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Stamps School of Art & Design

UM Online Access Request System (OARS)

SI501: CONTEXTUAL INQUIRY AND CONSULTING FOUNDATIONS

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OUR CLIENT

About STAMPS

The Penny W. Stamps School of Art & Design from University of Michigan is a tier-one art department for research university. It consists of more than 600 students and around 80 faculty members. Its mission is to provide a creative community for students and enable them to be creative professionals to address challenges in a variety of fields and cultural contexts.





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CLIENT'S PROBLEM

OARS: Lacking Central Documentation

OARS is an online access request system to request and approve “roles.” As the users of OARS, the Stamps school’s staff has identified that there are no centralized documents to clarify the relationship between the roles, work contents, and admission courses; hence, hundreds of employees can’t find the work contents and courses by typing their roles in the search bar.

Therefore, the STAMPS administrator is asking for central documentation to help the employees across the university.

Access Request

User Information

Unigname: qianzi
Full Name: Qianzi Li
UMID: 54671575
Employee Type: Student
Dept ID:
Dept Description:
Phone Number:
Access & Compliance?: Yes

Requester Information

Unigname: qianzi
Full Name: Qianzi Li
UMID: 54671575
Employee Type: Student
Dept ID:
Dept Description:
Phone Number:
Access & Compliance?: Yes

Add/Remove Roles

Start typing to filter...

- Financials & Physical Resources
- Human Resources
- Student Administration
- Central Office
- DART
- Document Imaging
- Other
- M-Reports
- IAM / Two-Factor / MCommunity
- ITS Only
- Learning Analytics

Copy Roles

Unigname:

Summary

System	Role Name	Approvers	Action
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Additional Comments

