

Using the College of Business (CoB) Intranet

Objectives:

After taking this course, students will be able to:

- ... find answers to common questions using the search function on the intranet
 - ... access the intranet website without
 - ... identify the correct contact for a process
- ... without outside help with 90% accuracy.

Design Guidelines:

- CSUMB Colors, per the style guide, will be used throughout.
- College of Business “otter” logo will be displayed prominently throughout the lesson
- All slides include a Home Button that will take the user back to the table of contents as well as “Next” and “Previous” slide options.

Pedagogical Aide:



Screen title: Landing Page and Lesson Overview				
Audio:	On-screen text:	On-screen graphics:	Graphic notes & navigation:	Reviewer comments:
Cheerful Background Music Narration: "Congratulations, you've ended up at the College of Business Intranet Training Page.	College of Business Intranet Guide	COB Logo		
My name is Aaron, and I'm here to make sure this is as painless as possible."			Continue slide appears	
When you're ready, click continue to see what we're going to learn about				

Screen title: Lesson Overview				
Audio:	On-screen text:	On-screen graphics:	Graphic notes & navigation:	Reviewer comments:
<p>“We’re hoping that you’ll take these things away from this lesson.”</p>	<p>Lesson Objectives will be displayed: After taking this course, students will be able to: ... find answers to common questions using the search function on the intranet ... access the intranet website from a web browser ... identify the correct contact for basic college processes and procedures ... without outside help with 90% accuracy.</p>			
	<p>Why should I care? The College of Business Intranet is a critical resource available to staff and faculty. You’ll either be asked to make edits (if you’re a staff) or to search for information (if you’re a faculty member). Knowing how to access it and navigate the site will be critical.</p>			

Table of Contents				
Audio:	On-screen text:	On-screen graphics:	Graphic notes & navigation:	Reviewer comments:
“When you’re ready, choose a lesson”	Buttons: -Accessing the Intranet -How the CoB Intranet Works -Navigating the CoB Intranet -Troubleshooting -Test Your Knowledge (Assessment)		When you Click the buttons, your taken to specific slides: -Accessing the Intranet (Slide) -How the CoB Intranet Works (Slide) -Navigating the CoB Intranet (Slide -Navigating the Intranet) -Troubleshooting (Slide) -Test Your Knowledge (Assessment) (Slide)	

Screen title: Navigating the Intranet (And Dummy Slide for returning without playing the audio again)

Audio:	On-screen text:	On-screen graphics:	Graphic notes & navigation:	Reviewer comments:
<p>“Navigating the College of Business Intranet can be a little bit tricky – let’s change that!</p> <p>The menu bar can be found on the top of any page on the intranet. It always contains quick links to the various important pages on the Intranet. I think of it as a hub for all the information on the intranet. When you’re ready, click on the Faculty or Staff resources to learn more about drop-down menus and how the information you need is organized.”</p>		<p>Screen Capture of the College of Business Intranet Homepage – Highlighted areas indicating that students can click there to find out more.</p>		
	<p>The menu bar stays with you no matter where you go on the intranet. Because of this, it can sometimes change.</p>		<p>Clicking on the Menu Bar Opens a textbox with an x that closes it. Text to the left shows.</p>	
			<p>Once that is clicked, the “Faculty” and “Staff” menu items become available for clicking/are highlighted. Staff – Slide XYZ Faculty – Slide XYZ</p>	

Screen title: Faculty Page and Staff Page (Both Pages Mirror Each Other)				
Audio:	On-screen text:	On-screen graphics:	Graphic notes & navigation:	Reviewer comments:
"Click the different highlighted areas to learn more.		Screen Capture of the College of Business Intranet Faculty Page	A "Return" button will be present throughout the slide that returns you a dummy page that has staff and faculty available to be clicked and a "next slide" button that proceeds to the next set of slides.	
	The Faculty page drop down menu contains a list of all of the pages that are available in the intranet.	Arrows or other animated shapes help highlight that the list on the dropdown matches the navigation page.	Clicking on the Menu Bar Opens a textbox with an x that closes it. Text to the left shows.	

