Illinois App

Smart Healthy Communities Initiative

WILLIAM SULLIVAN – Professor and Director, Smart Healthy Communities Initiative

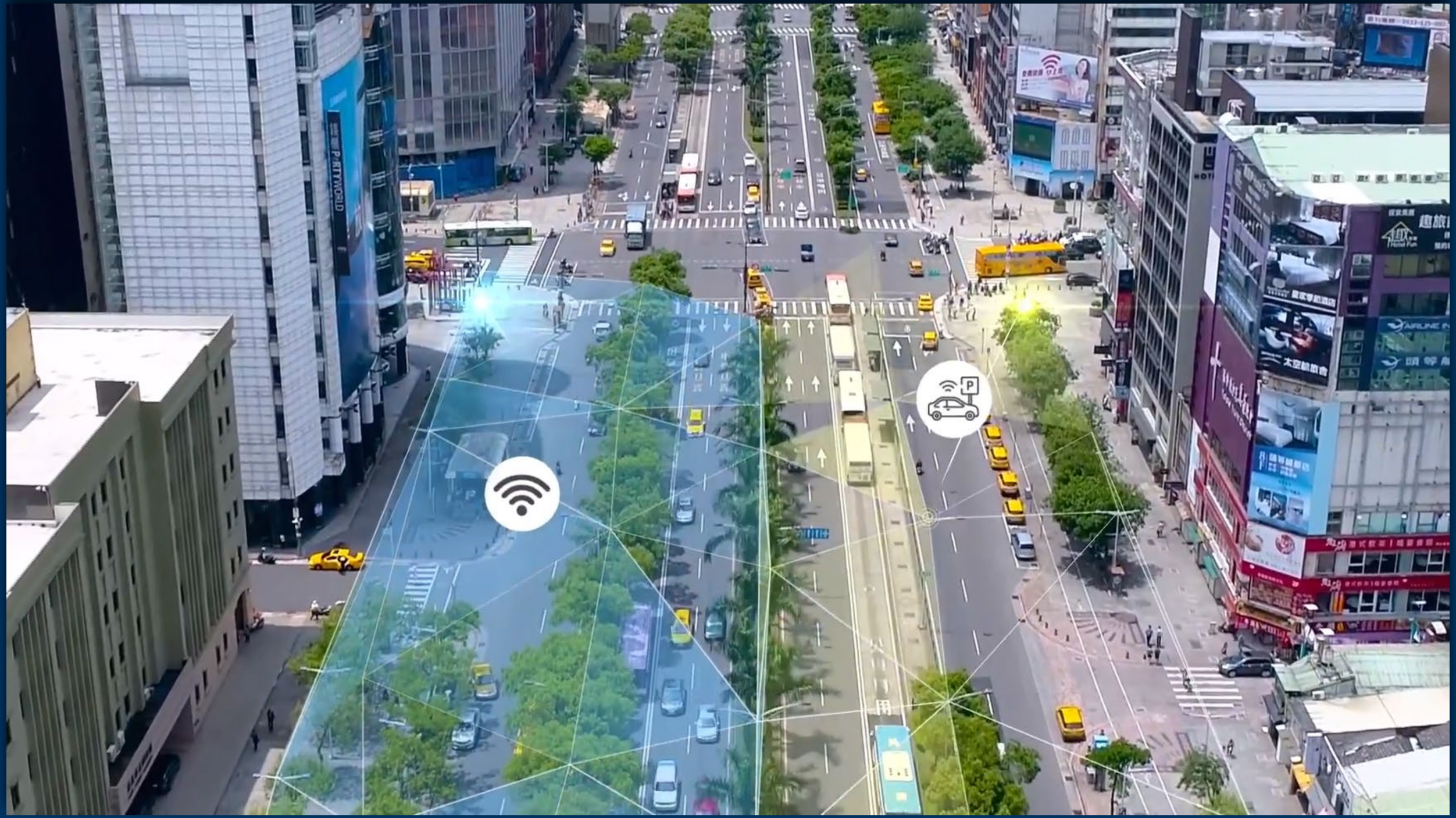
MEL FENNER – Associate Director, Health Technology Innovation

KATHRYN COURTNEY – Associate Director, Business Innovation Strategy

This Afternoon

- What is Rokwire?
- Who makes Rokwire?
- What is the Illinois app?
- How can you participate?

WHAT I ROKWIRE



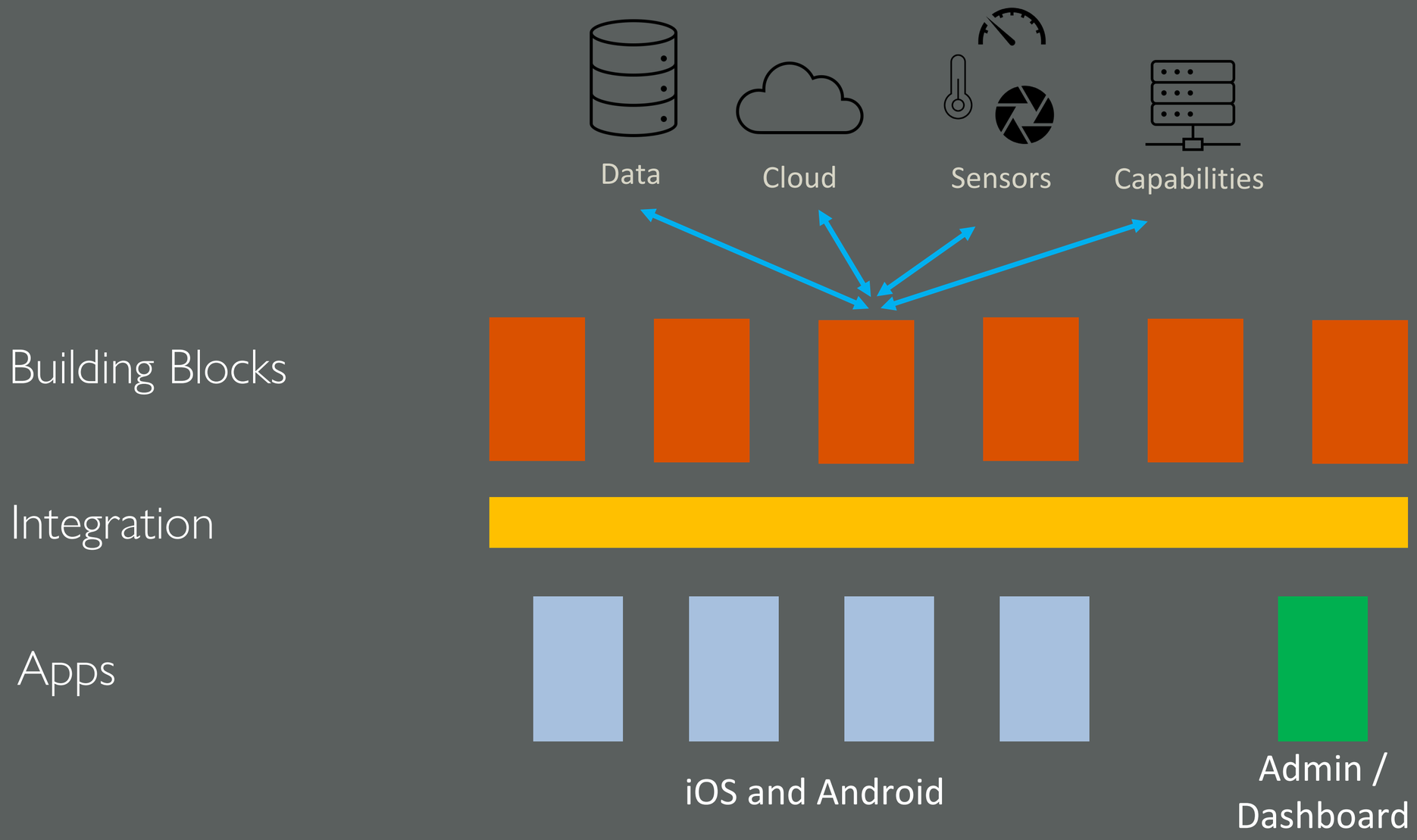
Goals

- Enhance human capabilities
- Create healthier, safer, more equitable, sustainable places
- Foster better decision-making
- Fuel innovation

