



Campus Update

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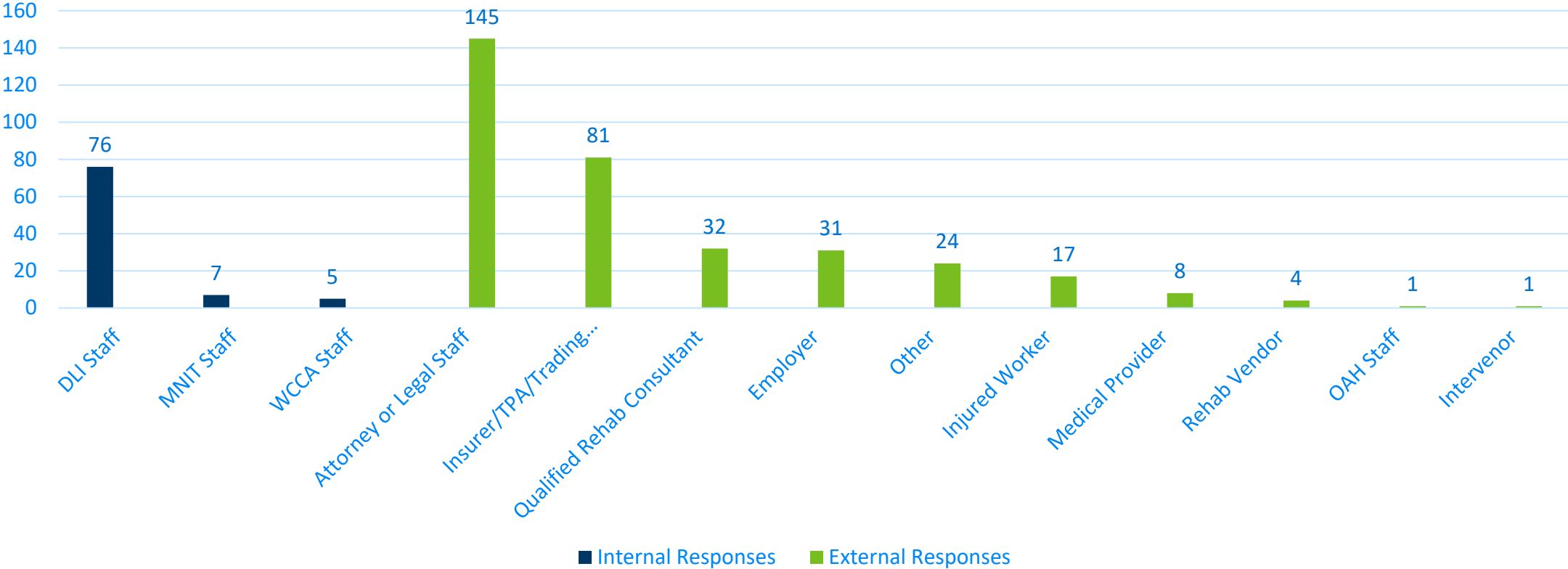
Jeffrey Hendrix | Product Manager

Campus timeline

- November 2020 – Campus launch
- August 2022 – Creation of the Business Technology Office
- February 2023 – Vendor contract completion
- February 2023 – User Experience Survey
- March 2023 – Technology upgrades
- February 2024 – Campus strategic roadmap implementation

User Experience Survey Respondents

How do you interact with the Work Comp Campus System?



User Experience Survey Results

Statement	# Total	# Agree	% Agree	# Disagree	% Disagree
The system is easy to use.	207	96	46%	111	54%
The system effectively enables me to complete my business processes.	206	126	61%	80	39%
The system is reliable (login and relevant functionality are available for use when needed).	205	145	70%	60	30%
The system has accurate and reliable information (data is accurate, in the correct fields and reflected correctly in reports).	203	141	69%	64	31%
System support is readily available (help desk, documentation, manuals and subject matter experts).	203	139	68%	64	32%
System support is effective (help desk, documentation, manuals and subject matter experts).	198	144	73%	54	27%

Campus current state

- Opportunities for improvement
 - Campus functionality
 - Campus usability
 - Training and documentation
 - User Support
- Identifying priorities
 - Campus Roadmap
- Increase dedicated resources
 - Developers
 - User experience
- Approach transformation
 - Agile approach
 - Product approach

User experience

Goal: Make Campus user friendly

- How we do this
 - Work with users to create avenues for frequent feedback (and make it actionable)
 - Hire with a focus on collecting and translating user and customer feedback
 - Prioritize improvements to functionality based on feedback
- In the works
 - Hire a dedicated user researcher
 - Hire a dedicated product user interface (UI) designer

Campus roadmap approach

- Focus on problems that need to be solved
- Identify three tracks of work each quarter
- Define work by quarter based on current priorities and progress from previous quarters
- Informed by the Campus governance groups and user input
- Roadmap to be discussed and further developed each quarter

Campus roadmap priorities this quarter

DOCUMENT ORGANIZATION. Ensure a complete record of an injured employee's claim is easily accessible to users. Improve document organization so all documents are easy to view, sort and filter.

DATA STRUCTURE. Data within Campus is not currently organized in a way that creates high confidence in its quality, availability and fidelity. Additionally, a reconciliation between Campus and Informix needs to be done to ensure that all archived data was imported correctly. To accomplish this data will be defined, its storage and flow through the system will be mapped, and reports will be updated and validated.

Campus roadmap priorities this quarter

USER EXPERIENCE. Survey results indicate that Campus is not viewed as user friendly. We continue to work to address baseline functionality of the system and will be working with stakeholders to determine how design impacts their daily experience.

Campus Progress since 2022

- 2022 focus areas included:
 - External Attorneys
 - Work Insights
 - Assessments
- Creation of the Business Technology Office
- Transition from vendor support
- System upgrades
- Roadmap development

Thank you!

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