Wharton
University of Pennsylvania

MY WHARTON

Mike LaMonaca, Alex Milne and Megan Moser
Wharton Computing

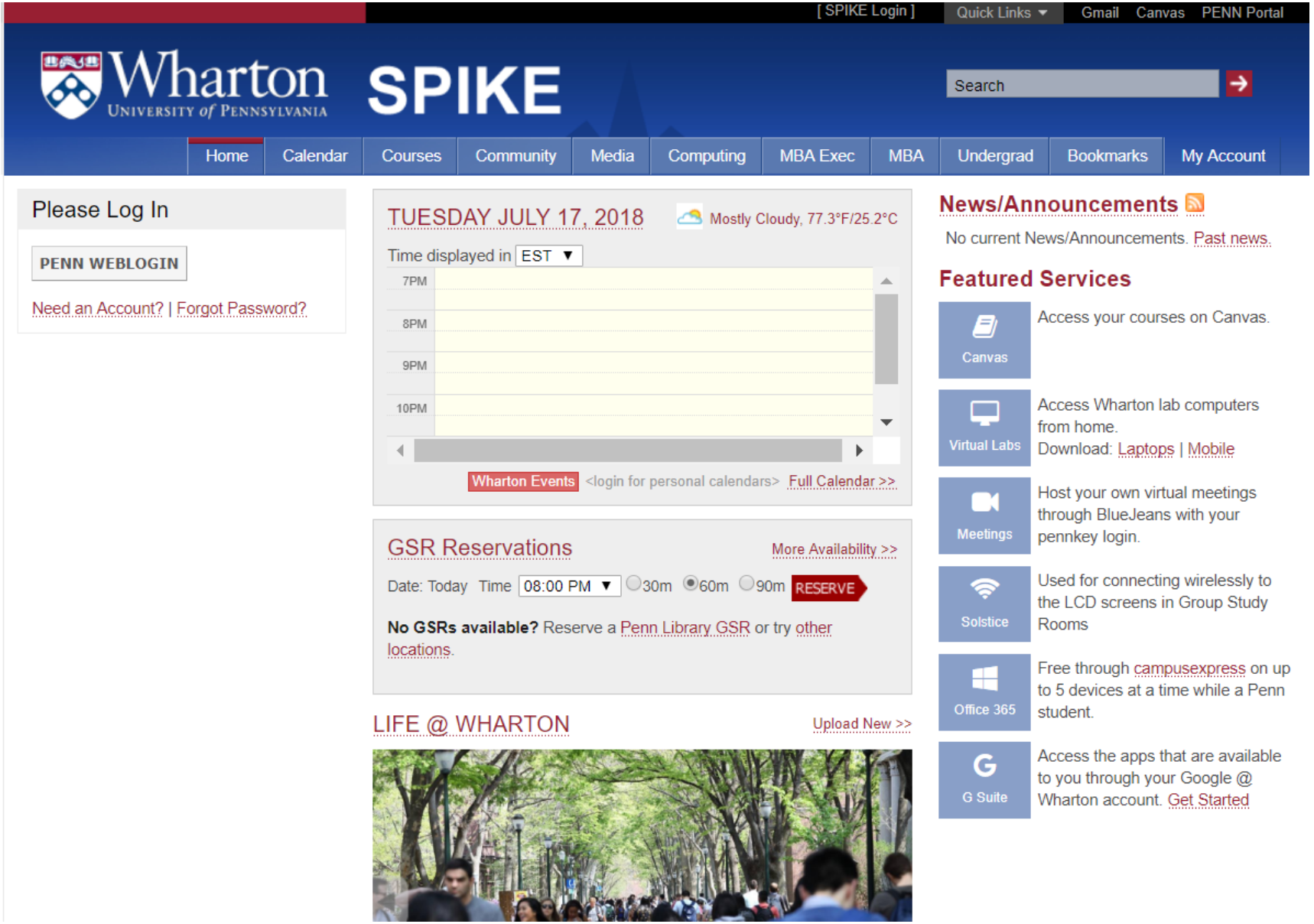
Presentation Goals

High-Level Overview

Provide Clarity

Timeline + Support

Why MyWharton?



"Too many different platforms. Spike is a maze, hard to navigate to particular features or functionality that I need."

"The volume of information on SPIKE is overwhelming. I know there is good information there, but it is challenging to sort through."

"SPIKE is a jumble of things that even I as a long time staff member can't seem to untangle"

Wharton's Strategic Priorities

Wharton's disciplined approach challenges concepts, focuses ideas and provides the know-how to turn fledgling businesses into strong, enduring organizations.

Wharton approach to analytics fuels data-driven decision making, empowering leaders who are equally visionary and pragmatic.

Wharton believes technology will have a profound effect on education, reimagining the classroom and increasing global access to quality education.

Wharton develops leaders in a diverse, global learning environment. Its alumni engage at the highest levels in every sector across six continents.

Wharton has powered financial innovation since its inception. Its leadership continues to shape the future of finance, creating new opportunities for growth.

Project Goals

Provide a centralized location for all of the information a student might need and make it available to them on any of their devices.

1. **Deliver a personalized, more streamlined experience throughout the student journey**
2. **Aggregate and highlight key information at a glance**
3. **Enable students to self-serve and access support**
4. **Improve student satisfaction, feedback and insights**

How Did We Get Here?

Approach

Students + Staff

Understanding Student and Staff needs

Business

Understanding the Wharton School environment

Technology

Understanding current state of Technologies

Participants

Participants

STAFF

Alex Milne, Alexandra Lamay, Allison Grant, Aman Goyal, Amy Hazen, Amy Myers, Bernadette Birt, Bernadette Butler, Bonny Wilson West, Carina Myers, Carl Maugeri, Catherine Smith, Catherine Molony, Diane Harvey, Eric Greenberg, Erin Dohony, Erin Murphy, Frank DeVecchis, Gina Barrett, Howie Kaufold, Jason Lehman, Jeffrey Groon, Jenna Tesauro, Jeremie Allard, Joe Cruz, John Singler, Jonathan Katzenbach, Juana Droessler, Kate FitzGerald, Kelly McLaughlin, Kendal Barbee, Kim Cowperthwaite, Lauren Heath, Lawrence Rappoport, Lee Kramer, Lindy Black-Margida, Liz Sutton, Megan Moser, Meghan Gatti, Meredith Gregory, Meredith Stone, Michael Peterson, Mike LaMonaca, Mikhail Oza, Paula Greenberg, Peggy Bishop Lane, Rob Wright, Scott McNulty

STUDENTS

- **WEMBA:** Kishan Agrawal, Anthony Bramante, Troy Lucas, Savit Tewari
- **MBA:** Julia Madden, Jack Robinson
- **UNDERGRAD:** Carolina Zuluaga, Miyu Ono, Danielle, Clanaman

