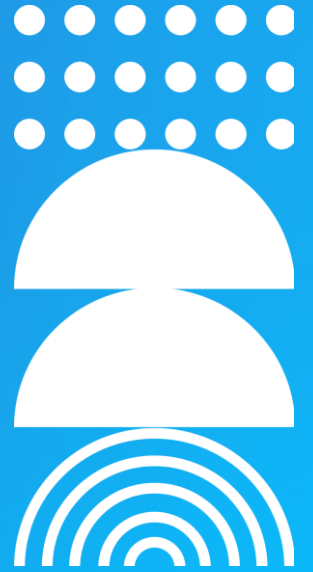


Delivering a Best in Class Student Experience

Esther Winter, Solutions Consultant



Disclaimer



Presentations by individuals who are employed by third parties, such as colleges or universities, may contain views that are attributable only to the presenter and not to presenter's employer.

Presentations regarding Ellucian products and services are confidential and the property of Ellucian, and do not constitute a commitment, promise or other obligation to deliver any material code or functionality. Such presentations should not be relied upon in making any purchase decision. Development and release of Ellucian products and services may change, without prior notice, at Ellucian's discretion.

Student Experience



Opportunity

- Provide a 'Best-in-Class' student-centred experience

The Reality

- Difficult to find and access critical information and services
- Students required to log in multiple times/multiple credentials

What's Needed

- Personalised hub for timely and actionable information and services in one place
- Simple and consistent processes to support student life

