Three Campuses, Three Mobile Solutions

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Three Campuses, Three Approaches

• UIC: Vended

• UIS: Hybrid

• UIUC: Native, mobile web and mobile responsive approach
Key Terms

**Native application**: written for a specific platform, such as android, iOS Windows; downloadable from app stores

**Hybrid applications**: written in HTML, Java; write once, write anywhere (WORA); downloadable from app store

**Vended Applications**: have similar looks unless you have a few extra dollars to spend; ATT app; downloadable from app store

**Mobile Web applications**: display best on handheld

**Mobile responsive websites**: website that dynamically adjust to fit any screen
UIC

Pros
• UIC chose to work with ATT and modo
• Quick delivery of functioning products on IOs, Android and mobile web
• No application development support required
• Ability to unveil large feature set in v1.0
• Built-in features that may have been difficult or taken time to develop in house
• Integration with 3rd party services such as DoubleMap bus tracking, athletics website, Twitter, Facebook, Flickr, YouTube, library catalog system, Blackboard

Cons
• Less control over features and troubleshooting issues
• Still requires significant skilled IT support
• Bland look and feel
• Have to wait on vendor to introduce new features
UIC: Future Plans

- Addition of facilities module
- Integration with Blackboard
- Expansion of mapping module
- Refresh with new campus branding
UIS: Hybrid

• HTML5, CSS3, JavaScript are commonly used

• Webview capabilities have improved

• “Phone gap" helped bypass native skillset hurdles

• In-house development allowed for freedom of features

• Other PhoneGap apps are available in store

Future plans: to get app on Windows
UIUC

• Native and Web approach
• The approach customers wanted → positive feedback received from customers
• Provided higher quality user experience
• Found hybrid to be slow, difficult to debug, didn't meet Apple/Google standards
• Access to gestures, Raphia's, animations, built-in components, robust accessibility support
• Native apps in Stores
• UI Dining and Chicago WaterWalk
UIUC: Future Plans

- More native apps in queue
- Deploy departmental apps
- Real-world training for AITS staff
- Ability to process credit card payments
- Reevaluate hybrid tools
- Explore evolving technologies
Food For Thought

• The approach that is right for your app depends on a variety of factors.

• There is no single silver bullet solution for every project.

• Time, money, and expertise are always limitations.
Three Tips For Customer Satisfaction

• Involve users early and often
• Make essential data a priority on a small screen
• Test your app outdoors and without a connection