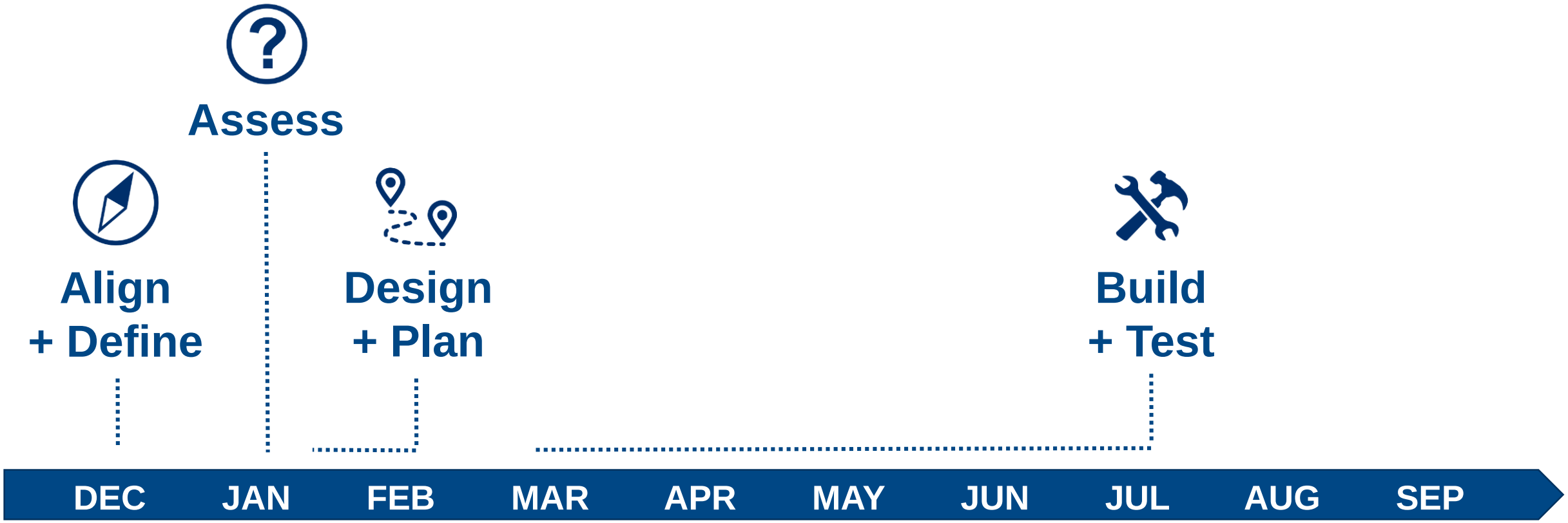
Geoffrey Garrett
@garrett_geoff

Follow

250 post-it notes
40 stakeholders
14 breakout sessions
4 degree programs
2 days
1 common purpose: improving the @Wharton student experience. We never rest on our laurels! #WhartonProud

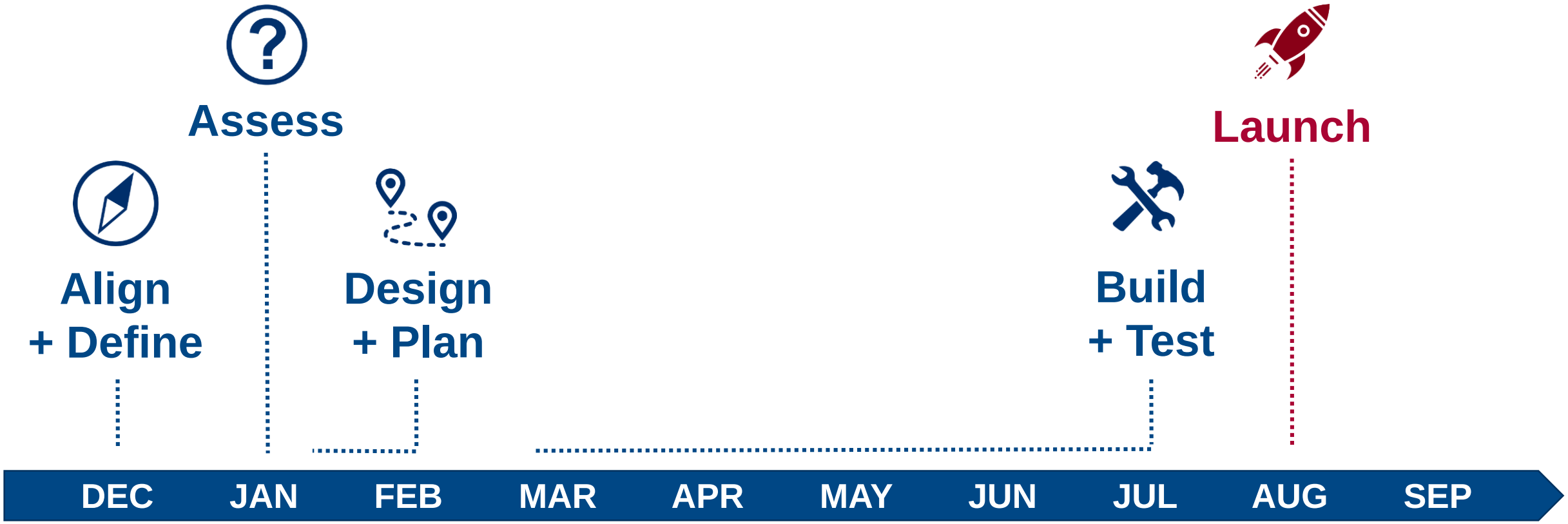
10:14 AM - 9 Dec 2017

Timeline + Process



Where Are We Now?

Timeline + Process



Launch Window
for MBAs

Jul 30 – Aug 3

Minimum Viable Product MVP

1. **Solve student's biggest pain points**
2. **Do a few things exceptionally well, then expand**
3. **Get it in user's hands fast, learn from feedback, refine**

Ongoing Feedback

MY WHARTON

Analytics

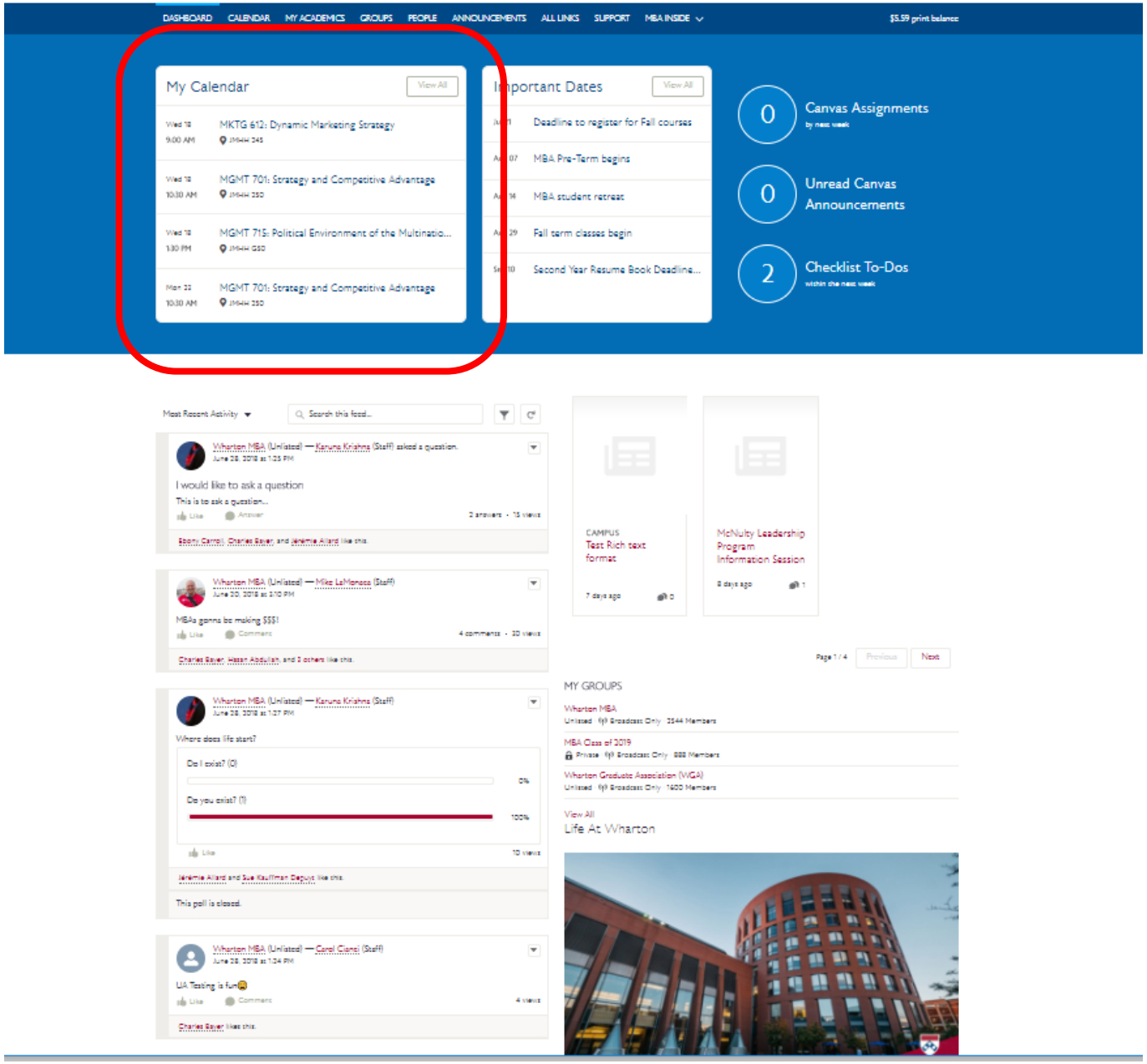
Survey Data

Interviews

Focus Groups

Iterative Development of Features

What Does MyWharton Do?