ROKWIRE

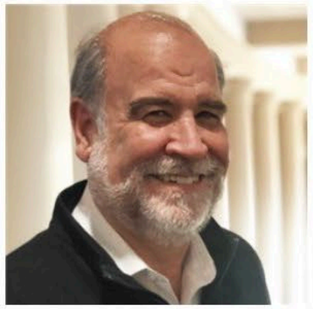
- Launched in 2018 on campus
- Integrate IoT, sensors, devices, cloud
- Privacy-first design
- Licensed for free via Apache V2.0
- Supports multiple apps

ROKWIRE SYSTEM



WHO MAKES ROKWIRE

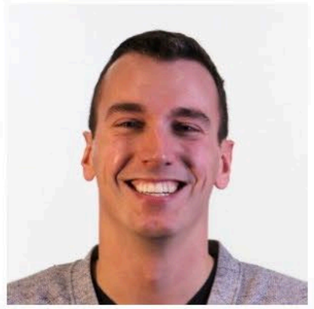
William Sullivan
Director



John Paul
Chief Instigator

Mel Fenner
Associate Director, Health Technology Innovation

Kathryn Courtney
Associate Director, Business Innovation Strategy



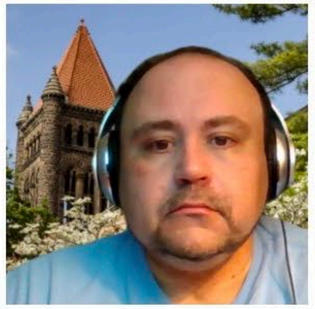
Nick Vance
Manager of Data and Technology Innovation

Vanessa Burgett
Design and Research Product Lead

Sandeep Puthanveetil Satheesan
Technical Lead (Platform Development)

Mary Stevens
Senior Architect

Joe Grohens
Communications Director



Bradly Alicea
Community Manager

Todd Nelson
Project Manager

Gloria Jackson
Office Manager

PRIDE

TWTFSS

DAILY BYTE

klean kanteen

NCSA

Mel Fenner, PhD
STUDENT AFFAIRS TECHNOLOGY

ILLIO 1977
ILLIO 1952
ILLIO 1988
1978
PAPER

WHO IS ROKWIRE

Inside the UI

Smart Healthy Communities Initiative

Student Affairs

Technology Services

Siebel Center for Design

Colleges

Outside the UI

Vendors

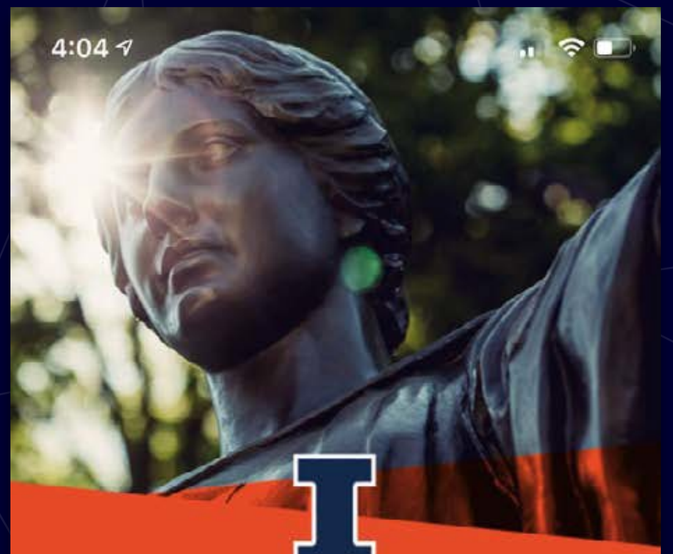
Inabyte

Pixo

Open-source contributors

Rokmetro

How has Rokwire been used and how is it being used?

