

Improving the Student Experience

Turning Insights into Action



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At a Glance



Client: University of Idaho

Focus: Updating to newer version of Ellucian Banner ERP with Portal solution Ellucian Experience. Desire to improve digital user experience for students

Solution: UX Research Discovery, Student Journey Map, Faculty & Staff Insight Maps, Design Thinking Workshops

Key Metrics

Identified over 25 redundant and confusing process/workflows as well as findability challenges. Fixes led to time savings for students and staff and fewer support tickets.



1

Unifed Student Experience



Alignment Between Stakeholders & Platform

“

“Higher Digital’s change management assessment and User Experience (UX) work changed our culture, overnight.”

Dan Ewart,
VP of Information Technology
University of Idaho



CHALLENGES



1. No existing portal solution
2. Siloed application development between IT and other Departments
3. Dissatisfaction amongst students about the existing digital experience

SOLUTIONS



We began with in-depth discovery research, engaging students, faculty, and staff to map the full academic journey and pinpoint the highest-impact pain points and opportunities.

Through 19 focused Design Thinking workshops, we brought staff and stakeholders together to map workflows, co-create practical solutions, and test prototypes directly with students. Feedback was used to refine designs, and final student validation ensured the improvements met real needs.

Approved solutions were prioritized and moved into the implementation pipeline, turning research insights into action that directly improves the student experience.

OUTCOMES



1

Launch with Confidence

Launched the MVP of MyUI (Ellucian Experience) with multiple rounds of new functionality and enhancements.

2

Increase Student Satisfaction

Student satisfaction improved by roughly 30% within three months of enhancements following the initial rollout of MyUI. Measured through SUS (System Usability Scale).