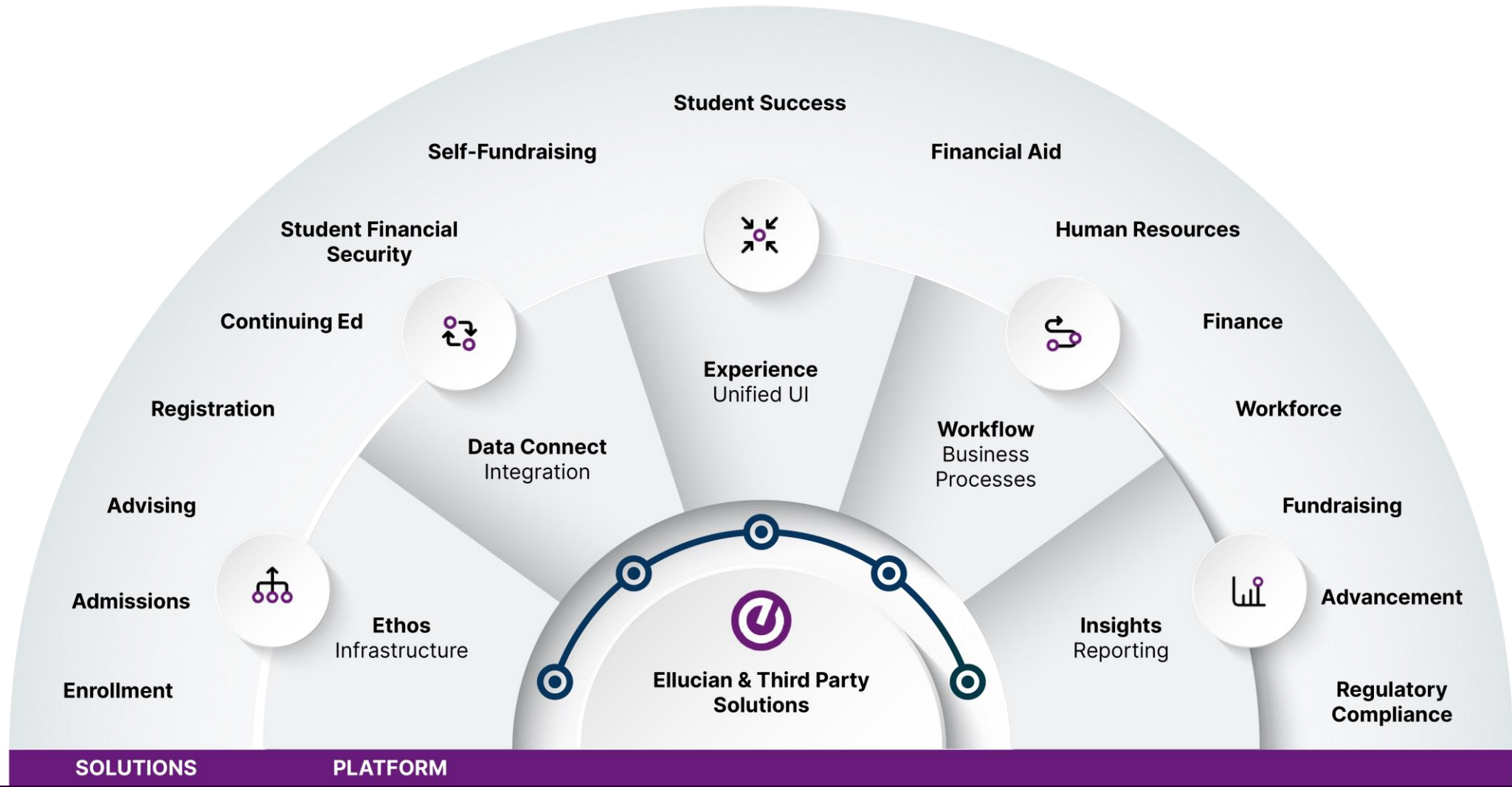
Results

- Empowered students
- Saves time to focus on teaching and learning
- Increased student satisfaction leads