

Kyou portal integral to delivering quality service to campus

This issue of *HVC2 Outcomes* continues a focus on the service profile that we need to respond to our clients' needs. An integrated online presence will clearly play a major role in service delivery. Continuing the development of the portal, with its client focus, is an important priority.

— Marilu Goodyear
Vice Provost for
Information Services

In the next issue ...

Follow-up on the
Decision Makers
Task Force

Kyou Portal: One-Stop for Students, Faculty, and Staff

— Donna Liss, associate vice provost, Information Services

During the HVC2 process, three task forces were asked to define what "quality service" would look like to their constituencies. As you might guess, each group defined quality service in ways that were responsive to their own particular needs. However, one theme emerged as a priority on all three lists — the desire to have easy access to reliable information, regardless of where that information resides at KU.

The decision-makers group characterized quality service as decision makers having easy access to information that is reliable, accurate, accessible, and can be trusted.

The scholars group defined their overall objective as the ability to have customized information from connected sources. They wanted a one-stop location that would direct them to the right unit for assistance, services or resource referrals.

The students group identified the need for a universal help desk to handle questions and referrals based on a wide range of student, staff, faculty, and community needs. The student group specified that:

- Students should not need to understand how the university is organized in order to utilize services.
- Students need a universal help desk that is seamless in structure, easy to use, highly visible and identifiable, and reliable.
- Students need services in multiple formats, (in-person, phone, e-mail, Instant

Messaging, etc.) and assurance that all service formats are accessible for all, including those with disabilities.

- Students need support that anticipates their increasing reliance on technology.

Building on these ideas of aggregating information in one place while also delivering services in multiple formats, the Kyou portal system will be one component in providing easy access to customized, reliable information originating from disparate sources.

In the Kyou portal, information and services are located in one place, and the services are delivered based on each individual's role at KU. For example, each student has access to the Enroll & Pay system, their grade history, their financial aid data, and their coursework. When a faculty or staff member logs in, they receive information about their employment status, but they do not receive information about grade history or financial aid data (unless they are also a KU student).

In response to the specific needs identified by the HVC2 quality service task forces, three new teams are being formed to guide enhancements to the portal in addressing the needs of administrators, faculty/researchers, and students.

If you have not yet accessed the Kyou portal, please take a few minutes to explore it. Simply click on the Kyou portal link located on the KU home page and log in with your KU Online ID and password.