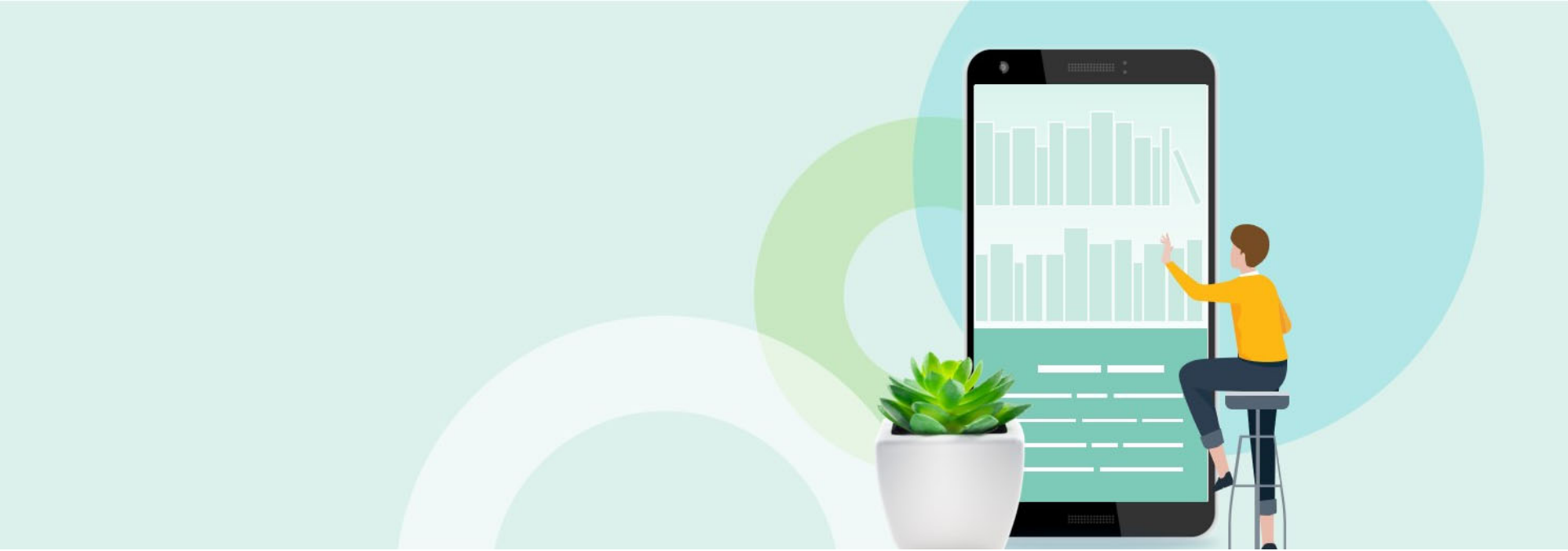




campusM Roadmap

August 2020



Ex Libris Response to COVID-19

Ex Libris Response to COVID-19

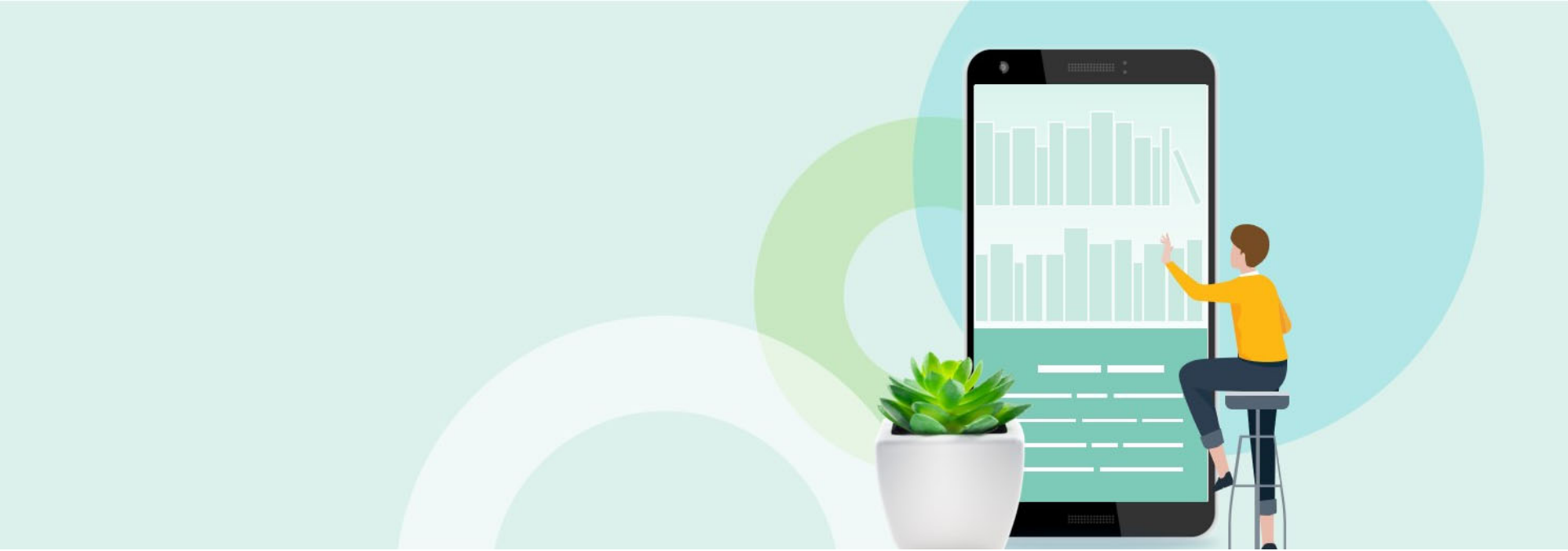
Ex Libris is committed to providing awareness and transparency to our customers, employees, and partners regarding our status and the actions that we are taking. Our business continues to be fully operational, with no disruption to our services and systems.