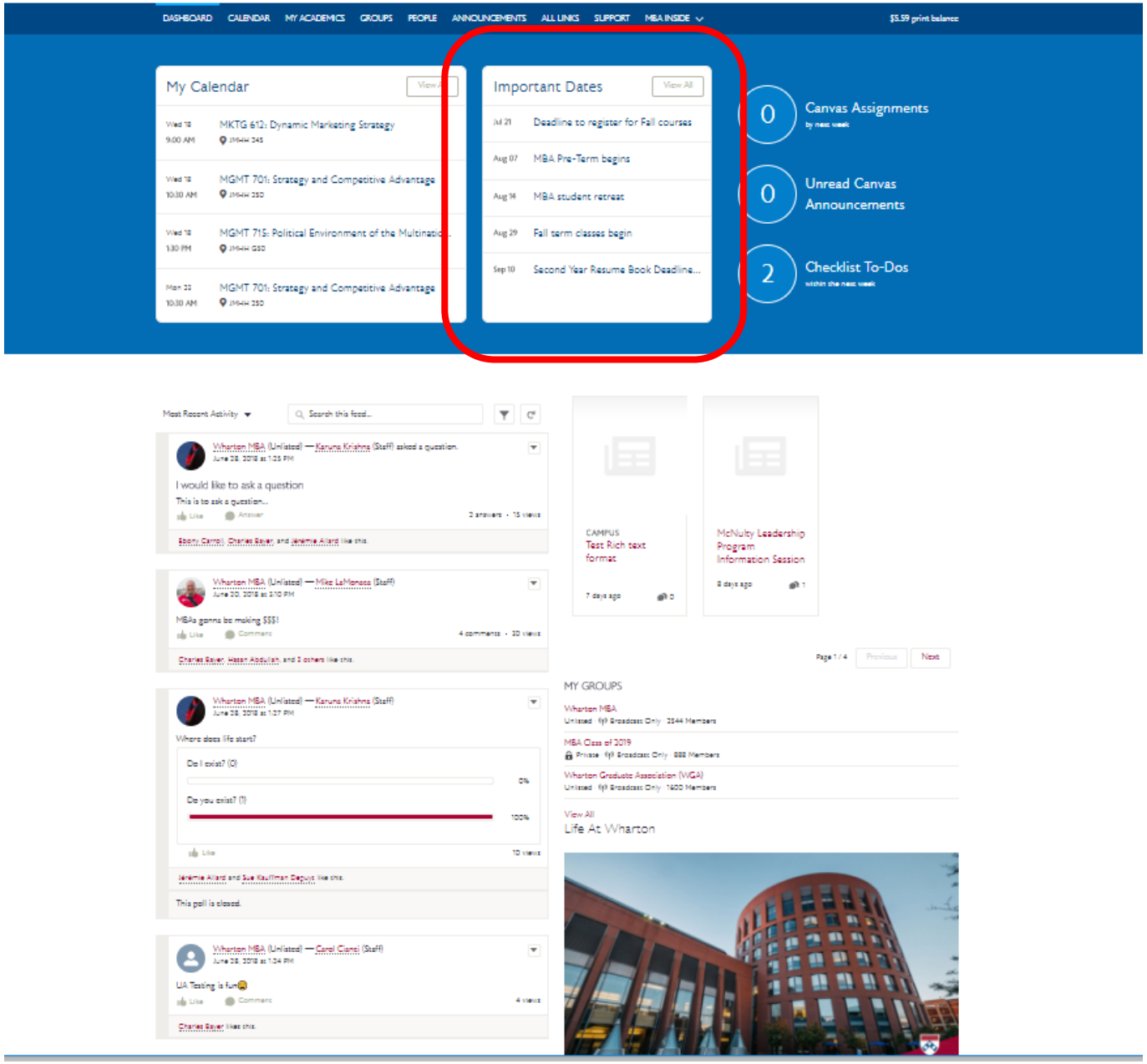


DASHBOARD

Everything you need to know to manage your schedule on a day-to-day basis

- **Your calendar**
- Important school-wide dates
- Upcoming course assignments + recent course announcements
- Checklist to-do’s
- Program-wide announcements, Group memberships + Life at Wharton
- Advising contact info

SANDBOX SITE



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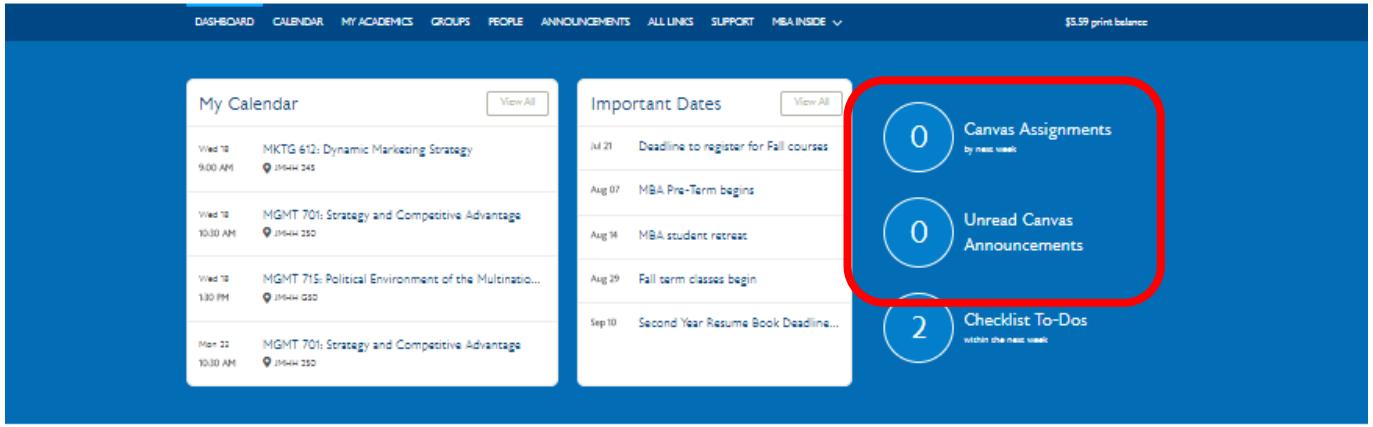

