ITANA Portal Usage Survey

12/9/10

Introduction

We conducted a survey in October 2010 to assess the ongoing role of the portal as a strategic platform in Higher Ed.   After appearing on the scene more than a decade ago, how has it faired? How have Universities actually been using it? What functions does it perform? Is it still a vital platform? Is its use waxing or waning?   How is it managed?

The survey was published on the web and solicitations were sent out on the ITANA, EDUCAUSE Portals and JASIG lists.   There were 64 responses.

Our overall impression is that Portals still play a vital role in most of the universities represented. There are many that are just starting up.   Many of those that are well established are continuing to grow and adapt.   Several, though, have or are about to go through re-evaluations -- ways in which the portal can adapt to new delivery methods and changes in integration possibilities.

Survey Results: Compiled

1) How long have you had a portal?

a)   Greater than 9 years:
     6
b)   5 – 9 years:
     15
c)   1 – 5 years:
     27
d)   Less than 1 year:
     7

2) What constituents/audiences are being served by your portal?

a)   Primarily or exclusively student:
     11
b)   Primarily or exclusively staff:
     0
c)   Serving Students:
     59
d)   Serving Staff:
     45
e)   Serving Faculty:
     36
f)   Serving Alumni:
     6 implemented, 5 planned or under consideration
g)   Serving Applicants:
     note: Applicants were included in cases where students and prospectives were mentioned.
     16

h) Serving Prospectives or Guests:
7

i) Serving Parents:
3 implemented, 2 planned

3) What are the high level functions of the portal?

Answers typically covered many areas.

a) Provide news/communications, perhaps targeted to students/faculty/staff, by campus, by school, etc.
42

b) Display messages targeted to individuals based on their status, deadlines, etc.
26

c) Use collaboration tools such as email, calendar, etc.
27

d) See current information from core business systems, for example: my drop/add status from the student system, my upcoming paycheck from the payroll system, etc.
27

e) Carry out tasks within the portal that post data back to core business systems, for example, drop a class, enroll in a benefits plan, etc.
30

f) Provide quick links to frequently used web-based services. And g) Provide comprehensive links to web-based services (not limited to the portal, could be located in other applications), perhaps targeted to constituencies.
45

4) Is your portal, or some of its content or services, designed to be consumed other than as a web page?

a) As a mobile site (if so, how does the portal relate to the university's overall mobile strategy?).
Current: 11, Planned: 17

b) As RRS feeds.
Current: 12, Planned: 3

c) As messages or alerts to twitter, IM, SMS, etc.
Current: 11, Planned: 2

5) What frameworks, if any, is your portal solution using?

a) MyCampus   14
b) Uportal   13
c) Home Grown 8
d) Luminis   3
e) Banner   3
f) Blackboard   2
g) Epicentric/Vignette   1
h) Drupal   1
i) Liferay   1

6) How does the portal relate to other aspects of the university's web presence? For example:

Most portals are linked to and from the university home page.   Most provide Single-Sign-On support for other resources.   Some are more tightly integrated with LMS or campus ERP systems.   Very few have a relationship with non –university sites.

7) What is your intent for the portal as a "destination"?

a) We expect users to make it their browser home page.

9

b) We expect users to check for new content at least once a day? week? month?

1 x day: 14,

1 x wk: 2,

c) Once a user has access to the portal, we expect it to be their primary point of interaction with the university during their life cycle.

28

d) We expect users to visit the portal anytime they are trying to complete a university administrative task.

14

e) We expect that users will mainly visit the portal for a mandatory business process (for example, students recieve a registration email that links them to the portal).

5

f) We offer users a persistent login to the portal so they can visit any time without logging in again.

6

g) Usage of the portal varies a lot among students/faculty/staff.

8

8) Please describe the governance structure. Who has overall responsibility for the content and services in the portal? Who decides how content and services are added? What process is followed? What standards are applied?

a) CIO or Central IT

20

b) Cross Campus (dedicated governance)

12

c) Layered (division of responsibility of functions including, advisory, execution, policy, content)

22

d) Enrollment Services

2

e) Designated Web or Portal manager

5

f) Distributed (responsibilities divided according to sections or portlets)

9

g) Planning & development

2

h) Marketing

5

i) Unclear

5

j) Academic

1

9) Please provide a brief description of the current state of play.

a) Initial

8

b) early expansion

4

c) continued growth

9

d) stable

7

e) Assessing Strategic Direction (a response can be counted in this and another category (usually "stable)

10

f) Waning

1

g) None

4

h) Huh? (Is that the movie you're asking about?)

9

i) Blank

19

10) Please provide your reasons for not implementing an enterprise portal.

There were four responses including lack of adoption of enterprise portal, focus on SSO/web sites instead; use of CMS or ERP portal and lack of desire from divisions on a central portal.

11) What alternative channels are you using for addressing your constituencies?

There were five responses using various combinations of email, listservs, multiple/divisional portals/sites, Facebook and Twitter.

Survey Answers

Note: We have removed identifying information from answers to all questions but the portal and documentation links.

What are the high level functions of the portal?
1. Provide news/communications, targeted to students/faculty/staff, by campus, etc. 2. Display alerts targeted to individuals based on their financial hold status, immunization hold record, classroom change, etc. 3. Web services consumer to publish alerts via the portal 4. Use collaboration tools such as email, calendar, notepad, bookmarks, etc. 5. See current information from core business systems, for example: class schedules, interim grades, official grades, etc. 6. Provide quick links to frequently used web-based services, such as financial aid information, personal information update, sakai, degree navigator, parking/transportation, buses/shuttles, Transit discount, housing, dining menus, etc. 7. Provide comprehensive/single-sign-on links to web-based services, such as WebReg, Course Schedule Planner, etc. 8. Generate portal usage statistic reports, targeted to managers

a, c, self-service interfaces to core IT systems (mail forwarding, etc).

Provides news and communications targeted to all/specific constituents and groups. Display academic data and pertinent personal information, based on group affiliation. Provide simplified access to a range of University, community, and global resources. Allow users to interact with important data, making updates and modifications that are pushed back into core systems. Display important alerts, announcements, and deadline information to various constituencies based on their affiliation at the University.
- to provide general news/communications to campus
- to communicate messages to specific segments of the population
- to provide a gateway to systems like Banner
- to provide a centralized directory of other services/resources

Uni wide news relevant to individual cohort, access to relevant corporate systems / applications and other web-based services appropriate to the cohort

Information concerning studies, exams, curriculum etc for students. Also possibilities for secure certificates and to change adress.

connections to digital course rooms (blackboard, moodle probably coming up, news (as rss), it messages, contact info, connections to administrative study systems, webmail, coming up calendar, library information.

One entry for all applications provided for our students. Includes individual course schedule, mail, calendar, campus news, integration to SIS and LMS etc. All services are webbased. Single sign on.

(a)Provide news/communications targeted to students, by campus
(b) Provides access to email (consolidation of various email) and calendars (calendar aggregator)
(c) Access to key Student applications and information from core business systems (Blackboard, Course Offering & Registration, Degree Navigator, eCollege, Gradebook, Grades access, Learning centers, Sakai, Course Schedule, Financial Information, Personal Information, Alerts, etc.). Some of these channels post data back to core business systems (for example, drop a class)
(d)Provide quick links to frequently used web-based services.
(e) Provide comprehensive links to web-based services (not limited to the portal)

Approximately 100 portal channels, in the following categories:
Academic, Campus Services, Entertainment, News, Personal Services, Web Tools.