The Business Continuity Plan includes a focus on:

- The health and safety of our customers and employees
- The continuity of our services
- Supporting our customers and their users
- Compliance with governmental regulations and public health guidance

More information can be found here:

[https://knowledge.exlibrisgroup.com/Cross_Product/Security/Policies/Ex Libris Statement Regarding Coronavirus \(COVID-19\)](https://knowledge.exlibrisgroup.com/Cross_Product/Security/Policies/Ex_Libris_Statement_Regarding_Coronavirus_(COVID-19))



campusM Response to COVID-19

Guiding Principles

In response to COVID-19, the product roadmap was adapted and aligned to address the immediate needs of customers. Through regional focus groups meetings and in-depth surveys with over 30 customers we identified several high-impact features that would add value to student experience in these challenging times. As a result of the changes made, several the planned developments for 2020 have now been rescheduled for 2020.



Directly address the challenges identified by customers



Continue the UX to ensure usability consistency



Release easy-to-deploy, high-impact features



Ensure product availability and stability

Thriving in the “New Normal”

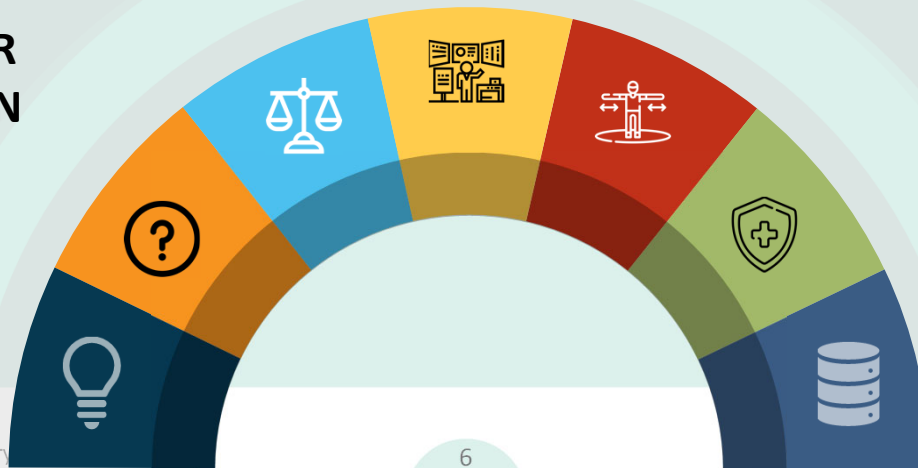
**EFFECTIVE
TEACHING
AND LEARNING**

**SUSTAINING
THE BUSINESS**

**SOCIALLY
DISTANCED
CAMPUS**

**PLANNING FOR
THE UNKNOWN**

**SUPPORTING
THE STUDENT**



New Features to Address the Challenges

1

QUICK POLLS

- Create single question multiple choice Polls
- Distribute them through Roles
- Notify students with app notifications
- View aggregated & extract individual responses

2

CONTACT TRACING

- Simple Product Integration to scan QR code for location registration
- Searchable location history provided
- Check in data sent to customer endpoints

3

RESOURCE BOOKING

- Multiple resource booking Product Integration
- Can be used for venue capacity bookings
- Enhancements to include booking tickets

4

LINKS IN TIMETABLES

- Dedicated field to provide links for individual events
- Link to Teams or Zoom virtual classes right from the timetable

campusM Quick Polls

campusM Quick Polls allow institutions to create short simple surveys to your users to check in with how they are.

Quick and easy to set up and all configured through campusM app manager, you can ask the questions you need to be able to provide the best service to your students and staff.

From health and wellbeing, to course feedback, Quick Polls lets you know what your users are experiencing.

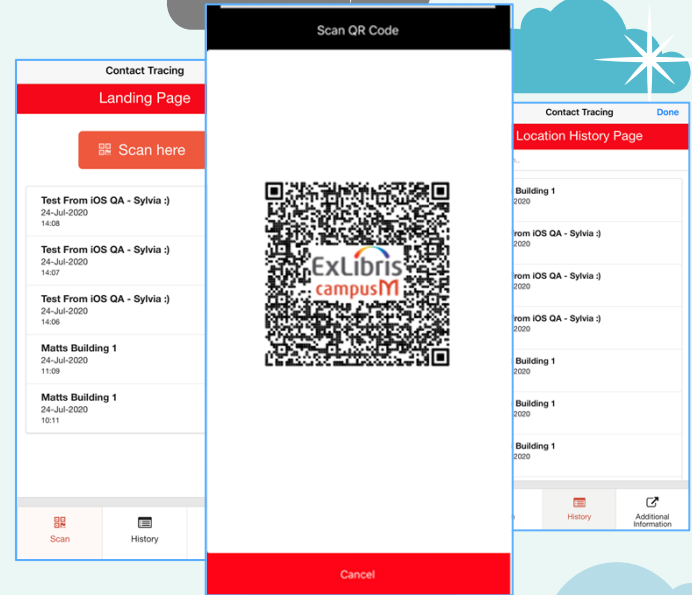


Contact Tracking

Leveraging built-in QR scanner, institutions can track students who may need to self isolate.

