

McMASTER UNIVERSITY
STUDENT ACCOUNTS AND CASHIERS OFFICE



CLIENT OBJECTIVE

McMaster University, one of the largest universities in Canada, was developing an online registration application for its undergraduate students. Faced with time constraints, McMaster contacted our team to re-design the Student Accounts and Cashiers Office web site and incorporate new information about the online fee payment process.



CASE STUDY: MCMMASTER UNIVERSITY: STUDENT ACCOUNTS AND CASHIERS OFFICE

CHALLENGES

The online fee payment process was being defined and developed in parallel with the re-design of the site. Staff time was limited due to the demands of the school-year activities and the online project. In addition, the fee payment process required integration with the registration process. As well, payment process information was required for the registration web site and handbook. Our team was the check and balance point between the two evolving processes. The project timeline was seven weeks.

SOLUTION

Recognizing that content would be received throughout the project, we created a detailed plan that focused on the site map, page layout and content management. We developed content timelines but allowed for flexibility due to the limited time available to staff. We assisted staff as extensively as possible. The project was completed on time.

OUTCOME

The Students Accounts and Cashier web site is now an easy-to-navigate site with clear information. The information in both the Office of the Registrar site and the Student Accounts and Cashiers site provided immediate results. Over 16 % of fee payments were received in the first day of registration.