Single sign-on to webmail (Google), calendar (Google), LMS (Moodle), registration, records and financial aid (Banner Self-Service), bookstore (Barns & Noble), Student Loan Clearing-house, credit card payment (Touchnet). Working to link in Xythos for document storage. Proostion of retention items, like Academic Skills Center. Key messages that apply to all students, like registration date reminders and athletic events.

What are the high level functions of the portal?

a mix of all of these
Calendars,
Links to other tools, such as web file, email, faculty/staff tools and reports, and reports and useful information for students.

a, d, e, f, g
Provide targeted communications to different groups. Provide dashboard interfaces into major systems (email, LMS, etc.)

The most success we have had with our portal is to provide true single sign-on to HCC resources that include: (our ERP), library services (database and library account), Blackboard (formerly WebCT), student email (Gmail), employee email (Outlook) network file storage, class meeting cancellations, password resets, outages and alerts, College announcements, online course evaluations, weather emergencies, extranet access and limited student club and athletic information.

targeted communications by group and individual; calendar, email connections; student business event calendars; links to add/drop, etc.; news sources;

Our portal is mainly an aggregation point for services and for communication to targeted audiences.
1. RSS feeds (News stories, articles, etc.)
2. Events calendar (College wide, schools and departments)
3. Central Authentication Service to log into multiple College applications (Web Advisor, D2L, Library, Bookstore, etc.)
4. Deep links into specific WebAdvisor screens
5. Displaying student course timetable and grades

All of the above. (examples student registration, online benefits enrollment for staff/faculty, housing selection, meal plan dollar review/add, ID card,grant/manage parent access, other Enterprise application access, real time info (e.g. holds, content management based on role, etc.) news, and communications.

We have not added email yet, but thinking about it.

Essentially the dashboard of the user's life at the university, so news, targeted messages, quick business transactions, reference information, connecting users to information relevant to their current circumstances.

(a) primary gateway to administrative systems through audience-specific "deep links" (b) targeted alerts to individuals based on status/deadlines (c) links and "dashboard" previews of collaborative tools (calendar, blackboard, email) (d) provide audience-specific links and contact information to general purpose university resources and departments through Topic pages (e) ability for all users to create and comment on community content (spotlights - user submitted banner ads, news stories, events, discussions, polls, videos and photos) (f) community voting/ranking (digg-like) of community content to drive formulation of home page (e) built-in collaborative "groups" system

Centralized, personalized communications service:
- producers are ERP systems, communities, departments, campus, etc.
- consumers are the various constituents listed above.

Common sign-on / single sign-on for some applications

Single-Sign on for e-mail, student records, adding classes, dropping classes, student portfolios, library databases, server shares, and windows sky drives. Also campus portal, announcements, and links to cafeteria menus, campus maps, main website, IT helpdesk website, Daily News, and the Bookstore.

single stop for e-mail, registration, business functions, campus news and events etc.

communications (e-mail, emergency notification, campus wide and smaller group communications)
collaboration (communities, file sharing)

Access to email, LMS, ERP, annoucements and targeted messaging

What are the high level functions of the portal?

Single sign-on for all key student facing applications - Mail, ERP, Library System, LMS. Targeted message/alerts based on group membership, facebook sync, Wikis, WCMS, federated IMs, blogs, document library, SMS text messanger, polls a& Surveys, etc.

We provide school news and communications targeted to students, faculty, and staff. At this time we use collaboration tools such as email. We are intending to use calendaring but haven't had time to implement it yet. Users have access to core business systems like SunGard's Banner for adding and dropping classes, and viewing mid-term and final grades. We also provide quick links to some of our web-based services

  Targeted announcements to students, faculty and staff. Deep links into core ERP and CRM systems. Quick links to frequently accessed/used web-based services.

a) Single Sign On to the dozen or so enterprise applications (LMS, SIS, Mail, Calendar, etc.)b) Provide news/Communications targeted to faculty/students/staffc) Provide quick links to frequently used web-based services and information (e.g., academic calendars)d) Provide alerts targeted to individuals (e.g., overdue Library books)

(a) communicate with targeted audiences; (b) streamline communication processes; (c) aggregate information from core systems (e.g. Banner, Blackboard, email)

a) Provide online self-service replacements for current manual administrative processes, for example addresses, registration, coursework submission.
b) Provide signposting and single-sign-on facility for other systems providing personalised information, for example virtual learning environment, library, finance.
c) Provide targeted alerts to users

Single sign-on to all campus applications.
Targetted Messaging to several hundred distinct groups of students, staff, faculty and others to improve communication without spam.
Link to college calendar, with i-cal feeds directly into the portal.
Dashboard technology to assist all users in accessing information.
All student-related functionailty including, on-line registration, viewing grades, lookup of information (Invoice, Schedule, Advising data, etc.), paying bills, filling out forms, updating information in the SIS (Emergency Contacts, Cell Phone Numbers, Home Address, etc.), voting in student elections, the list is much greater than what I've mentioned. Other groups can access much of their data as well. Staff and Faculty have access to their employee records, can make appropriate updates, view information, etc.

Links to other information not stored in our portal, but rather on our web site are pulled into the portal to avoid duplication of information.

Using "Communities" we have been able to add even more functionality while helping to increase student engagement through participation in virtual communities.

Display message some important some general. Provide personalized university information such as schedule, tuition, and pay stubs. Main place to change university password. Links to other university sites.
a, c, d and f
All the functions listed above, notifications system, forms development, document management and workflow,
news, communications, directory lookups, advising tools, document repositories, SSO to ERP and LMS. Class lists, advisee lists. This is THE development platform for the campus so all custom apps go here.

What are the high level functions of the portal?

(a) News&Events (campus-wide, portal-related, help desk related, some from functional offices); (b) Dashboards for collaborative tools (email, calendar, personal web space); (c) SSO links and deep links into ERPs (SIS, LMS, SFS); (d) Dashboards and links to other applications (employee statements/payroll, help desk, purchase request generator, travel reimbursement, library electronic resources, scholarship application, grant/budget status, campus chat services, research tools/facilities, locating experts); (d) links to select sites and resources (libraries, employee resources, academic resources, advising resources); (e) targeted timely messages with links to take action (student elections, submission of application materials, post-graduation questionnaire, employee heritage survey, SSN update needed); (f) native portlets aggregating information from a variety of systems in innovative ways (teaching resources, course resources, advising resources, course guide)

Provide news and communications targeted to specific audiences including students/faculty/staff and across divisions including our various schools and administrative offices. We display messages targeted to individuals based on their status, deadlines, etc. and use collaboration tools such as email, instant messaging, document sharing and calendaring deatures. We provide quick links to frequently used web-based services and provide comprehensive links to web-based services (not limited to the portal, could be located in other applications), targeted to constituencies.

Provide news/communications, interface with PeopleSoft, Blackboard, AlertBG, Library, custom web applications

Almost all high level functions. Email (1GB per user), calendaring, emergency alert service (text/email/), news articles, announcements, message boards, online classrooms (an alternative to our main system - Moodle which is not integrated into the portal), bookmarks, user customizable dashboard with standard delivery of preset channels, tasks, photo albums, personal webpages for each user, online file storage (another 1GB per user), student class opinion survey tool and reporting (easy to use), survey tool, sponsors clubs/officer/departments/committees with web presence and numerous tools and functionality.