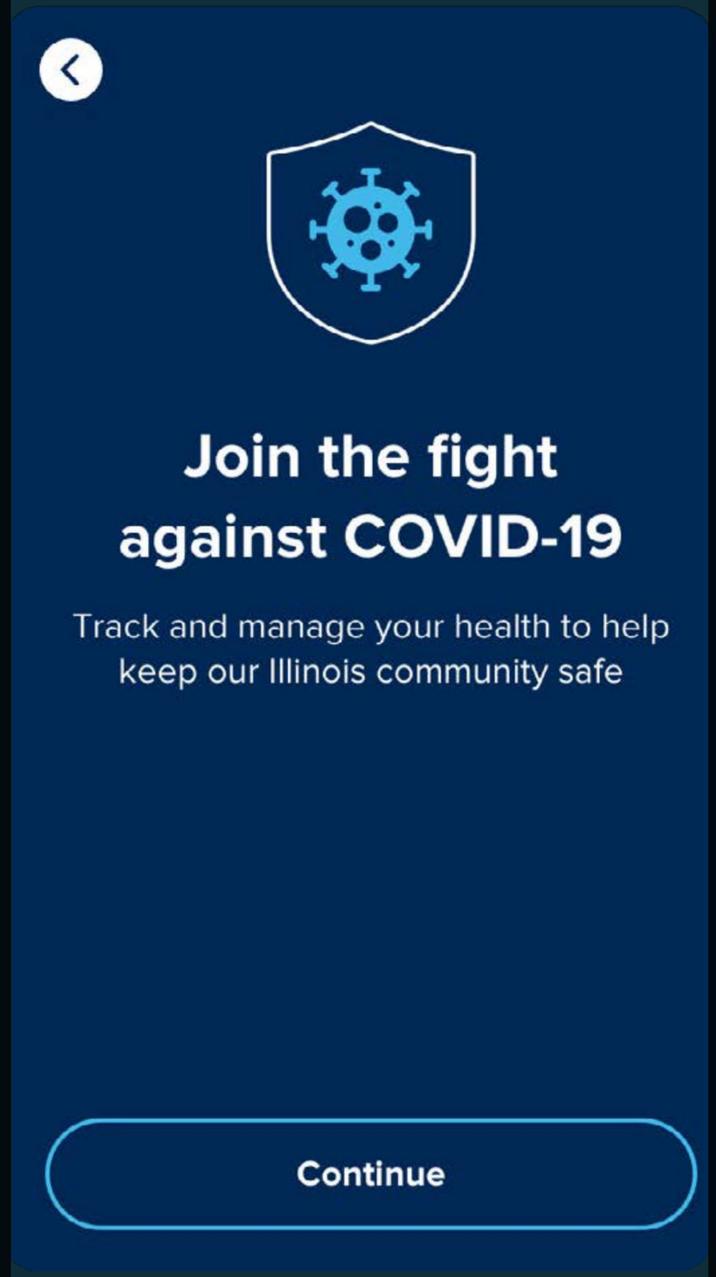


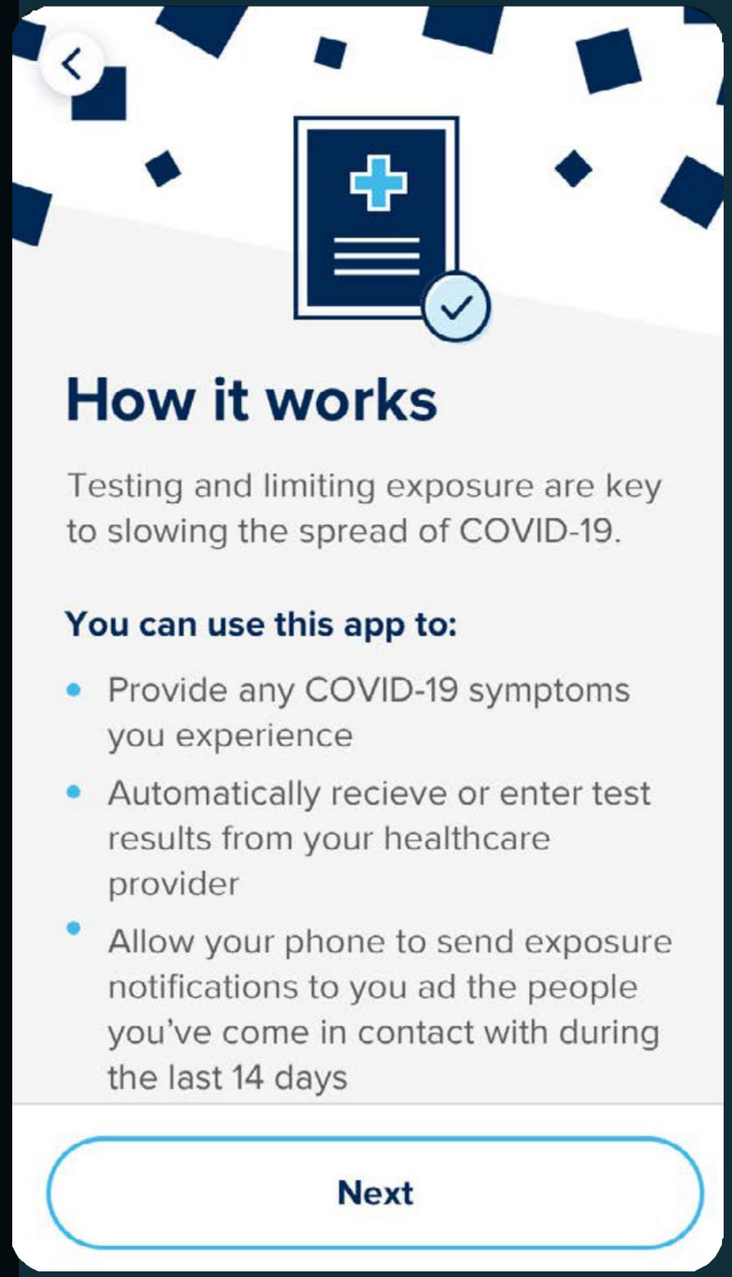
WELCOME TO

ILLINOIS

Get personalized recommendations for the **University of Illinois**

Safer in
ILLINOIS
POWERED BY
ROKWIRE
Get started


Join the fight against COVID-19
Track and manage your health to help keep our Illinois community safe
Continue


How it works
Testing and limiting exposure are key to slowing the spread of COVID-19.
You can use this app to:
Provide any COVID-19 symptoms you experience
Automatically recieve or enter test results from your healthcare provider
Allow your phone to send exposure notifications to you ad the people you've come in contact with during the last 14 days
Next

SAFER
BADGERS
POWERED BY ROKMETRO

OSF OnCall
CONNECT
POWERED BY ROKMETRO
Continue

WHAT IS Illinois App?

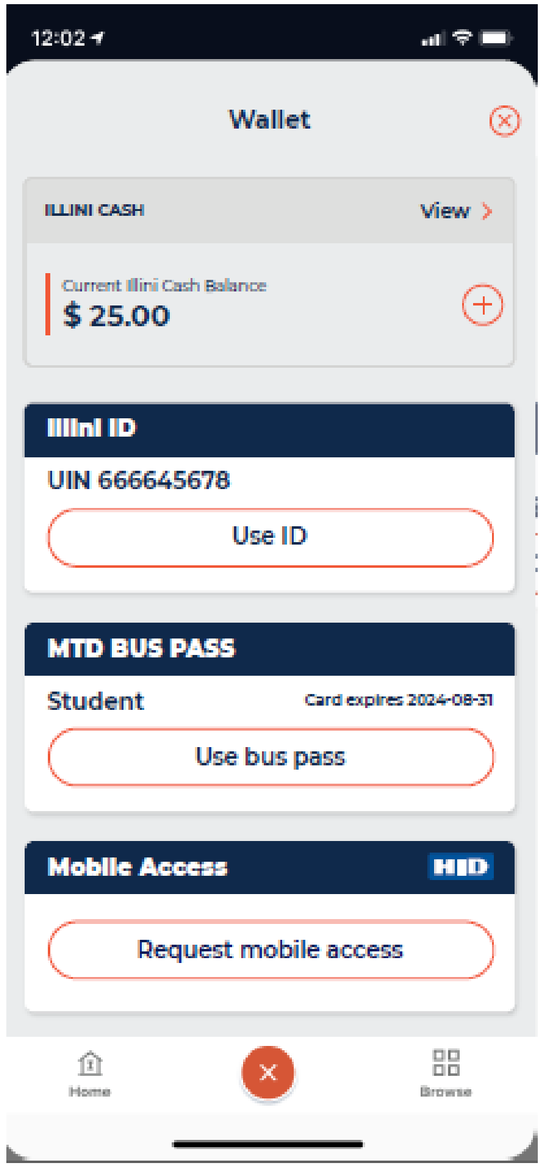
CURRENT FEATURES

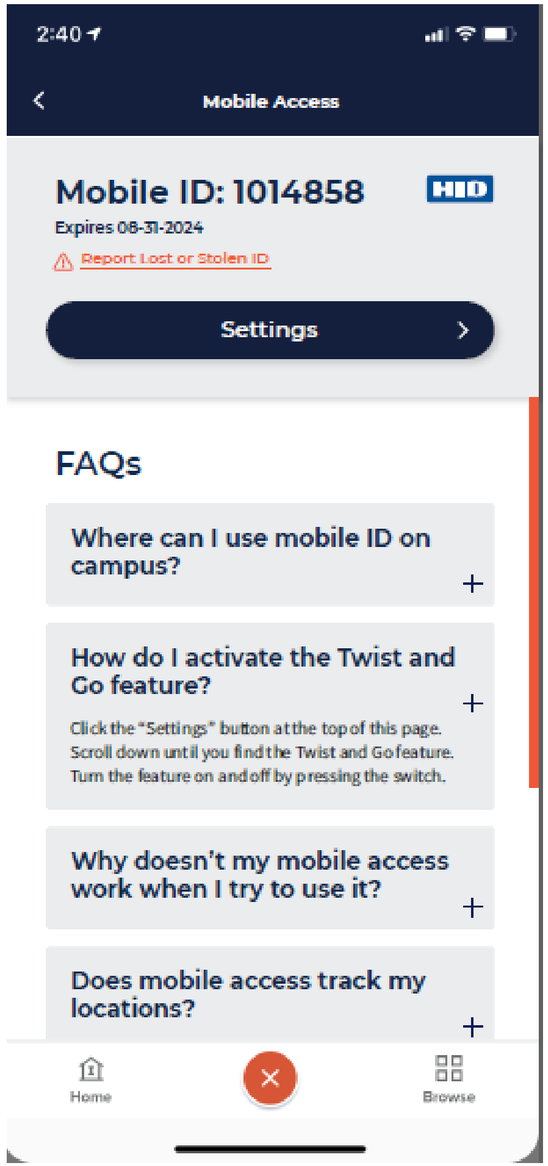
What’s next?

