GUARDIANS OF THE INTRANET
A USER-CENTERED DISCUSSION & TRAINING AT WESTERN WASHINGTON UNIVERSITY

PROBLEM: AN UNUSED INTRANET

The Office of University Residences at Western Washington University began creating a shared departmental intranet in 2013. Many staff participated as members of the Intranet Advisory Group. Two temporary staff were hired to work full-time on it. As of December 2015, the intranet was stagnant and unused...

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<th>January 2016</th>
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<td>Capstone began</td>
<td>Staff interviews</td>
<td>Created training plan, supporting documentation</td>
<td>Facilitated in-person trainings</td>
<td>Assessments, hand-off to sponsor</td>
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PROCESS: INTERVIEWS & TRAINING

Interviews
5 staff interviews assessed training needs, sources of confusion with the intranet.
- Needed better documentation on formatting, creating pages
- Future intranet trainings should cover role of intranet in department, what to add

In-person trainings
Trainings formed around feedback from interviews.
Goals: build enthusiasm, comfort working in intranet, empower staff to add to, organize intranet sustainably.
- 2 half-day, in-person trainings
- 4 staff participated as teacher/trainers
- 20 total attendees

Training materials
Documentation and training materials created to ensure long-term support for staff.
- Training videos
- Template & written documentation
- Lesson plan & PowerPoint for future trainings

RESULT: SUSTAINABLE INTRANET

Training Feedback
“I thought the training was just right in its scope...”
“I understand now how to navigate the site and also how to create and edit pages.”
“I will work on adding procedures to the intranet—there are many to be added!”

Comfort levels, pre- and post-training

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Many thanks to my sponsor, Deborah Frost, MSIM, who made this both possible and very fun. Thanks also to my incredibly supportive TA, Suzette Lewis.
Images courtesy of the Noun Project: Conversation by Tran, teaching by Creative Stall, play video by Wynne Nafus Sayer, arrows by Brian Oppenlander