



THE OHIO STATE UNIVERSITY

There's an App for That:
How Ohio State puts the campus in your
pocket including course evaluations

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About OSU:

- 65,795 enrolled in Autumn 2022
 - 60,540 at Columbus campus
- 17,528 graduates last academic year
- 39,636 FTE employees





OSU: Endless learning opportunities

\$1.38B



**Research &
Development
FY 22**

200+



**Undergraduate
Majors &
Programs**

9



**Professional
Degree Programs**





The Student Evaluation of Instruction (SEI)

- Current instrument in use since 1994
- 10 Questions
- Optional “Comments”



The Survey

Three Questions about 3 key elements of teaching:

- Instructor preparedness, organization of material, and clarity of presentation
- Rapport and instructor commitment
- Students' sense of their own learning

Plus

- Overall, I would rate this instructor as
- Optional Comments



The Student Evaluation of Instruction (SEI)

- Available online since 2001.
- Fully online beginning Autumn 2009
- Online SEIs integrated into the Student Information System (PeopleSoft)
- Moved to Blue in Summer 2018
- Mobile app added Autumn 2015



The OSU App - 2015

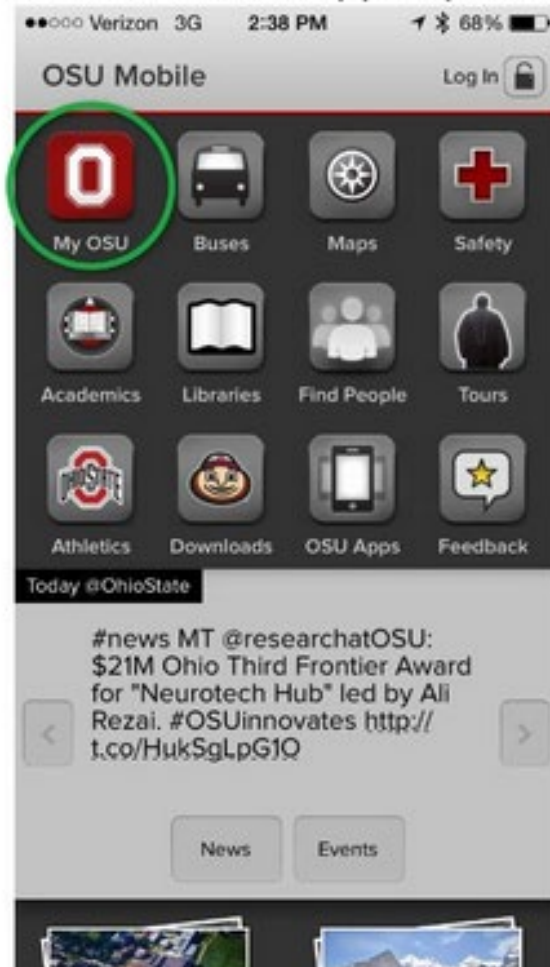
- Class schedules and grades
- Real time bus locator
- Map
- Find People
- Advising Info
- Statement of account
- And now..... SEI.







1. In the mobile app, tap on "My OSU."



2. Log in





3. If an SEI is available, you will see a red banner. Tap the banner to go directly to SEIs. (A) Or select "Classes," to see a list of all classes, with or without available SEIs. (B)



4. Tap red box with "SEI" and a number representing the SEI available, if there are any. (Note: classes with no available SEIs will not have a red SEI box next to them.)





Verizon 2:54 PM 53%

< Back

3. The instructor was genuinely interested in teaching.

strongly agree agree neutral disagree strongly disagree

4. The instructor encouraged students to think for themselves.

strongly agree agree neutral disagree strongly disagree

5. The instructor was well prepared.

strongly agree agree neutral disagree strongly disagree

Verizon 2:54 PM 53%

< Back

6. The instructor was genuinely interested in helping students.

strongly agree agree neutral disagree strongly disagree

7. I learned a great deal from this instructor.

strongly agree agree neutral disagree strongly disagree

8. The instructor created an atmosphere conducive to learning.

strongly agree agree neutral disagree strongly disagree

Verizon 2:55 PM 53%

< Back

9. The instructor communicated the subject matter clearly.

strongly agree agree neutral disagree strongly disagree

10. Overall, I would rate this instructor as...

excellent

good

neutral

fair

poor

Verizon 2:55 PM 53%

< Back

good

neutral

fair

poor

Comments:

Comment here

Q W E R T Y U I O P

A S D F G H J K L

↑ Z X C V B N M ↵

123 ⌨ space return



6. Tap the green "Submit Evaluation" button.

Verizon 3:02 PM 59%

< Back Valente B Alvarez

Submit Evaluation

10. Overall, I would rate this instructor as...

☒ excellent

☐ good

☐ neutral

☐ fair

☐ poor

Comments:

