

Submitted by: Karen Cangialosi, Manager Portal Services, (858) 822-2669,
kcangialosi@ucsd.edu

Project Leaders: John McCleary, Director Business Process Initiatives
Beth Surrell, TritonLink Coordinator

Team Members:

Marty Backer
Allisa Becker
Ron Block
Karen Cangialosi
Holly Cartwright
Matt Cliff
Christopher DeRosa
Sydney Donahoe
Dylan Doxey
Chris Frohoff
Shelley Herron
Robin Kleven
Gabe Lawrence
John McCleary
Artie Pajak
Becky Scott
Jennifer Sturak
Beth Surrell
Tiffany Lee Youngren
Frank Whittemore

Summary: TritonLink is a one-stop Web portal that provides students with an easy, powerful way to make transactions, review their academic records, and get timely, targeted information. TritonLink combines services from many separate campus environments into a single Web site. TritonLink focuses on students' needs and serves students effectively and efficiently reducing staff workload. TritonLink provides students with 24/7 access to information and transactions while using technology to ease the workload of student services staff. TritonLink enhances services and provides a positive experience for students while reducing staff workload.

Project Description: <http://tritonlink.ucsd.edu>

Based on the success of the staff/faculty portal (<http://blink.ucsd.edu>), the Vice-Chancellor of Student Affairs, Dr. Joseph Watson, partnered with the Vice-Chancellor of Business Affairs, Steve Relyea, to create a student portal. Dr. Watson's goal was to create a student-centric one stop resource for students for:

- Targeted topics and transactions
- Tools to complete student transactions
- News, deadlines, and other timely announcements
- A Google-powered search engine that quickly locates information
- Links to colleges, academic departments, and Student Affairs organizations

For the previous 10 years, the students had been using a set of program tools called StudentLink to conduct University business. While students could complete some transactions online, they were not able to easily find all the information they needed to complete the various transactions well. In an effort to improve services to students, TritonLink brought together the tools of StudentLink with service content and a new look and feel. TritonLink provides the ability for students to personalize, via Single Sign On, which gives students quick access to all their student information. In the future, students will be able to customize (change the theme of the site, add or remove portlets, create a MyPage, etc.).

TritonLink categorizes information into five major categories: Academic, Finances, StudentLife, MyRecords and MyFuture. Under Academics, students find information about classes and enrollment, degrees and diplomas, educational advancement, grades, majors and minors, transcripts, etc. Under Finances, students find billing and payment, fees, and financial aid topics. Under Student Life, students find dining, events and enrichment, health and well-being, housing, international, parking and transportation, sports and recreation, student leadership and involvement, and technology. Under MyRecords, students have access to all of the tools which display their personalized records. Under MyFuture, students learn about career planning, jobs and internship opportunities and preparing for graduate school.

While TritonLink organizes information in a user centric, task-orientation, the Web site also provides an A to Z browse bar which allows students to quickly find information by topic name. TritonLink also uses the Google Search appliance which allows students to search by key word. There is also a directory look up tool whereby students can search for contact information for students or faculty. Additionally, TritonLink provides accessibility tips for those individuals with disabilities who may need particular help using the Web site.

TritonLink provides students with the following tools:

- Academic History
- Addresses
- Billing and Payment
- Career Portfolio
- Classes/Wait List
- Degree Audit
- Directory
- Email
- Financial Aid
- Forms
- Health Fee Waiver
- Holds
- Major and minor
- Parking Permits
- Personal Information
- Residency for Tuition Purposes
- Schedule of Classes
- Transcripts and Verifications
- WebCT
- WebReg