"Your online way in to everything".   Content targeted by fairly large roles (undergraduate, taught postgrad, research postgrad, staff), announcements targeted in granular way (eg by hall of residence, programme of study, international/home etc). Prominent news, regularly changed, of interest to students. Links to personalised info eg lecture timetable, exam timetable, library record. Display of systems 'within' portal eg email, student services, staff directory + single sign on links to many other systems. Displays list of modules with 'deep' links into VLE area, reading lists, timetable, past exam papers. Displays webpage for your department/school/service. Classified ads. Campus maps. Aggregation of useful links to university websites. Personal choice of bookmarks and newsfeeds.

For the purposes of these answers, I am talking about all the portals provided by all our campuses and system. They don't all provide all these functions. a) Provide communications targeted to students, faculty, and staff. b) Provide self-service functions to read information from our student system and write to it. c) Provide links (preferably single-signon links) to other university systems such as library, LMS, reporting, etc. d) Recruit students with a web experience that is highly customized based on the information we've gathered about the student. e) Provide a "one-stop shop" for users, so that all the information and self-service they need is in one place. f) Allow users to create connections between systems -- for example, students can use the portal to register the "clicker" technology they use in their classes; then faculty can use the portal to download a list of registered clickers, and plug that list into the software provided by the clicker vendor.

We provide single-sign-on access to our learning management systems, email, the library's online databases (ezproxy), and Webadvisor (our core business system). We also make accessible quick links, campus news, announcements, and events along with a chat service and briefcase portlet that allows for file downloading, uploading, and sharing to other portal users.

What are the high level functions of the portal?

Three tabs with 3 sections in each (configurable)

Home: Subscribed news feed titles, most recent email name/subject, links to collaboration forums and briefcase function

Academic: Library info including books out; links to course infomration; link to Registrar's WebAdvisor

MyCampus: Campus information; event listing; weather; facebook links

For current students, our portal provides their class schedule, tuition balance, important dates, access to tuition aids, student self-services such as registration, making payments of their course and housing fees, checking their grades, changing their address, etc.

For undergraduate applicants, it displays their admission information, steps in the admission process, and related resources.

For instructors, it provides teaching schedule, access to their class list, and managing online class resources.

For employee, it displays their directory information, provides access to employee self-services.

For alumni, it displays their alumni association membership information and alumni specific resources. It also provides the access to email and many University Web administrative services, resources, events, news.

a. Targeted content and news for campus employees.

b. Personal Profile provides leave/vacation balances, pay info, systems access, and training registration

c. Quick links for most business applications.

d. Single sign on for business apps;

e. Targeted info for campus temporary employees; new employees; supervisors;

f. Specialized portlets including workflow tasks for administrative applications and surplus property classifieds.

Targetted announcements, timetables, email, calendar, newsfeeds, bookmarks, manage contact details, contact directory facility, library facilities, link to staff/student virtual desktops

Single Sign On access to necessary applications, University links, and help information

Provide news/communications targeted based on role (student, faculty, staff, trustee); limited use of targeted messages (i.e.; registration for next semester open, closing); single sign-on to collaborative tools - exchange, calendar, student interface to ERS; provide quick links to frequently used web-based services and information sources.

Applicants see a checklist for enrollment. Access to email and LMS are heavily used. Links to serveral key services are provided. Alerts and community communications are centralized here. Employees have federated access to training, travel expensing and personnel services.

Our portal [portal name] is mainly a gateway to administrative applications that manage people, money and space around [university].

Provide Single Sign-on for email, PeopleSoft and blackboard. Provide current announcements targeted to student, staff and faculty. Provide own communities to use as a resource for faculty to target students for communication.

Integrated institutional calendars; CAS; targeted announcements; password/security management

Student email accounts, learning management system, employee access to personal records, communities

We are using Campus Cruiser as a Learning Management System first and foremost. We also use CC a great deal for communications.

sso deep dive into ERP

SSO into other enterprise applications

targeted data

comprehensive links based on tasks

What are the high level functions of the portal?

(a) as a single-sign on entry point for the numerous systems that require a username and password; (b) as an Intranet for University students, faculty, and staff, to obtain and share information, including committees and other groups; (c) as a social networking site where individuals can customize it and use the tools within it for their own productivity, organization, and collaboration with others.

Today, it is very limited - mostly static data and links to other pages with more info or applications. In our future release under Luminis 5, we expect it to be far more dynamic and the information focused to the audience who is logged in.

Current information from learning & administrative systems; alerts; access to blogs/wikis; news; developing to provide comprehensive links to services

Full

Email

Connection to grades, registration; pay bills; add/drop classes

Forms access

Campus and personal announcements

General information from all departments

Is your portal, or some of its content or services, designed to be consumed other than as a web page?

The portal does consume RRS feeds and messages, which are presented. There is current consideration to make that same information available via Twitter. A mobile version of the portal is planned for Spring 2011.

Not in any serious way; while the tool supports it, we haven't committed the time to developing the alternate interfaces

Not currently. We do have plans to provide a mobile version of the portal in the future.

No, it is not.

Not directly - the majority of RSS, etc. Feeds are within web services accessed via the portal, but the content is not generally directly populated within the portal. The web-enabled mobile phone presence is in development at the moment, and is utilizing some of the services within the portal.

No

mainly as a webpage

Can be used, but nt designed by any smartphone. What we plan is a more active effort to design web apps sutible for mobile devices

Portal is being upgraded to provide a mobile version this Spring '11, it also contain RSS feeds and under evaluation to provide message via twitter.

No

currently it does not fit into mobile strategy, however we have plans to move in that direction generally with services consumed by the portal and mobile

This site is not mobile.

This site has rss to news sites but we do not server rss from the site.

this site is not integrated with Social Media.

no, web-site only

Not yet, although this is being planned.

We feed our homegrown news application that can target different forums (public Web pages, Intranet and/or portal) and audiences (e.g. current students, financial aid recipients etc.). Eventually we plan to distribute this as RSS feeds for digital signage and possible to social media partners.

No

Yes, most content comes from RSS feeds, calendars are iCal feeds. These can be repurposed into mobile applications or digital signage.

not yet

Is your portal, or some of its content or services, designed to be consumed other than as a web page?

There are mobile features available to mobile web browsers. There are plans to allow the portal to share information with other services, but 95% of the time the portal consumes information.

(a) content is fed to our iPhone app (b) all community content available via RSS, XML, and iCal for events (c) email notifications to users for new content created in groups

Portal services can be consumed via portal, Email, SMS, or device application (Iphone or Blackberry), and as a Windows 7 desktop widget. Widget and device applications will be available January 2011.

These services are produced via portal, but also extend into ERP system (EG Banner or Peoplesoft), or in-house tool

No

There is a mobile version but it is somewhat limited. Emergency notifications can be sent via text message and users can access e-mail, calendars etc.

Yes... we have not experimented with mobile but i see options for it. RSS, IM, SMS etc are included

Apple iPhone

Not at this time.

  Mobile soon. We currently support RSS feeds, and alerts.

As a mobile site.

Mobile, RSS feeds, Dashboard, IM, SMS

In general, no. Alerts can be sent via SMS to users who have opted in. We are currently investigating a mobile strategy.

We currently link the portal with RSS, SMS, IM, and i-cal to provide two-way interaction between other sites, handheld devices and the portal. We plan to continue down this path with the upcoming i-phone apps and blackberry apps that will enable even more integration with hadnheld devices.

Some content is RSS, calendar feeds, alerts

No

mobile sites, RSS feeds, SMS and twitter

No

Not presently, although once we upgrade to the latest version of uPortal we will be able to leverage their mobile-friendly skin.