Class comments here

Classes Carmen Activity Calendar

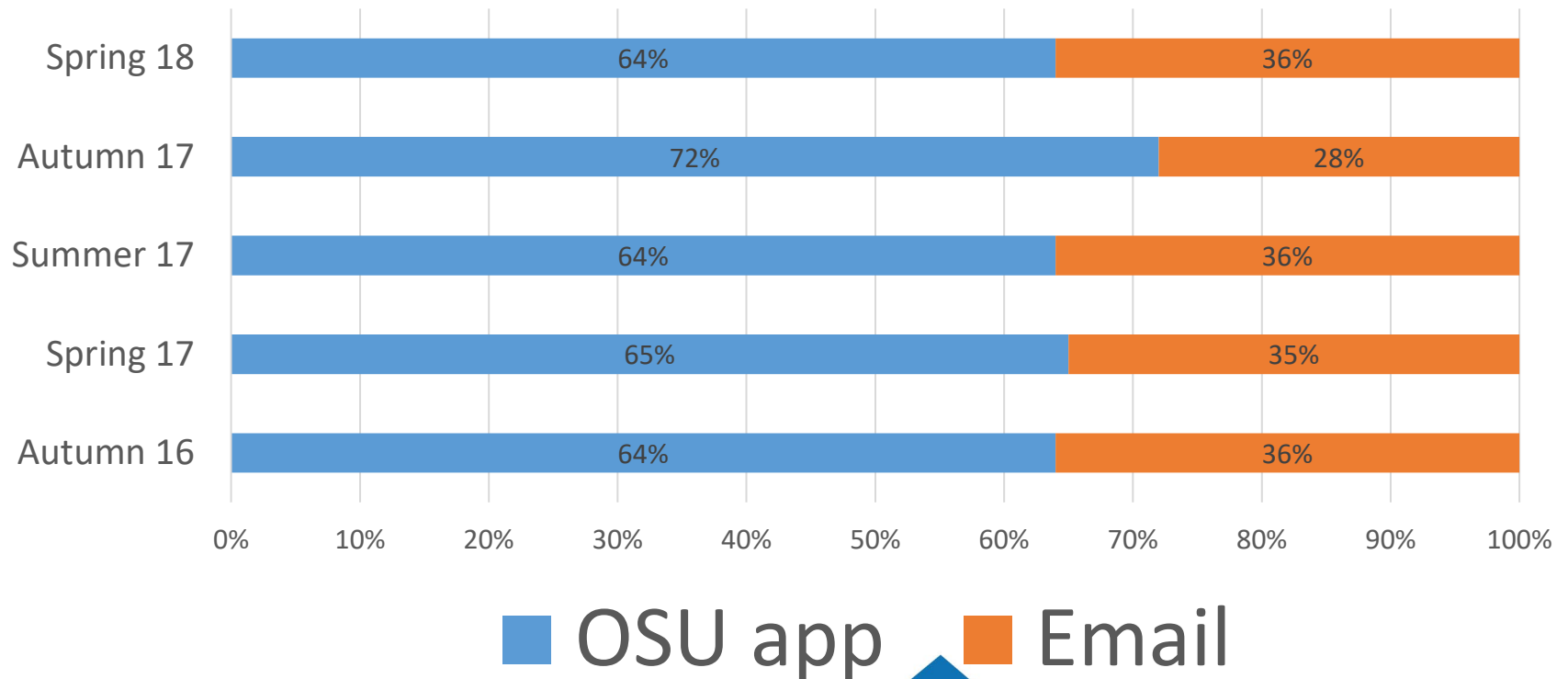


Immediate Adoption

- First term: soft roll out, summer, 20% of surveys in mobile app
- 64-65% of surveys in 2016-2017 year
- 72% of surveys Autumn 17



Response Mode: Before Blue





OSU App

- Real-time bus tracking
- Parking garage list with current capacity information
- Campus Building Directory
- Gender inclusive restrooms
- Buck ID account balances and transaction history
- Student statement of account
- Dining locations, hours, and menus
- Buckeye athletics: news & schedules for 36 varsity sports





OSU App

- Faculty, staff, and student directory search
- Apple Watch app with class schedules, buses, and Buck ID balances
- Siri shortcuts for Buck ID balances
- List of merchants that accept Buck ID
- Campus safety information
- Incredible flyover drone video of campus
- Face ID inside the Ohio State app
- Walking directions with Apple Watch integration



OSU App

- Grades
- Class schedule export to iOS calendar
- Emergency Alert push notifications to all devices with the app
- Lactation rooms
- Advisors and notes
- Library List and info
- WiFi locations
- Traffic impacts
- Campus events
- Class schedule widget





OSU App

- Free official ring tones
- Academic Calendar
- Buckeye Careers
- Assignments from Canvas
- Siri short cuts for your next class and bus predictions
- Apple Watch app with class schedules, buses, and Buck ID balances
- Parking garage today widgets
- Comprehensive listing of student organizations
- I'm Experiencing an Emergency or Crisis link