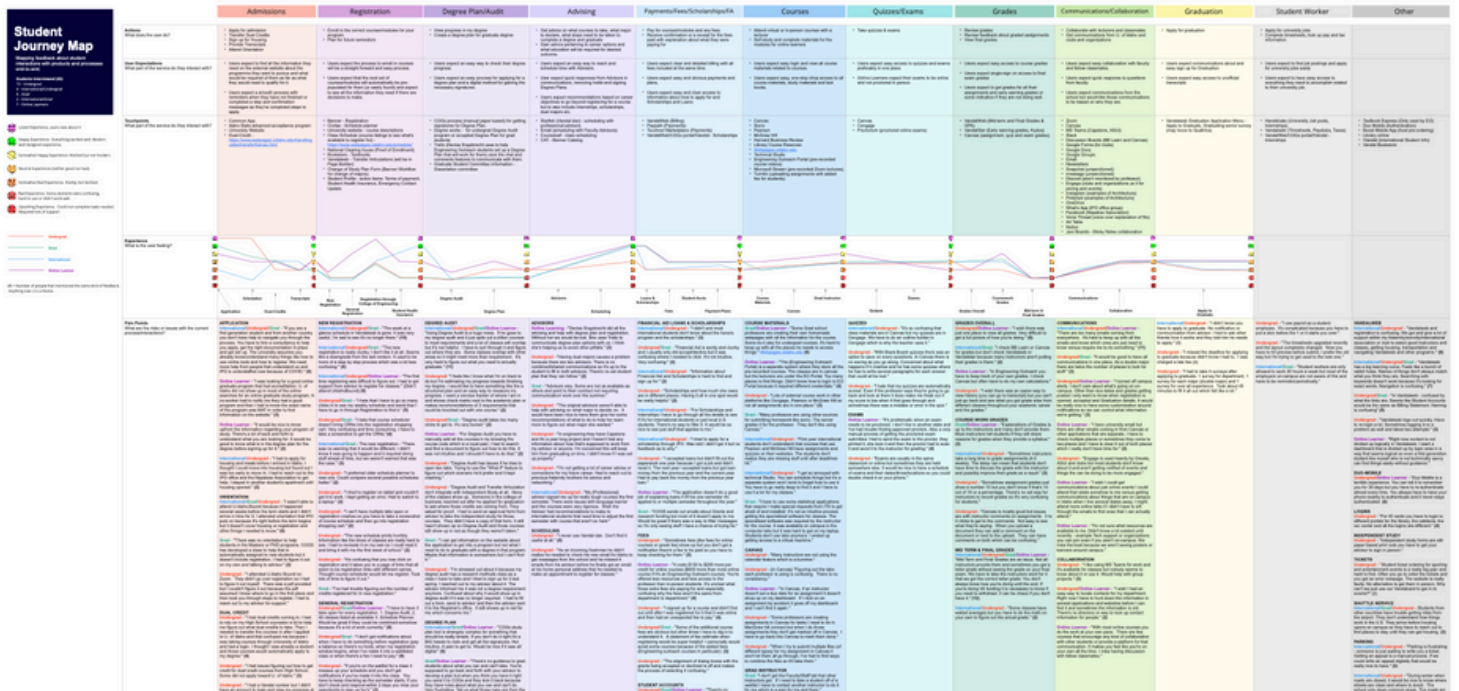
3

Aligned and Ready

Research insight sharing and Design Thinking Workshops unified stakeholders around a clear vision, reducing friction and accelerating decision-making.



UX Research - Student Journey Map and Staff/Faculty Insight Maps



The visual above shows the Student Experience Journey Map created for the University of Idaho. Student actions, expectations, touchpoints, emotions, positive interactions, pain points, and ideas were captured for a variety of students across their academic journey.

Ideation - Design Thinking Workshops

Goal - Create a custom Registration Card in Ellucian Experience to bring together the disparate experiences for planning, registering and reviewing their registered classes in one place.

- Participants:
- Product Manager
 - UX Researcher
 - UX Designer
 - React Developer
 - Ethos/API Developer
 - Registrar
 - Assistant Registrar
 - Manager Admissions
 - Registration Banner Developer

- Student Feedback Point
- Student Pain Point
- Registrar Pain Point
- Registrar Feedback
- Faculty Feedback
- Stakeholder Feedback

Key take aways from combined student and staff insights:

A collection of colorful sticky notes containing various insights and observations from participants. Some notes mention issues like 'The registration process is confusing', 'Students are looking for a way to see all their classes in one place', and 'The current system is not user-friendly'.

Mission:

A collection of sticky notes detailing the mission and goals of the design thinking workshop. The notes specify '3 Votes', '2 Votes', '1 Vote', and 'Save for Later' for different ideas, such as 'Create a custom registration card' and 'Improve the user interface'.



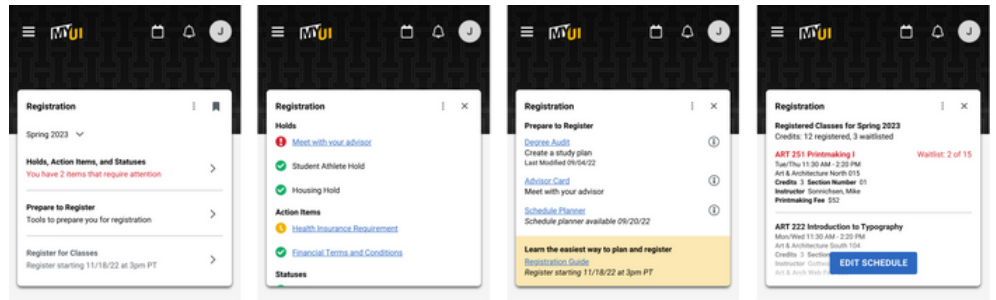
Design Thinking Workshops were conducted using an online white board tool. Information gathered from students, faculty, and staff related to the topic(s) of the workshop were gathered here to ensure all participants had the right empathy for those affected by the issue. Workflows, additional technology information, and business process were brought to the discussion and ideation of solutions occurred.