Screen title: Searching The Intranet				
Audio:	On-screen text:	On-screen graphics:	Graphic notes & navigation:	Reviewer comments:
<p>“Sometimes, you won’t be able to find what you need on the intranet... that’s when the search function becomes your best friend.”</p>		<p>45 second screencast demonstrating how to use the search function.</p>		

Screen title: Troubleshooting				
Audio:	On-screen text:	On-screen graphics:	Graphic notes & navigation:	Reviewer comments:
<p>“Here’s the deal: We’re all human, and sometimes, you won’t be able to find what you want. Sometimes, it’s not you, it’s me! Let’s take a look at some common issue you may run into and how to solve them.</p>	<p>Buttons: “Getting an access error when you try to open file” “Updates/Outdated Information” “Incorrect Information- Yikes!” “Can’t Find Something you know should be there?”</p>	<p>Picture of error Various imagery to match the photos</p>	<p>On Clicking: “Getting an access error when you try to open file” – Slide: Reach out to the ASC “Updates/Outdated Information” “Incorrect Information- Yikes!” Slide: Reach out to the ASC “Can’t Find Something you know should be there?” Slide: Search Slide (Dummy) with “Still not there Button to send you to “Reach out to the ASC” Slide</p>	

Screen title: Reach out to the ASC				
Audio:	On-screen text:	On-screen graphics:	Graphic notes & navigation:	Reviewer comments:
You know how I said we're all human? Well, this time, it is me. Reach out to your admin support coordinator, they'll sort you out!	Contact information for the ASC	Avatar giving the information and pointing to the contact information.	Return button to dummy slide with "Continue" button.	

Screen title: Assessment Landing Page				
Audio:	On-screen text:	On-screen graphics:	Graphic notes & navigation:	Reviewer comments:
<p>“Knowledge check! Please consider the following scenarios and select the best answers given multiple choice answers. You will need to get the correct answer before moving on to the next scenario</p>	<p>Knowledge Check</p>	<p>Appropriate Light-hearted graphic indicating that we’re at a knowledge check</p>	<p>A “Start” button will appear at the end of the narration.</p>	

Screen title: Scenario 1A				
Audio:	On-screen text:	On-screen graphics:	Graphic notes & navigation:	Reviewer comments:
<p>“This is the first scenario. Please read the scenario and answer the questions. You will need to answer the question correctly to progress through the scenario.”</p>	<p>“You just had a paper accepted to a conference (or were just asked to attend an AACSB conference if you are a staff). You asked your peer about what you need to get the university to pay for your trip, and they told you to go to the intranet and search for a “RAT”. They didn’t know what that acronym meant when you asked for additional information.”</p>			
	<p>“In a separate web browser, please open the College of Business Intranet and find the process for requesting travel. Keep this page open throughout this scenario.”</p>	<p>Screen capture of the “Travel” section of the intranet</p>		
	<p>“When you have the page open, please click the “Next/Continue” button. If you need help, click here to return to the “How to Access the College of Business Intranet” portion of this tutorial.</p>		<p>A continue button appears after all the text boxes appear and have been on screen for 5 seconds at minimum. On click, it pops up a “Yes/No” textbox confirming that the travel page is open.</p>	

Screen title: Scenario 1B

Audio:	On-screen text:	On-screen graphics:	Graphic notes & navigation:	Reviewer comments:
	Answer the following questions using the resources on the Intranet:			
	When you come back from your trip, is your reimbursement taxable? (Yes, No, unsure – incorrect answers link you directly to the correct answer on the intranet).			
	You have a question about flying home to visit your family in another state on the way to your conference. It would require breaking up your flight. This information isn't on the intranet – who do you reach out to answer this question? (Multiple choice – incorrect answers link you to the "Travel" section of the intranet)			
	Whoops! Looks like you didn't have enough Faculty Development Funds (FDF) to travel. Can you still travel? (Yes, No, unsure – incorrect answers link you directly to the correct answer on the intranet)			

Screen title: Scenario 2A				
Audio:	On-screen text:	On-screen graphics:	Graphic notes & navigation:	Reviewer comments:
Alright – You’re on to scenario two. Read the scenario and answer the questions!	You submitted your syllabus, but were informed by the student assistant at the front desk that the syllabus was not done using the current template. The student assistant told you to check the intranet for the template, but they then had 2 other students coming in needing to meet with the chair.			
	Please locate the Syllabus Template on the Intranet, and Select the title at the top of the page where it is located. (Correct – Continue Button Appears; Incorrect – Request to try again and a hint: Look at the Faculty Drop-Down Menu)		On correct answer, a “Next” button appears.	

Screen title: Scenario 2B				
Audio:	On-screen text:	On-screen graphics:	Graphic notes & navigation:	Reviewer comments:
Alright – You’re on to scenario two. Read the scenario and answer the questions!	You submitted your syllabus, but were informed by the student assistant at the front desk that the syllabus was not done using the current template. The student assistant told you to check the intranet for the template, but they then had 2 other students coming in needing to meet with the chair.			
	<p>Yikes! You go to open the syllabus and you get an access Error. Who Do you contact to resolve this?</p> <p>Marylou Shockley (Chair) – Incorrect: Not quite, check the webpage and try again. You could also search for “Who to Contact”</p> <p>Aaron Snyder (ASC II – Department Office) – Correct Answer: Correct – Aaron is listed as the contact for the intranet. Incorrect: Not quite, check the webpage and try again. You could also search for “Who to Contact”</p> <p>Tasha Lindstrom (Lead Analyst, COB) – Incorrect:</p>	Access Error Screenshot	On correct answer- a continue button appears.	