Yes - some content is intended to be consumed via mobile device.

We have a mobile access interface. The portal does support RSS feeds into it as well as posting information from within to other external RSS feeds. We have an emergency alert system within the portal that feeds alert info to email and mobile devices (text).

No. Although we would very much like to have a mobile 'skin'.

Not explicitly designed as such, no. I think mobile consumption is the place we need to go next.

No

mostly Web, some RSS links.

Goal is to provide Signle-Sign-On through portal to other systems.

Our portal currently only serves as web pages.

a. Parts of the staff portal are available in a mobile mode.

Not yet, we do intend to target mobile in the near future.

Not at this time

Yes. Part of our plan to optimize web-based materials for mobile devices; as RSS feeds; also twitter.

Yes, some messages are exposed via RSS feeds

No

no
no

Is your portal, or some of its content or services, designed to be consumed other than as a web page?

No
we do incorporate a twitter channel for IT and RSS feed channels
RSS feeds only at this time. The site does work with mobile devices but does not take advantage of mobile technology. Individuals may elect to receive announcements by SMS.

Not at this time. We will have some of these features available in a future portal release (Luminis 5). Services are also deployed to a mobile app (campusM from oMbiel, UK-bsed company)overall policy for 'service aggregation' (current definition of portal that we're using) is under development & will include mobile strategy
Yes
Yes, we have RSS feeds

How does the portal relate to other aspects of the university's web presence?

A link to the portal for "Current Students" on [url]
Not directly related.
The portal has direct relation to registrar systems, the events calendar website, the library website, various office and departmental websites, the main University home page, the University news site, the University directory, and many others
The portal provides links to the other web resources. In several instances, there are single-sign-on implementations.
Direct link from the home page of the University; faculties, institutes and other areas web presence is also available via a direct link from the home page of the Uni; systems (SMS, Finance, HR, LMS, etc.) are accessible from the portals.
A) linked
B) ?
C) built into the student portal
D) None
E) None
closely connected to external webpage lnu.se and digital courserooms
The portal is the place to start whatever study related task you intend to The toolbox for the student. All tools we provide are accessible thru the portal

Links are provided to portal from various web site, it is communicated as a key access to individual once they become a student. The student system is a legacy mainframe based solution, so the portal provides web based channels to access key functions. There is not much relation to the administration Oracle/PeopleSoft ERP (Accounting, Purchasing, HR) for employees.
Linked from home page
the portal is primarily for accessing authenticated services, so it is projecting our ERP's and such, but not taking over the traditional www space

a, c

As described above, our portal is intended to be the central point where students and employees go to login to access their resources (IRIS- PeopleSoft ERP, e-mail (Gmail and Outlook), Blackboard, Library resources (databases and account access), network file storage from off-campus, password changes and expiration notifications, outages/alerts, online course evaluations and class cancellation notifications.
Link off home page/to home page; not related to school/dept sites; links to LMS for students and faculty;

How does the portal relate to other aspects of the university's web presence?

We have links to the Portal from multiple places within our WWW site. Most prominantly we have a link on the header of the WWW site to the portal.
The portal is an aggregation point for online services.
We use a Central Authentication Service to log into multiple College applications (Web Advisor, D2L, Library, Bookstore, etc.) with Persistent log-ins.
Deep links into specific WebAdvisor screens
Get information out of the ERP system to display on the portal like grades and timetable.
Students can use a portlet to log into Facebook and Twitter.

Our Portal is basically the front door to the University's critical enterprise applications (ERP, and others). It is branded the same as the University's home page, commuincations are similar. Our LMS is seperate today due to an ID issue, but we do put hyperlinks to in in the portal. We have not done anything with social networking sites.
It is a peer to the public web site. The portal requires a user I'd and password so it has no public access.
(a) Our portal is considered our internal community website and acts as a gateway for internal audiences. (b) Our portal is the primary end-user access path to administrative systems, trained back-office personnel use services directly (c) we do not replicate any administrative functions in our portal, instead we deep link to these systems
a & b) To be determinedc) it will become the ERP "experience" (IE look & feel)d) As in C above, but must be faculty drivene) It will (IE can) consume and integrate various social networking sites. This will need to be a Marketing & Communications decision.

There is a link to the portal form our main [university] website [url]
There is a similar look that extends across all services
Within the portal we display our external website... we have deep SSO links into our ERP... we have SSO into our LMS, email and several other systems

Portal is also used as secure solution for intranet data.
The portal is one click away from our Home Page. The portal does have some links to departmental web sites. The portal also has external links to our ERP system, and our Learning Management System.
  To our ERP systems and non-University sites.
Primarily by acting as a single signon system. It consumes some public content, such as news and events, and student activities.
(a) will be linked from university home page; (b) will access both ERP and LMS; (c) will allow students to access Facebook and Twitter
We have a trio of delivery lines: the portal provides personalised data and services; the website provides public data and services; we use Sharepoint to provide internal (intranet) data and services.
The portal enabled us to totally revamp our web page to remove material that ought to have been internal. This will streamline the external web site, making it easier to navigate and improve functionality. At the same time, we are relocating materials to the "appropriate" platform, but at all times, information that we wish to have available to both the portal and the web site will be, without duplicating data.

We do not wish to compete with other resources, such as facebook, linked in twitter, etc., so we have been careful to make the portal work with these other resources rather than trying to duplicate them.

The portal is tied directly to our ERP system, providing all appropriate access to reporting, dashboards and other information including. In many cases, we have provided self-service portlets that allow the users to complete forms, order supplies, send copies to the printing center, etc., through the portal.
It is intended to be the Students main area as well as important functions for Staff and others.

How does the portal relate to other aspects of the university's web presence?

a - link to portal from home page. b - no relationship. c - incorporated into the portal. d - single sin on across the portal/LMS. e - no relationship

A. external focused web site is the college's web site, portal is the internal web site serving internal constituencies, Fully integrated with our ERP and our LMS.

It is the jumping off point to all other web services used by students and employees. Library, LMS, ERP, LMS and a few others. Some simple Facebook integrations and RSS consumers exist.

The major collaborative applications and the campus home page all have links to the portal and the portal links to them. Most ERPs and LMSs are linked to from the portal but they do not link to it. There typically is no linking between departmental web sides and the portal. With the exception of a portal twitter account, the other instances of the university's social networking presence do not reference the portal. The portal does not link to social networking sites.

Relationship to campus, school, department and office web sites.

Interface with PeopleSoft self-service, Blackboard systems.

The portal is related to our other web presence through bookmarks and links. Our website and portal has main (easy to find/use) link to each other and all other services offered by the college.

Dont really understand what you are asking.

Generally each campus has a separate home page in addition to its portal. For recruitment, though, the recruitment portals are the main landing sites. Department web pages are also separate. There's a close tie to the student system, and an upcoming close tie to the HR system. The only way students can access Campus Solutions self-service is via the portal. There is currently no tie between any of our portals and any social networking site.

We provide a login box on our University's home page but we primarily drive campus users to the portal to log into the single-sign-on services we provide so users don't have to remember separate urls and it makes it convenient to our users. The portal is widely adopted because the users are driven to this site to gain access to systems while at the same time provides easy access to campus information.

University public facing "home page" managed by Public Affairs - completely separate from Portal.

Some ERP functions "gateway'd" for SSO by Portal. Access to LMS via Portal gateway.

The portal is linked from the [university] home page and from many departmental Web pages.

a. Links provided to [university] home page;

administrative offices;

HR;

 LMS as well as

 Facebook, Twitter, You Tube and other [university] news media.