to higher rankings and retention



Ellucian SaaS Platform

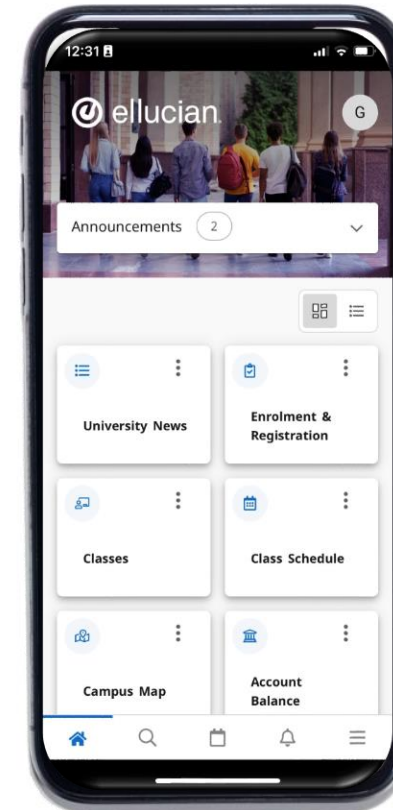
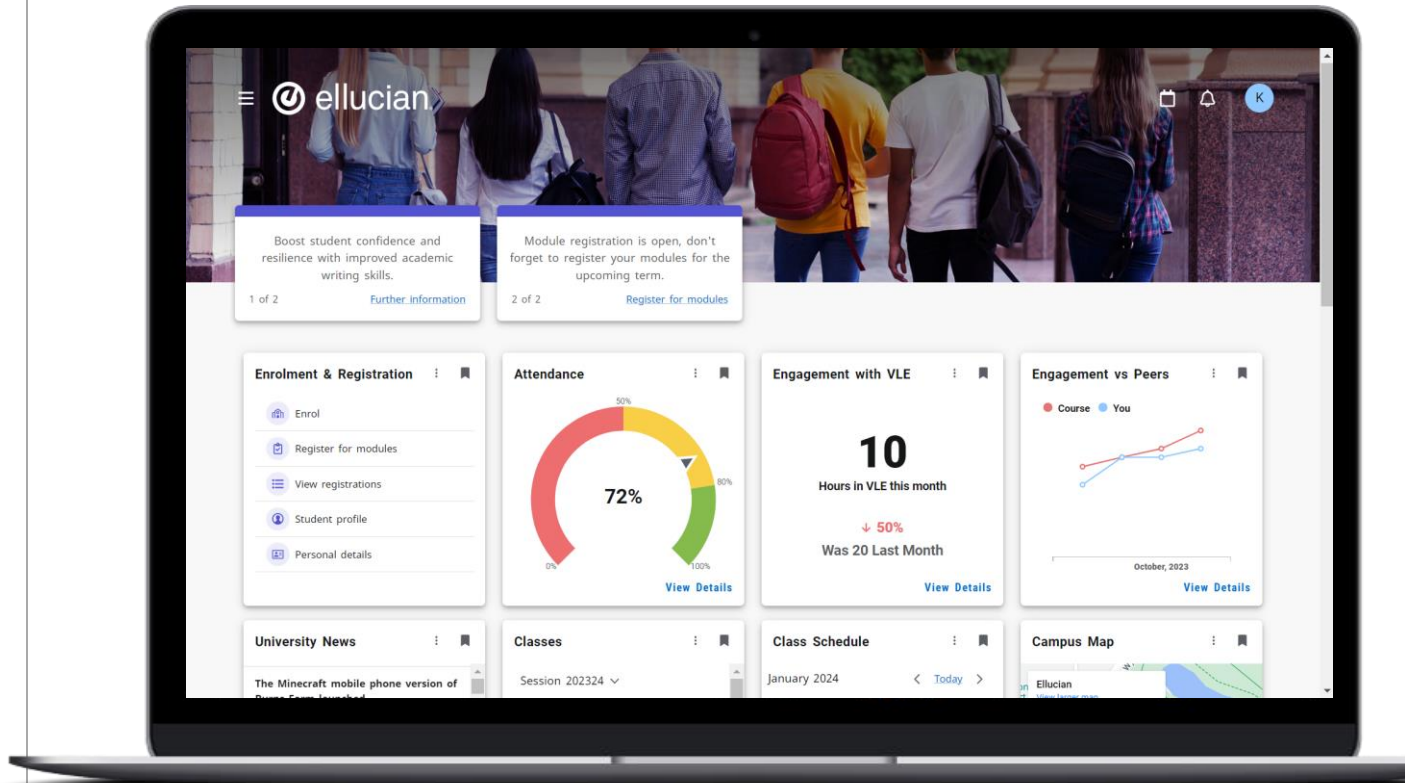
PORTFOLIO

