



Welcome

Tim Wuorinen, Assistant Director
Catherine F. Oliver, Associate Registrar
Office of the Registrar – New Brunswick



SharePoint Site Development

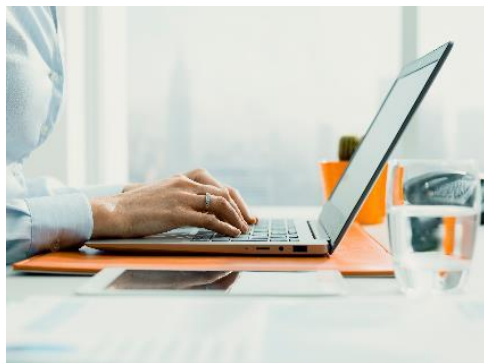
A way to accommodate staff needs during hybrid
life

March 16, 2023

Overview

- History
- Design Thinking Approach
- Training /Research
- Pitch to Staff
- Development
- Staff training
- Launch
- Feedback, Maintenance, and Repeat
- Tips from IT
- Demo
- Questions

History



Prior to COVID:

- Siloed work set up – Undergraduate and Graduate Registrar's as well as Records, Transcripts, and Verifications.
- Multiple shared drives for each unit but files not shared across unit.
- Ineffective in creating teamwork.

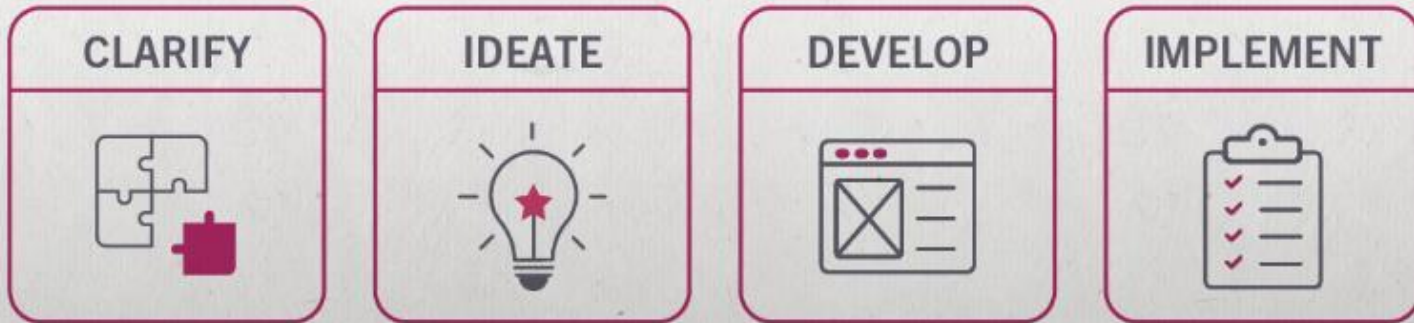


COVID/Post-COVID:

- Working from home required a change in data management.
- Staff grew frustrated with inability to quickly access files, meeting notes, trainings and other resources.
- Accelerated the need to create a more collaborative environment to share information and cross-training staff.

Design Thinking

Stages of Design Thinking



<https://online.hbs.edu/blog/post/what-is-design-thinking>

Design Thinking

- **Clarify**

- Understand your audience and research to identify the problem(s) to frame those observations into a problem statement.
 - What are the pain points? Why do we need to develop a solution to the problem? How will the audience benefit from the solution?

- **Ideate**

- Use observations to work through creating possible solutions, brainstorm sessions to create solution(s).
 - What are the common pain points to ensure the solutions addresses the majority of the audience?
 - What resources are currently available to you at your institutions to leverage within the solution?

- **Develop**

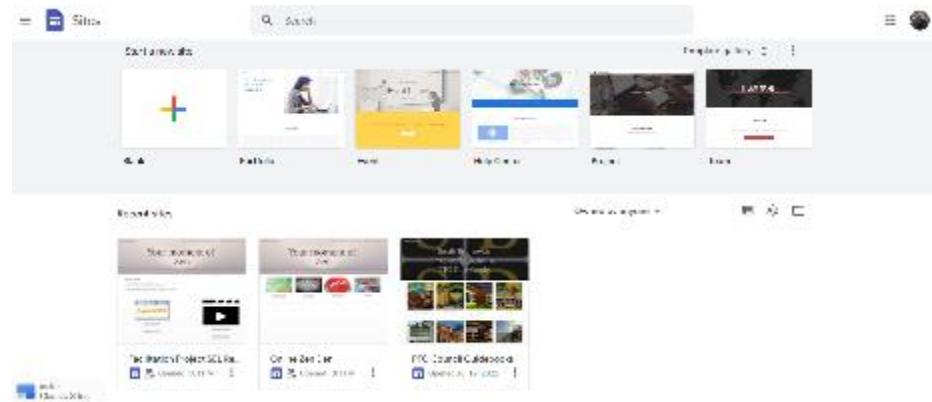
- This stage is the working stage as you put those ideas through creating, developing, and testing the solution for success.
- This stage is not the final stage, but this stage is recommended to have various amounts of adjustments as testing is worked through.