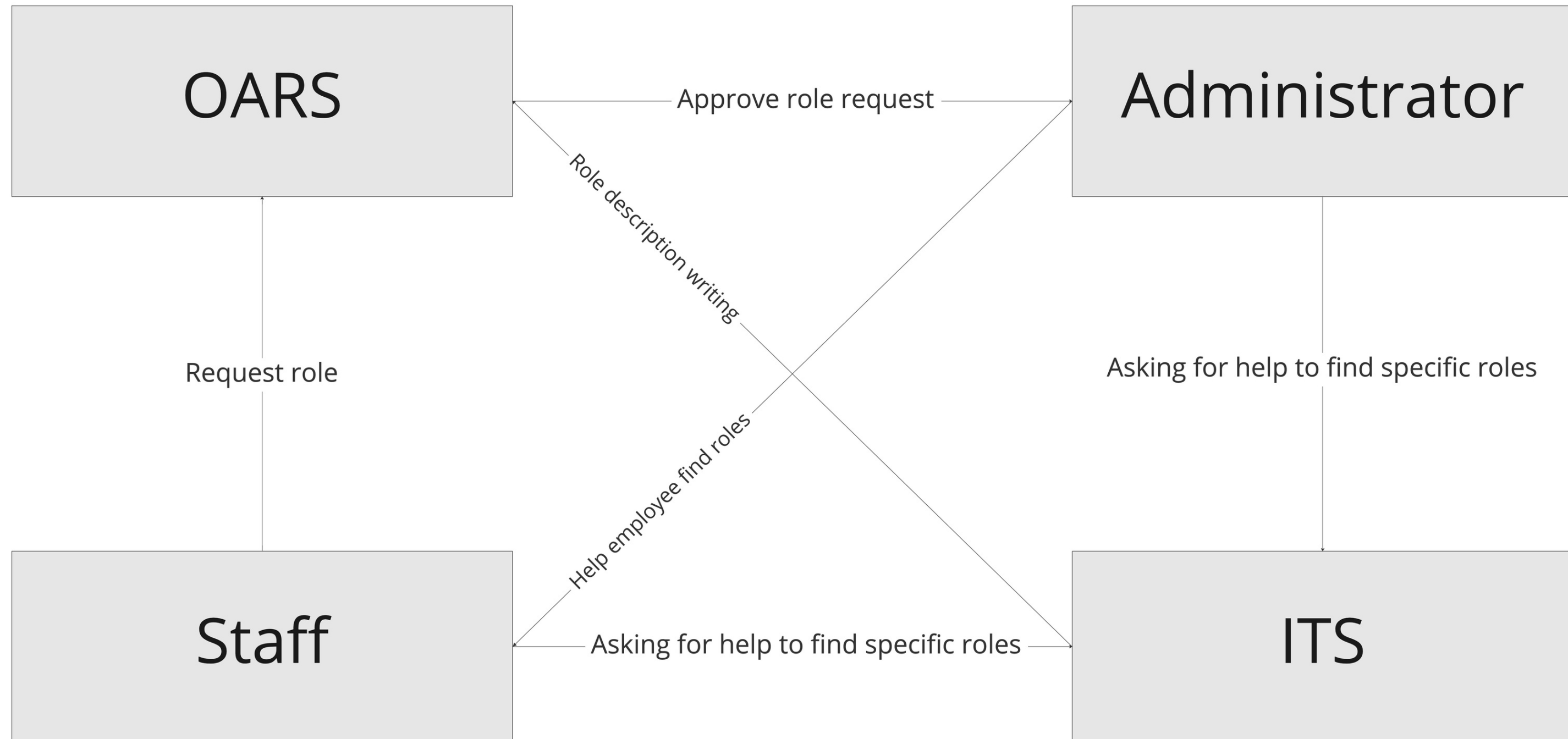
Request Comments

Optional



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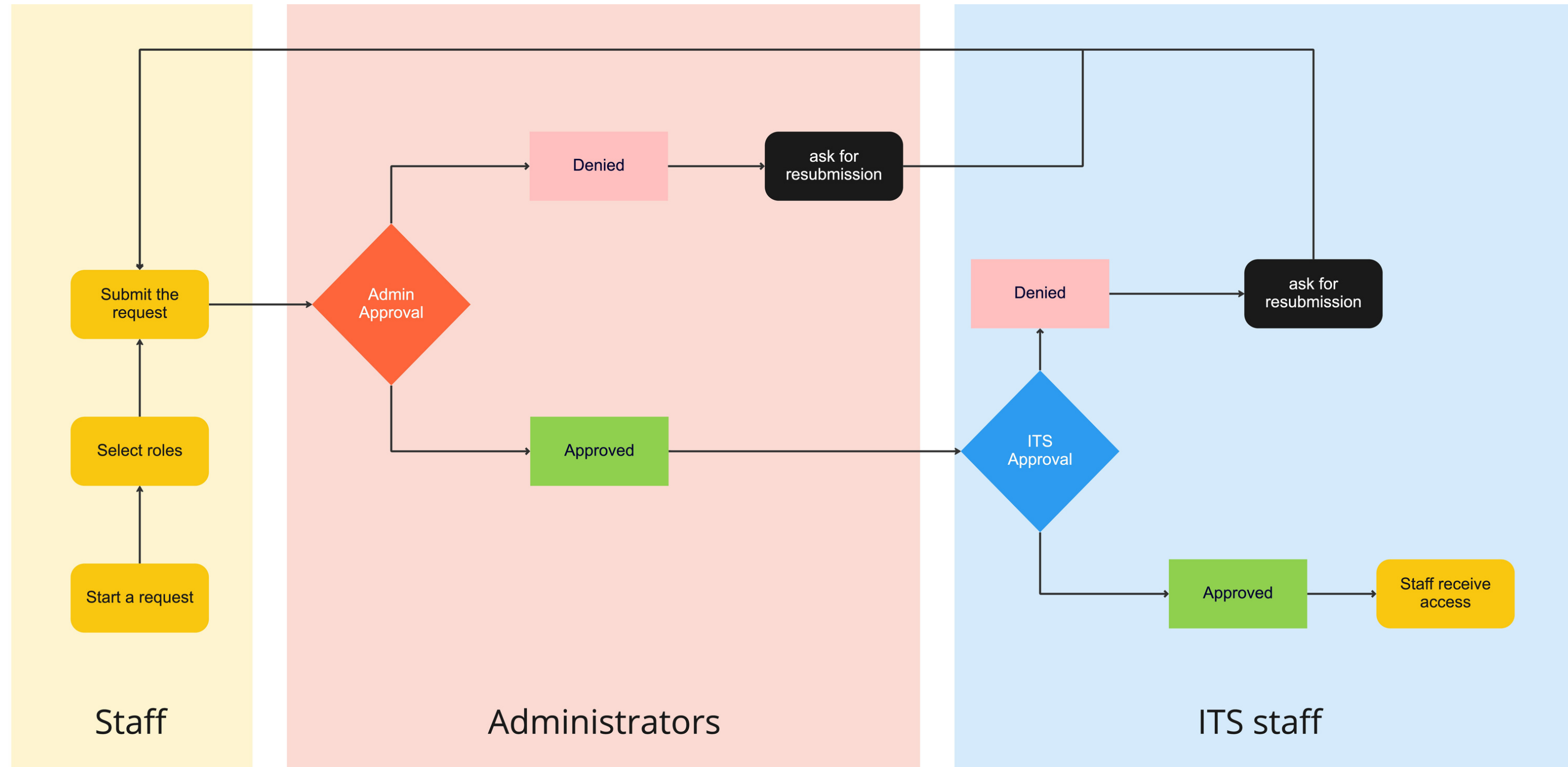
RELATIONSHIP DIAGRAM