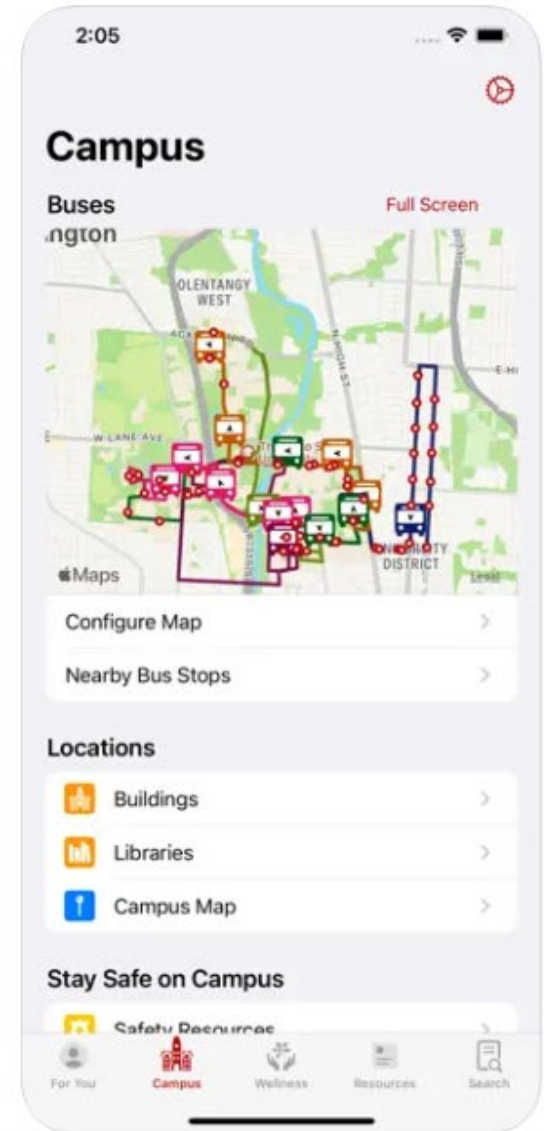


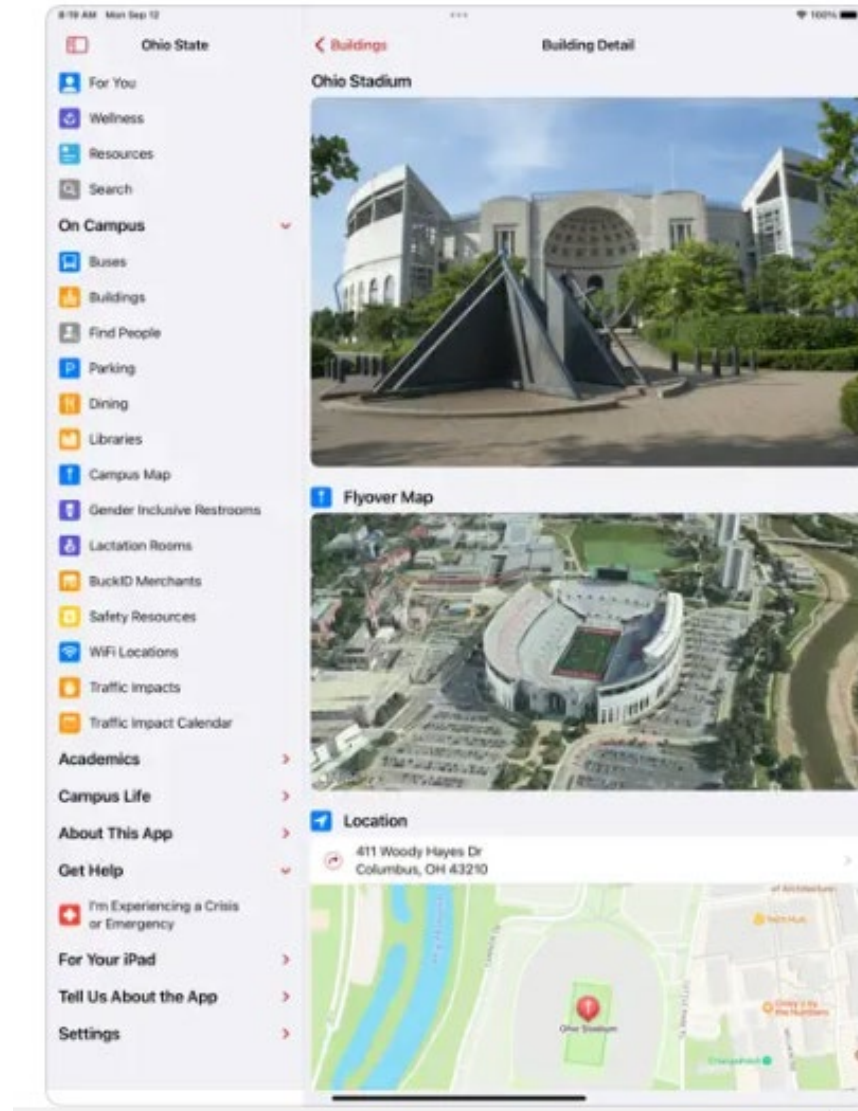
OSU App

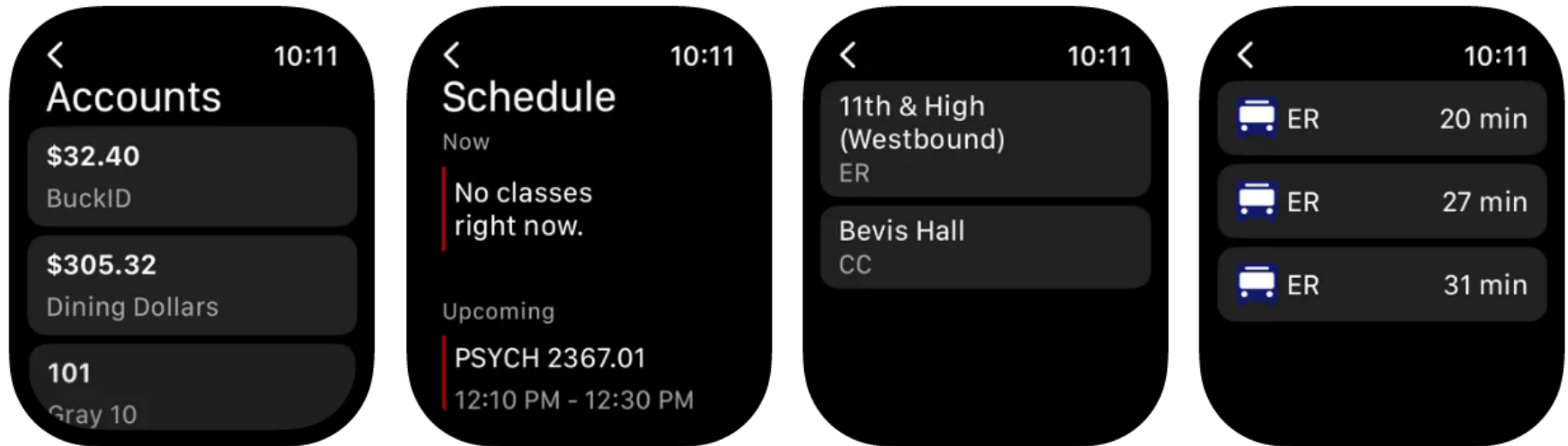
And...

- 471,382 screen views of
The Student Evaluation of Instruction!











The Ohio State App last year:

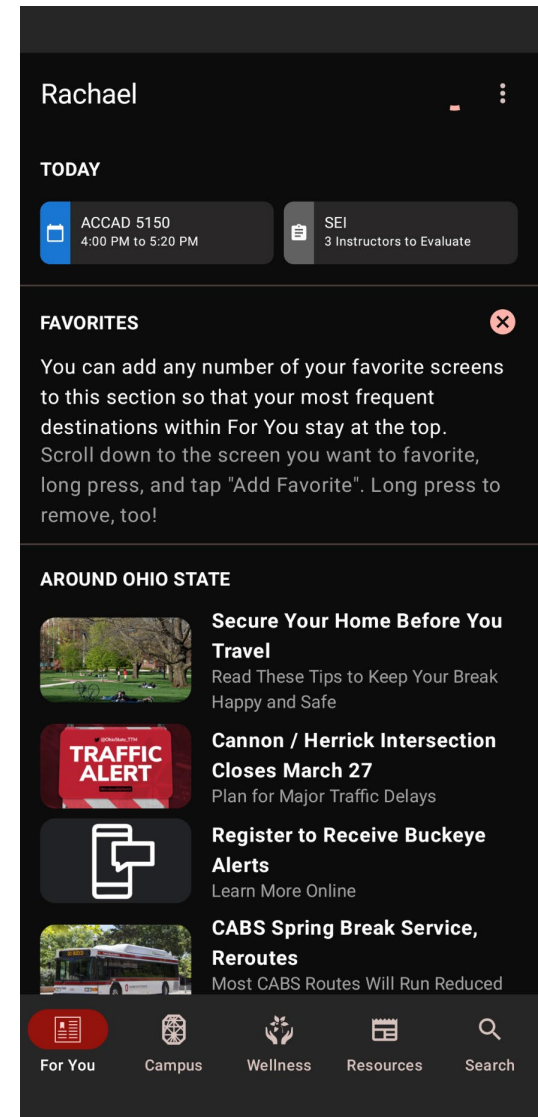
66,636,138 Screen Views

224,722 Unique Users

Current Active Users:

86,616 monthly (12-23-22 to 1-23-23)

55,430 daily (Jan 19: Thur week 2)





	Screen	Views
1	For You	16,753,144
2	Campus	6,358,000
3	About You	5,778,371
4	Buses	5,491,834
5	Calendar	5,261,302
6	Classes Meeting Detail	4,851,159
7	Weekly Calendar	4,259,162
8	Carmen Calendar	1,232,443
9	Building Detail	1,183,154
10	Bus Stops	1,148,332