Screenshot of Schedule of Classes

The screenshot displays the TritonLink 'Schedule of Classes' search interface. At the top, there is a navigation bar with the TritonLink logo and UCSD University of California, San Diego branding. Below this, there are tabs for 'Current Students', 'Faculty/Staff', 'Prospective Students', 'Parents/Families', 'Alumni', and 'Visitors/Friends'. The main content area is titled 'Schedule of Classes' and features a search form with a dropdown menu set to 'Summer Sessions (All) 2006'. Below the search form, there are several search options: 'by subject', 'by department', 'by code(s)', 'by section id', and 'by professor or title'. A list of subject codes is displayed, including AITP - Academic Internship Program, AMP - Advanced Manufacturing Program, ANES - Anesthesiology, ANBL - Anthropological Anthropology, ANGN - Anthropology/General, ANGR - Anthropology/Graduate, ANLD - Anthropology/Lower Division, ANPR - Anthropology/Program, ANRS - Anthropology/Regional, AMES - Applied Mechanics & Engin Scis, AUD - Audiology, BEAG - Bioengineering, BIEB - Biol/Ecology, Behavior, & Evol, BICC - Biol/Genetics, Cellular&Develop, BIFN - Biology/Animal Physiol&Neurosc, BIBC - Biology/Biochemistry, BIGN - Biology/Grad/General, and BGJC - Biology/Grad/Journal Club. To the right of the list, there are search filters for 'only show me courses which match any of the following criteria', including checkboxes for lower division (1-99, 87&80s, 99s), upper division (100-198, 195s, 199s), and graduate (200-297, 298s, 299s, 400+, 500+). There is also a section for '(optional) the course meets primarily on' with checkboxes for days of the week (Mon, Tues, Wed, Thurs, Fri, Sat) and time slots (start time: 12:00 AM, end time: 12:00 AM). A 'search' button and a checkbox for 'only show sections with seats available' are also present. The footer includes a navigation bar with letters A-Z and links for 'About TritonLink' and 'Privacy Statement'.

In conjunction with these tools, TritonLink provides specific information on the tools, all academic calendars, and a daily update on deadlines and announcements that are important to the students.

TritonLink deploys content and applications for students using an application portal and content management system. The content and many of the applications are portable to other campuses in much the same way the content for Blink was. UC, San Diego has shared the infrastructure and content of Blink with other UC campuses and has held discussions about doing a similar thing with TritonLink. Overall TritonLink has greatly reduced the amount of time Student Affairs staff spends with students answering common questions which allows staff to concentrate on the more difficult and challenging questions students often have. TritonLink, while providing content to students, also provides a service to staff and faculty in that it reduces workload.

Technology used:

The portal is displayed through the Vignette Application Portal, an enterprise portal product that when combined with the Vignette Content Manager provides a powerful framework for delivering content, managing user interface components, and facilitating a robust content management and workflow architecture. While the portal provided the foundation, the developers faced issues in deploying single sign-on for all applications and devising a way to bring disparate applications up inside the portal. Portlets deliver external content (text or HTML) and applications (using JSR168 and WSRP protocols). The developers specifically wrote a java "decorator" module to wrap applications so when they appear in TritonLink, the applications have the same look and feel as the TritonLink portal.

Timeframe of implementation:

The preview Beta version of TritonLink was announced and released in March of 2005. Version 1 was released in March 2006. For the preview Beta release, there were ~150 pages of content and ~20 applications that were viewable via portlets in the portal. To date, there ~400 pages of content. As with every web site, TritonLink is a work in progress and is constantly undergoing refinement and enhancements.

The initial development work on TritonLink started in 2003-04 with focus group testing, design considerations, a definition of features and content.

Objective Customer Satisfaction data

Positive Comments

TritonLink rocks so much harder than StudentLink. Way more user-friendly and welcoming. Everything's in one place, and the tabs are super handy. Good job!

This is much better than StudentLink. TritonLink is really really helpful. Thanks.
Much better than StudentLink....easy access to frequent links. Made good use of the entire space as compared to StudentLink

This website is awesome!!! is it up and running already? thanks

I like how everything is all on one website so i don't have to remember all the MANY websites!

I like it! It's easier to understand, and it makes more sense!