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USER WORKFLOW





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Add/Remove Roles

Collapse All

Show Selected

Expand All

Financials & Physical Resources

Human Resources

Student Administration

Central Office

- Financials & Physical Resources
- eResearch
- Human Resources
- M-Reports
- Student Administration

DART

Document Imaging

Other

M-Reports

IAM / Two-Factor / MCommunity

ITS Only

Learning Analytics

98
Categories &
Subcategories

1060+
Roles

Collapse All

Show Selected

Expand All

Start typing to filter...

Financials & Physical Resources

Human Resources

Student Administration

- Recruiting and Admissions
 - RA ADMISS CENTRAL OFFICE USER (CS)
 - RA ADMISSIONS USER (CS)
 - RA ADMISSIONS VIEWER (CS)
 - RA APP EVAL ADMIN USER (CS)
 - RA APP EVAL SUMM ADMIN USER (CS)
 - RA APP EVAL SUMM SETUP USER (CS)
 - RA APP EVAL SUMM USER (CS)
 - RA APP EVAL SUMMARY VIEWER (CS)
 - RA APP FEE WAIVE USER (CS)
 - RA APP STATUS SETUP USER (CS)
 - RA CENTRAL OFFICE CORRECTOR (CS)
 - RA CTM PDL SETUP USER (CS)
 - RA EVAL COMMITTEE USER (CS)
 - RA EVAL COMMITTEE VIEWER (CS)
 - RA EXPEDITED REVIEW SETUP USER (CS)
 - RA FC RESTRICTED EVAL USER (CS)
 - RA FC STUD RESTRICT EVAL USER (CS)
 - RA FC STUDENT EVALUATION USER (CS)
 - RA GRADUATE EVAL ADMIN USER (CS)
 - RA GRADUATE EVAL STAFF USER (CS)
 - RA INFO EXTERNAL DATALOAD USER (CS)
 - RA LAW EXTERNAL DATALOAD USER (CS)
 - RA MASS ADMIT USER (CS)
 - RA ORIENTATION ADMIN USER (CS)
 - RA ORIENTATION BASIC REPORTER (CS)
 - RA ORIENTATION VIEWER (CS)
 - RA OUA APPL EVALUATOR ADMIN (CS)
 - RA OUA APPLICATION EVALUATOR (CS)
 - RA PROG ACTION REASON UPDATER (CS)
 - RA PSAUDIT ACC GRP (CS)
 - RA PUBH EXTERNAL DATALOAD USER (CS)
 - RA QUICK ADMIT USER (CS)
 - RA RACK CERTIFICATION VIEWER (CS)
 - RA RACK EXTERNAL DATALOAD USER (CS)
 - RA RECRUIT CENTRAL OFFICE USER (CS)
 - RA RECRUIT EXT DATA USER (CS)
 - RA RECRUITING USER (CS)
 - RA RECRUITING VIEWER (CS)
 - RA UGA CALL CENTER UPDATER (CS)
 - RA UGA EXTERNAL DATALOAD USER (CS)
 - RA UNDERGRADUATE REPORT USER (CS)