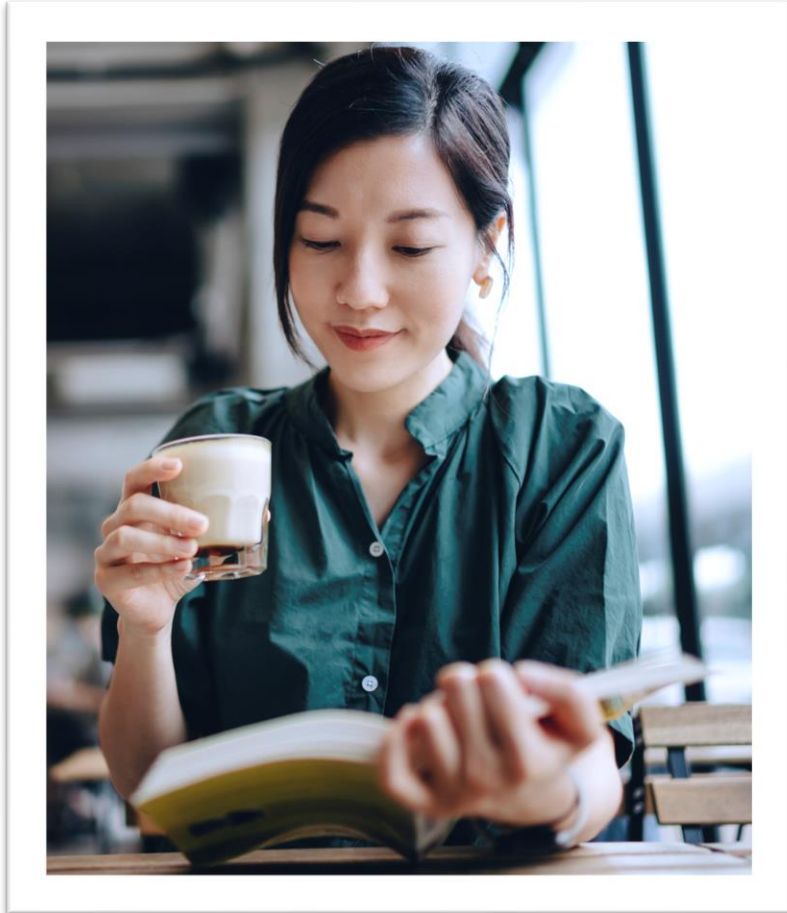


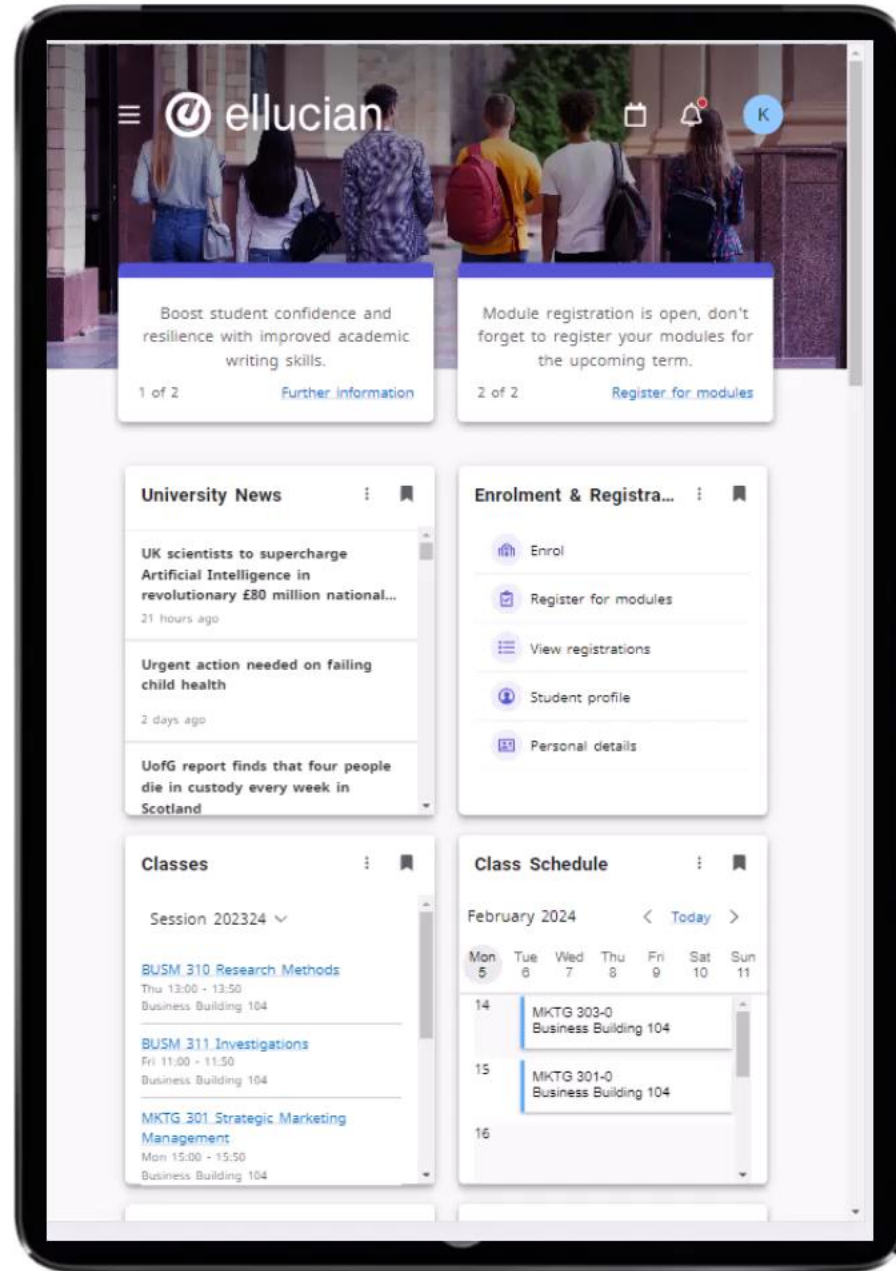
Student Experience



STUDENT EXPERIENCE









VIEW DETAILS
PAY NOW

Apply for Student Aid
Edit my Student Aid Applications
View my Student Aid
Bank Details

Graduation

Upcoming Events

- FEB 12 09:00 - 11:00 REGISTERED
Mental Health Awareness - Drop In
- FEB 19 09:00 - 11:00 REGISTERED
Mental Health Awareness - Drop In
- FEB 26 09:00 - 11:00
Mental Health Awareness - Drop In
- MAR 04 09:00 - 11:00
Mental Health Awareness - Drop In
- MAR 11 09:00 - 11:00 REGISTERED
Mental Health Awareness - Drop In

Progress

BA Business Mngt & Marketing

66%

Earned Credits: 240
Required Credits: 360
Academic Standing: Pass-Progress to Stage 3 (1.6)

Service Requests

- LEAVE OF ABSENCE
- MITIGATING CIRCUMSTANCES
- PROGRAMME TRANSFER
- PROGRAMME WITHDRAWAL

Request Assistance

We care about your needs and would like to support you.

How can we help you?