11	BuckID Accounts & Transactions	1,125,696
12	Search	1,079,764
13	Schedule	1,011,303
14	Grades	984,782
15	Final Term Grades	686,855
16	Carmen Assignments	646,108
17	Carmen Courses	591,837
18	Wellness	578,363
19	Statement of Account	332,993
20	Resources	317,057



Challenge – Blue mobile integration

- Keep functionality
- Volume/size
- Service stability
- Testing and response tracking



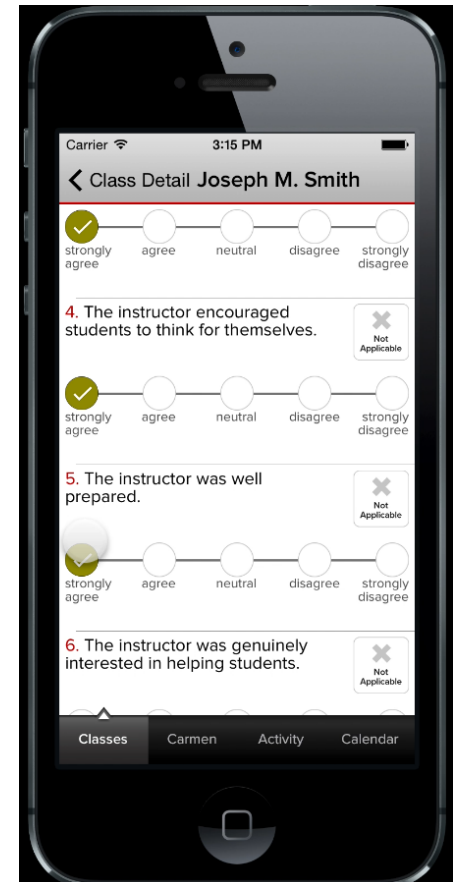
Blue mobile integration v1.0

- Worked with Explorance
- Create RESTful web services of their product
- To get information and statuses, etc. that worked with our mobile platform to present a course survey
- **And then pushed data back to Blue**



