Uniform Gateway to Hybrid Virtual Learning Environment

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Riga Stradins University (RSU) is located at the capital of Latvia in Riga. RSU has 9100 students from that 25% are international students from 50 countries. RSU provide studies in the areas of Health care, social sciences and humanities.

University was foundend by Professor Pauls Stradiņš (1896-1958) – the leading and most prominent figure in medicine and medical education in Latvia. Initial name of the university was Riga Medical Institute.
RSU Figures

**General**
- Students: **9000**
- **26 %** international students
- Students from **56** countries
- Faculties: **9**
- Employees: **1500 (60% academical)**

**Study Programmes**
- Total: **67**
  - **12** in English
  - Mostly: health sciences and social sciences
Project description
Aim of the Student portal MyRSU

To provide an intuitive and integrated, easy-to-use RSU virtual space for students. Access to all related information about studies and different types of e-services is provided at one place.
Alternative analysis

The following alternatives were evaluated:

1. A custom made mobile app,
2. Purchase stand-alone mobile app to integrate with existing ecosystem,
3. Obtain a new student portal together with mobile app.

Evaluation criterions were as follows:

1. Functionality and maturity of product,
2. Market penetration,
3. Options of interoperability with other systems
4. User interface,
5. Options for single sign on,
6. Total costs of ownership for five years,
7. Support for multilingual content,
8. Implementation time to go live,
9. Technological and delivery risks.
Project Scope and Approach

Scope:
1. MyDay from Collabco as a single mobile and desktop platform,
2. Custom made E-services portal connecting e-services with back-end systems in Riga Stradins University and other institutions, like ISIC and public transportation company,
3. Launch mobile apps for existing platforms like Moodle and Panopto.

Timeline:
1. Project scheduled for 1.5 years
2. Go live with functionality that replaces existing portal – 5 months from contract

Project Approach:
1. Continuous development
2. High involvement of key stakeholders and student union.
Architecture
New and existing features in Student portal MyRSU
Navigation in Mobile and Desktop Environment

Before opening external platform from mobile app portal checks for particular mobile app
E-service Delivery Architecture

E-services are created to extend MyDay functionality and SSO experience from mobile and desktop versions are supported.
Results
Welcome to the new Student Portal MyRSU
My courses

This tile leads to external link – e-studies (Moodle) in webpage and moodle app via MyRSU application. All semesters and courses are available from portal. Background of tile shows actual courses.
Timetables

Synchronized with Microsoft Office 365. The tile displays student timetables, lecturer name surname, time and duration, location. Calendar can be seen in daily, weekly or monthly view.
In Library tile you can access to information regarding book reservations, bookings, loans as well as fine.
Tasks

Student can access to-do tasks that arrive from:
- e-assignments
- student questionnaires

This tile is synchronizing with Moodle and O365 and in future with RSU internal task system, like surveys etc.
Maps

Maps - This tile contain mapped RSU study campus and classrooms. Navigate your classrooms and campus faster and easier with Maps tile. Depending on installed apps (Waze, Google maps, maps, Bolt etc.) on your mobile device get real-time GPS navigation to selected one.
This tile contains latest information regarding print, scan and copy transactions. Student can see the amount of paid money and the history of latest transactions.
PRIMO is a search tool, which allows students to obtain information from global catalogue, RSU subscribed online databases and databases created by the Library and National Library catalogue.
Student information

Contain three sections of which personal data such as e-mail address, mobile phone number, address (both - home and term), academic data - contains information regarding programme enrolled and miscellaneous.

Testa Persona

<table>
<thead>
<tr>
<th>Contact</th>
<th>Programme Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic</td>
<td>Programme</td>
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<tr>
<td>Misc.</td>
<td>Medicine, Rezidenta medicina</td>
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<td>Programme Code</td>
<td>MP, RZ</td>
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<tr>
<td>Enrolment ID</td>
<td>17-15/2017/00439; 17-15/2018/003299</td>
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<tr>
<td>Current Year Of Study</td>
<td>3; 1</td>
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<tr>
<td>First Year of Study</td>
<td>2017-2018</td>
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<tr>
<td>Expected End of Study</td>
<td>2021</td>
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Testa Persona

<table>
<thead>
<tr>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Address</td>
</tr>
<tr>
<td>Mobile Number</td>
</tr>
<tr>
<td>Term Time Address</td>
</tr>
<tr>
<td>Home Address</td>
</tr>
</tbody>
</table>
Contacts

Reach people and write the messages directly from the MyRSU desktop or mobile app version. Personalized contact list appears according to student's study programme.
This opportunity is to inform particular audience or all students about guest lecture or general news. From most of the News feeds students can opt out.
Links to different kind of apps

- MS Office apps
- Amboss Knowledge
- Amboss Qbank
- Moodle
- Panopto
- Traffi
Balance

Student can access information related to invoices, invoices due date and scholarships.
# Grades

Grades – this tile leads to external RSU e-service where one can see grades of current or other semester.