Identify vulnerable students who may need extra support

Provide targeted content and support services, contextualized to provide reassurance

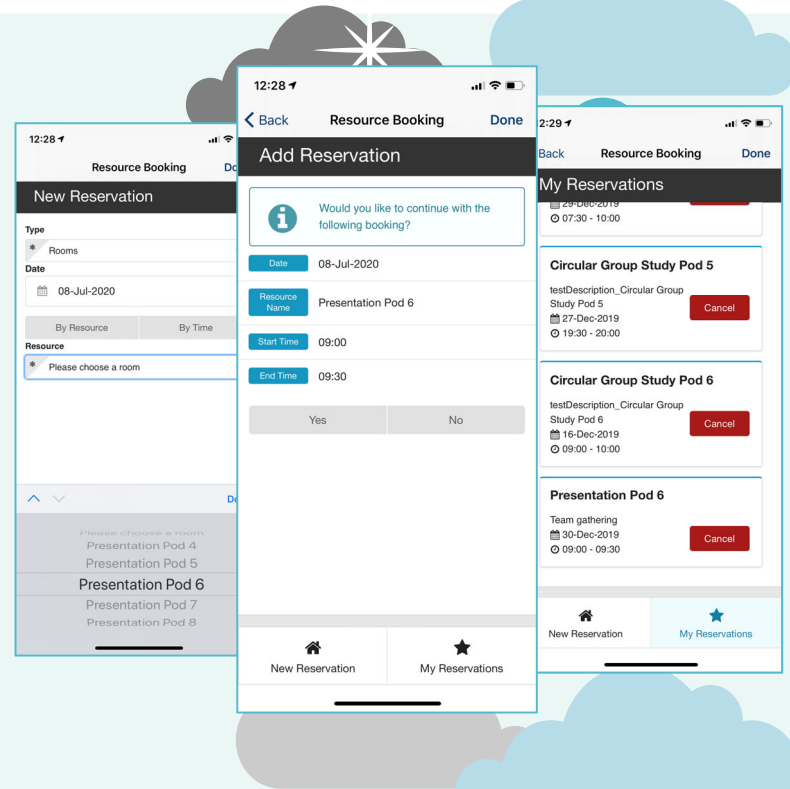


Resource Booking

With campusM Resource Booking, institutions are able to allow their students and other stakeholders to reserve different resources.

This makes it easier for administrators to ensure capacity management strategies are adhered to and that there are sufficient staff available when needed.

From study space to laptops, Resource Booking makes it easier and safer for students and staff to get the tools they need to help them succeed.



Active Virtual Meeting Links in Timetables

Institutions are adapting to the Next Normal, with mixed modes of delivery – classes being delivered in person and online.

To facilitate, campusM has enhanced our Timetable function to add active online meeting URLs within event information.

Clearly labelled, the student simply clicks on the meeting link to access the virtual class.

Event listings can contain both the physical and virtual locations

The image shows two overlapping mobile application screens. The background screen is a 'Timetable' view for the period '26-July-2020 - 01-August-2020'. It lists several events with their start times and titles: 'Ships, Ice and Satellites' (9:28 AM), 'Why are there no dragons?' (10:26 AM), and 'Making sense of...' (11:29 AM). Each event entry includes the lecturer's name (Hendrik Lorentz), the room (Room 201, Craggy Island), and a note that an 'Online Meeting Exists'. The foreground screen is a 'Detail' view for the event 'Why are there no dragons?'. It provides the following information: 'Your Timezone: Start: Sunday, July 26, 2020 at 10:26 AM End: Sunday, July 26, 2020 at 10:56 AM'; 'Event Timezone (UTC+1): Start: Sunday, July 26, 2020 at 8:26 AM End: Sunday, July 26, 2020 at 8:56 AM'; 'Duration: 30 minutes'; 'Course Timetable Module 12345'. It also includes links for 'Location' (Room 201, Craggy Island Parochial House), 'Online Meeting' (Join Online Meeting), and 'Lecturer' (Hendrik Lorentz, buckleyem@example.ac.uk). A phone number (01216362812) and an 'Add to Calendar' button are also visible.



2020 Delivered Features

Product Integrations Empowering Students



Great for You

No additional costs
Quicker, simpler deployments
Agile ongoing enhancements



Easy Maintenance

Always up to date
Write once deploy all
No app left behind



Plug and Play

Out of the box integrations
Range of university systems
Easy to add/change

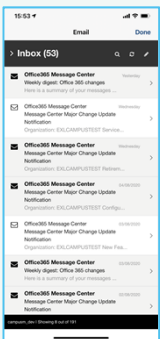


Simple Config

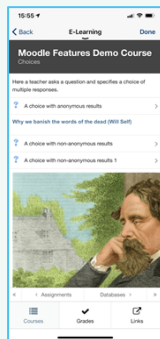
Self-service
Customizable text/colors
Realtime change & publish



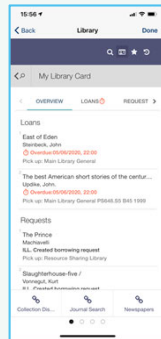
Delivering a Growing Family of Product Integrations



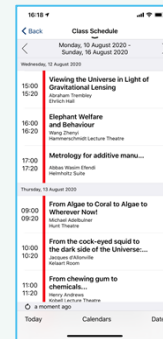
Email
Outlook 365



LMS/VLE
Moodle
Blackboard

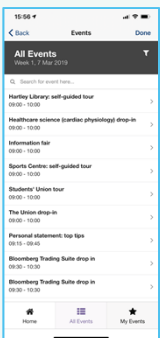


Library
Primo
Primo VE

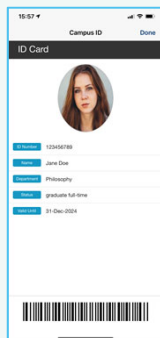


Timetable
Eveoh
Banner
Colleague
RESTful API

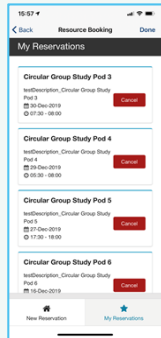
Attendance Transaction Viewer



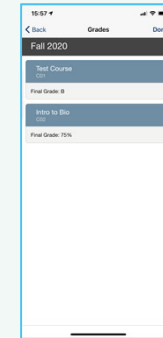
Events



ID Card
RESTful API

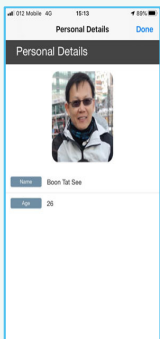


Resources
RESTful API

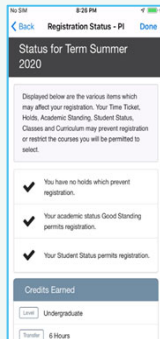


Grades
Banner
Colleague
RESTful API

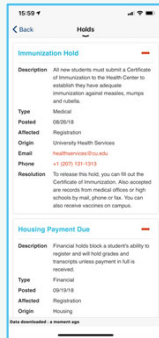
Delivering a Growing Family of Product Integrations