1) I love that it is the Triton instead of the FREAKING LIBRARY as our logo. And people wonder why UCSD is unsocial... 2) I got more information in one place on TritonLink than I have in the last 3 years I have been at UCSD. I love how it centralizes EVERYTHING and really answers any question you might possibly have. 3) If you really want to know how I think it looks, it's great. Good color scheme, etc. 4) All I can really say is that I am so disappointed it probably won't be up before I graduate. It looks amazing truly and all your hard work for so long is paying off. I wish I could give you guys something to work on...but i can't it looks great. The only thing I would encourage would be to somehow see if it is possible to post things that directly relate to whatever college the individual is in. So for instance, if they are in Muir, provide a space for Muir College to post important messages / events. The other thing I would see if you could do which would be cool, is to see if you could somehow attach e-mail to the page so that you don't have to open a new window and log into it. Like somehow connect your PID/PAC with your ACS login...or make it an option. I hate opening a new window and logging on twice. I know UCLA and UCD do this...just an idea. But even without it, it looks amazing!

It's much more lively with more color. It also has a better access to some links that were not so readily available before. I like it.

So much better than StudentLink...will take some time to get used to though. A LOT of info I've currently been using TritonLink as a means to get to various sites within the UCSD system and am finding it very very helpful! to have a one stop location is extremely helpful in navigating through the voluminous amount of sites especially since i am a new transfer student and am not that familiar with the UCSD system. Here i can find everything I'm looking for an even get updates about new events occurring around campus. Finally one easy site that caters to all of a students needs!

I like this new system. it's very user-friendly and provides useful information. pretty good user interface as well

I think that this will be a very useful tool to incoming students as well as a good resource for posting announcements for current students. It has a lot of potential and I like it so far.

I really like the website. Now everything is on one webpage i can just click on the different colleges on the side menu. Plus, it has all the important dates posted. It's GREAT!

I THINK THIS SITE IS GREAT! It contains A Lot of useful information and is organized/easy to use. Way better than StudentLink!!

Wonderful site! You guys did a great job. I can't wait to see it at Sharecase tomorrow. I wish I had something like this when I was in college...

I love the new site! It's so easy to access and just simpler to navigate. Most importantly it is prettier than StudentLink!

Great idea! The information is displayed very nicely - I would definitely use this in lieu of StudentLink.

I think it's great...unfortunately I'll be graduating this year so i won't get a chance to use this new system, but it'll be much more helpful for everyone else

I think it looks more professional and is easier to maneuver. Over all, I like it.

This site is definitely a lot more aesthetically pleasing StudentLink is so ugly

This website is really convenient and it has everything on it! It's awesome.. Congrats on doing a great job

It's prettier than StudentLink. all the information is on one page. this site is great!

This is very nice.

It looks like a student version of blink. I like the site better than StudentLink. It offers more links on one page.

I'm getting my first look at TritonLink and I'm blown away. I'm going to use some of those exclamation points I've been saving. Great job!!!!

Great! I love the search engine tool and I like the fact that the Career Portfolio is represented on the my future and Student Life section along with the homepage. Students and staff will find this much user friendly!

Looks great

So far so good, i think you guys did a great job at bringing multiple data sources into a centralized data source. I love it. Keep up the good work.

I like TritonLink. It's easy to navigate and has useful information that I would otherwise have to maneuver around the UCSD website to find.

Constructive Comments

I like StudentLink better

I don't really like it. I think it lacks school spirit. GO TRITONS!

I don't see the point. Trying to reorganize other features offer by the UCSD website, StudentLink, and UCSD web mail? Doesn't really seem necessary. I wish we didn't waste money on this.

I do not like the new 'StudentLink' website. I think we should keep the old one.

I don't understand the need for the switch. TritonLink is the same thing but in a different design. It seems like a waste of time and money to redesign just for aesthetic value

Too Complicated, I like StudentLink the way it's set up. But I guess that I could get used to the new format as well.

The new site looks like a mix between the regular UCSD homepage and the existing STUDENTLINK site. I don't like this new TRITONLINK site...I am 10 weeks from graduation, and I don't want to have to learn a new web page when I already know where everything is on the old web pages.

Benchmarking (pulled from October 2005)

TritonLink	Daily	Monthly
<i>Total visits</i>	18,030	558,930
<i>Total unique visitors</i>	9,205	98,861
<i>Total repeat visitors</i>	7,814	65,558
<i>Visitor repeat rate</i>	84%	68.7%
<i>Average length of visit</i>	2 minutes, 58 seconds	2 minutes, 58 seconds
<i>Failed hits as a %</i>	.4%	.5%