- **Implement**

- The goal is to be able to create a successful solution from your testing during development.
- Even with successful solution and implementation, frequent monitoring of the solution needs to occur to ensure it continues to meet the needs of the audience.
- Unsuccessful solutions result in reverting back to the develop stage and reassess the solution.

Research/Training

1. Is anyone at Rutgers using an intranet site currently?
 - Our partners at the One Stop.
 - Demo the product with them.
 - Researched other possibilities Google sites plus searched other platforms, how can we leverage what we have access too.
 - Trained on LinkedIn videos about maintenance of SharePoint.
 - No cost for the platform as we already had access to SharePoint . Only cost would be labor and time.



Google Site example

Pitch to Staff



- Include staff in the process.
 - We talked about having an intranet site with the staff as it was one of their requests from a previous survey.
 - Outline our thoughts on what we would include useful links, shared documents and resources (training videos, PowerPoints).
- What was the buy in for them?
 - Having everything in one place and not needing to search or bookmark sites.
 - We asked them if they could commit to using the site and providing feedback. We explained that this would be iterative, and the site would be expanded upon as we uncovered needs.

Development



Gary Nelson

ASSOC DIR INFO TECH • ENROLLMENT MGT ADMIN - NB

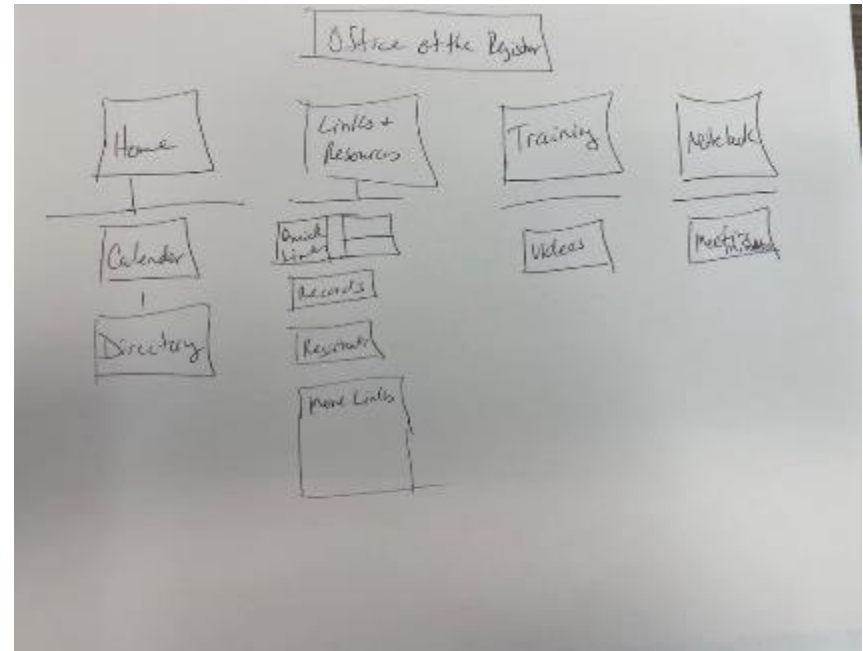


Mustafa Kasabchy

SYSTEM ADMINISTRATOR • ENROLLMENT MGT ADMIN - NB



- Launching a SharePoint site was done with the help of our OIT department.
- We were lucky that there was interest in helping us build this site. OIT department knew they would not need to maintain it which was their buy in.



- Even if you never developed a site, you can start brainstorming ideas for a layout.
- The example above is not technically a wireframe, but it was a starting point for the site. This was helpful in getting buy in from the team.

Staff training and launch

- Previewed the development of the site in staff meetings.
- Prior to launch created a video on how to access.
- The site was added as the landing page to browsers: Firefox, Chrome, Edge.
- Scheduled a cut-off time for using files – after Fall 22 add/drop.
- When we launched, I was out of my office offering hands on support during first few days of use.



Feedback, Maintenance, and Repeat



- What's needed, what can we add or change?
 - Feedback is essential.
 - Took feedback daily, then weekly, now it comes in monthly.
 - Make appropriate changes quickly to show you hear the staff.
 - Ask for more ideas. Let team know this is iterative.