- Basic Needs
- Assistance

Success Team

WE Winter, Esther

Contact
✉ esther.winter@ellucian.com



The tablet screen displays a user interface with the following sections:

- Graduation:** Features a photo of graduates in caps and gowns.
- Upcoming Events:** Lists events for Mental Health Awareness - Drop In with dates and registration status:
 - FEB 12 09:00 - 11:00 REGISTERED
 - FEB 19 09:00 - 11:00 REGISTERED
 - FEB 26 09:00 - 11:00
 - MAR 04 09:00 - 11:00
 - MAR 11 09:00 - 11:00 REGISTERED
- Progress:** Shows progress for 'BA Business Mngt & Marketing' at 66%. It also lists 'Earned Credits: 240', 'Required Credits: 360', and 'Academic Standing: Pass-Progress to Stage 3 (L6)'. A 'CONTINUE' button is at the bottom.
- Service Requests:** Contains four blue buttons: 'LEAVE OF ABSENCE', 'MITIGATING CIRCUMSTANCES', 'PROGRAMME TRANSFER', and 'PROGRAMME WITHDRAWAL'.
- Request Assistance:** Includes a message: 'We care about your needs and would like to support you. How can we help you?' with radio buttons for 'Basic Needs' (selected) and 'Assistance', and a 'Select topic' dropdown menu.
- Success Team:** Displays a profile for 'Winter, Esther' with initials 'WE', contact email 'esther.winter@ellucian.com', and phone number '07513 712122'.
- Tutors:** A section at the bottom left.
- My Appointments:** A section at the bottom right with an upward arrow icon.

The Results



MODERN USER INTERFACE

Delivering a consumer grade experience



TIMELY RELEVANT CONTENT

From multiple sources



EMPOWERED STUDENTS

Greater Autonomy – less queries and support required

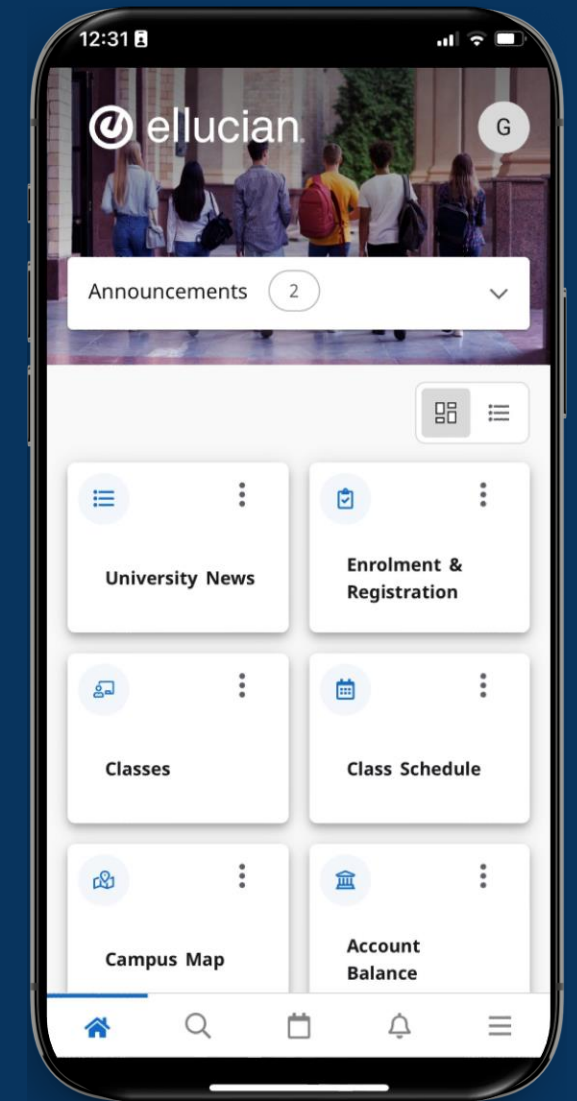


INCREASED STUDENT EXPERIENCE

Reduction of manual input

Single pane of glass view

75% less time spent logging in





Ellucian Experience offers the latest and greatest technologies. All you have to do is **click on the card to go anywhere. The simplicity of the product is the most attractive part. I can't say it enough.**

SAMIR GHORAYEB, CIO, Lamar State College Port Arthur

We were amazed at the high percentage of use. **After 4 weeks, over 50% of students were using it daily.**

MIKE LOGAN, Dean of Information Technology, Western Iowa Technical Community College



Discussion and Questions



THANK YOU!

Esther Winter

Solutions Consultant, Ellucian

esther.winter@ellucian.com