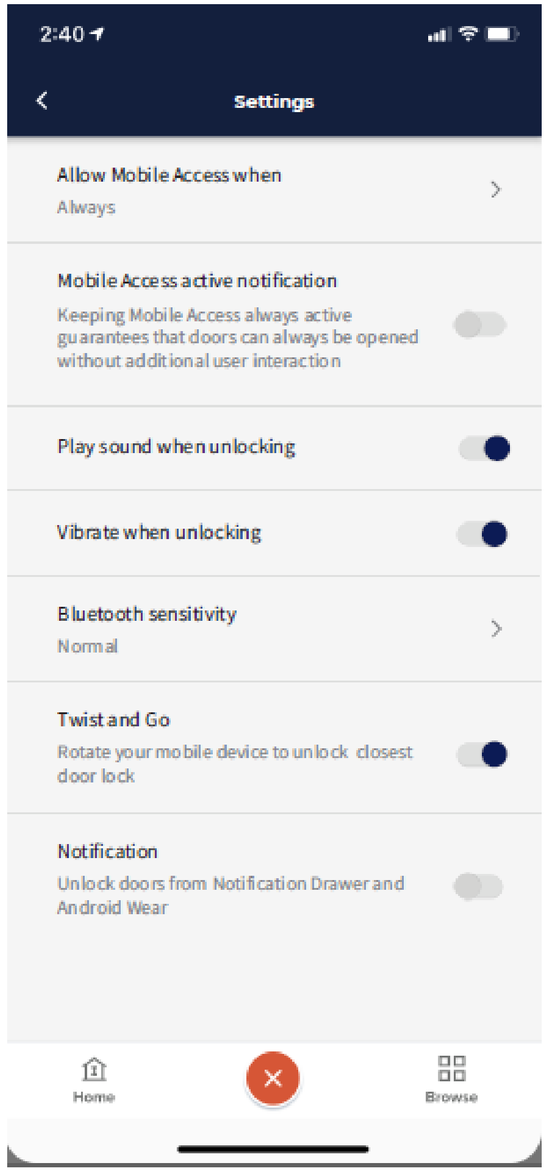
What features are coming soon?

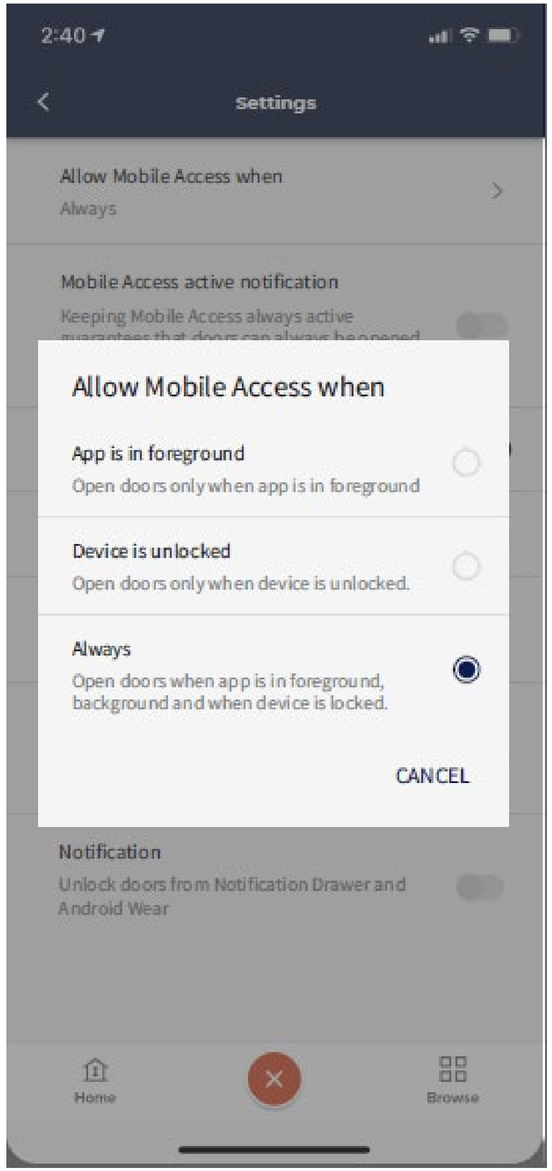
- Health and wellness
- Integration with most-used features of Canvas
- Integration with Campus Recreation
- Others

Mobile Credentials









Experience Journey With Wellness Woven Throughout the App

COLLECTOR
Find
The App

CONCIERGE
Daily
Usage

CONFIDANT
Identify
Struggle

CONNECTOR
Connect
to Care

CONTEXTUALIZER
Follow-Up
& Respond

COHORT
Peer
Support

CHAMPION
Voice
Concerns

Collector

Gathers information from and about students to help personalize their university experience.

Opportunities

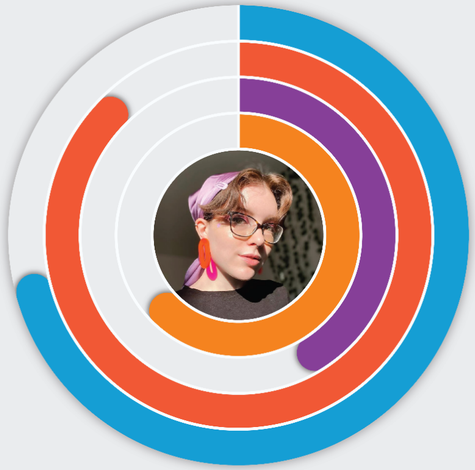
How might we:

- ***Gather information to customize*** *each students' experience in the app based on their* ***unique goals, needs, and struggles?***
- *Encourage students to* ***reflect on their plans*** *and identify areas they want to focus on?*
- ***Set a student-first tone*** *from the very first interaction with the app?*

2:40

Wellness Ring

Progress is more important than perfection.



ALL RINGS

FRIDAY, MARCH 4

CLASS SCHEDULE
CHEM 201

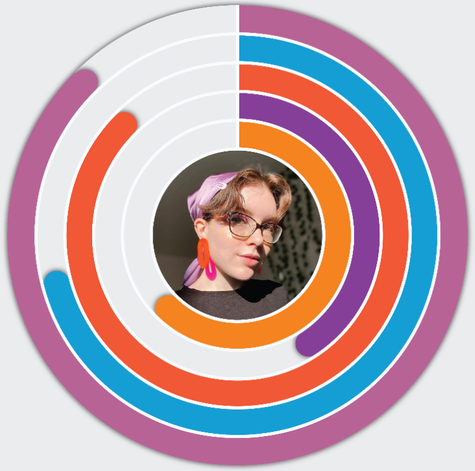
ASSIGNMENTS
ENG 105 due 3/5

ASSIGNMENTS
CHEM 201 due 3/10

2:40

Wellness Ring

Great things are achieved through small steps.



ALL RINGS

FRIDAY, MARCH 4

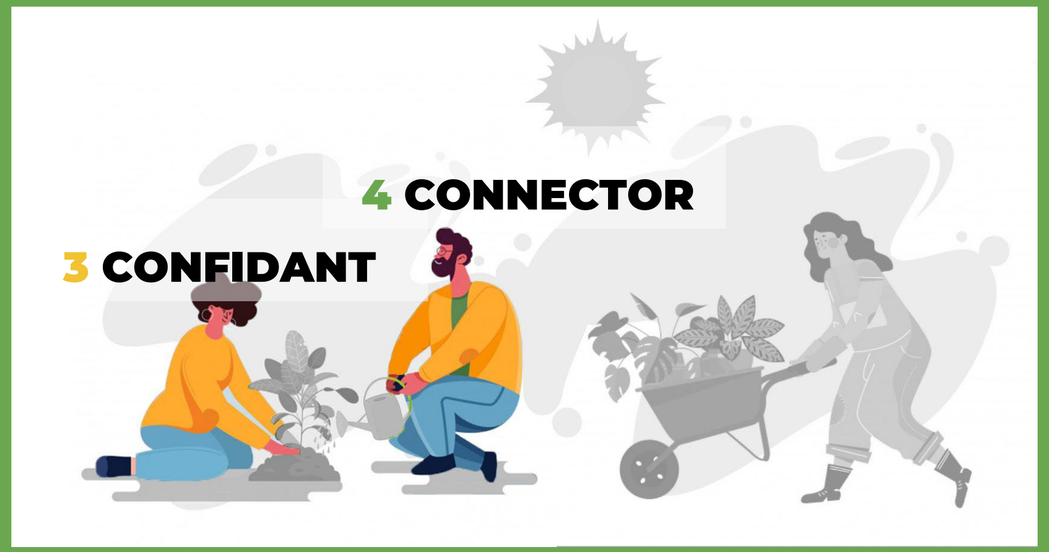
EXERCISE
2 sessions per week

CLASS SCHEDULE
CHEM 201

ASSIGNMENTS
ENG 105 due 3/5

Confidant & Connector

Provides a safe space for students to express struggles & guides them to appropriate care



