



Creating a Communication and Information Hub

A centralized communication and information hub would provide students a single online place where they could address the myriad administrative and academic tasks relating to student life at UC Berkeley. Such a hub would not only reduce student frustration and increase efficiency, but eliminate the many ad-hoc systems and associated overhead that exist on campus today.

Summary

Students do not have a single, consolidated online place to “get things done”—from receiving important information to tracking critical tasks and events. This often leads to missed deadlines, exception processing, late fees, and general frustration. As a work-around, staff and faculty have developed numerous shadow systems, tools, and processes that result in excessive overhead, operational inefficiencies, security risks, and a sense of information overload.

This proposal would create a centralized online communication and information hub for students, comprising calendaring, messaging, search and collaboration tools. It would provide students a consolidated list of tasks, events and deadlines; class schedule and assignments; and the ability to schedule appointments and easily communicate and collaborate with the campus community. Staff and faculty authoring tools would support outbound communications to multiple groups. And a knowledge base would consolidate all information relevant to both academic and non-academic student life at UC Berkeley, increasing student and staff efficiency, eliminating redundancies, and building an “institutional memory.”

Delivering the Vision

An online communication and information hub will help achieve the vision of Operational Excellence by centralizing information and processes, improving student services, increasing efficiencies, and supporting a culture of continuous improvement. The proposal requests a \$3.1 million investment and is projected to result in annual savings of \$1.2 million.

Timeline

If approved by the Executive Committee, the proposal calls for a phased roll-out of various components, ranging from 2–3 months for an online calendar to up to 12 months for an authoring tool. Audience-specific training would be provided within 6–12 months, and preliminary content developed for the knowledge database within 6–18 months.

Leadership

Sponsor: Cathy Koshland, Vice Provost of Teaching, Learning, Academic Planning and Facilities

Sponsor: Harry LeGrande, Vice Chancellor, Student Affairs

Initiative Manager: Anne De Luca, University Registrar

For More Information

Complete copies of the Student Services Business Case as well as the Request for Resources and the proposed budget for Creating a Communication and Information Hub can be viewed online at the OE web site at <http://oe.berkeley.edu>

Questions and comments about this proposal for the initiative team: oestudentservices@berkeley.edu

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