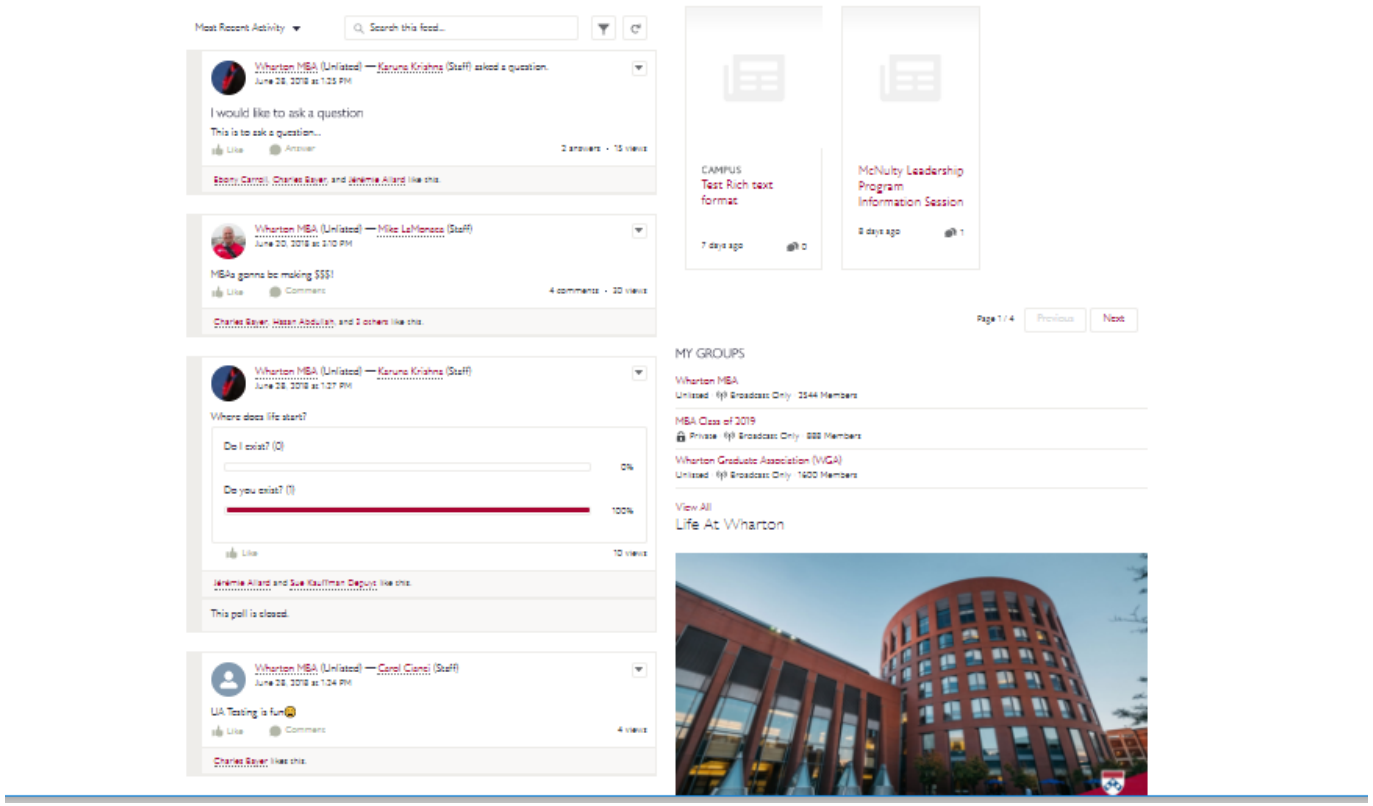

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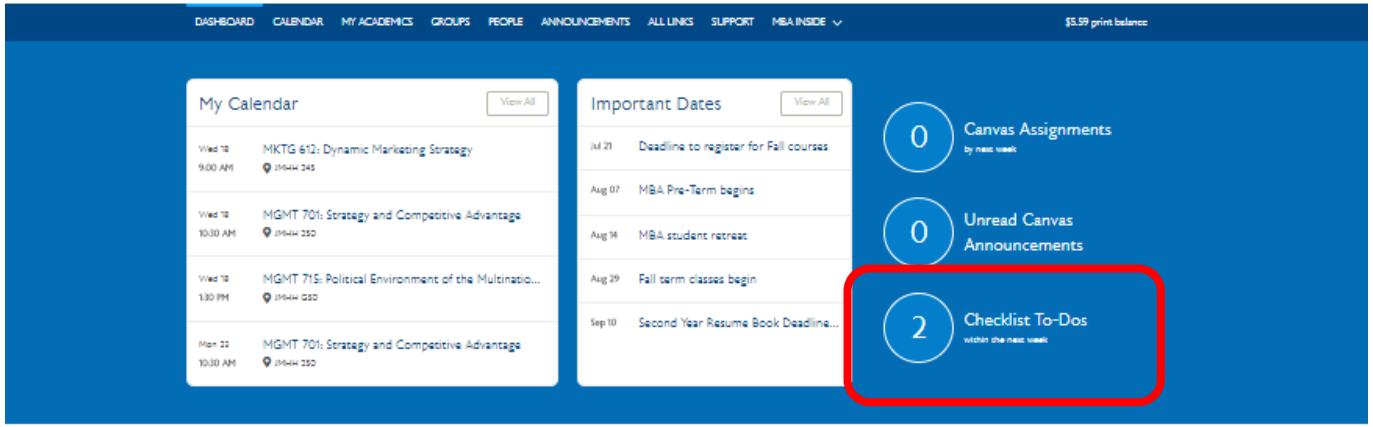

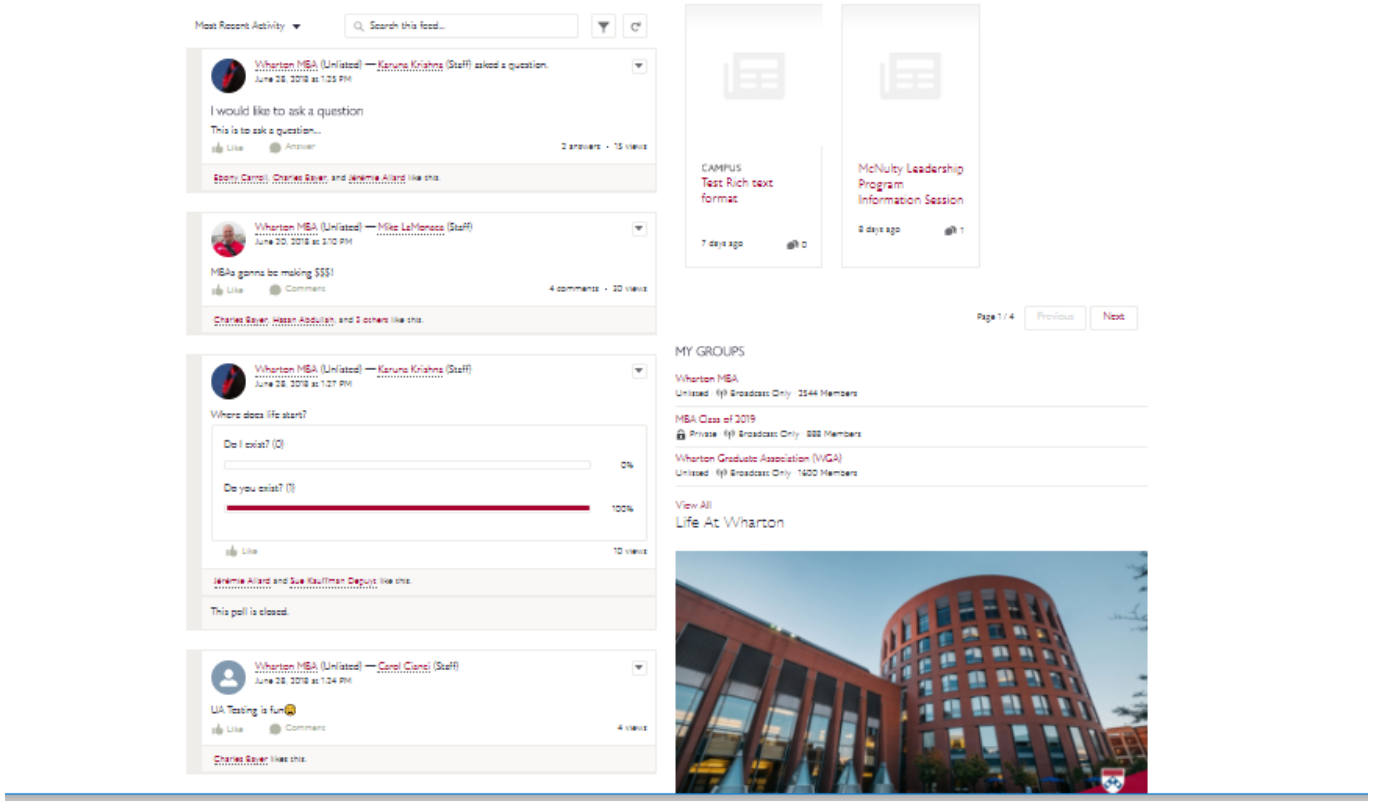

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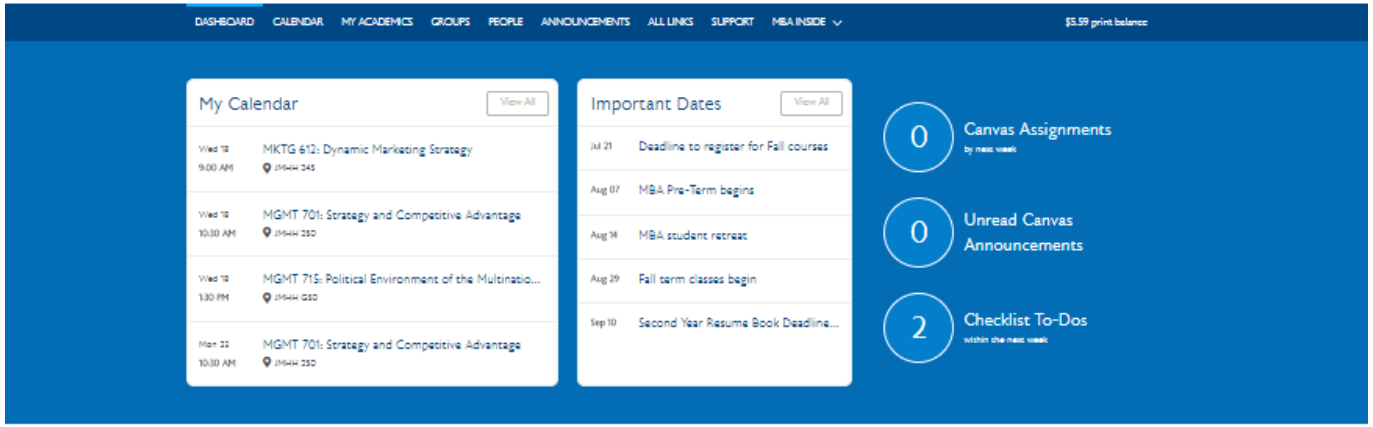