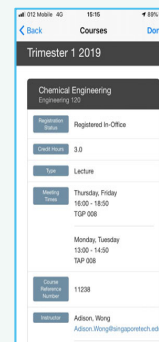
Personal Details
RESTful API



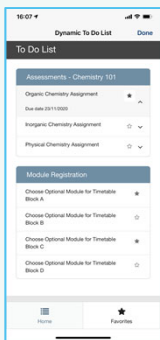
Registration Status
Banner



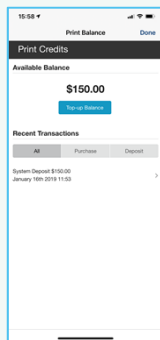
Holds
Banner
Colleague



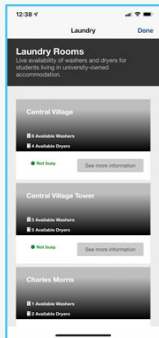
Courses
Banner
RESTful API



Lists
RESTful API



Print Credits
Pharos Uniprint
PaperCut



Laundry
Circuit



Surveys
Evasy

Enhancing campusM Attendance

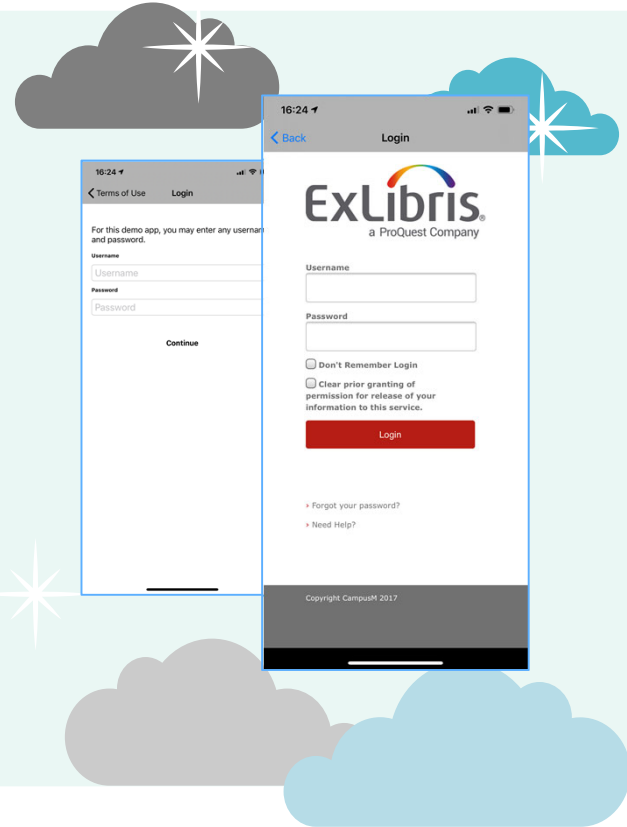
- ✓ Enhanced timetable refresh
- ✓ Improved Report API Details
- ✓ Student Check-in Numbers in Lecturer Check-in Screens
- ✓ New validation mechanism – IP Address
- ✓ Sortable attendee list in Lecturer Check-in Screens
- ✓ Variable Absent Reasons for Lectures and Students
- ✓ Check-in history extended to 14 days