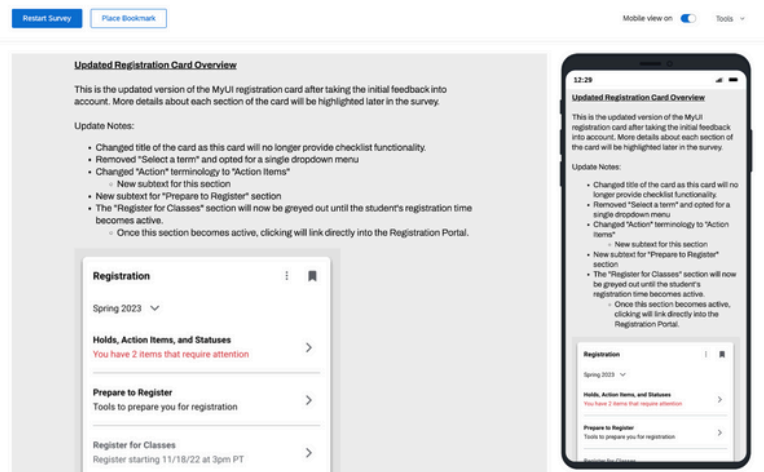
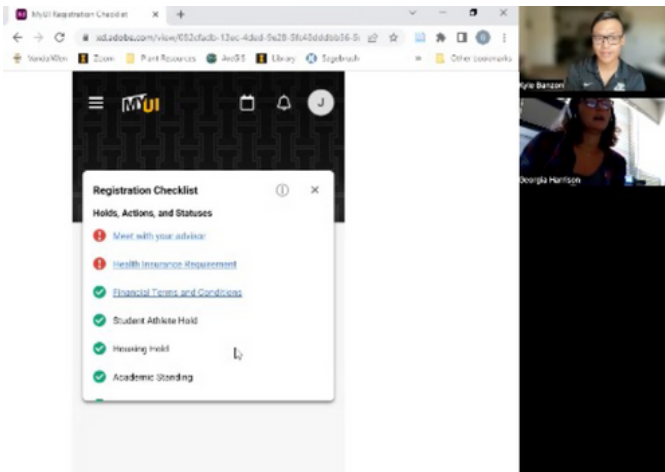
Design - Wireframes & Clickable Prototypes



Rough wireframes and new workflow diagrams were created and run by the ideation participants before a refined clickable prototype was created for testing with students.



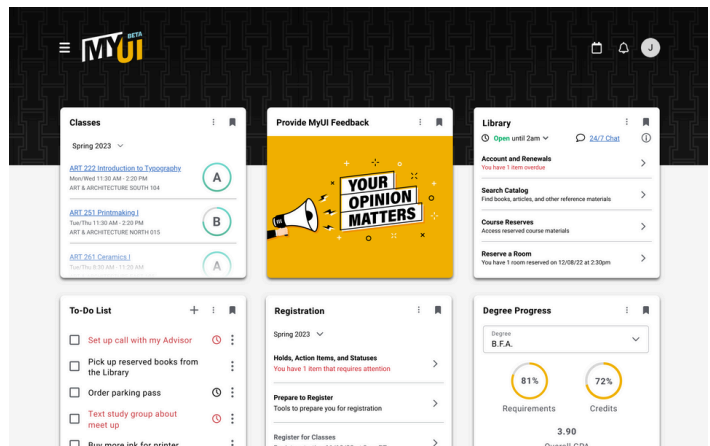
UX Testing - Feedback Sessions, Usability Tests, Surveys



Virtual feedback sessions were conducted with students to test the usability of the prototypes and understand if their expectations were met. After adjustments were made to the prototype designs based on initial feedback, follow-up surveys were sent out for any final feedback before implementation. Once implemented, usability tests were conducted to ensure that the coded solution behaved the way that was expected and was intuitive for students.

Development and Launch

Final designs were added to the institution's development backlog to be implemented and launched with the new MyUI portal.





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See what's possible when research, strategy, and execution connect.



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How Higher Digital Can Help Your Institution

Higher Digital helps colleges and universities **turn insight into action, faster.**

From **Ellucian Banner** or **Colleague portal upgrades** to full student experience redesigns, we bring the expertise, proven frameworks, and change leadership to **deliver outcomes that stick.**



Let's talk about how we can help you build what's next.



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