## My grades and evaluation

<table>
<thead>
<tr>
<th>COURSE CODE</th>
<th>COURSE</th>
<th>CATEGORY</th>
<th>ASSESSMENT TYPE</th>
<th>CREDIT POINTS</th>
<th>FINAL GRADE</th>
</tr>
</thead>
<tbody>
<tr>
<td>JF_041</td>
<td>1. Mechanism of Protection of Human Rights in EU</td>
<td>A</td>
<td>Exam</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>JF_110</td>
<td>2. Basic Skills in Teaching</td>
<td>A</td>
<td>Exam</td>
<td>4</td>
<td>9</td>
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<tr>
<td>JF_112</td>
<td>3. Elaboration of Research Creative Project and Process of Results</td>
<td>A</td>
<td>Exam</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>JF_007</td>
<td>4. Social Psychology</td>
<td>A</td>
<td>Exam</td>
<td>3</td>
<td>9</td>
</tr>
<tr>
<td>JF_022</td>
<td>5. Institutional System of Law Protection in EU</td>
<td>A</td>
<td>Exam</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>JF_029</td>
<td>6. Management Information Systems</td>
<td>A</td>
<td>Exam</td>
<td>3</td>
<td>8</td>
</tr>
</tbody>
</table>

6 total
Surveys feedback

Survey feedback – leads to external RSU service where student can access all feedbacks on study courses surveys from academic staff.
Apply for transportation subsidy

Apply for transportation subsidy - This leads to services.rsu.lv, apply online for your e-talon and get e-mail message when your status has been prolonged.

<table>
<thead>
<tr>
<th>First name</th>
<th>Testa</th>
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<tbody>
<tr>
<td>Last name</td>
<td>Peruia</td>
</tr>
<tr>
<td>Person ID</td>
<td>010588-33561</td>
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<tr>
<td>Status</td>
<td>Exmatriculated</td>
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<tr>
<td>Birthdate</td>
<td>22.01.1980</td>
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<tr>
<td>Expiration date</td>
<td>01.10.2019</td>
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</table>

Transportation subsidy application history

<table>
<thead>
<tr>
<th>NUMBER</th>
<th>DATE SUBMITTED</th>
<th>EXPIRATION DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>26.08.2017 09:39</td>
<td>01.03.2018</td>
</tr>
<tr>
<td>2</td>
<td>06.09.2016 17:32</td>
<td>30.08.2017</td>
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<tr>
<td>3</td>
<td>06.09.2016 16:29</td>
<td>30.08.2017</td>
</tr>
</tbody>
</table>

3 total
Apply for ISIC card

Apply for ISIC - Student identification card which gives you discounts all around the world. Student can apply for ISIC via MyRSU app/portal and pick it up from the RSU Information centre the next week you applied.
Apply for inquiries and applications

Inquiries and Applications are delivered in three options:

1. online – digitally signed via e-mail
2. postal – via post to home address
3. on-site at RSU Student Service
E-mail alias

Using this service students can personalize their e-mail addresses based on the principle name.surname@rsu.edu.lv

All the communication between University and student is held using official student e-mail.
Apply for Elective Courses

As of May, 2019 RSU introduces a new e-service for students to apply for elective study courses of the next semester. Hereafter applications should be submitted only electronically on MyRSU. All communication will be electronic.
RSU Main building, Dzirciema street 16 and METC, Anniņmuižas blvd. 26a

- New Student Portal MyRSU is available for students from February 4th.
- Now you can download student portal also as a mobile application.
New and updated Student Portal
MyRSU

Start using it and leave feedback by 15 February to win one of 10 RSU hoodies!

More information in the MyRSU application.

The new Student Portal application MyRSU – user-friendly app accessible everywhere. Download and start using it together now.

RSU SP
Student feedback

- During first two weeks questionnaire was filled out by 486 students

94%, Positive feedback

6%
Usage analysis

% of students that have used MyRSU portal during portal launch campaign - first two weeks

- 1st year: 51.80%
- 2nd year: 45.48%
- 3rd year: 35.37%
- 4th year: 41.75%
- 5th year: 40.55%
- 6th year: 68.02%
Usage analysis

Number of Students that have used the system in particular week

- MyDay
- Moodle and Panopto
- E-services
The most requested services of MyRSU

1. E-Services: possibility to submit inquiries, view grade report, view financial balance, apply to scholarships, extend e-ticket for public transport etc.
2. PRIMO Search – search through all available databases
3. The Library - overview of loaned and overdue books and debts.
4. Print balance - print, scan, and copy transactions you've done in the last month.
Future functionality improvement plan

Content Improvement:
- Faculty and program news;
- Announcements - push notifications on study course questionnaires, evaluations, change schedule, etc.
- Further integration of the mobile environment - an opportunity to switch between applications: Moodle, Panopto and Amboss etc.
- New e-services to provide solutions to all administrative issues and facilitate study process.
- Card and banklink payments
Thank you for your attention!