Opportunities

How might we:

- *Create a **one-stop-shop** for all student questions?*
- *Make space where students can **feel comfortable disclosing** the things they are struggling with?*
- *Help students find the **appropriate level of care** that they need?*
- *Assist students with **every step connecting** with that care?*

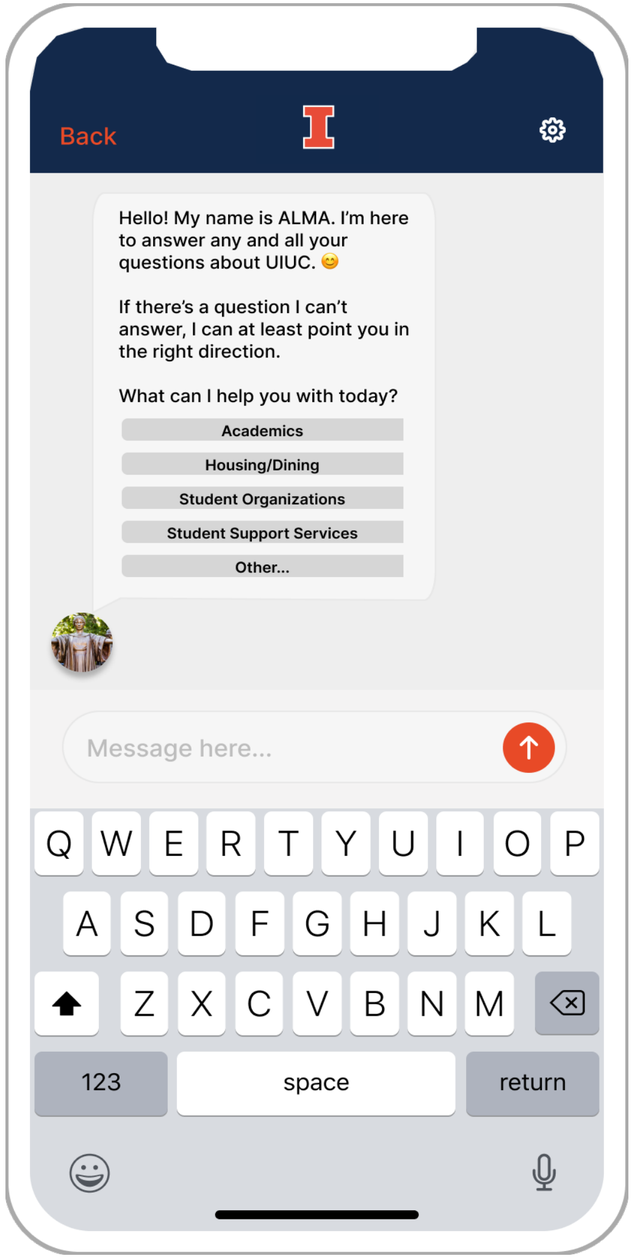
Confidant/ Connector

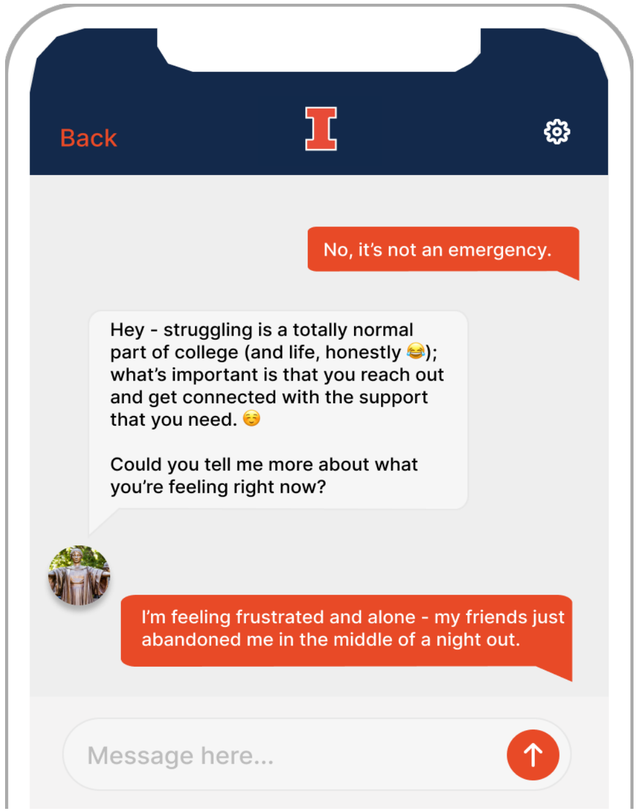
Ask Alma Chatbot

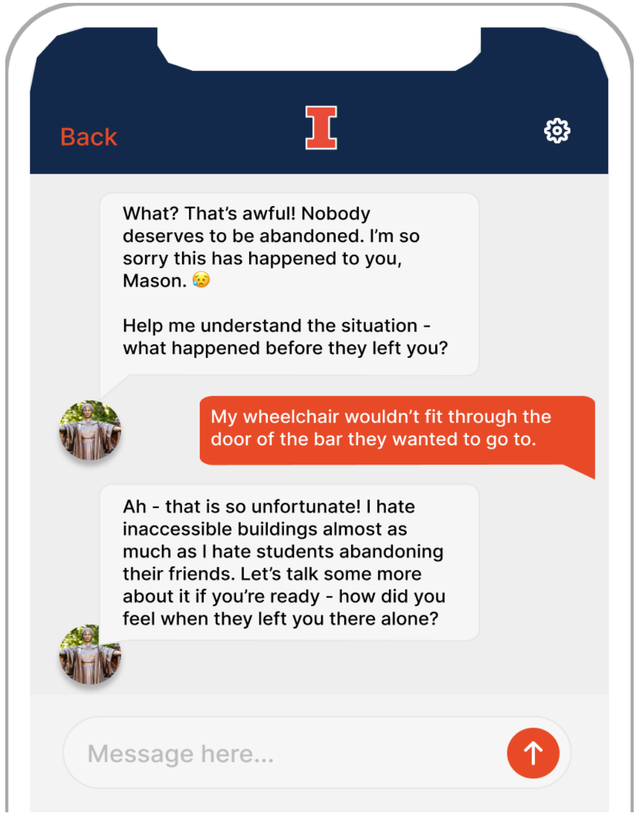
A **general Q&A bot** for all things UIUC.

In absence of an available answer, **connects student with correct office/person**.

Could be powered by **existing efforts** around Q&A chatbots - **“Ask Alma” Task Force** and **AITS Chatbot**.







(As much as possible) is able to conduct **simple triage** and ask follow-up questions with **validating and affirming language**.

Cohort

Facilitates socialization and in-person experiences between peers and mentors.

