Analyze System Email Notification From Research Administration System
PSU Office of Research

Overview:
In this project, the team met with PSU Office of Research Information Systems to develop a new methodology to deliver basic daily emails. The office was mainly looking into classifying emails depending on the importance of the content. The office staff can better allocate their time if a more efficient emailing system can be implemented. Overall, the new system will help in better resource allocation, urgent system warnings, occasionally false positive alerts, fast recovery, and easier navigation to solve problems in a faster pace.

Objectives:
The project objectives are to redesign the notification system by separating personal user requests from SIMS notifications and create visual representation of a dashboard for the myResearch portal.

Approach:
Thousand of emails are being sent from the office of research to professors leading research or even faculty participating in research. Additionally, countless reminder emails are sent to enforce taking action on the initial email since some emails are very critical and not responding to them in the specific time frame can cause delays in the research proposals and grants thus the team created a survey consisting of multiple questions about the current portal used and the functionalities of it and was distributed amongst current users. After the feedback was analyzed, the team proposed a new dashboard design for myResearch Portal to create a better and easier way to access the most important icons within the portal such as financial accounts, pending proposal, active awards, etc. The idea here was to create a more visual representation of the portal to enhance the professors and researchers experience. The second approach was to create a simulation model to better illustrate the flow of emails within the PSU Office of Research department. Based on the overall results, the team has proposed the formations of 2 mailboxes, a Communications Mailbox and an Operations Mailbox to simulate the best results and when implemented, will solve the issue for the staff at the PSU Office of Research.

Outcomes:
To reduce the total volume of emails coming into each staff member's mailbox, common mailboxes must be setup to store emails that don't require immediate action. It is also imperative that a dashboard be designed for the front page of the MyResearch Portal. A dashboard the clearly depicts all common functions and which features can be accessed will greatly increase the faculty satisfactions with the portal. Lastly it is important to perform continuous process improvement, which in this case is equivalent to consistently looking for feedback from faculty to improve the overall process of working with the Office of Research.