Financial Aid

Campus Community

Student Records

Student Administration Data Warehouse

Student Financials

Mcompass

Atlas

Central Office

DART

Document Imaging

Other

M-Reports

IAM / Two-Factor / MCommunity

ITS Only

Learning Analytics

Our Client Said:

"There is no institutional way to know what ROLE goes to what function. It's a bit of a guessing game."



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Our Rediscoveries



About the central documentation

After the exploration of the system and also interview with the stakeholders, we found that the ITS has provided a solution that partially solved the problem - through the role description.

RA ADMISS CENTRAL OFFICE USER (CS)

This role is for Central Admitting Office users. Used with Admissions User Role, this provides additional access by having the ability to perform ALL admissions actions including Admit and Deny, as well as enter External System IDs, Initial Residency, and the ability to enter official external GPA.

[More information...](#)

Quote 2: "There could be more description or more details about it, but I think it's helpful."



About the Communication

But we have also found that the major problem that is causing trouble to users is the ineffective communication between ITS department to other administrators and staff, either from the system language or from direct communication with users.

Quote 1: "It is confusing for me to know what training is relevant to my role."

Quote 2: "I have requested access for myself that I didn't realize would get me access for things that I didn't need."



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CURRENT PROBLEM 1:

Confusing System Language

Some technical terminologies used in the system are unclear, making it difficult for users to interact with the system, for example, identifying the roles that correspond to their job functions.

Quote 1: "Even experienced users sometimes struggle to figure out how to help other staff member regarding the problem of the system."

Quote 2: "Sometimes terms in descriptions are arbitrary and unclear."

Quote 3: "The title of the role doesn't give users a very good explanation."

Name	Action
ADVIP	☒ No Change ☐ Add ☐ Remove
AWHIF	☒ No Change ☐ Add ☐ Remove
ALL	☒ No Change ☐ Add ☐ Remove



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Recommendations

01

Explaining Abbreviations

Update the term explanation of all abbreviations, e.g. in the security access request section, a summarized role description list can be provided after the search bar.

02

Providing Examples

Update the role description, providing detailed examples of work requirements , responsibilities, and how is the role described in other school systems.



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CURRENT PROBLEM 2:

Miscommunication

Quote 1: "ITS believes that rewriting the role description is not a high priority job to do (I1)"

Quote 2: "Sometimes the registrar's office wouldn't know why the Stamps school needs a specific access (A2)"

Select securities for Advisement Report Type (ID: 4):

Start typing to filter...

Q

FirstPreviousNextLastPage 1 of 1

Name	Action
ADVIP	☒ No Change ☐ Add ☐ Remove
AWHIF	☒ No Change ☐ Add ☐ Remove
ALL	☒ No Change ☐ Add ☐ Remove

Add

Remove



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Recommendations

01

Providing Templates

Provide a template for what information is needed for role request
Eg: name/department/job title/supervisor/use circumstances (time, how urgent, which system function needed), etc...

02

Conduct Usability Testing

Conduct usability testing to understand user needs and pain points in order to improve the original product and to assess the usability of new functionalities.

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Question?

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Thank You