Opportunities

How might we:

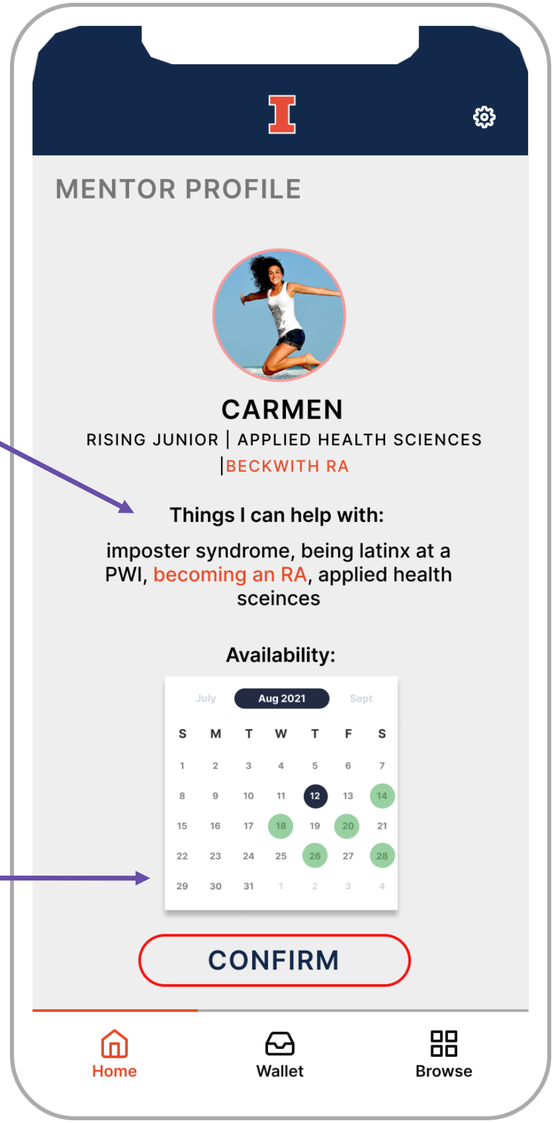
- *Create channels for students to find and connect with other students over **shared interests or goals?***
- *Facilitate the coordination of **peer-to-peer mentoring**?*
- *Facilitate the coordination of **faculty, staff, and/or alumni mentoring**?*

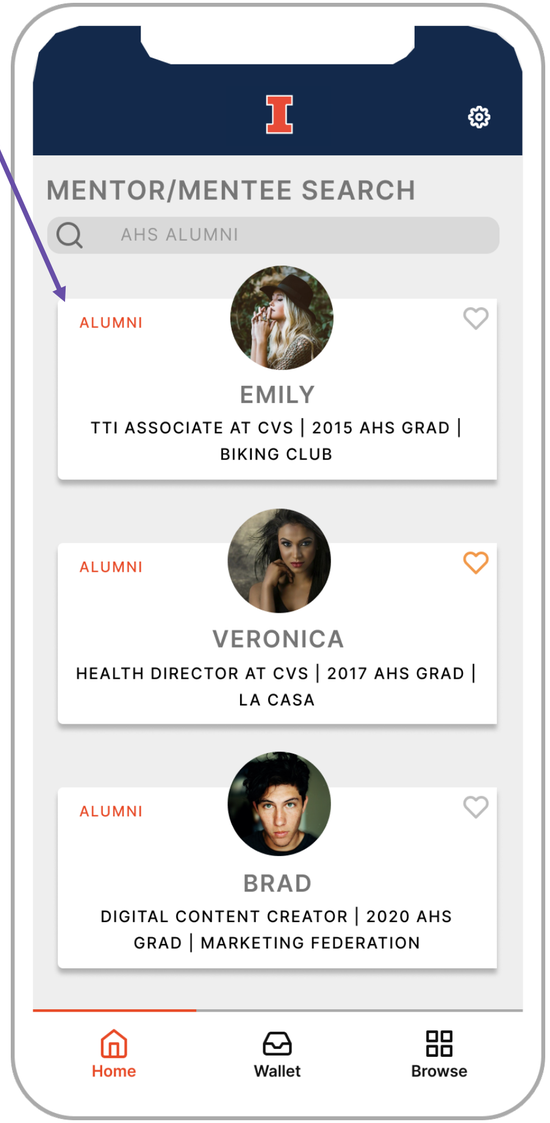
Cohort
Mentoring Connections

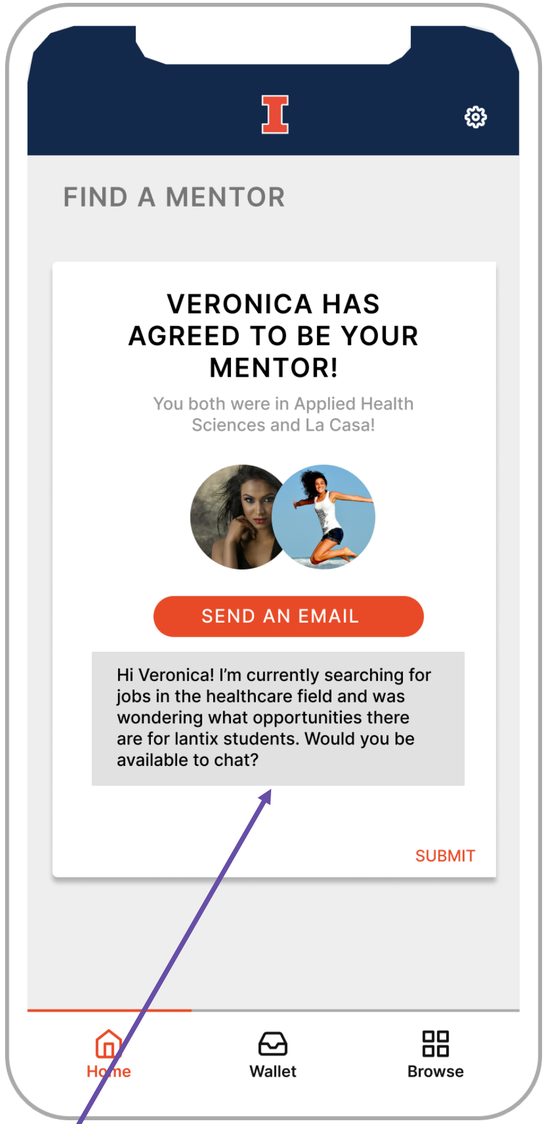
Making it easier for students to connect with alumni creates an **opportunity for alumni to positively engage** with the university.

A list of unique experiences that indicate **the areas of mentorship** student can help with.

Easy access to a mentor's schedule and availability **lowers the barrier to reaching out**.