	Business@csumb.edu (Front Desk) Incorrect : Not quite, check the webpage and try again. You could also search for "Who to Contact"			
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Using the College of Business Intranet (20 mins, Assessment included)

Objectives:

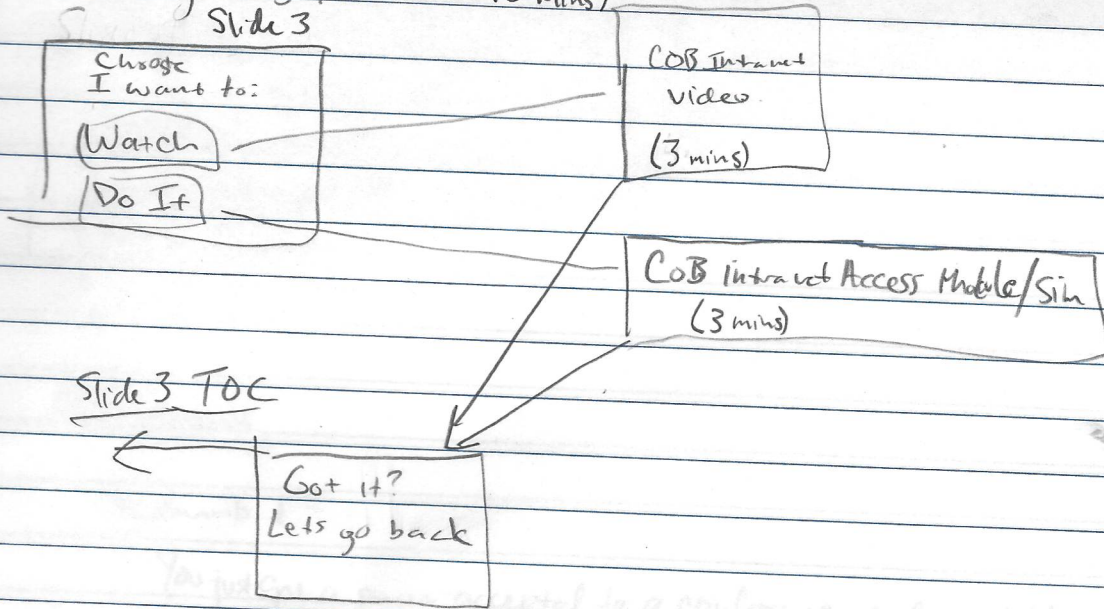
Description:

- 1 Accessing the intranet - CAPTIVATE OR VIDEO → Choose how to learn
- 2 How the CoB intranet works - Slides -
- 4 Searching the Intranet - Quiz/Assessment
- 3 Dropdowns & General org. - Slides
- 5 Troubleshooting/Asking for Updates -
- 6 Assessment - Quiz (SCORM) -

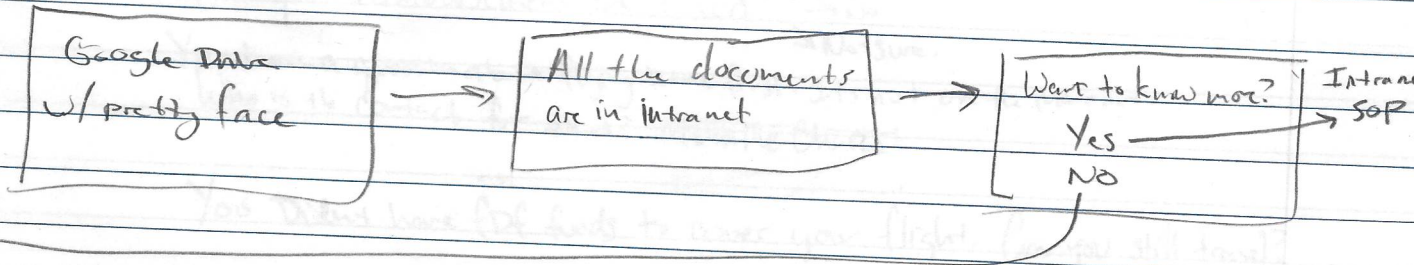
Slide 1-2 Intro/home Nav Slides

Landing Pg	Obj. Slides	TOC Slides
Welcome! COB INTRANET Guide	→	Accessing CoB Intranet How the Intranet works Searching the Intranet Organization Troubleshooting TAKE THE TEST