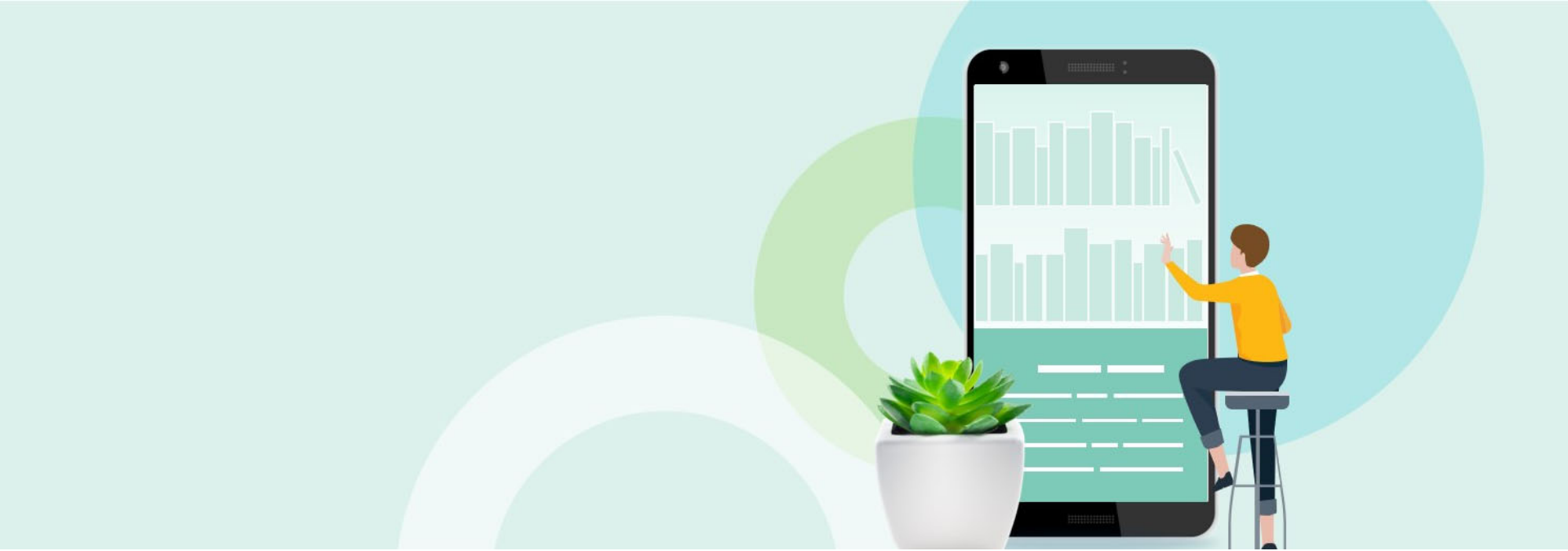


Token-based Authentication

- ✓ Implementation of a new authentication pattern by adding an internal campusM Authentication Token
- ✓ Prevent broad range of attack vectors
- ✓ Supports Product integration
- ✓ Requires no customer configuration to operate
- ✓ For more information:

https://knowledge.exlibrisgroup.com/campusM/Product_Documentation/Managing_Token_Based_Authentication





H2/2020 Development Plan

COVID-19 Features Release

1

QUICK POLLS

- Create single question multiple choice Polls
- Distribute them through Roles
- Notify students with app notifications
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2

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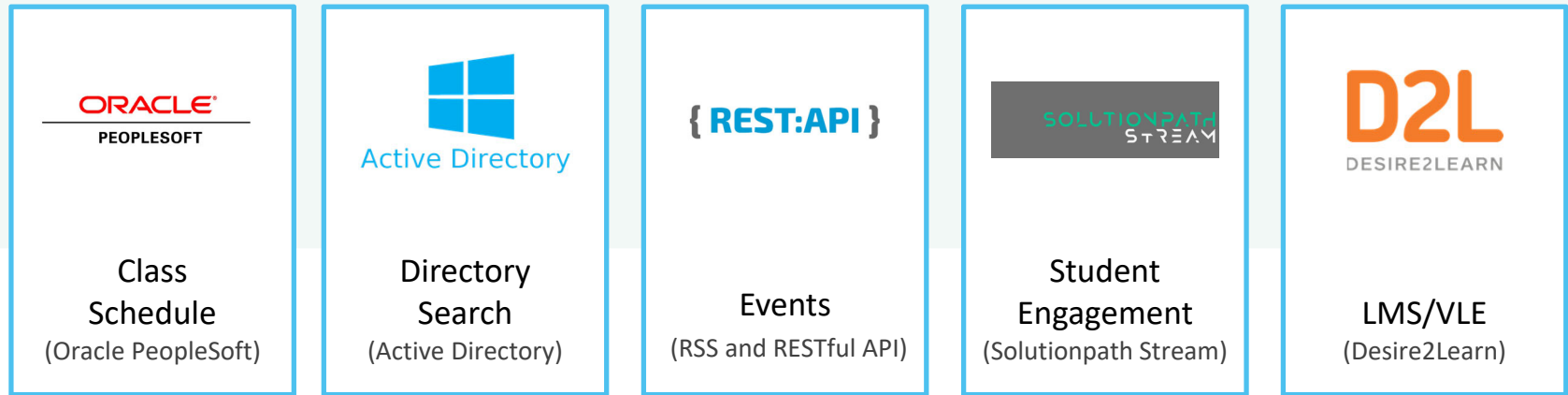
4

LINKS IN TIMETABLES

- Dedicated field to provide links for individual events
- Link to Teams or Zoom virtual classes right from the timetable

