RPI User Voice – Crowdsourcing Campus Improvements

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A Glorified Suggestion Box...

- Currently the "energy gap" of reporting an observation/suggestion is very high

- Writing a personal email to someone is much more than most students are willing to do

- Making it easy to organize and rank these suggestions is critical

- Opening a new communication channel

Inspired by Open Source Software

- Bug trackers

- Linus's Law - "Given enough eyeballs, all bugs are shallow"

- "Real life" bug tracker

UserVoice.com

- A system for doing exactly this

- http://rensselaer.uservoice.com/

- I have seeded it with a few very small issues

- A large collection of individually trivial improvements like these could really help make RPI continue to thrive

Two types of users

- Reporters
  - Come up with the ideas

- Voters
  - "Agree with" ideas

Roll out

1. Announce the bug tracker and get students to use it.

2. Alert the appropriate staff to its existence and get them to monitor it and take action!

3. Get students to work together to fix the issues themselves. If occasionally (once a month?) there was "bug squashing day" where a group of students got together and actually fixed some of the issues that have been reported (the ones that don't require any institute approval or special access) this would be a great community service exercise.

4. PR - announce to the world the success of RPI User Voice. This will hopefully encourage other universities and organizations to launch similar projects

Details

- Does not replace Fixx
  - Fixx = "it's broken and must be fixed"
  - RPI User Voice = "it would be nice if…"

- Moderators
  - Prevent this from turning into a "RateMyProfessor" style site