Tips from OIT

- Layout is essential – find the right template
 - Use correct colors, background
 - If you use SharePoint, Google Site – minimal customization with layout.
- Know who will be granted access and permissions
 - Who is allowed to access files (partners)
 - Who can make changes
 - Add documents
 - Add links
 - Layout changes
- End user ease of updates
 - Need to use a platform where it is self-service for changes or updates

Screenshot of SharePoint Site – Home Page

SharePoint Search this site

Office of The Registrar | New Brunswick

Home Links and Resources Notebook Pages Documents Site contents Calendar Recycle bin Edit Private group ★ Following 22 members

+ New Page details Analytics Published 2/23/2023 Edit

New Brunswick, NJ
3:49 PM Friday, Mar 24, 2023

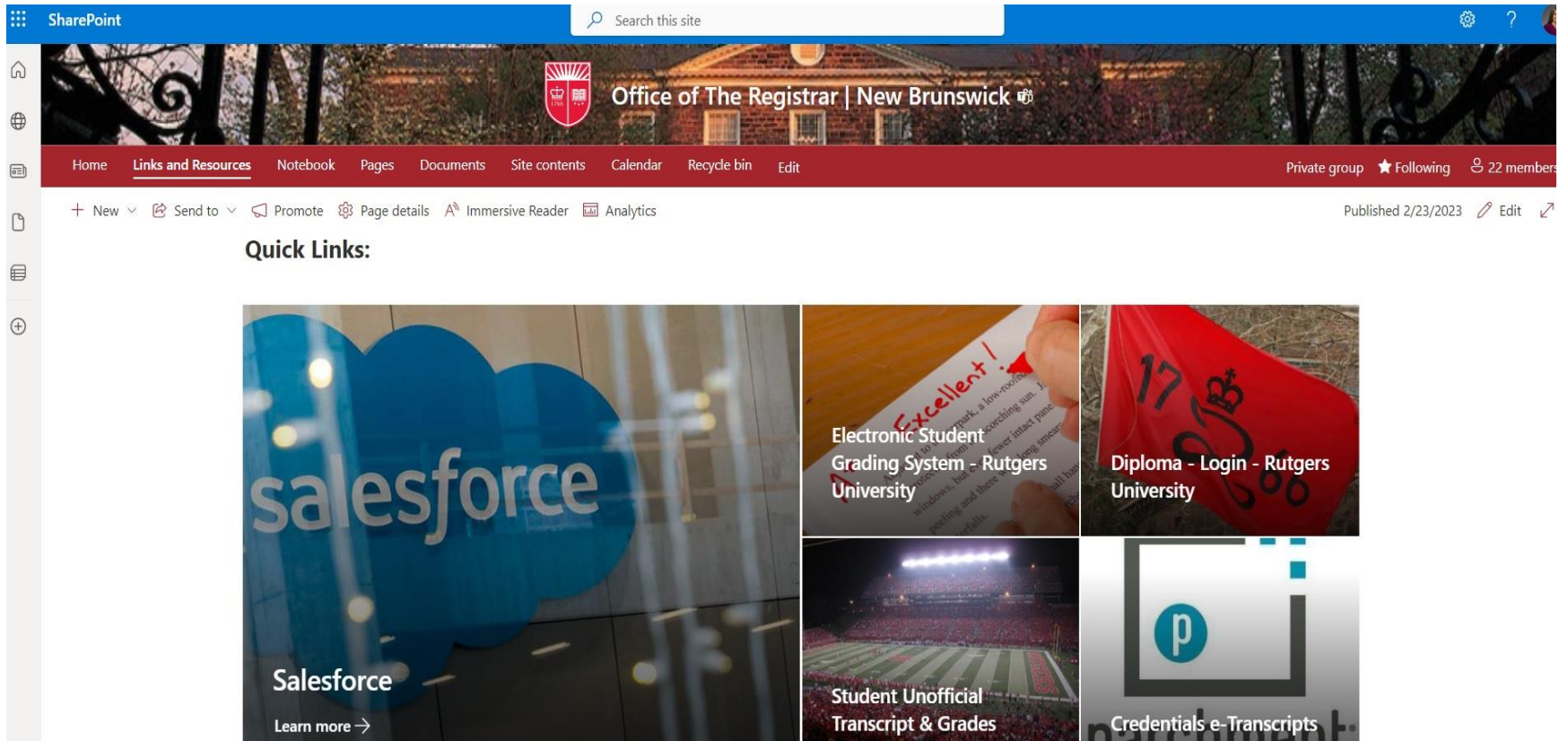
Registrar Important Dates:

Upcoming Past Sync calendar

MAR 27	Fall 2023 Schedule of Classes available All day
APR 12	Early Registration for F23 begins All day

This is the landing or home page for the SharePoint site. It includes two calendars, a staff directory, and a building directory. All the browsers the staff use land at this home page.