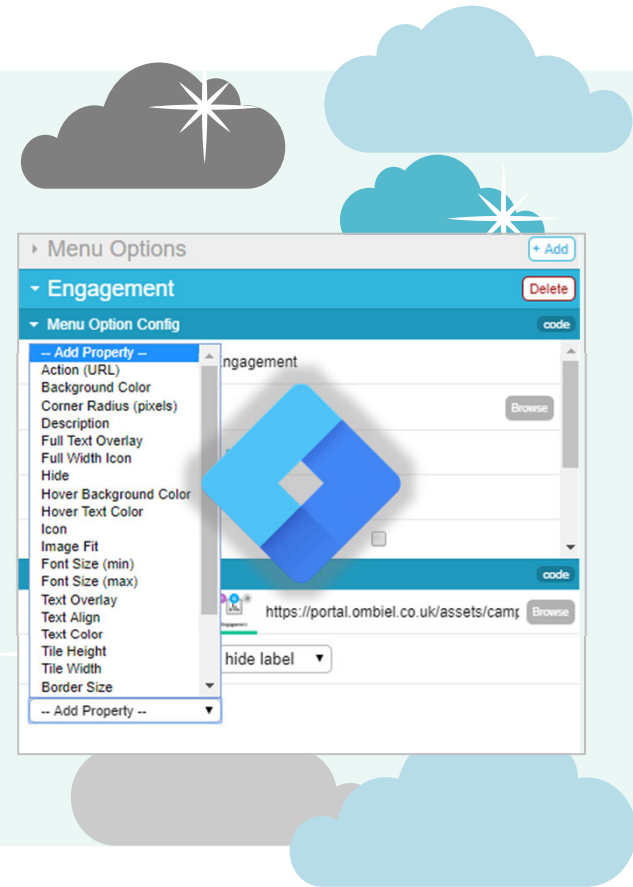
Additional Product Integrations

The addition of the following Product Integrations is planned for H2/2020



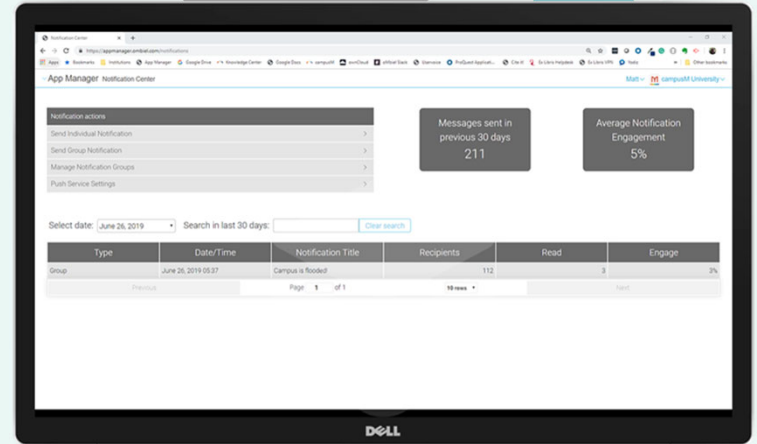
Google Tag Analytics Support

- ✓ Provide support for Google Tags aligned against menu options and content pages through App Manager
- ✓ Custom tracking of app usage as part of institutional Google Analytics
- ✓ Management incorporated within App Manager



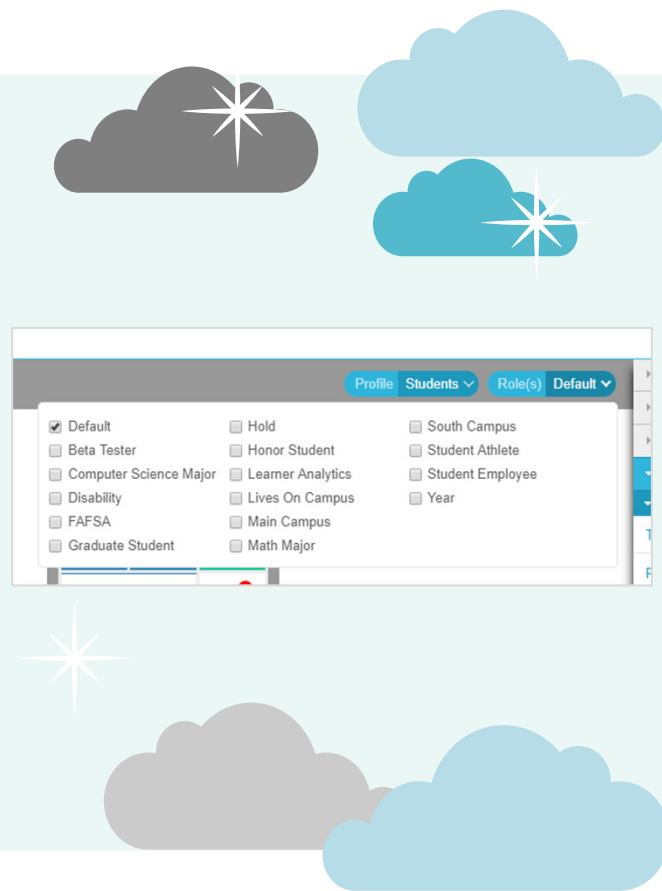
Enhancing Notification Center

- ✓ Enhancements to the Notification Center to improve engagement with your students.
- ✓ Enabling the bulk upload of notification recipients through an excel sheet
- ✓ Populate and amend your notification Group subscriptions



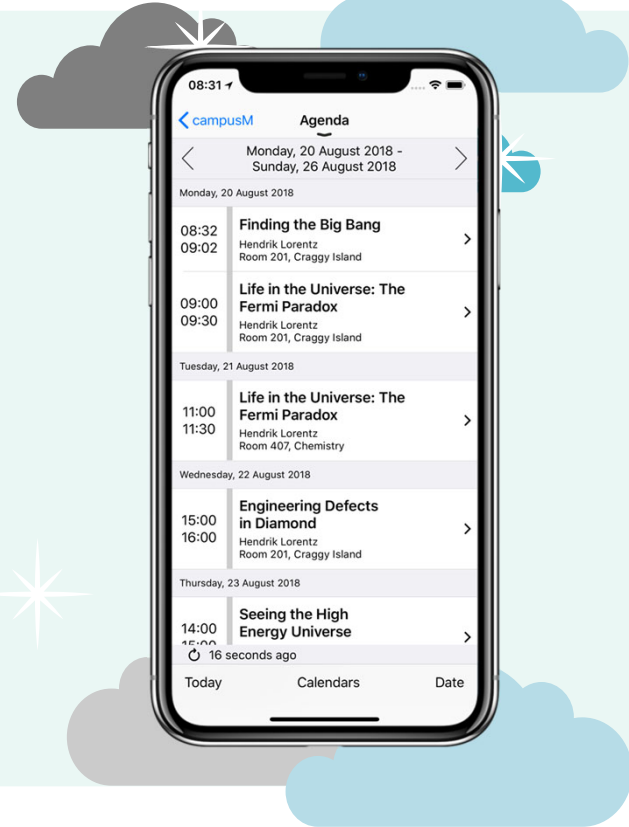
Smart Tags

- ✓ Phase 1 – Dynamic roles with Quick polls
- ✓ Phase 2 – User and customer definable tags to help target users with personalized, relevant service sand information
 - ✓ Tag driven actions
 - ✓ Student Profile View
 - ✓ AEK attributable
 - ✓ Extensible
 - ✓ Extract and modify through API



Enhancing campusM Calendar

- ✓ Refactoring of the campusM Calendar functionality to provide significant enhancements and resiliency for this core product feature
 - ✓ Enhanced management of calendar refreshes and updates
 - ✓ Reduces number of calls to customer timetable endpoints
 - ✓ Blended Calendar for Web App
 - ✓ Support for Profile specific calendar services





