant.

The reform of the iStudent application

Front suggests that when the application has been downloaded and opened the student needs to login only once to make use of the app and all her redirect webpages. But if it is possible, Front actually favours no redirect webpages at all. Below, the new functions Front would like to see in the reformed application are summarised and explained.

New functions:

Map of the Campus & its buildings: Front noticed that many students have a hard time navigating around the Campus and especially in the buildings. Therefore, Front suggests to change the map of the campus into a map with GPS and to add the map of every building to the application. The current application is insufficient because there is no GPS tracker in the current map of Tilburg University and google maps is unclear.

Live chat with Student Desk: In the opinion of Front, the addition of a live chat function with the Student Desk would be very helpful for students. Students with short and easily answered questions do not have to go to the Student Desk anymore and wait there for a long time in a queue. Instead, they can ask their question and wait for the answer while they are for instance in a lecture or tutorial.

Knowledge databases: The existing knowledge databases of the Student Desk should be more visible in the application, to decrease the pressure at the Student Desk.

Reservation system of workplaces, study rooms, and facilities: In the opinion of Front, it should be made possible to reserve workplaces, study rooms, and facilities (stands, cameras, recorders, etc.) via the application. Students are currently forced to go to the website which is inconvenient. Furthermore, Front would like to see a map of the workplaces on the campus added to the application and workplace availability should be given, to make sure that workplaces are more easily found.

Reservations at the Sport Centre: It is already possible to register for group lessons at the Sport Centre, which is a good development. But when a student wants to register, he or she is redirect to the webpage which is inconvenient. Front suggests to change this URL redirect into an in-app reservation system. Furthermore, Front would like to see that this system is extended, so students are also able to reserve sport halls, squash courts, beach courts, tennis courts, et cetera.

Calendar: Front suggests that a year calendar is added to the application with all the activities at Tilburg University, such as Night University, the Education Bazaar, et cetera. In this way, activities are better promoted and more students will join the events. To stimulate students to join, Front suggests that a register function is added to the calendar and the possibility to export the year calendar to the student's personal calendar. Front also proposes to cooperate with Pushbird to send notifications to students to register. Very important deadlines of students should also be taken into this calendar, such as the registration deadline of studies every year.

A clear list of contacts of the departments, faculties and staff: Front notices that often students do not really know where to go to with their questions and/or complaints. Therefore, Front suggests that a clear list of contacts is added to the app per department, such as the International Office, Student Desk, Facility Services, but also per faculty and study. A direct e-mail function makes it more practical and more functional to use.

Make an appointment with the Student Desk: Students should be able to make an appointment with the Student Desk online. In this way, students do not have to go to the Student Desk and wait there, but they are able to reserve a timeslot and show up at that time.

Push notifications in case of emergency: Front believes that students should be warned in case of emergency via push notifications.

Detailed list of contacts for international students: Front suggests that a contact list for international students is adopted in the app, for instance: doctor, police, dentist, psychologist, et cetera.

Online payment of fines: In the opinion of Front, students should have the possibility to pay their fine online instead of going to the Student Desk, because this is very time consuming.

Existing functions:

Front sees the following functions of the application as useful and thus, should be kept in the reformed TiU Campus app.

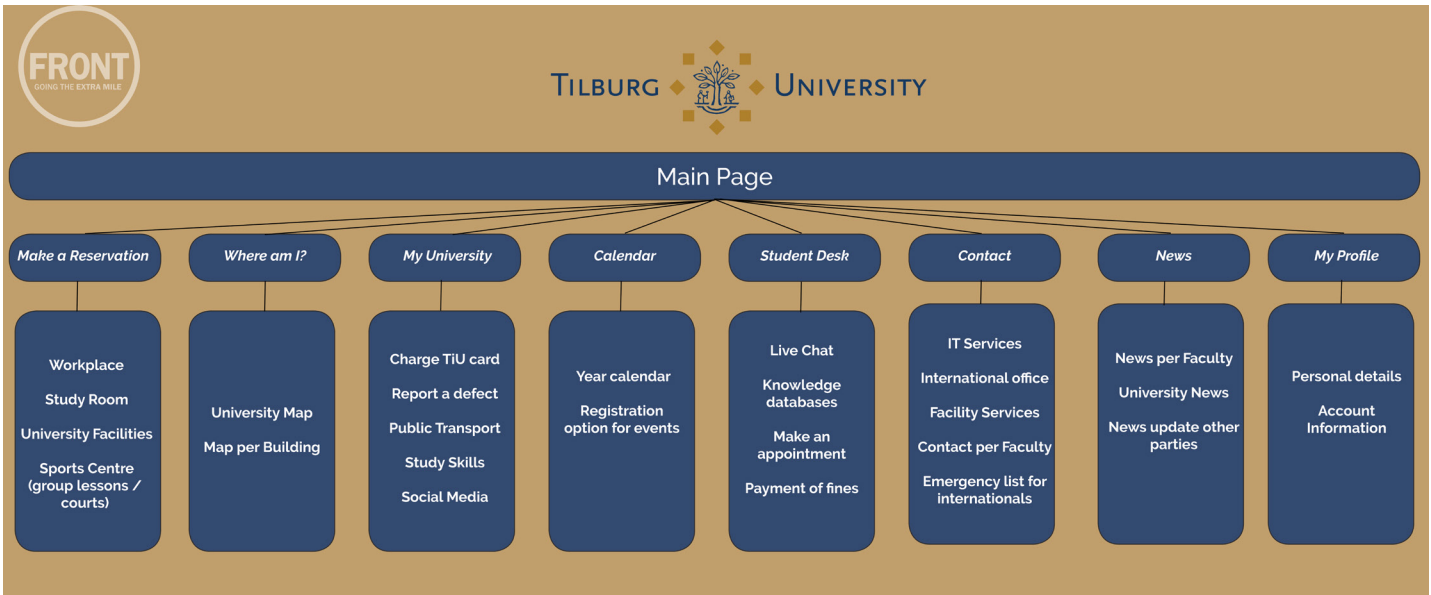
Several My University functions, such as:

- Study Skills, public transport, social media, and the search function of the library.
- Charge TiU card
- Report a defect
- News

Suggestion interface

On the next page is a picture of the suggested distribution of the subjects of the app. Front proposes to use the following eight different topics, explanation about the topics has been given in the previous part:

- Make a Reservation
- Where am I?
- My University
- Calendar
- Student Desk
- Contact
- News
- My Profile



Front suggests that the first screen upon opening the app will be an overview of the eight different topics. An idea could be to incorporate these eight topics with the eight golden pillars in the Tilburg University logo. .



Conclusion

So, Front proposes to use the Osiris app as an app only for education and study purposes. The iStudent app will become the TiU Campus application to keep them both relevant. The functions of the application should be distributed over eight different topics.



FRONT

GOING THE EXTRA MILE