Linked to from the University homepage. Browser toolbars available

Relationship to the university home page, ERP, and LMS

Website if primarily targeted at prospective students and alumni. Portal is now targeted at students, faculty and staff who previously got their information via website.

Our portal has a link to our WWW site. Likewise, there is a highly visible like to our portal from WWW. ERP links from portal are the most common access. Most students/faculty do not know how to access the LMS and email except through the portal.

We pipe in a small image of the [university] home page onto the main page of the portal. The main page changes most days.

Relationship to web applicatons such as student system & HR system (Peoplesoft), blackboard.

Relationship to our home page.

No direct relationship at this time to Web site; deep linking to ERP & LMS; RSS feeds from Facebook for university supported pages

Portal links to institutional web site and the college's home page has links to portal

We try to stay consistent with our college webpage as far as news and announcements. We also have Facebook linked to both CC and our college webpage.

How does the portal relate to other aspects of the university's web presence?

relationship to ERP and LMS
The portal has been positioned as the internal website for the University (and is available from a link on our website home page), so as we identify content that is more appropriate to the internal audience rather than the public at large, we are moving it into the portal. We have also set up searches on the website that redirect to deep links into the portal, requiring logging into the portal to access them. System access to our ERP, LMS, Employee Self Service, Tech Help Center, and other systems are through the portal exclusively. Our portal front page incorporates our Facebook and YouTube feeds.

Today, there isn't a clear relationship. Some info is on web, some on portal with no real, clear reasoning behind what goes where. With our role out of the upcoming Luminis 5 portal, we are planning on working on strategically placing the information in the best environment for the content and users of that content and try to reduce/eliminate duplication, etc. The web pages will be more focused on marketing and potential students, and the portal will be more focused on existing students, faculty, and staff, and possibly some focus on alumni, but that is yet to be determined.

Accessed when student accesses Blackboard from lamin student webpage. Fed by core business systems.

Our public Web siteDrupalBannerFacebookYouTube

What is your intent for the portal as a "destination"?

1. We expect users to check for new content at least once a day 2. Once a user has access to the portal, we expect it to be their primary point of interaction with the university during their life cycle 3. We expect users to visit the portal anytime they are trying to check mail, class schedules, or grades 4. Usage of the portal varies a lot among students/faculty/staff

We originally had grand visions of using the portal as a hub for collaboration. We bit off more than we could chew in that regard, and are now using it primarily as a hub for the self-service interfaces to our IT systems.

We are moving in a direction that will make the Portal a user's primary clearinghouse for University related information. We expect students to use the portal on a daily basis over time and faculty and staff to increase usage as additional functionality is implemented. Currently, the University's portal is the first technology resource incoming students make contact with. They are delivered critical information from within the portal and continue to interact with it as their University career progresses.

Intended to be the landing page for the different cohorts.

One place for most student issues

What is your intent for the portal as a "destination"?

very different for different student groups, but it is supposed to become the main channel for student - university communication.

The portal shall be so atractive that it is the natural starting point when you plan to do something related to our university as a student

Once a student has access to the portal, we expect it to be their primary point of interaction with the university during their life cycle. There are approximately 30,000 unique student users a day, approximately 20 million logins a year. The portal participates as a SSO solution, so re-authentication is not required across it and various other application/sites.

C/D

d, e and g

This portal is designed to be a traffic control system to connect students/faculty/staff to tools they need to use.   This site is not the primary tool of the university, the public website serves tha purpose.

g

It is intended to be the primary intranet site for faculty, staff, and students.

Once a student user has access to the portal, we expect it to be their primary point of entry to access resources. We plan to expand the usage to employees and other constituents.

We know that many students make the [portal] page their home page; we don't expect all users to access it daily, but about 3/4 do; students prefer to use it to access registration pages, for example.

Our portal is the place to get information about the COllege. We expect users to log-in at least once a week.
We offer users a persistent login to applications (D2L, Web Advisor, etc.) from within the portal
We are holding student elections within the portal using the Polls function

Today we expect it to be the place all administrative tasks are completed, as well as other manadatory business processes. It is also the place that any information is provided that needs security either based on role or person.
Our question is to take thsi further or leave ti as is???

BWe hope they will have the desire to check it daily for personal alerts and news, plus use it as the entry point for other services.

(a) we expect users to pass through our portal at least once a day as it is their primary access path to email, blackboard, and administrative systems (b) our community tools were just released this semester but we expect more frequent traffic as usage of these tools increase

Portal will be a hub of services that can be experienced through traditional portal interface, but which will also permeate through a variety of other mediums (desktop, devices, etc). All systems, services and content will be available with a common user experience and the illusion of a single, integrated system.

What is your intent for the portal as a "destination"?

SSO access for all constituents.

It is our central location for communication and transactions. All business is conducted through the portal and all "official" e-mail communication must be conducted utilizing a [university domain] address.

We intend to introduce new audiences to the portal and consistently improve it as time allows

We expect the users to access and use portal as a daily basis. Integration of all teh key application such as e-mail, LMS, and ERP almost gurantee frequesnt visits by the users.

We would like users to make the portal their browser home page. We expect user to check for new content at least once a week. Once a user has access to the portal we do expect it to be their primary point of interaction with the college. We expect user to visit the portal anytime they are trying to complete many college administrative tasks. We expect that users will visit the portal for mandatory business processes and though it is not complete yet we do plan that they will recieve a registration email that links them to the portal. We do not offer a persistent login to the portal at this time. Usage of the portal does very a lot among our students, faculty, and staff.

One stop shop for all internal University business.

a) We expect users to make it their browser home page.
b) We expect users to visit the portal any time they are trying to complete a university administrative task.
c) We offer users a persistent login to the portal so they can visit any time without logging in again.
d) Usage of the portal varies a lot among students/faculty/staff.

We have not yet defined the metrics for the project.

We expect users to check the portal every day, weekly at a minimum. It is the single entry point for access to our virtual learning environment and timetabling services, and as such is integral to the provision of online services supporting the student experience. A large portion of online student services will publicise themselves by saying they are accessible through the portal.

We have made the portal the default web page on all college-ownded computers. We have no policy to set expectations, however, students log into the portal daily for the most part, staff and faculty somewhat less frequently. However, usage continues to grow as we add more and more functionality. Targetted messaging has replaced SOME, but not all, e-mail communication. I expect that over time it will replace more and more e-mail which will help in many ways - eliminating spam, e-mail clutter, saving on disk storage, etc.

The portal is where people go to complete most tasks. This is absolutely the case for students, but is becoming more the case for faculty, staff and alumni as well.

Certain university functions are only available in the portal, others are also available through other web applications. No clear university plan so some activities are maintained separately by departments.

g - a mix of a, b, c and d

We set all institutional computers to the portal as the home page. It is the focal point for finding services and information.

What is your intent for the portal as a "destination"?

The portal is frequently used when communicating to the university community about accessing important applications and information. "Go to [portal name] and click on the...." New applications and services are encouraged to have a portal presence. The portal generally is used to access personal or role-based applications and information; it is not used to redisplay public, non-personalized or static content. Use of the portal varies a lot, especially since some of the major collaborative applications can be accessed directly without going through the portal.

Once a user has access to the portal, we expect it to be their primary point of interaction with the university during their life cycle.

We expect users to make it their default home page. We want users to start portal as the first thing in the morning, and the last thing to turn off.