2021 Roadmap

campusM UX

- ✓ Provide a transformative, cross-channel user experience that is focused on the individual, prioritizing engagement, legibility and accessibility
- ✓ Designed in partnership with our customer and their users
- ✓ Developed on a technology stack built for the future of Higher Education user-centered experiences
- ✓ Delivered with an emphasis on configurability, agility and simplicity



ExLibris
campusM



Enhancing campusM Attendance

- ✓ Building on the early success of campusM Attendance, we continue to enhance our attendance offering with feedback directly from the user community:
- ✓ Ad hoc event creation and check-in
- ✓ Alternative sessions check-in
- ✓ Administrator check-in
- ✓ Enhanced absence check-ins



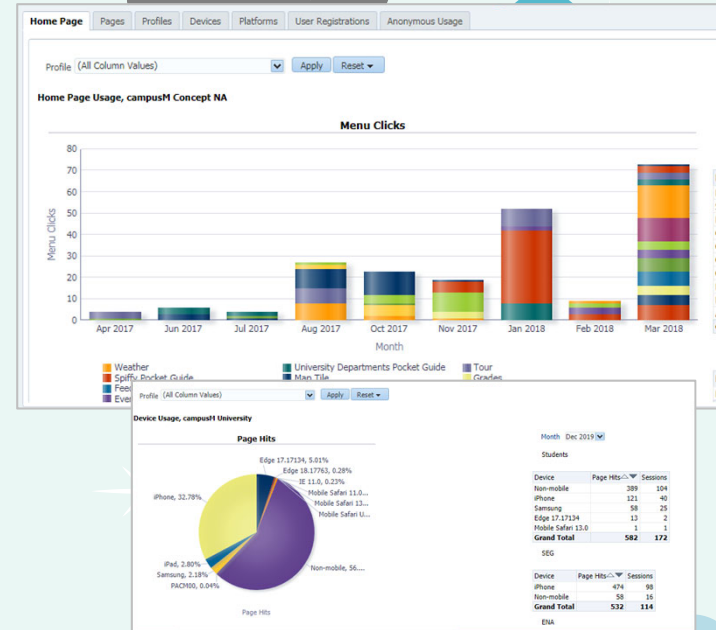
Cross Platform Personalization

- ✓ Synchronize students' personalization preferences across devices and platform
- ✓ Cloud-based personalization preferences
- ✓ Cross platform synchronization



Cross Platform Personalization

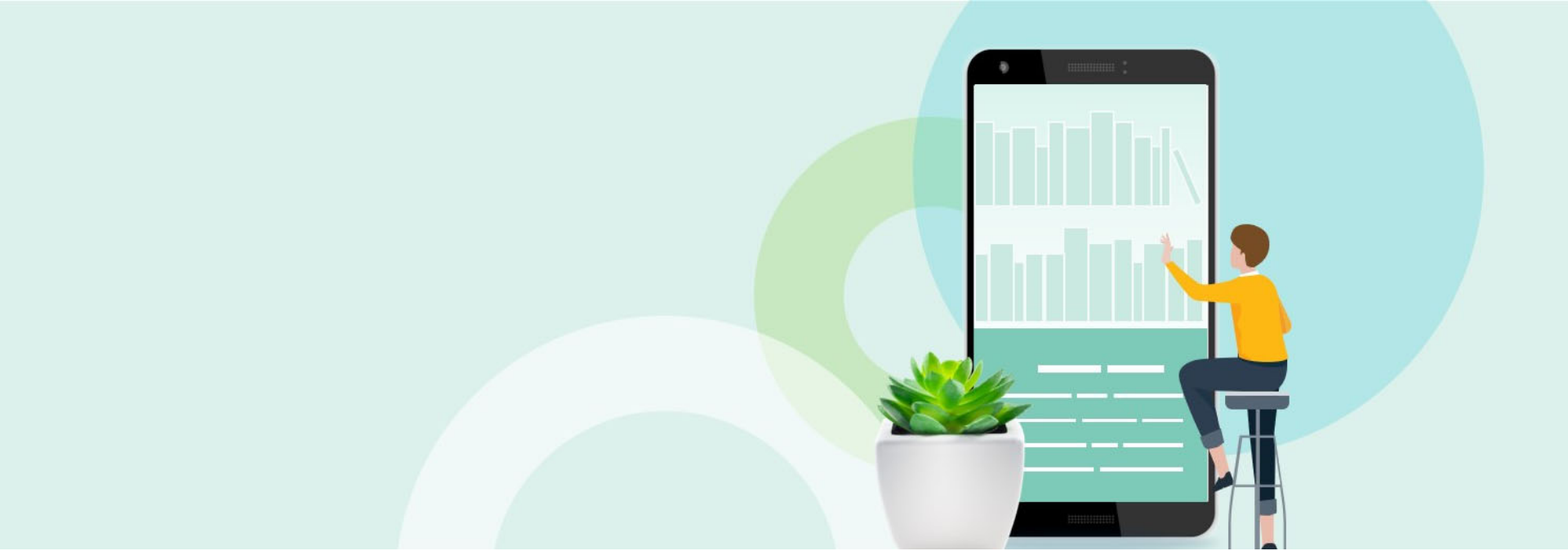
- ✓ Provide enhanced insight into how students use the app and their levels of engagement, all through our powerful Oracle Business Objects analytics platform
- ✓ OBI Platform Update
- ✓ Personalization Insights
- ✓ Role-based analytics
- ✓ Session time feedback
- ✓ Active and inactive segmentation



Enhancing campusM Digital ID Card

- ✓ Provide an app-based solution for Student ID card
- ✓ Enable access to locations and services
- ✓ Identification on challenge
- ✓ Utilize access to NFC for Apple Devices
- ✓ Provide Challenge and Response for ID on demand