Screenshot of SharePoint Site – Links and Resources



The second page is our Links and Resources with the 5 most used links featured at the top of the page. This layout is a template in SharePoint.

Screenshot of SharePoint Site – Links and Resources

SharePoint Search this site

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Home Links and Resources Notebook Pages Documents Site contents Calendar Recycle bin Edit

+ New Send to Promote Page details Immersive Reader Analytics

Records/Transcripts/Verifications:

College Reports	Deceased Student	Disciplinary Sanctions	Enrollment Certifications
Exchange Registration	Records and Transcripts Shared	SHP Tech Prep	

Registration and Diplomas:

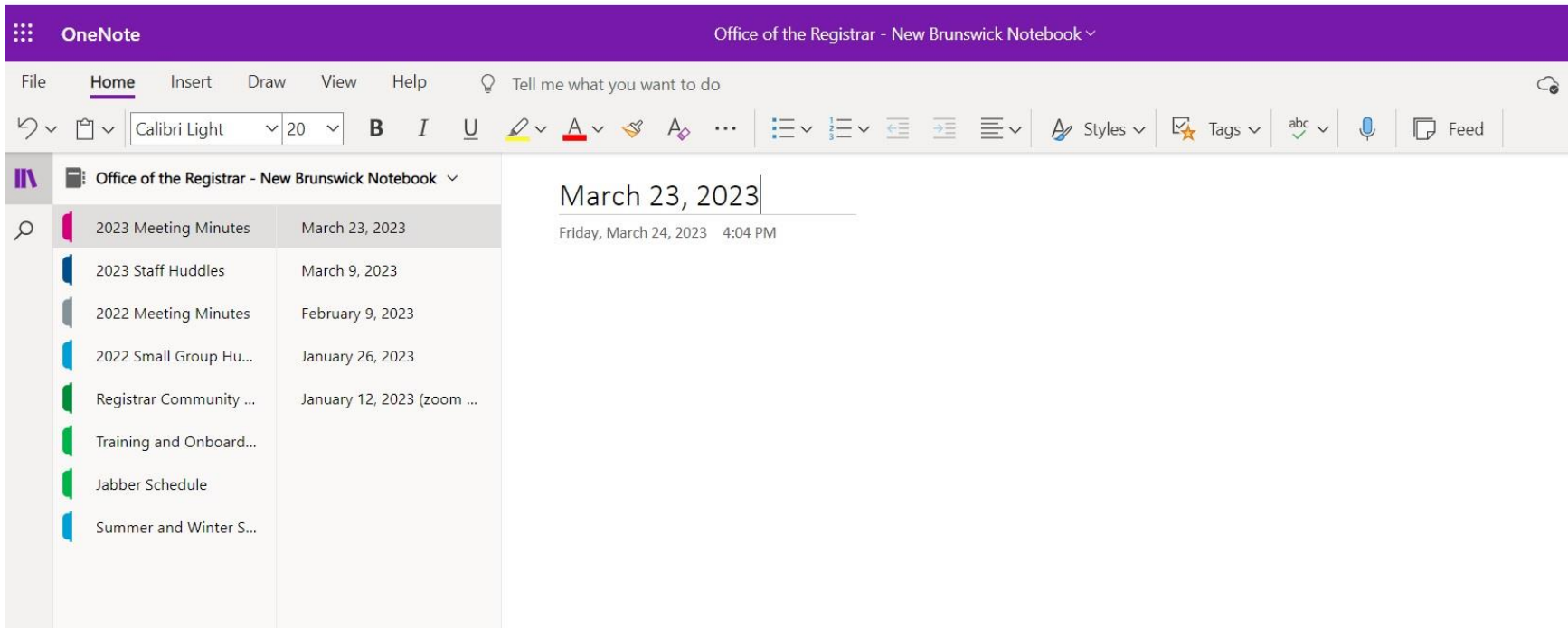
Graduate	Undergraduate
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Departmental Quick Links:

Academic Calendar	Add Drop Rule	box Box	CEED List
Credentials - e-Transcripts	Data Dictionary	Dean's View	Diploma - Login - Rutgers University
Division of Enrollment Management	Electronic Student Grading System	EM-IT-Help	Financial Aid
Graduation Information	Graduate Residencies	mi/Rutgers Portal	NetID Query

This is a continuation of our Links and Resources. All external websites are linked out and leave the SharePoint tab intact, so staff do not have to hit the back button.

Screenshot of SharePoint Site – OneNote



Having OneNote integrated with SharePoint gives us an easy way to share meeting notes. We can also search for information in OneNote on a section or page level.

Questions?



Please feel free to contact us:

Tim Wuorinen at tim.wuorinen@registrar.rutgers.edu

Catherine F. Oliver at catherine.oliver@rutgers.edu