Student experience: Blue mobile

One day the source of the SEI changed
... And no one even noticed





Behind the Scenes

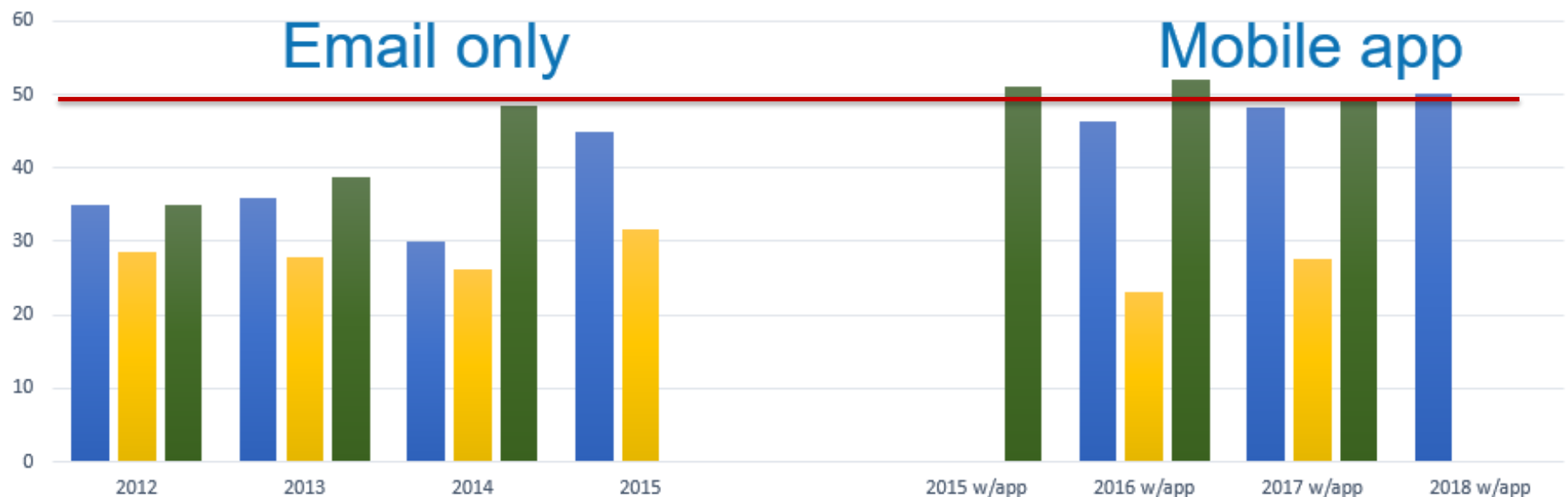
- As expected, we had challenges
- OSU's mobile team and Explorance met them head on
- All issues were resolved





How did we do?

