

Student Hub Readiness Checklist

The following steps will assist you in providing the services you offer to students to the Student Support Hub in Canvas.

Phase 1 - Analysis and Exploration

In phase 1 you will review how you are currently serving students and explore ways you might like to expand and improve your service to students.

Analysis Questions

1. How are we serving students currently?
2. What is our current business process?
 - a. What are we doing well to serve students on campus and online?
 - b. What are we not doing well to serve students?
3. Are we willing to adjust our business process to support additional online communication methods to support students?
4. What areas are we interested in improving how we support students?
5. Do we have available staffing, or can we reassign staffing to start and maintain an online presence?
6. What do you feel must stay the same?

Technology Analysis

1. Explore and obtain a demo of the appropriate online communication tools that will be used by the various services/ departments and that will be:
 - a. Great for live communication with students
 - b. Provide easy access to just in time support
 - c. Is convenient that allows students to complete tasks without having to visit the campus in person
2. Review your current web presence.
 - a. Update your web pages as necessary.
 - b. Ensure the language on your website is student focused.
3. Review other online communication tools that may be available for your area.
(*example Library has Lib Chat with 24/7 librarians*).

Phase 2 - Review Business Practice and Continue Training

In phase 2 you will review the business practices and continue training that will help you expand and improve the services you offer to students.

1. All employees involved with student support must spend time training and practicing with the online communication tools. Practice, Practice, Practice and perform drills.

2. Produce a schedule of when employees will be staffing other online communication platform. That schedule should be available publicly online
3. Your external website must be complete and student focused. Remove all “*Coming Soon*” pages, and make all resources are actionable.
4. Create brief, student-friendly language to use on the Hub to help students easily understand and be attracted to your area’s student service.
5. Your Canvas Student Hub page build begins based on the requirements from your department.

Phase 3 - Soft Launch

In phase 3 you will conduct a soft launch of your student service to allow for correction of issues that are found. Some ideas are:

1. Posting an announcement in Canvas that would point students to the website site, online communication platform
 - a. This would allow students the opportunity to connect with employees via the existing online communication platform
 - b. This will help your employees gain some initial experience and confidence with the tool.
 - c. This will further inform the language used to describe the service to students, with less traffic/pressure than we would expect once the service is fully launched in the Hub.
2. Finishing touches on your Canvas Student Hub page are completed at this time.

Phase 4 - Go Live

In phase 4 you will conduct a full launch of your student service in the hub.

1. Canvas Student Hub page for your area is completed and released in production.
2. Announcement to student that this new area/service is available to students.
 - a. Via Canvas System Announcements
 - b. Via Canvas Student Hub course Announcement.
 - i. Sent to students via Notifications (if those are turned on by students).
 - ii. Will be listed on the student’s To Do List.

Updating

It is important to regularly check on your area/service's page on the Canvas Student Hub.

1. Does your presence in the Canvas Student Hub reflect the services you are providing now?
 - a. Are you providing additional services that are not represented in the Canvas Student Hub? If so, explore how those can be incorporated into the Student Hub.
 - b. Have you reduced services offered? If so, remove those areas from the Canvas Student hub and reevaluate services offered.
 - c. As necessary, update logos and images to reflect your current service's image.
2. Does all technology that is integrated still work?
 - a. Get assistance to repair as necessary