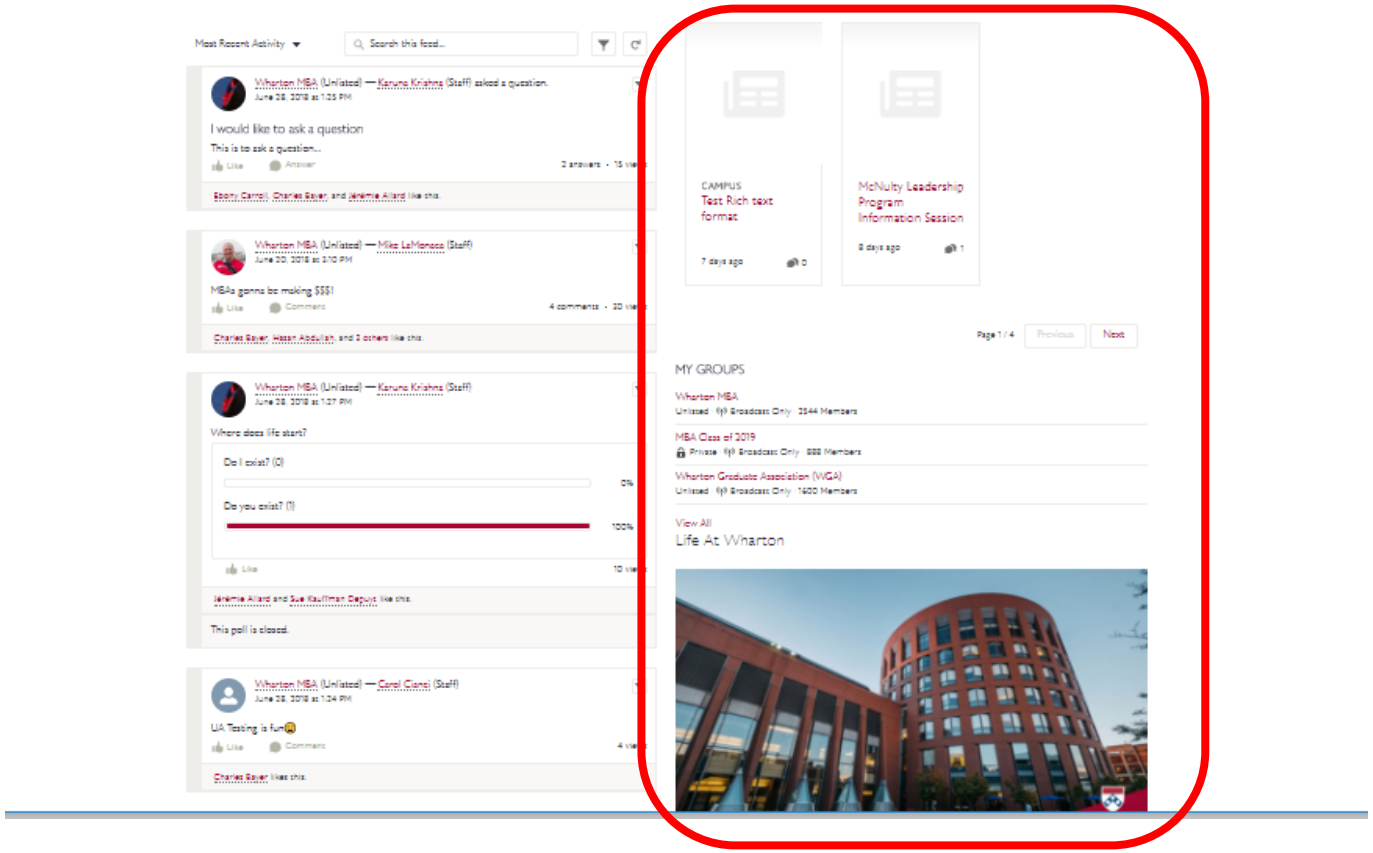

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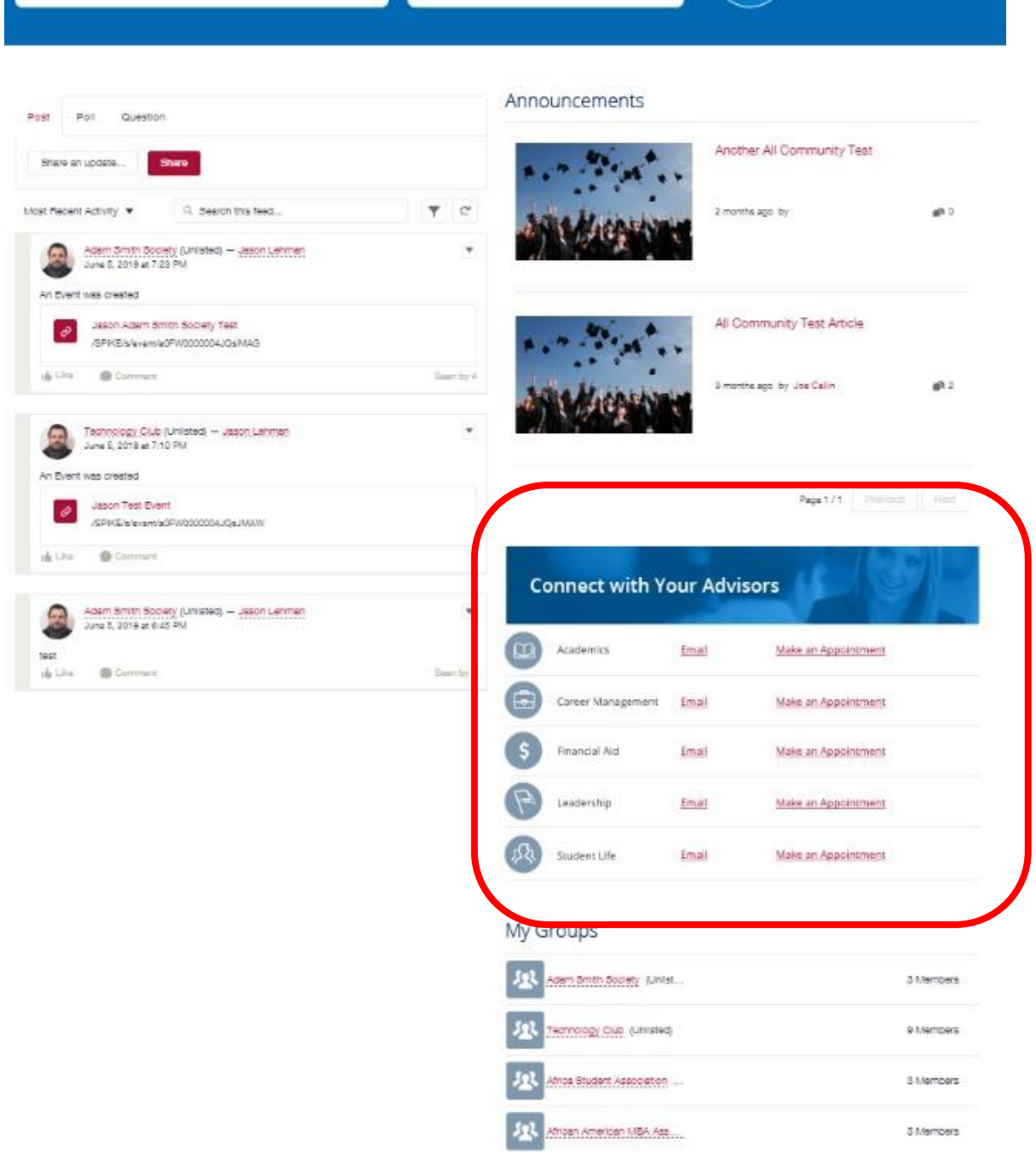