All official communications is conducted through our portal via college email, news, and announcements. It is designed as the main destination for all users. We have our main website that is easy to get to as well as our LMS (Moodle) and our self service system (WebAdvisor from Datatel) for online processing for Students, Faculty, and Employees for many standard office processing and reporting needs.

Portal is home page on university cluster PCs. Students use it as their 'way in to everything' and therefore log on many times a day. Students register using the Portal when they start at the university. Staff dont use it so much as there isnt much content aimed at staff, and we havent been funded to develop a staff portal, but surprisingly many find it a useful resource anyway.

We expect our portals to be the primary point (often the single point) of entry for self-service connected to student, faculty, and employment data.

We make the portal the default page in our computer labs. But as described above we use the portal as the main gateway to other systems so our users find it a necessary application to perform day-to-day operations.

Primarily for Single Sign-On integration, not application integration.
Was to become central point of contact ofr all users for direct communication.
Was anticpated that it would be on-campus user home page but the login step was not appreciated when Browser started for other access.

Many students access the portal daily. We expect the portal to be their primary gateway to [University] Web resources.

a. Portal is the starting point for any enterprise business system on campus.
b. Most of the content is designed to be on demand.

We expect regular usage and try to add value to content that is available elsewhere. Many users now believe the portal to be the main place to access e-mail and blackboard. The portal has recently become the only mechanism through which to recieve personalised timetables - previously most other content was available in other forms from other places.

Drive current students to the portal for all information needs, drive perspective students to web site for marketing of the university

We market portal as the one-stop single sign-on point for access to all services and information need by students, faculty and staff.

The portal is the primary point of interaction with the university.

What is your intent for the portal as a "destination"?

We would hope that administrative staff used the portal every day and made it their home page.

Once a user has access to the portal we expect it to be their primary point of interaction with the college.

Students will use this as a landing page.

Used for delivery of online courses. Workstudy students enter time for payroll via the portal. Also provides students with email accounts that are uniform for communication purposes.

We expect faculty, staff and students to login and check portal once a day.

Useage varies based on role.

Access to systems (noted in the previous question), campus news and announcements, information not provided to the general public.

Please describe the governance structure. Who has overall responsibility for the content and services in the portal? Who decides how content and services are added? What process is followed? What standards are applied?

The Org. of IT has overall responsibility for the portal.
We had a cross-campus governance effort in the early days of the portal but interest gradually waned and the governance processes dried up.
We have a portal project team that manages the day to day functions and interacts with various business area owners to determine ongoing needs. The portal stakeholders committee is an advisory body that provides insight, direction, and strategic vision based on a range of business expertise. The portal governing board is a decision making body that ultimately approves recommendations made by the project team and/or the stakeholders committee. The IT Services group is the ultimate owner of the project, with the Web Services group managing project work through the portal project team.

Enrollment Services own the portal. We only provide technology support.
University has a "Designated Web Manager" responsible for the overall university web presence, and individual steering committees established to govern the portals respectively (I.e. "current students steering committee"). Membership is based on stakeholders (relevant service areas, student reps, etc.).

Default governance, standards, etc. Enforced on all web sites of the university, validating against W3C, etc.

The studentservicedepartment. IT delivers what is requested.
communications department runs a web project involving many parts of the organisation. target group studies and discussions are the starting point. it is run as an agile web project (scrum) that can change direction on short notice.
The structure and tools included is the responsibility of the CIO together with a steering group. Content in the different applications included in the portal is the responsibility of the system owners

The Governance is the responsibility of the central IT group that administers the portal.

Please describe the governance structure. Who has overall responsibility for the content and services in the portal? Who decides how content and services are added? What process is followed? What standards are applied?

Central IT. We rolled out one portlet where Registrar can add messages that are then approved and posted by Communications and Marketing. We talk to students (usually our student employees) about new content, but students don't ask for things like "show me progress to degree." They ask for "Facebook." We have a unique problem in that our Registrar doesn't get it at all, so we leave them out or control their input. I'm quite serious; they just do not understand it.

There are different governance groups for different sections of the portal, student is governed differently than HR and fiscal.

Currently, this portal is not a CMS, so content is changes by IS. Each department controls their content and requests changes to be made by submitting and Information Services Help Ticket.

needs to be clarified, no current owner as leadership has changed

The Information Technology department has responsibility for the portal. This initiative came out of a request from a master technology team that helped prioritize IT initiatives. We are currently exploring future IT governance structures that will include input from Cabinet-level.

We conducted focus groups, surveys, informal and formal meetings to gather feedback from consituents to determine what to include in the portal. Adding content follows the basic IT project request methodology (very bare-bones project methodology).

The portal is information-dense while the Web site is more of a marketing tool.

[portal name] home page: IT organization; student page: Registrar; fac/staff page: HR; prospective student: Admissions

There is a Portal Steering Committee that is responsible for providing direction on standards and change control of the portal.

We have a Portal Advisory Group (PAG) that reviews all portal requests. Business and academic areas request the changes through this group and have representation in the PAG. The PAG mainly governs look and feel, pagelet placement, functionality, and timeline.

There is a portal committee. It decides placed widespread content. Departments can have staff-only content and in that case they decide. The portal administrator can make optional content available.

(a) most strategic decisions are made by a small group of IT staff, led by a portal architect position (b) content management decisions are made by a group that meets semi-regularly (c) regular consultations with administrative and academic offices keep IT staff aware of strategic needs (d) there is no broad, university-wide governance structure in order to keep things efficient

Moving "corporate ownership" to Organizational Planning and Development.

We employ a college-wide governance model to all initiatives requiring 7 days or more of IT time. Smaller initiatives are initiated at the discretion of the IT manager.

We have one person in charge.

We put a distributed model into place at the time we went live with the portal. People can host their own communities. Among members of larger community groups, multiple people can be given administrative rights. Users can request communities be created that they manage. Information on the portal is maintained by the area/office that owns it. There is a policy/procedures manual in existence but it is used rarely. Members of the community have internalized the guidelines. There are specific control points in place for communication with students, faculty and admin/staff and it works quite well.

This is still in the works but we have a few committees in charge of management, branding, design, and functionality

We have recently formed a Steering Team who will provide guidence for general portal direction and processes. Reponsibility over content rests with College's Marketing Department, while the service is owned by IT.

Please describe the governance structure. Who has overall responsibility for the content and services in the portal? Who decides how content and services are added? What process is followed? What standards are applied?

This is actually in a developmental state at this time. Currently most if not all of this is handled by a portal team of three with input and suggestions from a selected number of users . Once the portal is more mature, the responsibility will be changed but will be determined at that time.

  We have formed a committee of faculty, staff and students.

There is a Web Planning Committee that decides on services to be added to the portal. Our Office of College Communication is largely responsible for content.

We have established a Portal Governance Board with representation from each of the major areas of the University (Student Affairs, Enrollment Management, Academic Affairs, Human Resources, etc.)

The portal team is part of the team providing web content. There is a regular meeting of a Portal Management Group, which includes representatives from faculties and services around the university. Requirements are proposed and evaluated here. Implementation of requirements is planned via analysis from both the service provider and the portal team.

We have strong governance, which has allowed for the portal to be pushed into a position where it is a mandatory service for all faculties and students. It is considered mission-critical.

Pages are owned and managed by individaul departments. They are allowed to add, change and remove content as they see fit. This practicve has helped to keep the portal current and vibrant. Certain pages, such as the home, or landing page, are more restricted. However, even in the case of the home page, individual portlets can be managed by certain departments. We also have a unique control mechanism for targetted messaging that allows certain users to post announcements, but only for certain groups. That practice helps to eliminate spam while providing an easy mechanism for people to commnuicate with the groups that they are responsible for.

