Campus is being built through a partnership between DLI, MNIT, & CapTech

DLI is partnering with MNIT and CapTech to build Campus, a state-of-the-art workers’ compensation system that will provide a user-friendly, data-driven, online system that improves support to injured workers and provides greater insight into claims and disputes for the stakeholders.

Brad Morse
Program Director

Julie Soderlund
IT Program Director
How We Got Here

June 2013
Replacement application approved by WCAC

January 2017
Multi-application solution approved by WCAC

March 2018
C-Track live

August 2020
Campus live
Self-service online access to claims, related documents, events and outcomes.

Securely send e-documents to the parties to the claim.

Securely send and receive data between DLI, OAH and WCCA.

Minimize claim errors through data accuracy verification.

Campus will put the workers’ compensation claim information you need at your fingertips.
Campus is being built with user experience (UX) at the forefront

Plan Users’ Experience
UX research used to create user personas & system map of core experience.

Test & Validate Designs
UX research used to create wireframes & click-through prototype of pages/functionality, which was tested with users to validate usability and accessibility.

Visual Design & Development
UX testing of wireframes & prototype defined the global user interface patterns, creating design continuity for users.

Ongoing Testing of Development
Ongoing user acceptance testing (UAT) & business validation testing (BVT) with DLI staff and external stakeholders validates development and requirements.
DLI is actively engaging with external stakeholders

**Engagement**
- Newsletters & communications
- Speaking engagements
- Q & A sessions

**Testing**
- In-person user acceptance testing

**Training**
- Work Comp Campus System Manual
- Instructor-led training (classroom or virtual)
- Quick reference videos
The system will go live in August 2020

Phase 1 – Planning
Phase 2 – Validate and design
Phase 3 – Implement
Phase 4 – Deployment preparation
Phase 5 – Go-live
Phase 6 – Post go-live
Feedback from stakeholders is critical to our success
Your feedback

- Redundant data entry to keep both systems current
- Separate systems have different looks and interactions
- Unknown source of truth if data/documents conflict
- Single calendar for event scheduling is desired
Q: Who will need to have an account in CAMPUS?
A: All stakeholders that need to submit filings to the department will need to have a CAMPUS account. The only exception will be injured workers.

Q: Will training be provided to law firms between now and launch?
A: DLI will work with law firms and staff to provide training opportunities starting later this summer.
External user opportunities to learn how to use Work Comp Campus

- **External Work Comp Campus System Manual**
- **Instructor-led training**
  - OR
  - **Webinar / virtual classroom**
- **Quick reference videos**

**WHAT ARE WE DOING TO PREPARE?**

- **Communicating Status Updates | Ongoing**
- **Identifying Trainers | March-April**
- **Planning/Scheduling Trainers | April-May**
- **Training-the-Trainer | June**
- **Training Begins | August**

*A multi-channel, blended-approach ensures we’re meeting users’ needs and reaching them where they are*
Frequently Asked Questions

Q: If my firm uses C-Track account, will I still need use CAMPUS?

A: C-Track (OAH) and CAMPUS (DLI) are different systems and require different accounts and user access.

Q: Are OAH and DLI going to eventually merge C-Track and CAMPUS?

A: Per MINN. STAT. 176.2612 subd. 2, in January 2021 the DLI Commissioner must recommend a plan for improvements to Campus and OAH’s case management system.
General Program Updates

• Calendar and scheduling re: ZZ accounts

• Incoming COVID-19 claims

• Functional changes on hold until 2021

• We have made adjustments to accommodate COVID-19 precautions and have still met every schedule and quality milestone!
Campus Demo
Next Steps
Upcoming meetings & activities

• Week of May 25 – Newsletter via GovDelivery

• June 1 – State of MN Outlook “ZZ accounts” decommissioned

• June 10 – MN Defense Lawyers Association - Workers Comp Division

• June 23 – LAW Group Campus Answer Hour
What’s next?

**Now – June 2020**

**Implementation phase:** Developing system and designing user interface.

**Now – Summer 2020**

**Stakeholder partnerships:** Providing regular communications and updates about our implementation progress, planned system functionality, testing and training opportunities.

**Now – Summer 2020**

**User acceptance testing:** Working with testing partners from representative stakeholder groups to confirm application functionality.

**April – June 2020**

**Stakeholder preparation:** Engaging stakeholders through targeted communications and training.

**August 2020**

**System go-live:** Ensuring stakeholders are supported, WCMP team will be available for questions and assistance.

Interested in getting involved? Email **DLI.WCMP@state.mn.us**.
Questions?
Thank you!

Questions? Contact: DLI.WCMP@state.mn.us