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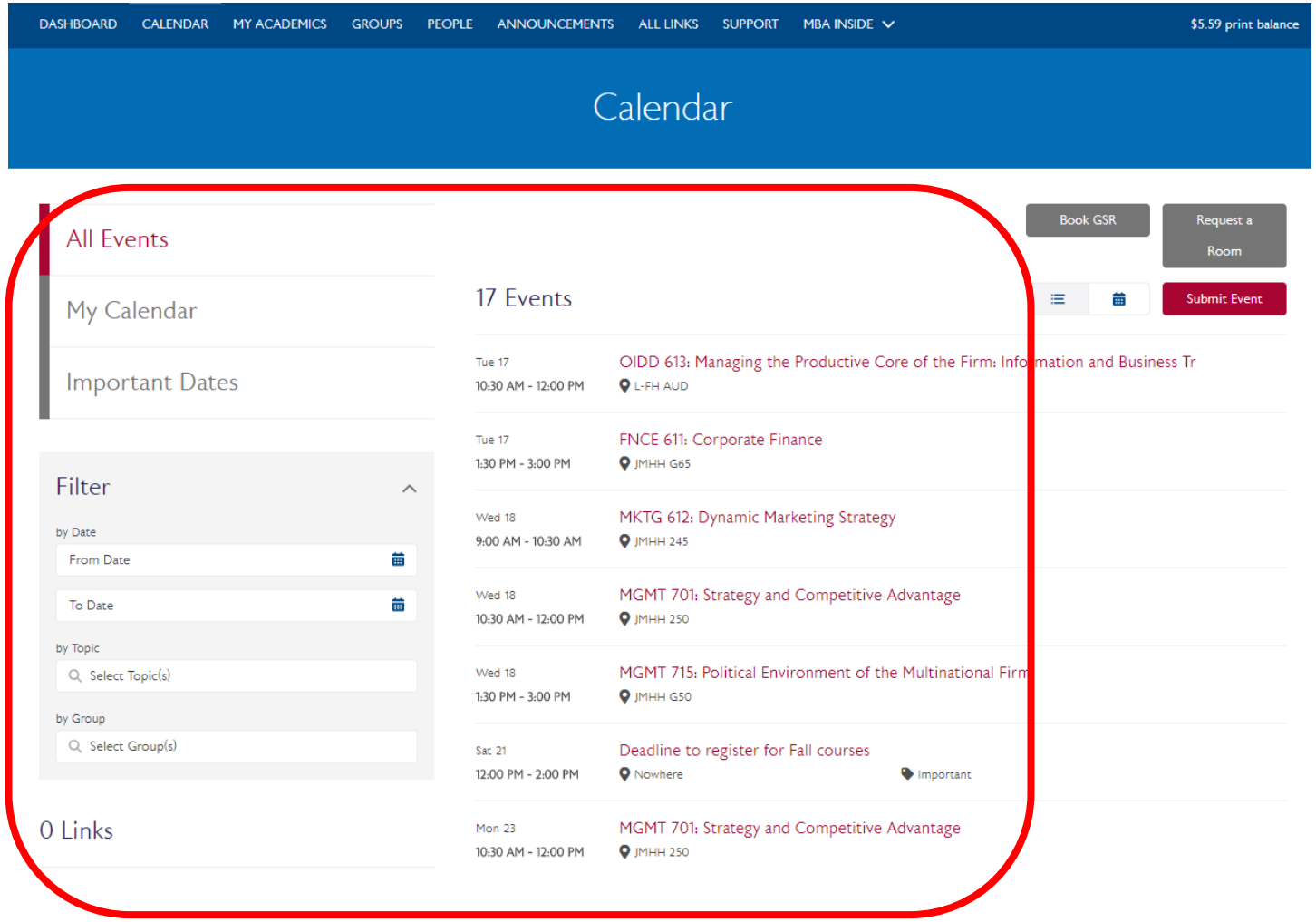

CALENDAR

Explore what is happening around Wharton, add events directly to your calendar, and request on-campus space

- **Search across school-wide events**
- Submit events to the school-wide calendar
- Book GSRs and request event space

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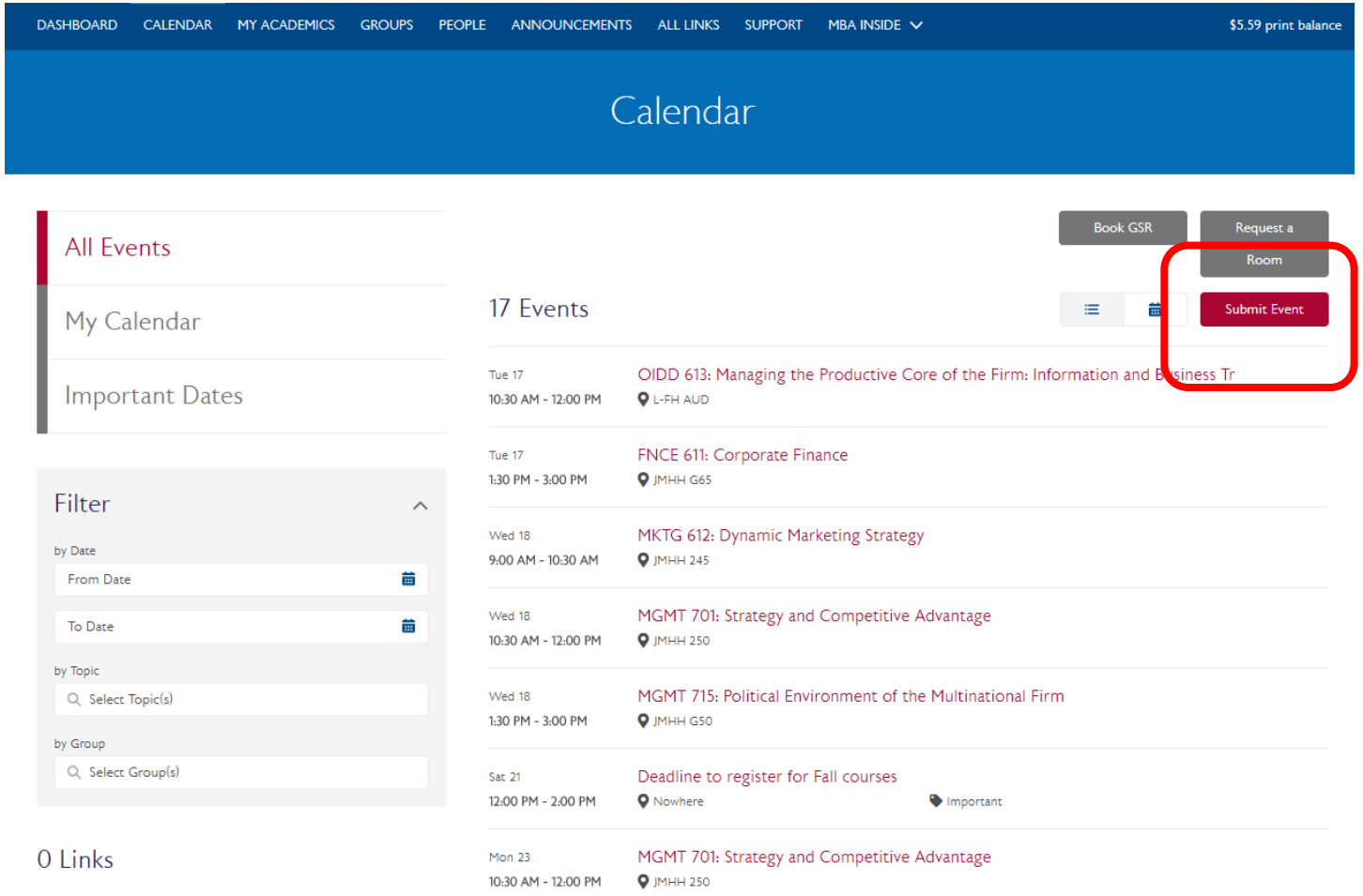