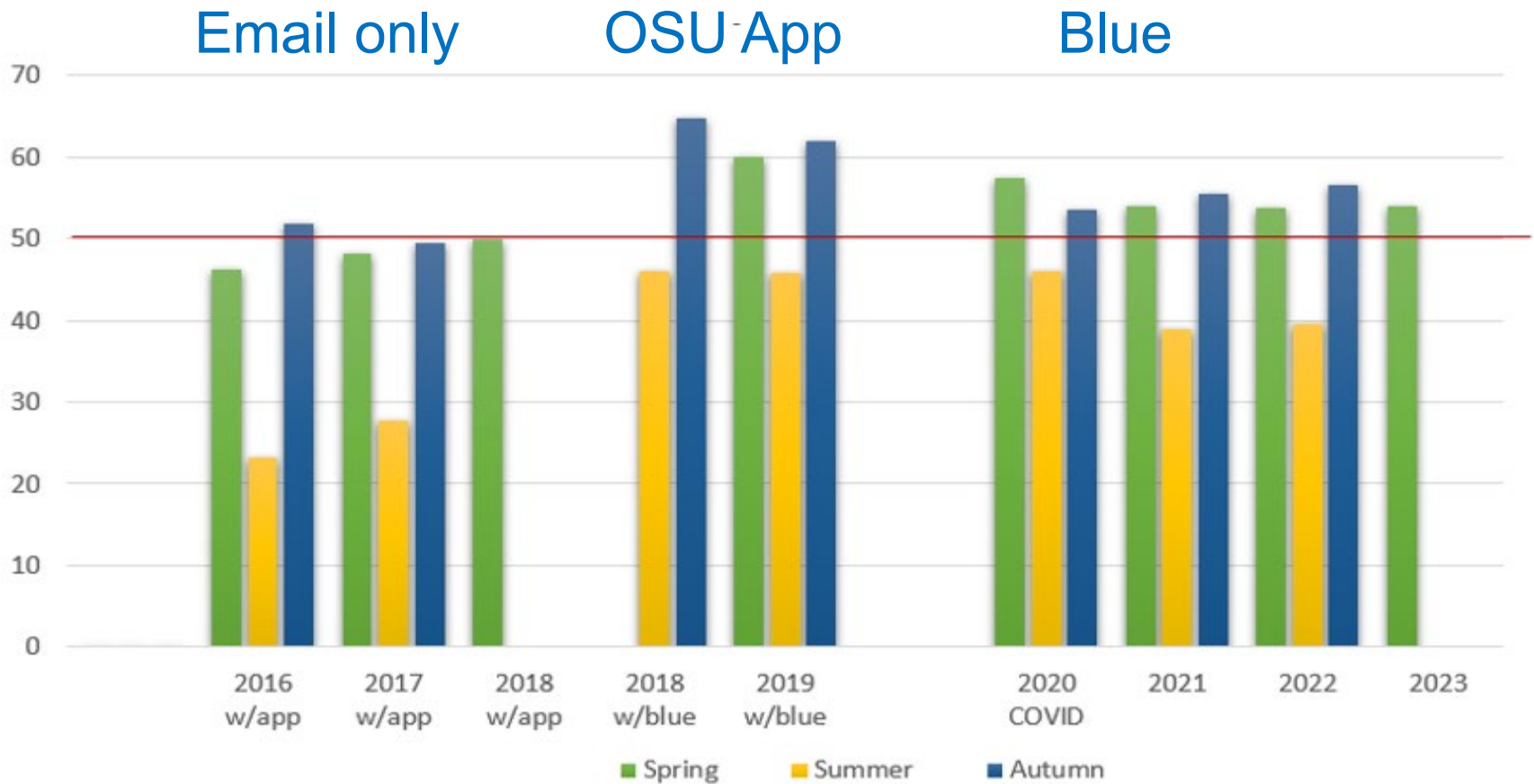
Response Rates: 2012 – 2018





How did we do?

