How will students get help in oZONE?

For technical support, such as log in problems, forgotten passwords, locked out accounts, or unresponsive services, students can contact OU IT 24 hours a day, 7 days a week at (405) 325-HELP, support.ou.edu, needhelp@ou.edu, or in person at one of the OU IT Service Centers.

Students can email ozonehelp@ou.edu for all functional support issues. Ask the Sooners in the Support channel is also a valuable resource. This knowledgebase answers many questions about financial aid, scholarships, admissions, academic records, enrollment and bursar (billing) questions.

The Support channel on the Home tab also contains several other resources such as search.ou.edu, Campus Map and FAQs.

The student Academics tab will also contain helpful links to enrollment information, records information, graduation planning, and academic resources such as tutoring and the Writing Center.

Beginning September 28, oZONE will be the student gateway to OU's student information resources. Students can log in once, and then enroll, manage their financial aid, utilize D2L and Degree Navigator, check their email, view their unofficial transcripts, and access many other student information and support resources.

oZONE displays content through channels, which are topic-specific areas that provide convenient access to information, applications, or other Web resources. Imagine the oZONE web page as a wall of TVs, and each TV is broadcasting a different channel. In general, channels provide at-a-glance information with click-through options to expanded content or Web resources. Tabs distinguish major channels and organize related channels in one place.

For example, the Personal Information channel on the Home tab is introduced with this implementation phase. Students can update their student address and phone information online, which greatly streamlines the current paper process.

The Academic Tools channel on the Academics tab is another example. Beginning with spring 2010, students will enroll through this channel. Registration is one function where the benefit of having real-time data is very apparent. The 15-minute refresh lag in the current system, often a point of frustration for students, is eliminated. The expanded hours of operation are also a big plus for students in the enrollment process. System availability is almost doubled.

oZONE is not just a business portfolio, it is also an OU community experience.

The Personal Announcements channel and Campus Announcements channel provide more targeted and efficient communications than OUMM.

The OU on YouTube and Unwind - OU blog community channels are also good examples of channels providing increased communication at OU.

Services Coming to oZONE in January

Pay: Bursar bill payment will be added as a channel on the Money tab.

Group Studio: Through Group Studio students can network with university organizations, share files, chat and much more.

Online transcript request and enrollment verification: Students will be able to order their official OU transcript and proof of enrollment. oZONE identity authentication meets federal FERPA standards, which makes it possible to offer this service to students.

New oZONE Alert Feature -- Who is oZONE?
The oZONE team is a campuswide group of individuals representing numerous departments. More than 250 people are contributing at least some portion of their time to the project. Everyone is working very hard to make this transition as smooth as possible, and to make this new system useful and helpful to the entire OU community. Who is OZONE is an introduction to this great team.

Featured this Week:
Denise Davis, Eddie Huebsch, Colleen Cowin, Belinda DeJarnett, Sanaul Minhas
Denise Davis  
Has worked at OU: 22 years  
Role in the oZONE project: IT Project Mgmt, Reports and Downloads Team  
Biggest benefit OU will gain from this project: 24/7 Availability and the ability to access everything from OZONE instead of various web sites.  
Interests/activities outside work: Making stained glass, growing orchids  
Favorite quote: Black holes are where God divided by zero. - Steven Wright

Eddie Huebsch  
Has worked at OU: 8 years  
Role in the oZONE implementation: Technical Project Manager  
Biggest benefit OU will gain from this project: A new portal for faculty and students, improved online services  
Interests/activities outside work: Bicycling, Reading, Spending time with my daughter Tori  
Favorite movie/TV show/book/type of music: Favorite Book: Creepers by David Morrell/Favorite TV Show: Big Brother  
Favorite quote: “Time flies when you’re implementing Banner”

Colleen Cowin  
Has worked at OU: 12 ½ years  
Role in the oZONE implementation: Banner Security  
Biggest benefit OU will gain from this project: Faculty & staff will have access to all the nifty new features  
Interests/activities outside work: Getting out in the woods with my hairy children. Decorating and dressing up for Halloween.  
Favorite movie/TV show/book/type of music: mostly horror, Zombies and Vampires are favorite/Supernatural/Horror/suspense/mostly classic rock  
Favorite quote: “They live. They die. They return. Zombies”

Belinda DeJarnett  
Has worked at OU: 4 years  
Role in the oZONE implementation: SSNVault coordinator, report specifications writer, report writer  
Biggest benefit OU will gain from this project: Having everything in one place for the students  
Interests/activities outside work: knitting, sewing, camping, spending time with my husband  
Favorite quote: “It’s kind of fun to do the impossible.” Walt Disney

Sanaul Minhas  
Has worked at OU: 1 year  
Role in the oZONE implementation: Banner/ODS/Oracle Consultant  
Biggest benefit OU will gain from this project: Better and more efficient integrated system  
Interests/activities outside work: Travelling and driving to Houston back and forth  
Favorite movie/TV show/book/type of music: Heat for TV show/Tonight Show  
Favorite quote: “Time & Tide waits For No One”