

# 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.

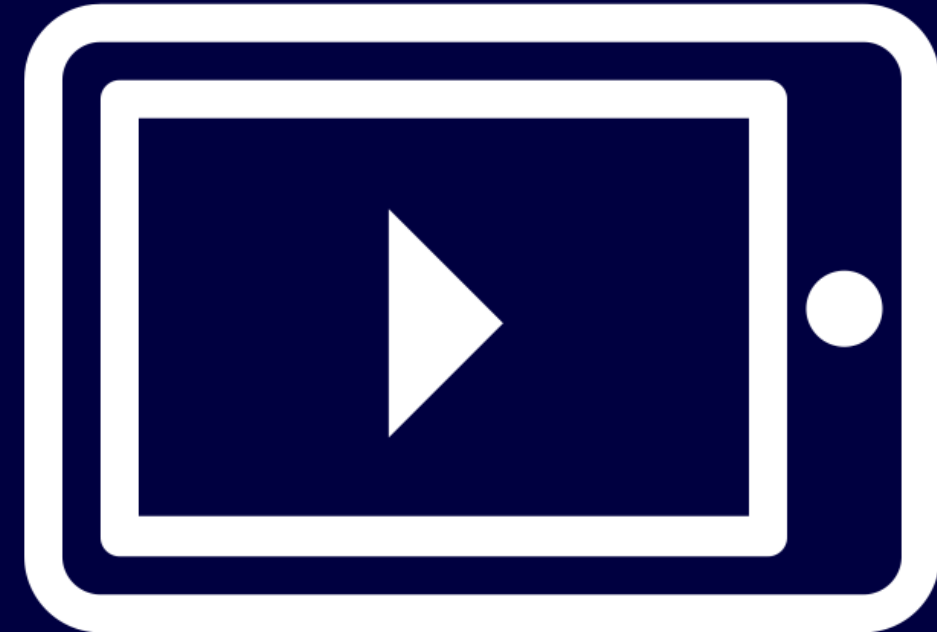
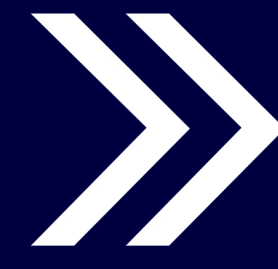
Many staff participated as members of the Intranet Advisory Group.

Two temporary staff were hired to work full-time on it.

As of December 2015, the intranet was stagnant and unused...

January 2016	February	March	April	May
Capstone began	Staff interviews	Created training plan, supporting documentation	Facilitated in-person trainings	Assessments, hand-off to sponsor

### 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