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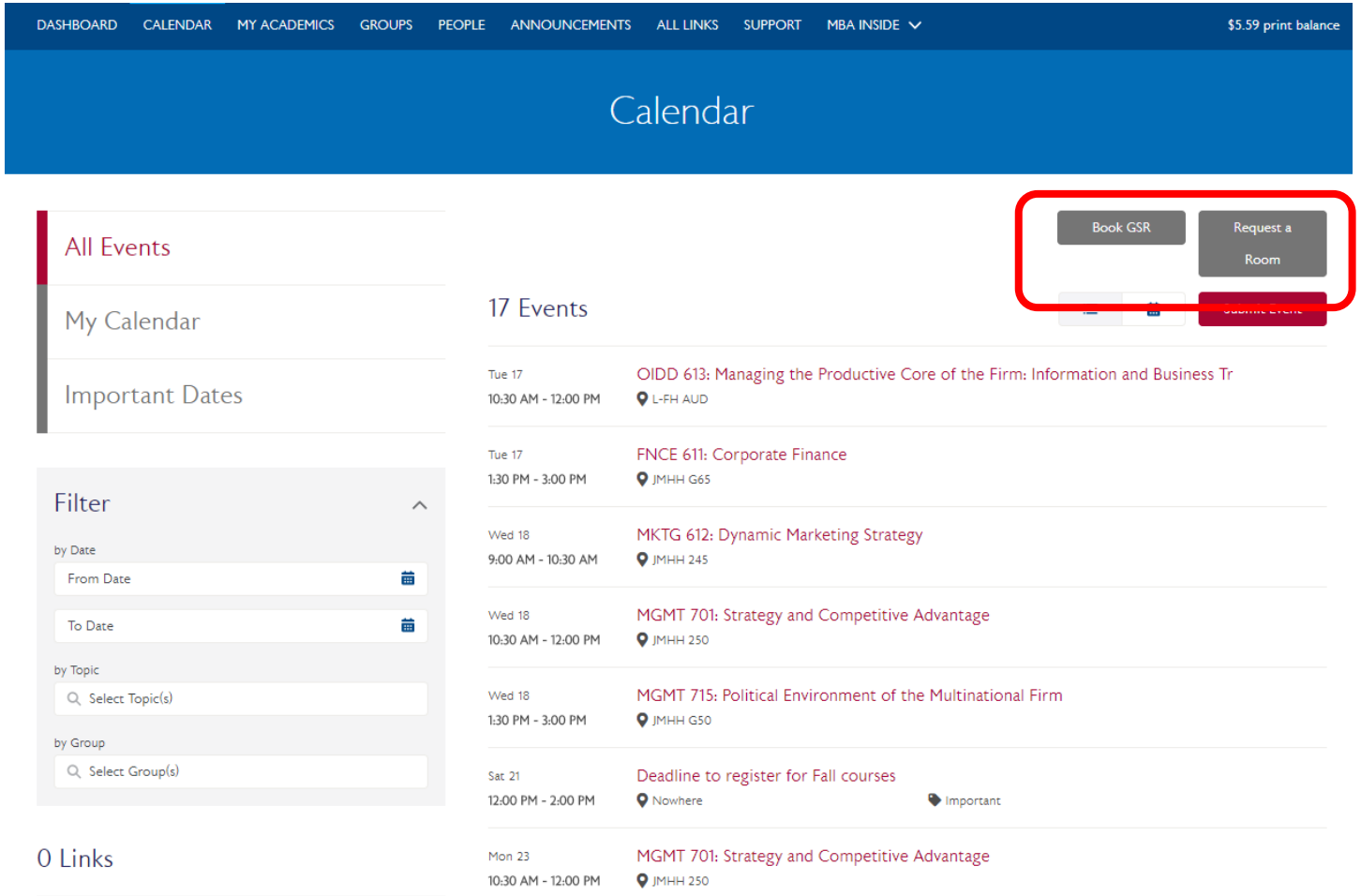

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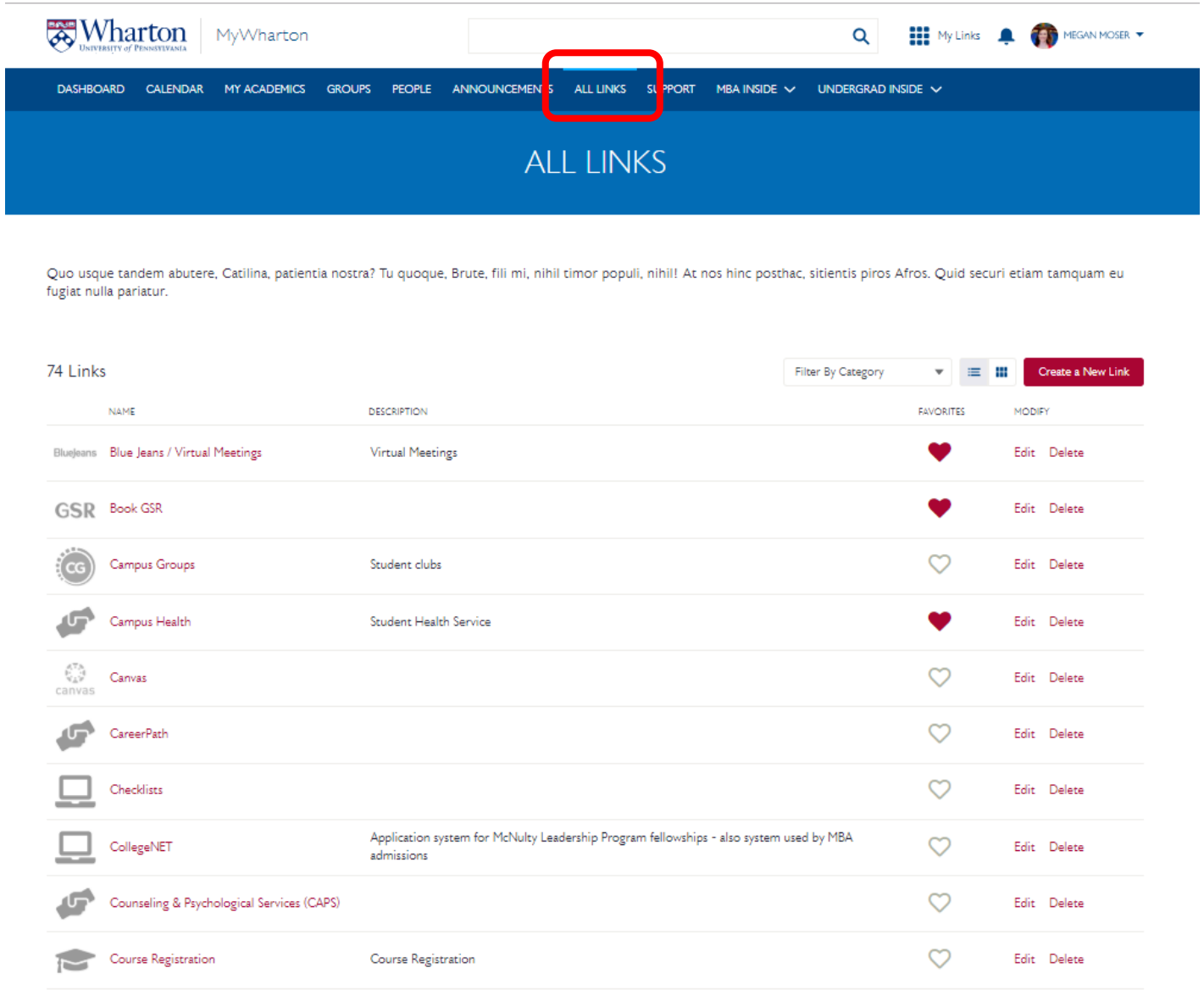

MY LINKS

- **Connect to all of the resources available across Wharton and Upenn through All Links**
- Favorite frequently visited sites for quick access in My Links

