

# Helping the Incoming Students Navigate the One Book Website & Make an Orientation Reservation

## **PROBLEM**

The Orientation Office Assistants (OOAs) are hired as customer service to support the Orientation Office, but have minimal or no office experience. However, they must learn how to use the online reservation database, and become familiar with the One Book web steps' completion process as part of their student staff position.

## **NEED**

All incoming first-year and transfer students (identified as the customer) must complete the One Book web steps (also known as a task list) and declare a major while making a reservation for Summer Springboard Orientation. The OOAs need to efficiently help the incoming students by answering questions and guiding the students with this process in a timely manner.

## **TARGET POPULATION**

The target audience is undergraduate student staff between the ages of 18 – 21 who have no prior knowledge with the vendor database they will be trained to use. However, they are familiar with task list from an incoming student prospective as they would have completed the One Book steps as a new incoming student prior to beginning their first semester at JMU.

My designed instruction will be easy to understand for the target audience and made available to the staff for use as a reference at a later date for when they are assisting customers either on the phone, by email or in the office. The staff must be able to follow the provided instruction based on their skills and aptitudes, but only after receiving preliminary training of the One Book website control panel and task list completion protocols.

## **LEARNING CONTEXT**

The instructional training will take approximately 2 ½ hours. The OOA staff will be trained in an instructional environment such as a conference room or class room setting that contains audio and video equipment, a computer station, a projection screen, and white boards. The room must have computer hubs and power stations to hook up laptops or iPads for use in the interactive training. The OOA staff must have experience using a personal computer/laptop and the ability to learn to use the iPad.

## **PROPOSED SOLUTION**

My solution is to design instruction in the format of an infographic of the One Book steps (using MS Publisher or Adobe InDesign, and Photoshop) based on student type and admit term, a video screencast (a MS PowerPoint presentation with a voice overlay, created in Camtasia) that explains the One Book web steps' completion process, and the Orientation reservation process through the control panel of the vendor reservation system.

These documents will be available to the staff at any time during their work hours and accessible from most computing device (desktop, laptop, or iPad).

## **GOAL**

The OOA staff will learn about the One Book web steps' task list completion process, the reservation submission and assignment process, and how to efficiently assist the customer in a timely manner.

## **OBJECTIVES**

By the end of the instructional lesson the OOA staff will be able to efficiently do the following on an independent basis:

- Sign into the control panel of the Orientation One Book website (a vendor hosted reservation system) with their user name and password
- Identify the task list associated with each student type (transfer/first-year) and term (spring/summer/fall)
- Understand the completion process for each specific task list based on student type/term
- Sign into the student's reservation step (as the student) to view the completion status of all the steps, and the submission of the reservation step
- Assist students with minor technical issues such as signing into the secure One Book website, completing the steps, and submitting the reservation for Orientation which includes a declaration of the student's major
- Generate student request for change of major and change of dates for Orientation
- Refer major technical issues to the Operations Manager (the OOA supervisor), and the Assistant Director of Orientation Systems

## **METHODS OF ASSESSING OBJECTIVES**

- Generate task list and reservation reports that show the successful progress of the student's task list completion (*these reports are already created and used in the reservation system*)
- Report of satisfied customers (student request for assistance is resolved by the OOA)

- Report of fewer customer complaints that must be addressed by the supervisors
- Recognition of OOA's ability to assist a customer with minimal support of supervisor

## **TECHNOLOGIES USED TO SUPPORT THE INSTRUCTION**

My planning will begin by creating a storyboard that outlines the process a student takes to complete an Orientation reservation, which includes signing into the One Book website, completing specific required One Book steps through the task list, and submission of the Orientation reservation. This will also outline the steps for a student to submit a change of major request through the reservation step and changing an Orientation date.

I will review and secure the required computing technology, graphic images, and software needs, as well as have the individuals used in my project to sign a talent release form as needed.

Next, I will review and update the current PowerPoint training slide and create a video screencast of the revised PowerPoint, add voice overlay to all the slides, and add graphics throughout. The final product will be saved as a video that I will make available on youtube.com for easy access for the student staff.

In addition, I will design an infographic of the One Book web steps (task list) based on a student's type and admit term. The document will serve as a quick resource for the student staff when providing customer service to the customer (incoming new first-year or transfer student).

Lastly, I will request the current OOA student staff and the Operations Manager to provide feedback during the design phase of all these products. I will use the feedback to make the necessary changes to the products during the development phase.

## **DELIVERABLES**

1. Infographic of the One Book web steps (task list) based on student type and term
2. Instructional Storyboard of the One Book website login and task list process that leads to the Orientation reservation
3. Instructional Video Screencast (exported to youtube): *Helping the Incoming Students Navigate the One Book Website & Make an Orientation Reservation*
4. Task List reports generated in the reservation database – canned reports *(These are only available after the system becomes active and live for the incoming student to sign in and begin their One Book steps.)\**

\*I am unable to obtain accurate results until late July; however, the outline of the report will be available. The report is not available for edits during production (live website) and requires that the vendor make any necessary edits.

## **TIMELINE**

- Week 4 Infographic of the One Book Web Steps
- Week 4 Acquire Necessary Software Tools to Complete Project
- Week 5 Instructional Storyboard
- Week 5 Review of Current Training Materials
- Week 5 and 6 Instructional Video Screencast Production
- Week 5 and 6 Instructional Video Talent Release Forms, if needed
- Week 6 and 7 Instructional Video Graphics, Editing and Upload for Class
- Week 8 Presentation of Deliverables for Class