

# The Trouble with Email: *Creative Messaging via the Portal*

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Presented by:  
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San José State  
UNIVERSITY





# Today's Presenters

- San José State University
  - Carrie Medders
- Io Consulting
  - Ravi Madhok
  - Elton Wong





# SJSU Facts and Figures

- Silicon Valley's Metropolitan University
- Approximately 30,000 students
- Oldest institution of higher education on west coast
- One of 23 campuses in the California State University (all universities implementing PeopleSoft)





# SJSU PeopleSoft Facts

- HRSA 8.0 (upgrade to HCM 8.9 in progress)
  - Position Management, Administer & Recruit Workforce, Time & Labor, Base Benefits, Administer Training
  - Admissions, Records, Financial Aid, Student Financials, Academic Advising
  - Employee, Faculty and Student Self-Service
  - Users
    - 400+ staff users
    - 2,000+ faculty users
    - 30,000 student users + 25,000+ applicants





# SJSU PeopleSoft Facts

- Financials 8.4
  - General Ledger, Accounts Payable, Procurement, Custom Web Component
  - Users
    - 400+ staff users
- PeopleSoft Portal 8.8
  - Employee, Faculty and Student Self-Service
  - Users
    - 400+ staff users
    - 2,000+ faculty users
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# What, Why and How

- What we developed
- Why we developed it
- How it works (functional and technical)
  - Demonstration
- Rollout, Training and Access



- Internal messaging tool
  - Inside the Portal
  - One way messages to targeted audiences

- Solution to email problems
  - No campus email for students
  - Emails bouncing ... communication failing
- Administrative Tool
  - Fee payment deadlines, Financial Aid info
- Academic Tool
  - Faculty to student communication

- Functional
  - Sender view
    - Send and unsend messages
      - By list of User IDs
      - By loading an external file of EmplIDs
      - By class roster
      - By instructor
    - View message recipients
    - Delete messages

- Functional
  - Recipient (student) view
    - Read and delete messages
    - Unique pagelet for notification
  - Expiration and Archival
    - Expiration date on all messages
    - Archival at end of terms

- Technical
  - Portal pagelet for message notification
  - Page design
    - PeopleCode
  - Custom workflow application
  - Archival process
  - Custom security setup



# How

- Live demonstration



- Buy In
  - Department Chairs
  - Faculty representatives
  - Administrative staff
- Pilot
  - 1 administrative department
  - 2 academic departments

- Faculty
  - Automatic based on being instructor of record on a course
- Demonstrations
  - Open to faculty, staff and students
- Marketing
  - Campus newspaper (ads and article)
  - Fliers at bookstore during buy-back

- Demonstrations
  - Attendees received partial access
- Hands-on Training
  - Required for file load access
  - Class incorporated all sending methods
- Online Training
  - All training now available online

- Faculty & Students
  - Automatic
  - No training
  - No forms required
- Administrative Staff (and anyone requesting file load access)
  - Training required
  - Access Request form submitted
  - Messaging Policies signed



# It's your turn!

- Questions?





# Find out more

- **Carrie Medders**
  - `cmedders@sjsu.edu`
  - Portal: <https://my.sjsu.edu>
  - Web site: <http://www.sjsu.edu/depts/cms>