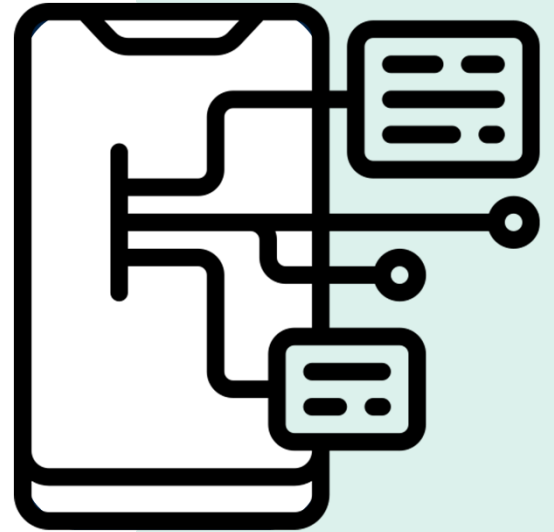


Research Lab

campusM Task View

Focused, data driven task view that provides a dynamic dashboard focused on tasks and objectives your students need to complete

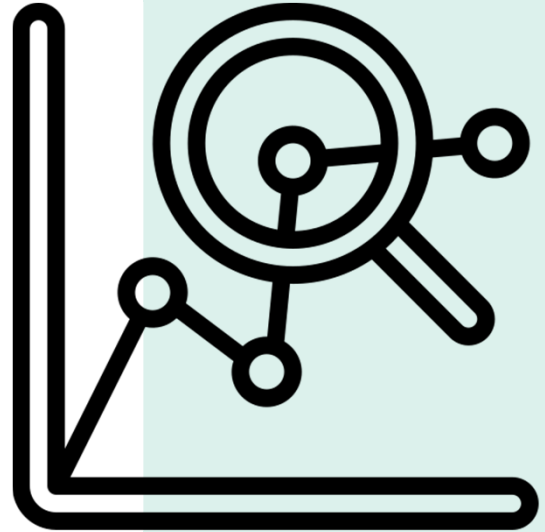
- Alternative homescreen view for students
- Use existing integrations to surface time dependent events and tasks
- Live Tiles and Personalization to enable customization for the individual
- Prelude to campusM Coach



App Impact Dashboard

Easy to consume dashboard to show the value and impact of your campusM App all within App Manager

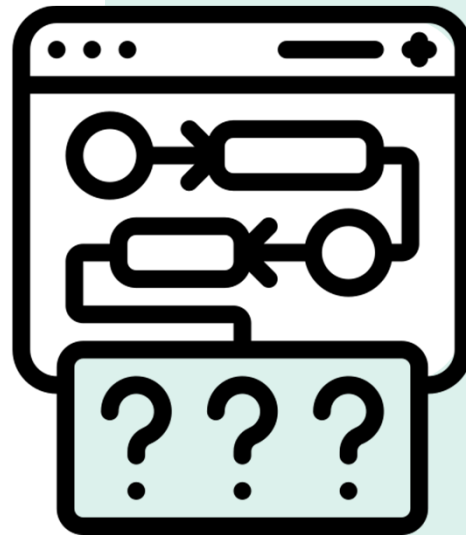
- General app usage
- Engagement overview
- Actions and recommendations
- Community integrations



Surveys And In Class Polling

Design and distribute surveys and polls through campusM to explicate knowledge and understanding from your end users

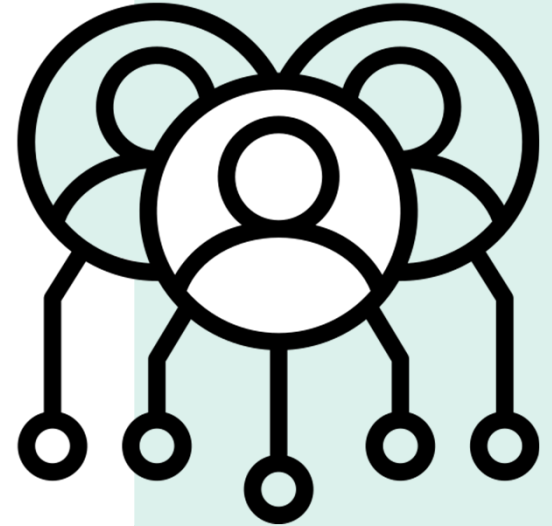
- Multi question surveys and poll delivered through App
- Easy to use interface for both creators and end users
- Targeted through profiles and roles, applicable for prospects, current students, visitors and alumni



Engagement Toolset

Features and tools to further engage your end users

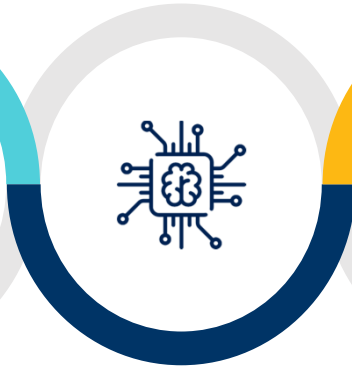
- Activity feed interface for students
- Social Media Integrations
- Student Profile and App Introduction 'Wizard'
- In-app marketing and Ad campaigns



Additional Research Areas

Engagement Engine

business rule based workflow for automating engagements based on interactions, tags and analytics



Drag-n-Drop AEK

create powerful AEK interactions using drag and drop components
Creative studio for AEK

campusM Coach

AI and Machine learning technologies used to intelligently drive app interactions and encouraging interventions

campusM Data Model

unified data model that provides the ability to create experiences aligned to workflow rather than system silos

AI App Manager

intelligent encouragement of app manager features to support app administrators to make the most of campusM



Thank you!

matthew.sherlock@exlibrisgroup.com