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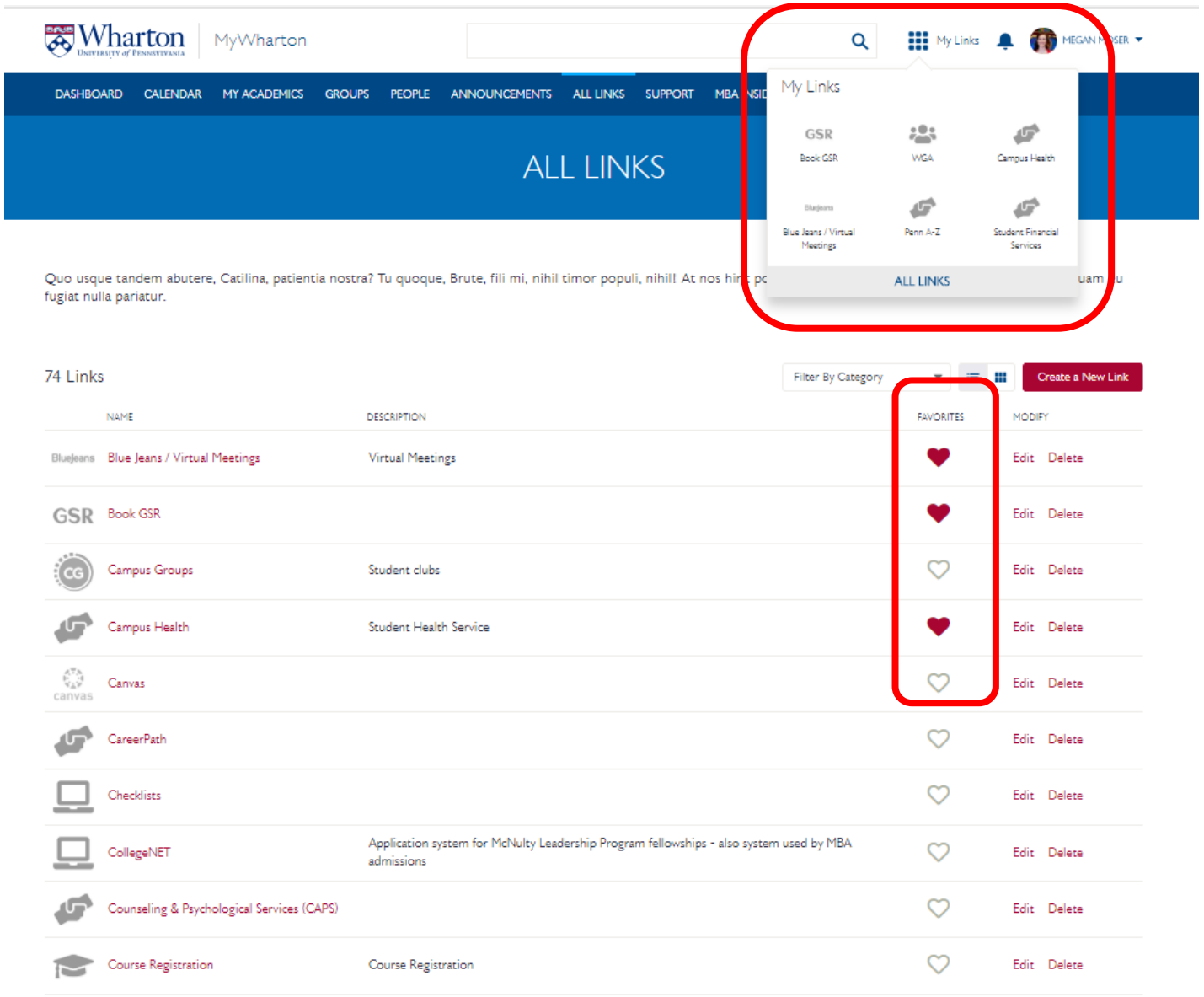

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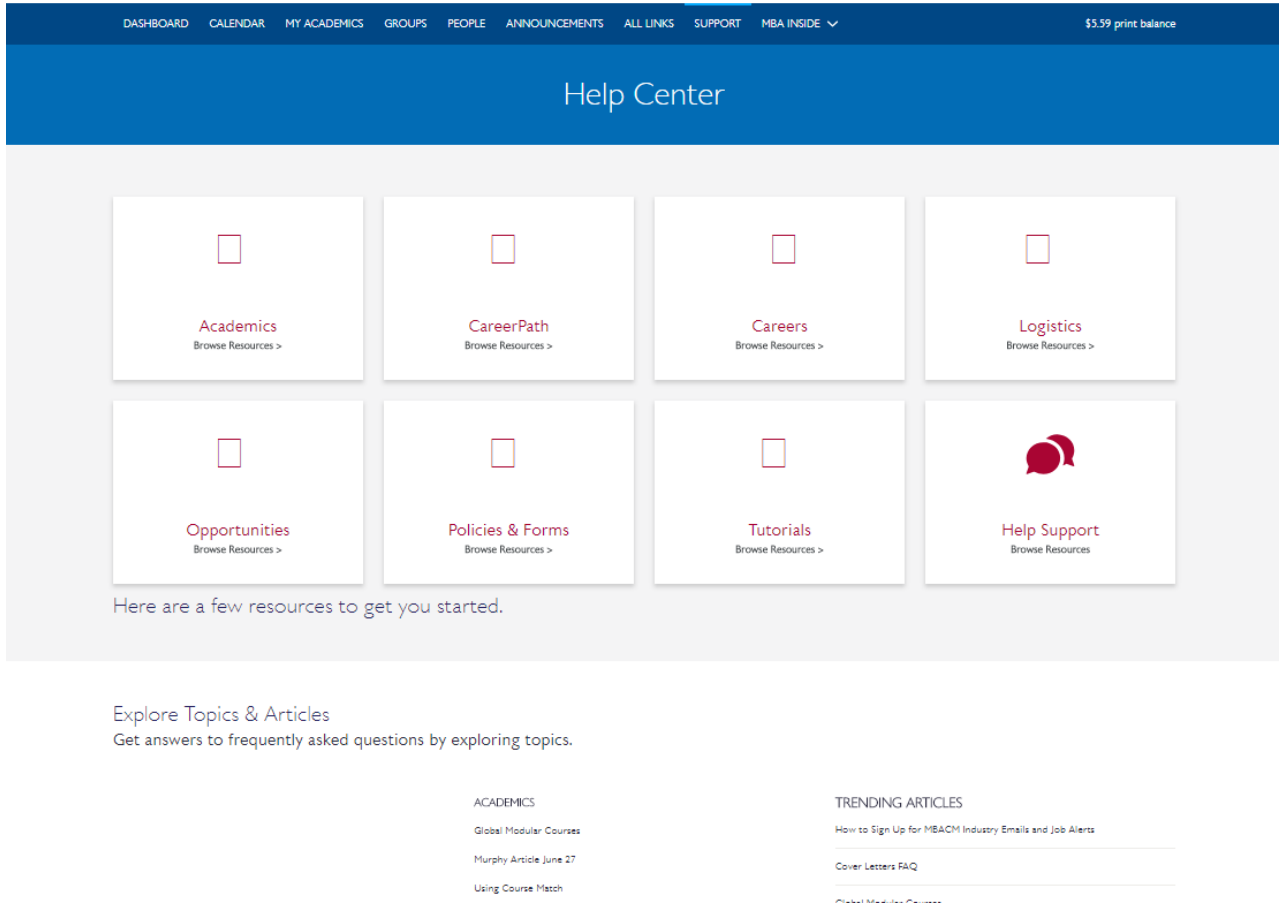

SUPPORT

- **FAQs and program resources to help you maximize your time at Wharton**

SANDBOX SITE

What’s Happening To SPIKE?

How / When Will Students Be Introduced To MyWharton?

Getting the Word Out

Launch Window for MBAs: **Jul 30 – Aug 3**

MYWHARTON LINKS

- Onboarding Site
- Pre-Term App
- SPIKE (alert)
- Digital Signage

WHARTON COMPUTING

- Welcome (Back) Email from CIO
- “Whartonization”
- MyWharton Branded Phone Wallets
- WGA, DMAC, Student test groups

GRAD DIVISION

- Include References in Pre-Term Presentations
- Link to Content on MyWharton
- Other Touchpoints?

What Are The Next Steps For Staff?

Launch Timeline for Staff

ACCESS

Now: Soft-launch with subset of staff (content creators / IDCWG team)

By Next Week: All staff to gain access

TRAINING

By End of July: Info Sessions and training for each department

By End of July: Individual trainings for content creators

TESTING

By End of July: Testing with IDCWG team

DEPARTMENTAL INFO SESSIONS + TRAINING	CONTENT CREATORS 1:1 TRAINING
Admissions 8/21	**Alix** TBD
Academic Affairs 7/24	**Michael, Jérémie** 7/19
Career Management 7/18 + 7/25	**Career Management** IN PROGRESS
Communications TBD	**Carl** TBD
Leadership 7/23	**Kate, Samantha, Amanda** 7/23
Student Life 7/31	**Larry, Destiny** TBD
Vice Dean's Office 7/24	**Sue** TBD **Paula** 7/24

Next Steps

- ✓ **Schedule training**
- ✓ **Training prep**
  - What did you use SPIKE for in the past?
- ✓ **Questions or feedback?**
  - Contact Megan, Alex + Mike