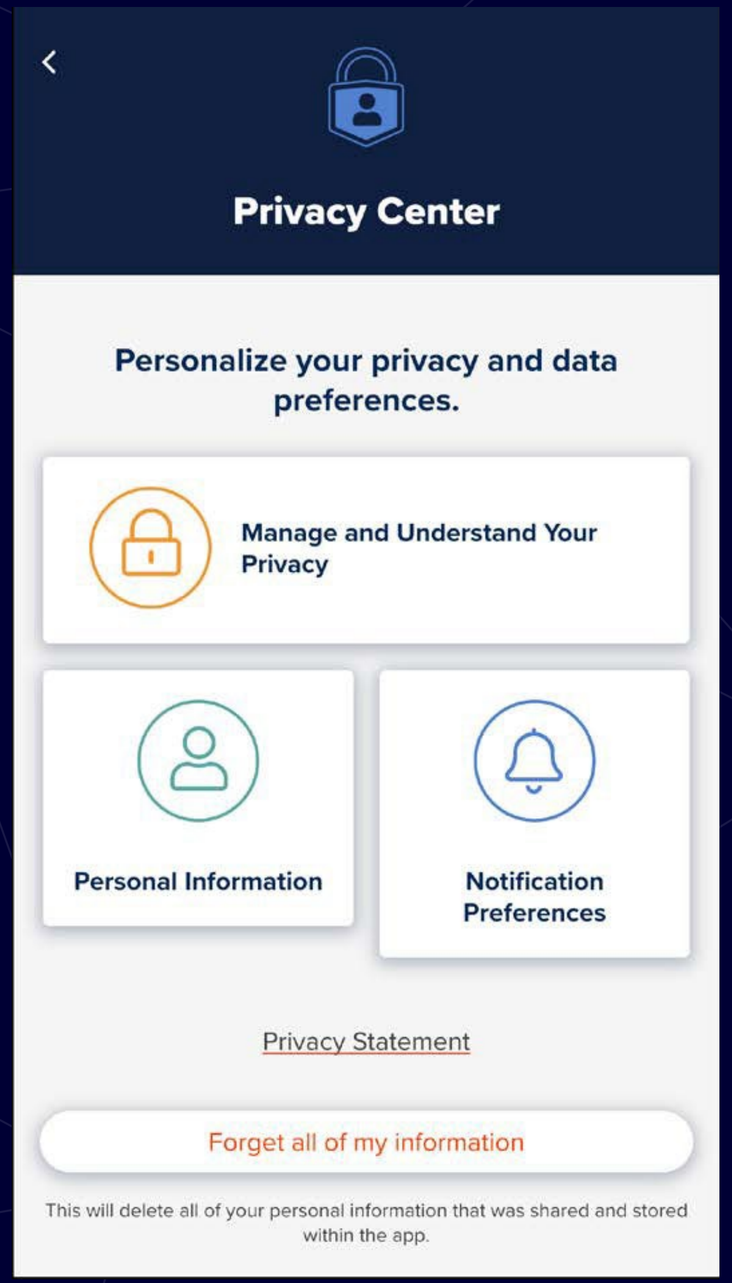
Expectations are set by the student and the mentor.

Who provides oversight to the Illinois app?

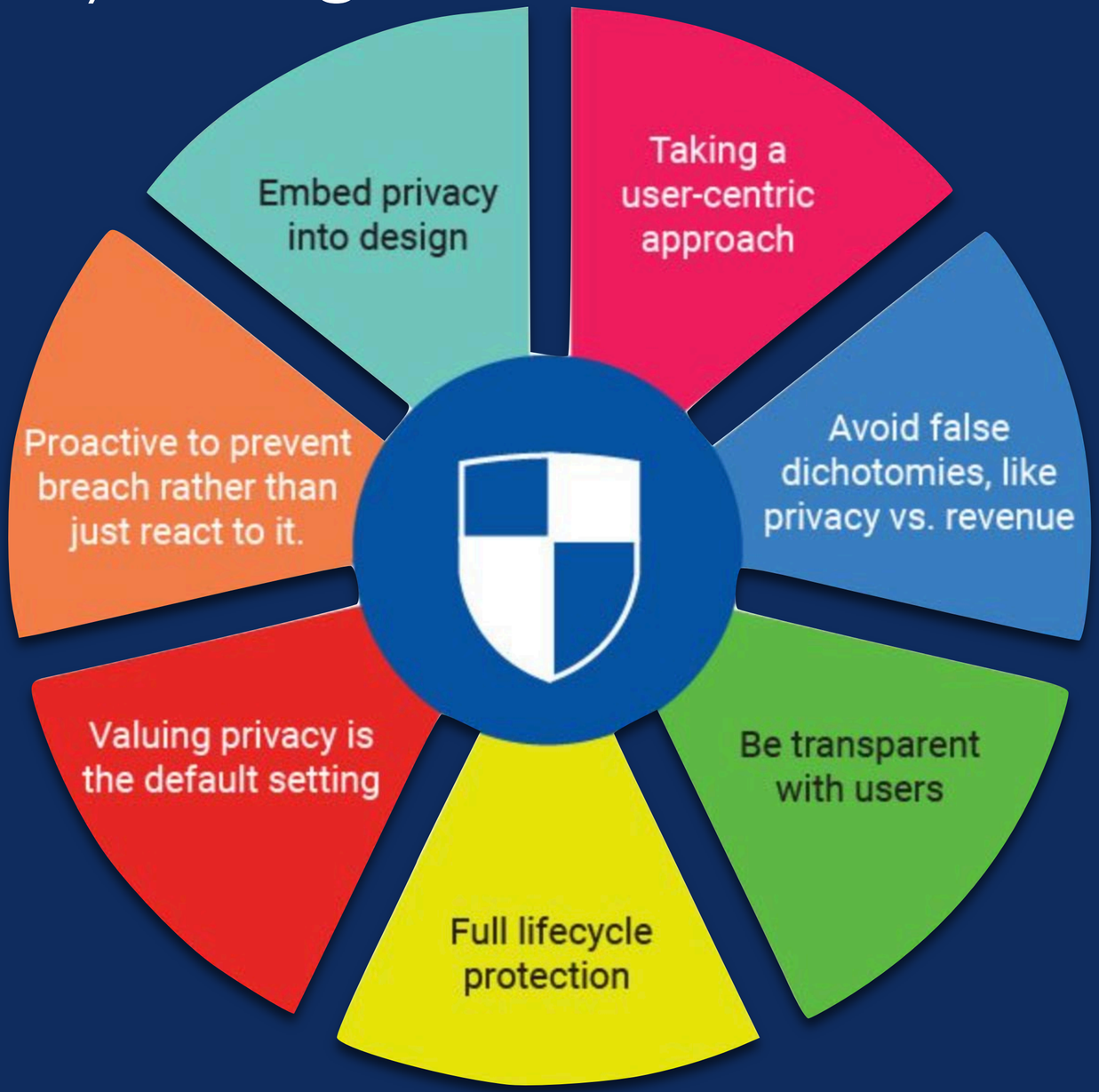
- Illinois App Steering Committee
- Data Governance Committee

How do you deal with privacy and security?

- Privacy by design
- You control your data in the Privacy Center
- Conform to all University of Illinois security standards