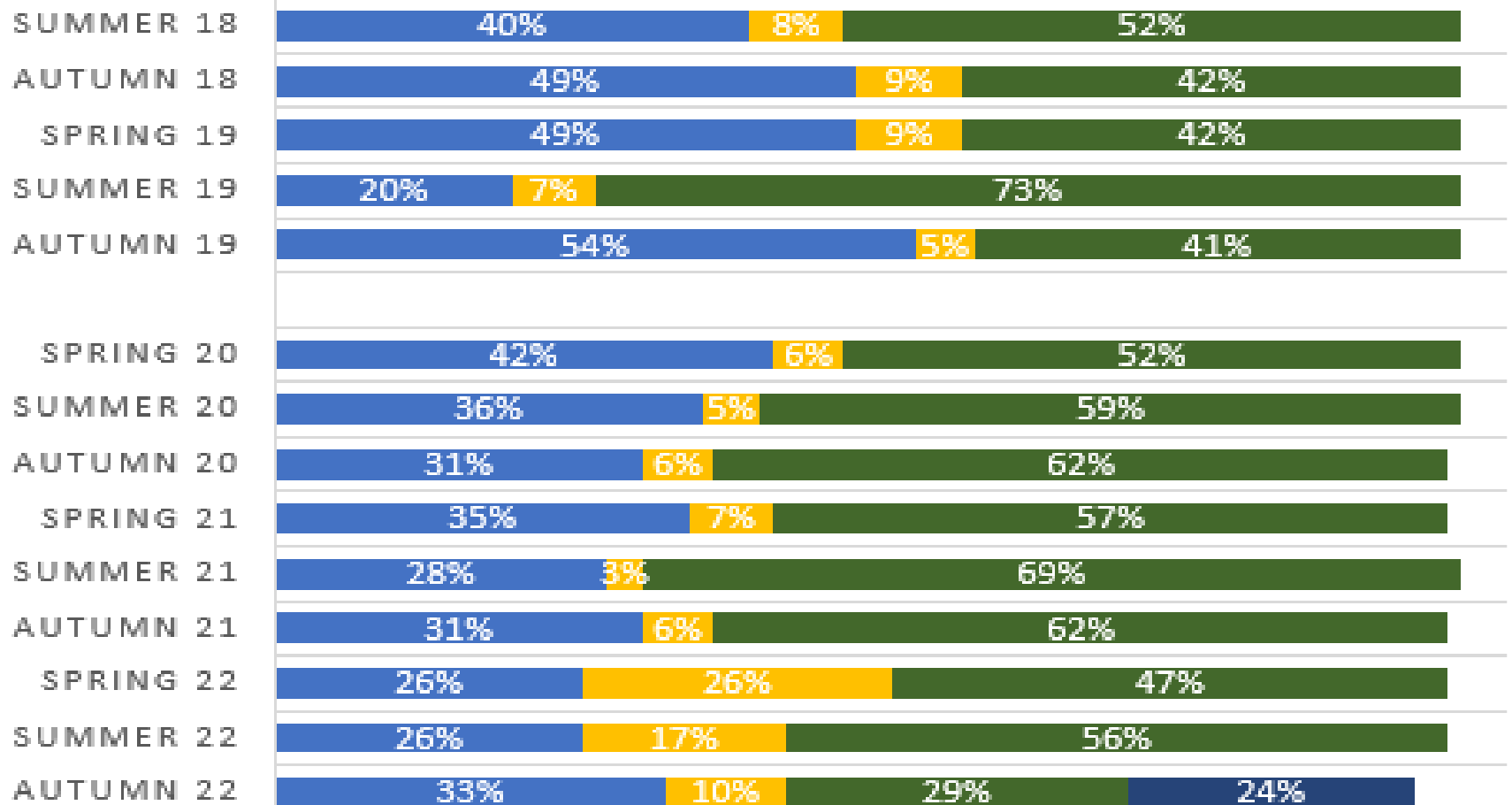
Response rates 2016 – 2023





RESPONSE METHOD

OSU app Email Canvas Dashboard





What's next?



Product & Service Notification

Blue mobile integration v2

- API from Blue for whole process
- No more shadow survey
- Support for Question Personalization
- Increased Flexibility





Questions?





Ohio State App: Feedback Matters

Feedback from students drives improvements

Actual team member reads and replies to all feedback

Prominent placement of feedback tools

Student Driven Updates:

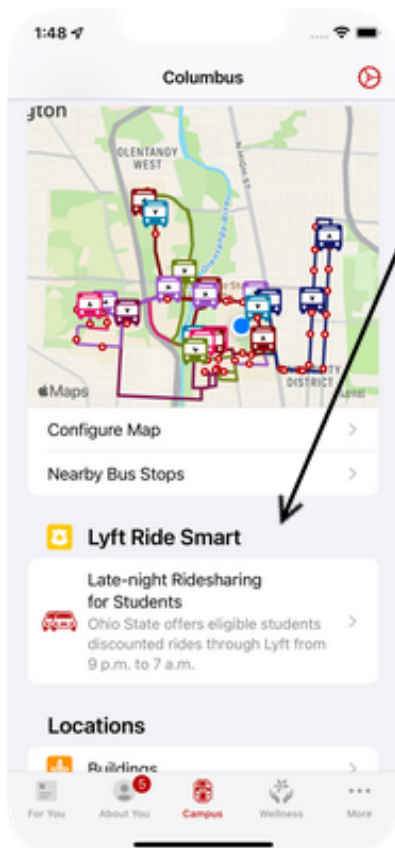
- Better support for regional campuses
- Added Buckeye Alerts
- I'm experiencing a Crisis or Emergency





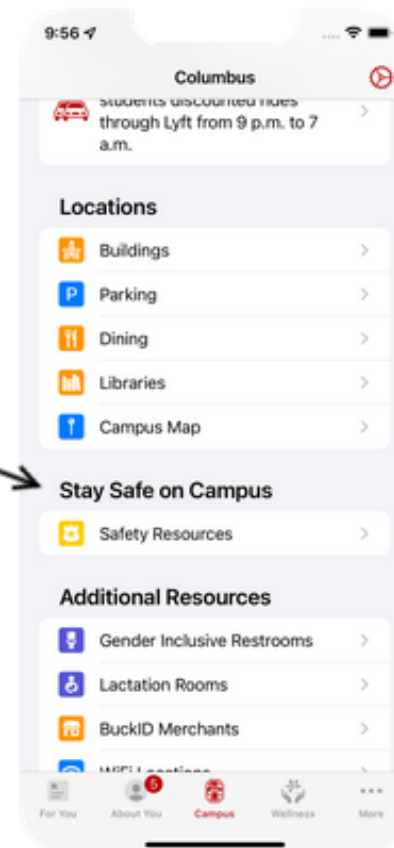
Latest Updates

Safety



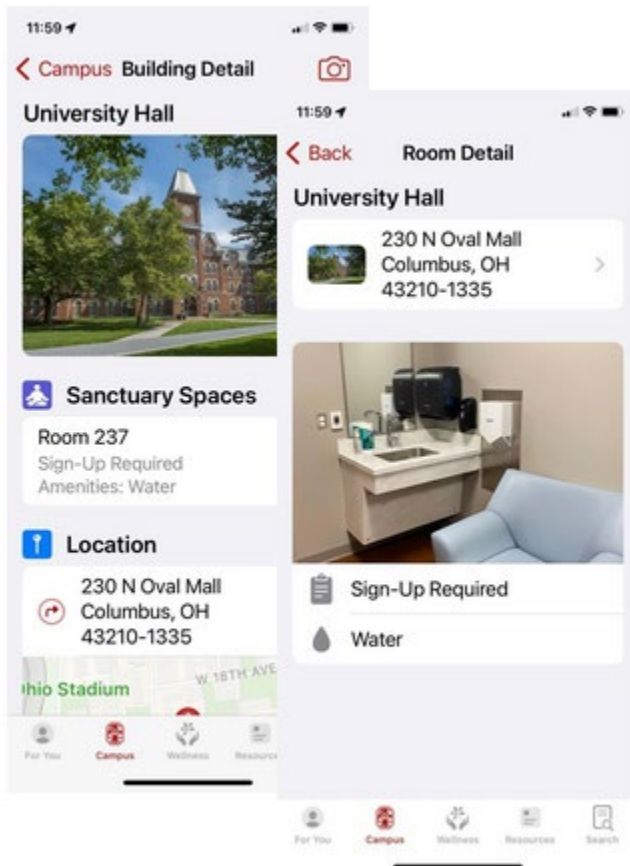
Lyft Ride Smart now shows up during operating hours on the Campus screen, which regularly sees 7 million screen views annually.

