

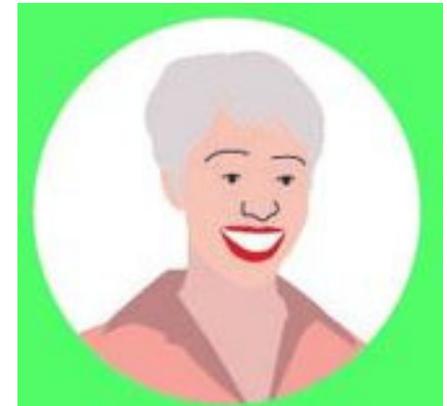
What Does A DXP Experience Look Like?



Meet Eliza:

- **1st generation student**
- **Undergraduate student, a sophomore**
- **Experiencing financial challenges and needs support to understand her financial choices**
- **Is notified of and subsequently wins a private scholarship.**

In these use cases, Eliza will interact with Sandra Williams, a Financial Aid Counselor



What Does A DXP Experience Look Like?



Eliza is studying at the library late one night. She receives a **push notification on her smartphone** telling her that she has a financial hold on her account and needs to resolve it before registration for Spring classes begins in 10 days.

Tapping on the notification on her lock screen, she **opens the JHU mobile app and checks her account balance**, which is showing Past Due. Eliza realizes that she is unable to pay the Past Due balance and is concerned that she won't be able to register for the Spring semester classes as planned. She needs to speak to someone in Financial Aid about options.

She **opens "Jay," the university AI Chatbot tool**, and types in, "How do I speak with someone about getting additional aid?" Jay asks her if she would like **help scheduling an appointment with a counselor** on her campus. She replies "Yes" and Jay **links her to the scheduling tool where she schedules an appointment** for the next morning.

The case management system **automatically opens a case** for her and **sends her a confirmation of her appointment**, along with a **QR code that she can use to "check in"** for her appointment.

Your Bill is Due

Tuition Amount Due: **\$3,100**

Pay from: **CHECKING ACCT**

Payment Date: **Apr 21, 2020**

Amount to Pay: **\$3,100**

Ask Jay

Hi, my name is Jay. I am a chatbot with all of your financial aid and financial wellness questions for the School of Arts and Sciences and the Whiting School of Engineering in English or Spanish!

Please visit this [webpage](#) for a complete list of all Financial Aid Offices.

What would you like to know?

How do I speak to someone about getting additional aid?

Sandra Williams
Financial Aid Counselor

Sandra's availabilities

Sept. 14, 2020 - Sept. 20, 2020
Time Zone: GMT-07

MON 14	TUE 15	WED 16	THU 17
9 - 9:30am	10:30 - 11:30am	9 - 9:30am	
9:30 - 10:30am	12:30 - 1:30pm	10:30 - 11:30am	
12:30 - 1:30pm	3:30 - 4:30pm	12:30 - 1:30pm	
3:30 - 4:30pm		1:30 - 2:30pm	

Upcoming Appointment
Sandra Williams
Financial Aid Counselor
Thu Sept 17, 9:30AM
Financial Aid Adjustment

Ticket: 12345678

Scan QR Code on arrival:

What Does A DXP Experience Look Like?



Sandra, a financial aid counselor, sees she has an appointment with Eliza and opens the case record. Sandra sees in the **case notes** Eliza is coming to discuss options for adjusting her aid and **checks her case history** to see what else might be going on with Eliza.

She sees that Eliza experienced a similar issue the previous Fall and her current aid package to determine possible options. She is also concerned that Eliza may need help with financial literacy and management.

After Eliza arrives, Sandra **records the details of her situation in the case notes** and recommends an increase in aid, enabling her to successfully register for the Spring semester.

Sandra also recommends several financial management and literacy resources to Eliza and **sends the links via the case management system to her as an email and SMS**.

Eliza is **notified of the aid adjustment approval via SMS** and she **opens the JHU mobile app and clicks the Pay Now** button on her phone, which pays from her connected bank account.

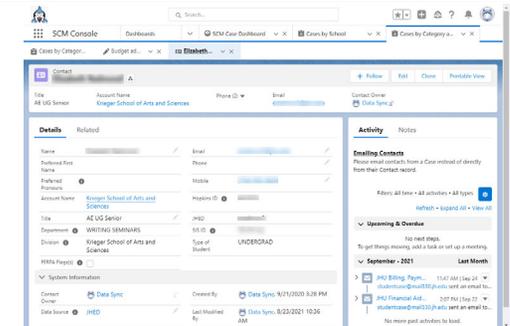
Once the payment is received, Eliza receives another **notification indicating that her financial hold is now resolved**, and she can now register for her Spring classes.

Upcoming Appointment
Sandra Williams
FinancialAid Counselor

Thu Sept 17, 9:30AM
Financial Aid Adjustment

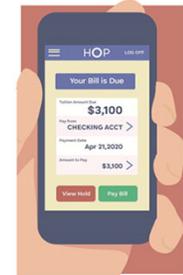
Ticket: 12345678

Scan QR Code on arrival:



How will I pay for this?

Don't worry, we'll come up with strategies to make this work!



What Does A DXP Experience Look Like?



Eliza receives a **push notification on her smartphone triggered by the information in her 360° data profile**, alerting her that she might be eligible to apply for the Henderson Prize, a prestigious scholarship available to first generation undergraduate women.

The notification provides **direct link to more information** about the prize where she can **complete an online application**.

Eliza **completes the application** and as it moves through the review process, she **receives status notifications** using the methods she has opted into on her user profile (e.g., email, SMS, push notifications on mobile app, portal alert, etc.).

Success! She receives notification that she has won the Henderson Prize and the system **sends a notifications to Financial Aid and Student Accounts**, because the prize will impact her aid package.

Eliza's aid package is reviewed by staff and adjusted in PowerFAIDS and SIS as needed.

She receives another **notification offering her the option to schedule an appointment with a financial aid counselor** to discuss her updated aid package.

