DukeHub 2.0

Overview of the Project to Redesign DukeHub

September 12, 2019
A Little History

- The system behind DukeHub is Oracle’s PeopleSoft - Campus Solutions (CS)

- CS is an on premise (hosted by Duke) solution that is more than 20 years old

- Like most student information systems, the future for Oracle is a cloud solution

- No major system improvements or interface redesigns are expected for the remaining life of CS, which puts the burden on schools to upgrade and/or customize the product until the (inevitable) move to cloud
Deciding on the immediate future

- The current cloud solutions are not ready for Duke – and Duke is not ready for a cloud solution

- In order to improve our user experience, we had two real options
  - Continue to build out DukeHub using the technology for the original implementation
  - Choose a third party solution that would provide the design and development options that fit Duke’s needs

- After several months of research, demos, and internal discussions, the decision was to go with HighPoint’s Campus Experience
Why HighPoint?

• Already had an established relationship with the vendor
  • HighPoint Mobile
  • Schedule Builder

• HighPoint’s products are all “on premise,” which means the tools reside within PeopleSoft
  • This model allows for real-time transactions within the existing security of PeopleSoft/DukeHub
  • Uses all existing configuration and setup within PeopleSoft (i.e., business rules), thus simplifying the implementation
  • Does provide level of control over the product including ability to customize to better fit Duke’s needs

• Opportunity to be a development and design partner for Campus Experience (CX) and Degree Planner (DP)
Why HighPoint?

- HighPoint CX provides a modern look and feel designed for mobile and desktop experiences
  - Overriding design principle is to minimize clicks

- As result of being a design/development partner, Duke will have a voice in the direction of CX and DP. Examples include:
  - Completely redesigned Department Center
  - Newly designed and simplified survey tool for course evaluations
  - Quick and easy access for advisors to see what a student sees
  - Cross-listed class and grade rosters
  - Entirely new and redesigned version of Schedule Builder
    - Better integration with Bookbag
    - Ability to enroll directly from Schedule Builder
  - Custom feedback process for Duke pilot programs
Making CX into DukeHub 2.0

- CX is already being used by several schools, but is still a work in progress

- Duke SISS & OIT went through an extensive fit-gap process to identify core functionality that was not in place

- Next phase is to include core stakeholders in pilot programs to use the system and provide valuable feedback on functionality
  - Students – registration for Spring 2020 classes (October)
  - Advisors – advising for Spring 2020 registration (October)
  - Faculty – final grading for Fall 2019 (November)

- Also plan to host multiple town halls and focus groups throughout Fall 2019 and Spring 2020 leading up to June 2020 go-live
Pilot programs for DukeHub 2.0

• Details on Pilot Programs:

  • **Students** – around 200 students to use DukeHub 2.0 to register for Spring 2020 classes
  
  • **Advisors** – Academic Advising Center (8-10 advisors) to have early access to DukeHub 2.0 starting in October
  
  • **Staff** – beginning a series of focus groups to gather requirements for move to Fluid navigation beginning in October

  • **Faculty** – small group of 15-20 faculty to use DukeHub 2.0 to grade courses for Fall 2019
    
    • Guidance from ITAC welcomed for this pilot project
    
    • Goal is to have a group broadly representative of Duke faculty (school, discipline, technological savviness, etc.)