Stay Safe on Campus now has its own section for safety resources and space for additional safety features.





Latest Updates



Sanctuary spaces

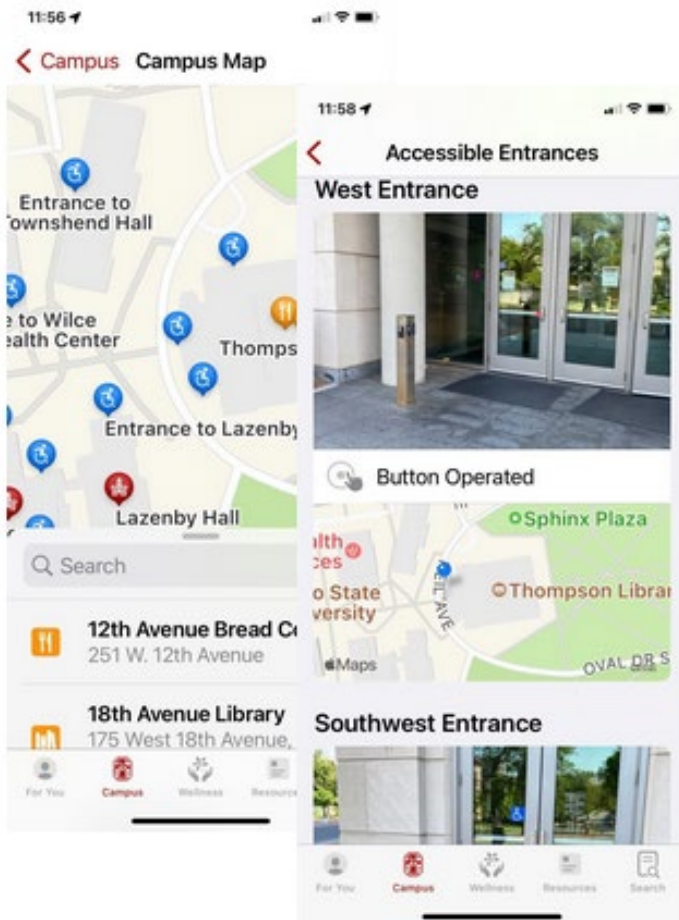
You can now see sanctuary spaces within buildings, and wherever possible a picture of the space is included to help determine if it will meet your needs.



Latest Updates

Accessible entrances

Accessible entrances are visible on the map, and the actual entrance can be viewed within the app. This helps users with mobility restrictions determine if they will be able to enter a building before they arrive.



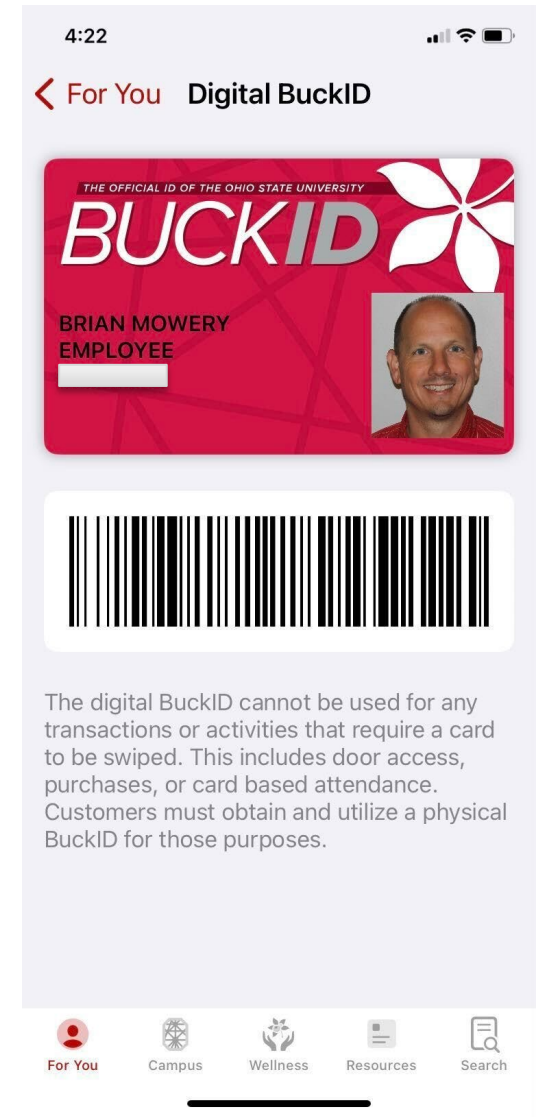


Latest Updates

BuckID Barcodes

A digital representation of BuckID was added during COVID.

It's become so popular, that at Student Life's request, the ability for areas like housing and the libraries to scan the barcode within the app was just added!





Get the app and log in

- App store:



Ohio State 4+
THE official app.
[Ohio State University](#)
★★★★★ 4.4 • 421 Ratings
Free

Play Store:



 **Ohio State**
The Ohio State University
4.2 ★

Username: student
Password: ohiostate



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