We have strict guidelines for "communities".

Unclear. IT has main responsibility. Other contribute content or provide data. Process is very decentralized.

This has been a big hole at our institution. We don't have one.

Currently IT holds the keys. [University Name] is a 2400 student FTE campus so communication lines are open and overall structure of the most recent implementation was shared with two VP's before rollout

We are putting in place an executive committee that will be responsible for determining overall policy, making major decision and securing funding. A portal advisory group will be responsible for reviewing portal functionality, organization, content, look-and-feel, developing standards/guidelines and making other important decisions. A portal service team is responsible for managing day-to-day portal operations. Functional offices and development groups can feel free to develop content that is compatible with the existing guidelines and simply notify the advisory group. If the advisory group has issues or questions, they can initiate a discussion.

Content is managed by the administrative office, channel and group administration is managed by the core portal team. Standards are applied from top down and developed by a institutional committee.

Office of Marketing & Communications in collaboration with IT.

Mainly this resides within the IT Department but many aspects are distributed throughout the college. Distributed responsibility with IT as the central manager.

The business owner is the Pro Vice Chancellor for Teaching and Learning, and it is governed by the Student Portal Steering Group which has representatives from academic staff, administrative staff and students and which sets policies and priorities for development, advised by the Portal Team. The Portal Team are based in the Library, with involvement and support from our IT Service. Day to day management is by the Portal Manager in the Library, and decisions regarding content are escalated where necessary.

Please describe the governance structure. Who has overall responsibility for the content and services in the portal? Who decides how content and services are added? What process is followed? What standards are applied?

Quite honestly, governance is in disarray at the moment. [Named] campus had an established governance structure, and the other campuses relied on the system office, but because our new system implementation is not complete, governance has been managed via the implementation project, and no new structure has yet been specified to take its place when the project ends (on December 31.)

I am (web programmer/analyst) the main administrator of the portal. I perform any maintenance or create/program any new content or portlets for the application and set permissions accordingly. Each semester I would say that I propose new content/services to the our web committee for feedback and if in agreement I inject the new service. I sometimes poll the campus audience for feedback as well.

Development of Portal Framework supported by Office of the CIO and the broad project management exec committee. However, integration of applications was left to ower-department decision and funding so narrower viewpoints were used for those decisions.

In the past a few years, we had 1.5 FTE for the portal's development and maintenance. After a recent re-org, we now have helpers with UX, QA, and training expertise working with the portal team.

We are building a governance structure. Previously the portal team adds the content upon department's request. The contents are normally in RSS or Atom format.

Portal team has overall responsibility for content and services;.

Decisions on adding content / services is made by department managers in collaboration with portal team.

Process requires submission of project proposal; stakeholder meeting; development outline.

We have a portal board - which meet several times a year. A portal content manager is responsible for overseeing direction and making the final decisions on development work. We have a number of contributing developers. Developers often suggest avenues of interest to explore.

University Relations department has responsibility for the content and decides how content is added, etc.

The Website/Portal Subcomittee reports to the IT Steering Committee comprised of a broad representation of the College's technology users including students, faculty and staff. Day-to-day responsibilities lie with the Vice President of Government and Community Relations and her staff which includes the webmaster. They review new content and proposed applets.

Our campus has a Portal Advisory Group that meets monthly.   This body strongly influences content. IT is the final word on content, but must answer to the campus administration.

We had a governing board in place. Currently both the status of the portal and its governance is somewhat in limbo.

CIO and [Named individual] has overall responsiblity for the content and services in the portal. [Named Individual] decides how content and services are added.

Currently IT develops and integrates content as requested by Student Services, SGA, and Academic Affairs

small committee was formed to oversee content addition or deletion.

Computer Services and the Distance Learning Coordinator are responsible for the contents and services in CC. The Administrative Council is the deciding factor in reference to how services are added. Computer Services researches and recommends add-ons. We follow college policy as is depicted on the college website.

All services and content are determined by two individuals in IT.

The University Web Team, a collaboration between Marketing and Technology departments has overall responsibility. Departments are provided training upon request, usually when they request a community. Design standards as per the University Design Guide are applied to the portal.

Please describe the governance structure. Who has overall responsibility for the content and services in the portal? Who decides how content and services are added? What process is followed? What standards are applied?

Today, it is largely on [central IT] to work with the functional area to decide. With the role out of the Luminis 5 portal, it will be governed under a representative cross-functional leadership team consisting of primarily Deans and Directors.

Overall high level responsibility for policy/principles/architecture sits within our [named] Governance structure with the senior committee (Information Management Steering Group) chaired by a member of the University Executive. The more detailed process will be managed by the [named] Department & Corporate Communications, following the agreed policy/principles/architecture.

Portal Manager has ultimate content and services responsibility. Gets support from in-house Help Desk; outside helpdesk; network admin; CIO; Web Director; many staff designated people to update their content; server and database manager.

Generally, those users assigned access follow a general policy for sending email and announcements. Policy outlines what audience gets what messages.

Please provide a brief description of the current state of play.

Expanding into the mobile platform environment.

Primarily a hub for the self-service interfaces to our IT systems. We see value in this particular framework in its ability to build applications atop web services with relative ease, but are debating the schedule for real SOA in our enterprise and the cost of maintaining the portal in the interim.

The portal is gaining a foothold in the community, with a growing user base and increased interest throughout the University. Business owners seem most intrigues/encourage by the development; students are a more reluctant group, not typically willing to change workflow or behavior patterns without a compelling USP. New staff and new students are our most receptive audiences currently.

New portal/s released approximately a year ago. Prior to that the Uni had single home page with logical groupings of links based on cohorts (staff, students, etc.).
?
we have released it, but still not had the major launch, so meanwhile all links to systems and information can be found at our external webpage. The question how to do with our 7-10 different LMS syystems is still not completely solved, and that matters of course..For students (and teachers) using Blackboard 9 the system is already a necessary tool, for others it is still optional. Preliminary figures 3-4ooo users a daay on the portal compared to 4-6000 users a day on the student pages on the external webpage.

The potal has been running for for 10 years and is very popular. Students log in 5-8 times per day

At the moment we are running a project to convert to SharePoint 2010 and include more callaborative tols and try to find a pracical integration to social media

Providing a mobile version of the Portal. As Identity Management system is able to provide more granular information regarding pre-student population, there is consideration to expand the portal (and its channels) to target these audiences.

We are looking into providing a next generation portal potentially for use in an upcoming student initiative, the existing portal is actively maintained, but no major new features are scheduled.

stable, under evaluation for purpose and future

We are currently evaluating our Web and portal strategies in the future. Currently we are on a uPortal platform.

Please provide a brief description of the current state of play.

Huh?

We currently are adding more and more applications. We continue to survey our clients and review new functionality. Social networking, email, other RSS links, etc. Governance group is always a question, especially as more items are added. Organization and layout of functionality is also an item under review.

State of play?

The latest version of our portal was released this Fall semester and we are currently reviewing how many of the new community features are being adopted. The administrative aspects of the system have been well established for many years.

?

I have no idea what this means

In production for our student population

The College is now going through analysis of what is to come next. High in the list is the ability to send targeted messages related to key action items such as Financial Aid.

I'm not sure I understand your question.

We just launched it. Overall, people like it, though there are some features and functionality we need to add.