Accessing CoB Intranet (5 mins)



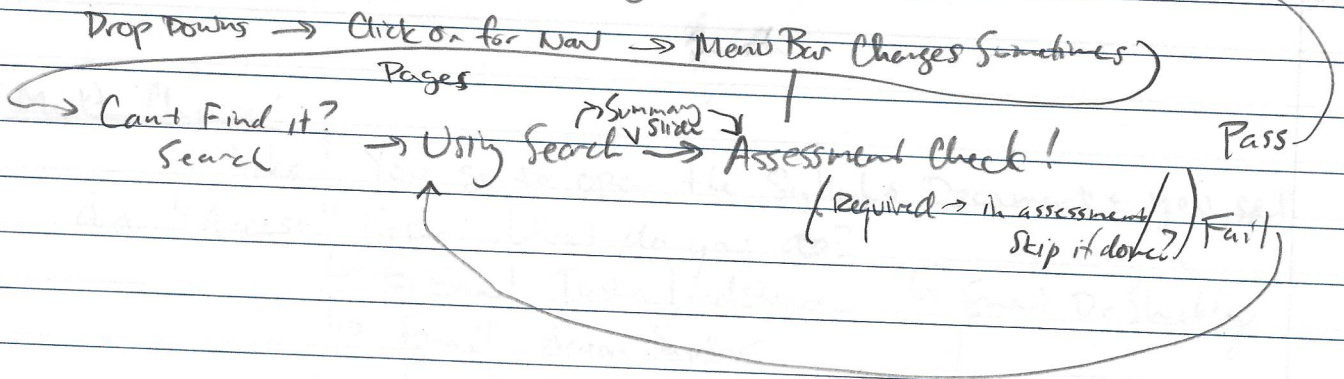
How the Intranet works (4 mins)



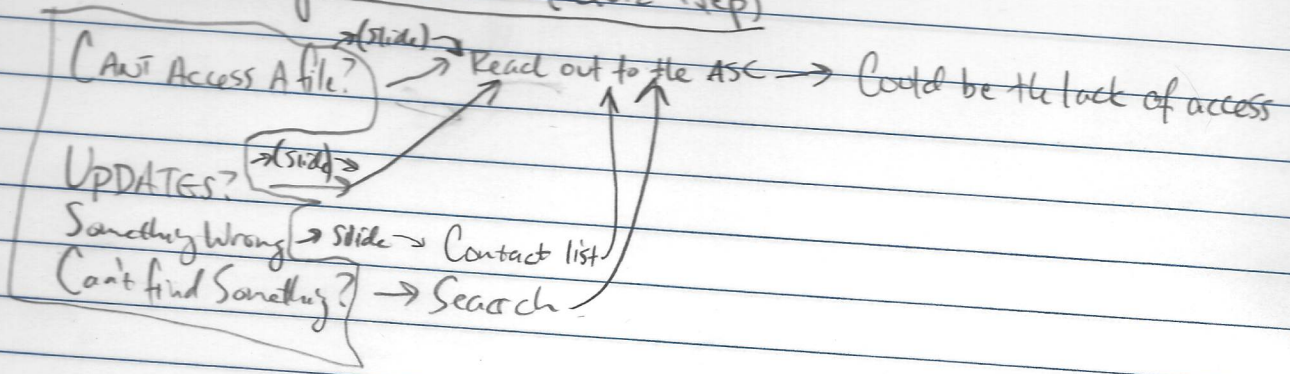
How intranet is structured -

slide 1-3

Drop Down Menus & Top Navigation



Troubleshooting + Updates (Quiz Prep)



Assessment

Scenario 1

You just got a paper accepted to a conference, and were told you need a RAT.
~~Using the internet, find the process on the intranet, +~~

Can your reimbursement be taxed? → Yes ✓
→ No
→ Not sure.

You have a question about flying home first. It's not on the internet.
Who is the contact for that? Multiple Choice!

You Didn't have fdf funds to cover your flight. Can you still travel?

Scenario 2

You need the Syllabus template. You know it's located in the
faculty Prop down/homepage. Please navigate. Stuck? Click help!

Multi Choice:

Yikes! You go to open the Syllabus Document + you get
an "Access" Error. What do you do?

↳ Email Tasha Lindstrom

↳ Email Aaron Snyder

↳ Email BUSINESS@

↳ Email Dr Shockley