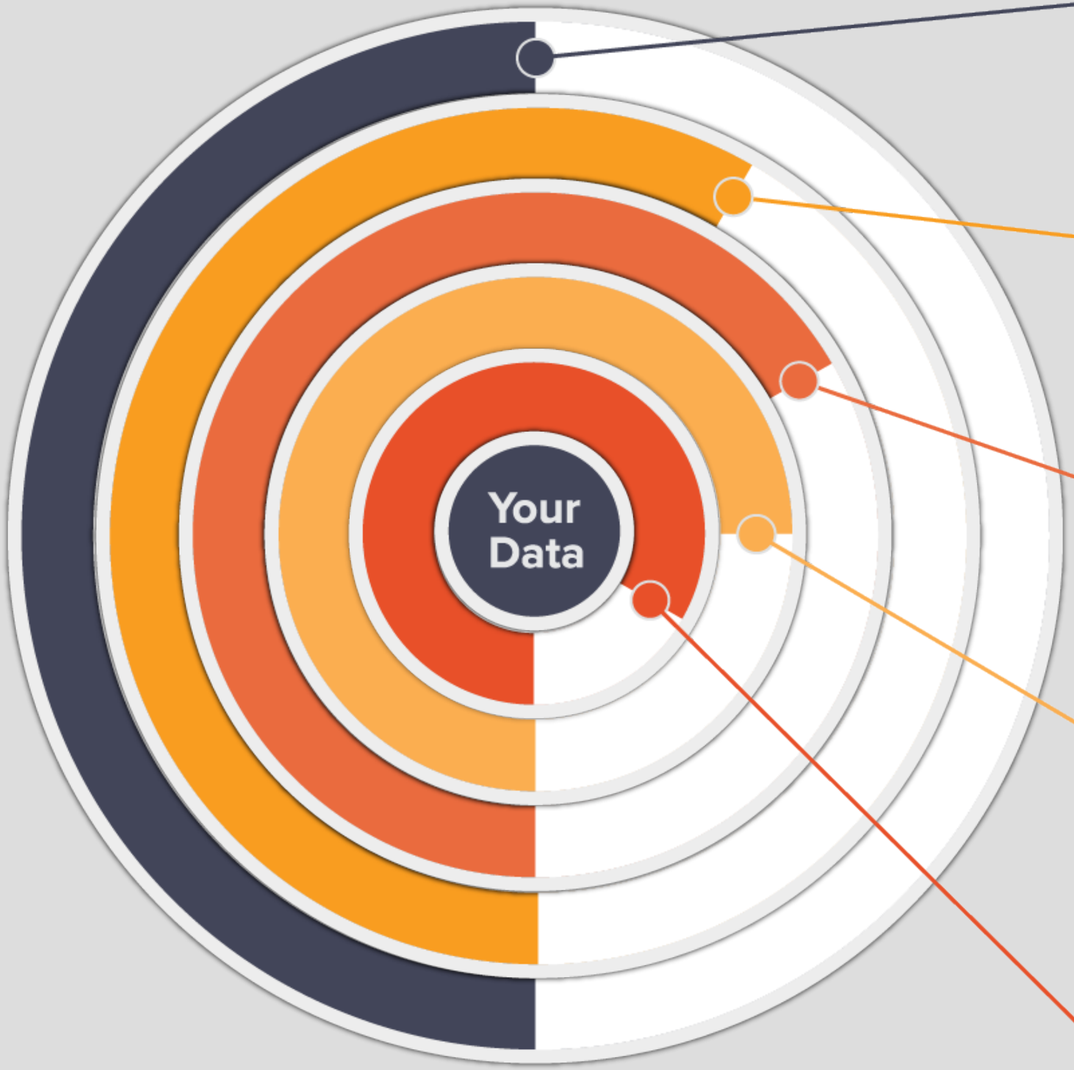
Privacy by Design



https://termsfeed.com/blog/wp-content/uploads/2016/11/privacy-by-design-foundation-principles-circle.jpg

Illinois App Data Security & Privacy

Five Layers of Security Protect Your Data



System-Wide Security Management

- A robust world-class cybersecurity infrastructure protects privacy throughout the organization

Encrypted Data

- Encrypted in storage
- Encrypted in transit
- Decrypted on your phone only

De-Identified Data

- Device identifiers and personal information are removed from personal data before it is transmitted.
- Anonymized data from the Covid-19 Info Center cannot be traced to your identity or your device.

Control Your Privacy

- Choose privacy levels
- Revoke information sharing, delete information at any time

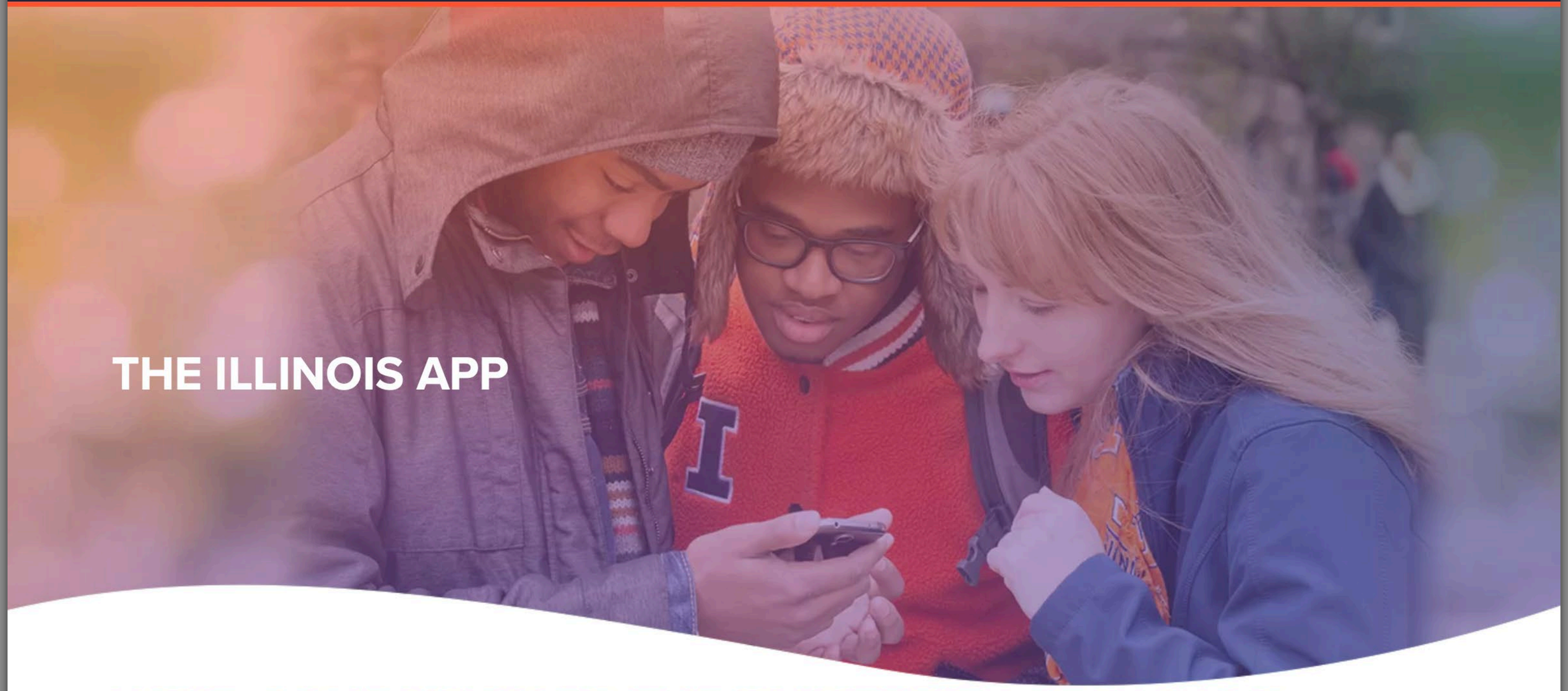
Protect Your Device

- Lock your screen with passcode and physically secure your device.

UNIVERSITY OF ILLINOIS URBANA-CHAMPAIGN

app.illinois.edu

FEATURES HELP BLOG ABOUT



THE ILLINOIS APP

YOUR COMPANION TO THE UNIVERSITY OF ILLINOIS

FAQS

QUESTIONS ABOUT BUILDING ACCESS

- Q: WHERE DO I FIND THE BUILDING ACCESS OPTION IN THE ILLINOIS APP?
- Q: WHY IS MY BUILDING ENTRY DENIED? I HAVE SUBMITTED A VACCINATION RECORD TO MCKINLEY. (OR) I AM UP TO DATE WITH MY TESTS.
- Q: HOW OFTEN DOES THE BUILDING ACCESS STATUS GET UPDATED?
- Q: WHAT PERSONAL INFORMATION IS COLLECTED BY THE ILLINOIS APP?
- Q: WHAT CRITERIA ARE USED TO DETERMINE BUILDING ACCESS STATUS?
- Q: CAN I ACCESS MY HEALTH HISTORY IN THE ILLINOIS APP?

HOW CAN YOU PARTICIPATE?

wcsulliv@illinois.edu
mrfenner@illinois.edu
courtney@illinois.edu

We exist to enhance human capabilities; to create healthier, safer, more equitable, sustainable places; to foster better decision-making; and to fuel innovation.

ROKWIRE