Testing

Current cost-saving initiatives are the main driver for new requirements; most projects are implementing online services to replace existing manual ones with a view to driving efficiency; to this end, we are privileged not to have experienced reductions in resourcing. The provision of staff-facing content in the portal is being re-evalued; it is thought that it may be possible to provide this functionality elsewhere (e.g. intranet and virtual learning environment), and use the portal exclusively as a student-facing system.

Not sure what question is asking. We will continue to enhance the portal and provide more functionality. It has already become one of our primary applications. In many ways it is now more important than e-mail.

We would like as much University content specific to a user to be in one place, the portal. Other don't trust its security or want to have their data and functions kept separate. Many control issues. No clear directive from above. We have many outside website which require separate login so content can not be inside the portal

Continuing to look to add extra functionality.

The portal is an item of some pride for [University Name]. Many academic initiatives have been bolstered by custom portal development and faculty have regular input as to design. The [University] System is looking at an implementation for all seven campuses at the moment,

We are completing roll out of a reorganized portal, new functionality focused on increasing user customization options. We continue to have new applications developed in or integrated into the portal. We hope to add additional populations (parents, alumni, research collaborators)

Right now our challenge is to determine our strategic vision for our portal as platforms and technologies evolve. We need an agile system capable of deployment on a desktop, kiosk, cell phone that is easy to use and easy to customize.

The Student Portal is very successful [references url for report]. Currently reviewing the Portal/VLE landscape for the future, including mobile issues. Issues about funding cuts may affect Portal, or it may be seen as a way of providing services in an environment with fewer staff.

Please provide a brief description of the current state of play.

"State of play?" I'm sorry, I'm not familiar with that phrase, and Googling it just brings up a movie and a BBC miniseries.

As of now, I am working towards upgrading our current portal to use the latest uPortal instance which after testing, feedback, and programming for new portlets, etc... I plan to have the new instance ready for summer 2011.

The uptake of the Portal Framework has not been sucessful because of local decision making. Economic/budget challenges has reduced the funding/effort towards the Portal.
Central IT has moved to an IAM strategy with integrated Single-Sign-On replacing this function in the portal ... apps once targetted for access through the Portal are now accessed directly with a common SSO process improving ease-of-use.
We have implemented a rich web-based email/calendar/doc-sharing service (based on Zimbra) which proves a common "point of contact" and a broad communications channel. The value of those functons in the portal has decreased.
   ... The Portal is on its way out ...

We currently continue developing and maintaining our portal until we find the funding for the replacement solution.
The staff portal is currently in maintenance mode. There are ongoing conversations about merging with the campus student portal.
The portal is a live production service with a large number of daily visitors.

Not sure what this means
Our campus portal has been a focal point since our first semester. (We are the newest campus in California.) It is an integral part of our campus.
The portal was championed by the former head of Information Technology. The current head of IT has not weighted in on its status or future. The portal is up in pilot form, but has neither been rolled out or removed. Its functionality duplicates a much simpler set of html link pages.

Official launch was October 25. Currently gathering feedback for modifications.

We are currently have a project to assess options for our next generation portal. We will be interviewing over 100 constituents to put together a comprehensive list of features and technical specs to review options against.
Single-sign on has generated a lot of usage, about 2200 visitors per day (weekdays), compared to about 200 per day when the portal was not the exclusive way to access often-used systems such as the LMS. News and announcements are utilized frequently. We have a handful of communities and only a few departments have begun to move content from the website and into the portal.

Not clear what you are asking for here.
Students: Blackboard portal; staff: Windows Landing Page. Following restructure of the [central IT] function, a Portal/service aggregation policy & strategy is under development as a matter of urgency for delivery early in 2011.

We are planning to move to Google mail; Luminis mail is too unreliable
We are creating more definite policies for use
We are re-evaluating all content

If available, please provide a link to the portal.	If available, please provide a link to portal strategy documents.
http://blackboard.ljmu.ac.uk/webapps/portal/frameset.jsp	
http://insidemit.mit.edu	
http://my.johnshopkins.edu	
http://my.ucmerced.edu	
http://my.umbc.edu	
http://my.uwe.ac.uk	
http://my.wisc.edu	http://bit.ly/9Z84ur+
http://myportico.uoguelph.ca	
http://myuvm.uvm.edu	
http://myuw.washington.edu/	
http://onestart.iu.edu	
http://portal.leeds.ac.uk	
http://prod.campuscruiser.com/ewc	
http://prod.campuscruiser.com/PageServlet?pg=home_welcome&cp=174	
http://prod.campuscruiser.com/sage	
http://snap.uci.edu	http://snap.uci.edu/viewXmlFile.jsp?resourceID=4351
https://my.bgsu.edu	
https://my.camosun.ca	
https://my.columbia.edu/sws/sec/mycolumbia/render.userLayoutRootNode.uP	
https://my.curry.edu	
https://my.heartland.edu	
https://my.rutgers.edu	
https://my.rutgers.edu/portal	
https://my.southwestern.edu	
https://my.vcu.edu	
https://mycampus.umf.maine.edu	
https://myportal.laverne.edu	
https://portal.bris.ac.uk/mybristol/	http://www.bris.ac.uk/ips-projects/portal/ - slightly dated
https://studentportal.hig.se/uPortal/render.userLayoutRootNode.uP	
inside.nd.edu - no guest login	
Login page: https://portal.lcc.edu/portal/page/portal/LCCP_PORTAL/STAR_PORT_LOGIN	
my.edinboro.edu	
my.oneonta.edu	https://mindtouch.oneonta.edu/Campus_Offices_and_Programs/Page_Title/Administrative_Computing/Computer_Services/Projects/Portal_Central
my.rockhurst.edu	
my.stmarys-ca.edu	
mycampus.georgianc.on.ca	
mycampus.sccc.edu	
myiu.immaculata.edu	
myodu.ohiodominican.edu	
mysage.sage.edu	
mysail.oakland.edu	
myslice.syr.edu	

If available, please provide a link to the portal.	If available, please provide a link to portal strategy documents.
paws.gsu.edu portal.hull.ac.uk	
	https://my.lccc.edu/web/mycampus/home

Please provide your reasons for not implementing an enterprise portal.

We recently decommissioned our portal. Lack of adoption/use by constituents led us to reconsider its effective as an aggregation tool. The campus has put efforts toward single sign-on, consolidation of user accounts , improving web presence and unifying our active directory to make access to resources easier. There are currently no plans to create another portal.

We have a portal for student via Blackboard. We have not yet implemented an enterprise portal because we lack sufficient demand for one. As well, the decentralised nature of the University creates the desire for divisional portals that would not necessarily require a central portal too.
Have been investigating options; we have now started an Enterprise Content Management project, one outcome of which will be the portal decision and implementation
We have implemented a student portal attached to our student system. We use Oracle's PeopleSoft portal (PIA) as a front end to Campus Solutions 9.0 There is a recently started initiative to examine using an enterprise portal for the university to service faculty, staff and admitted/enrolled students.

What alternative channels are you using for addressing your constituencies?

Organisation-wide functional, topical and divisional listservs, divisional portals, a home page family.

Multiple web sites
email; facebook; twitter; Web site
We have implemented a separate portal for our newly admitted students. Once the newly admitted students start classes they use the PIA and we refresh the newly admitted portal for the next incoming class.   Faculty, staff and students use the PIA and the centers within the student system to communicate and conduct academic related activities. University marketing is expanding the functionality of the university web site to function more like a portal creating a central starting point for university activities.

Primarily either the web or email.