Northwestern University Collaboration Services
Communication Report for July 14, 2011

Collaboration Services communications and training outreach efforts for July 8-14 are as follows. Please note that the July 11 Meeting Maker migration yielded the highest Web statistics in a single week to date (see numbers below).

Training/Outreach Events

- Outlook/OWA Demonstrations
  - Sessions for staff in the McCormick School of Engineering were hosted by Cynthia Manika on 7/8 and 7/11
- UNITS On Call
  - Meeting held on 7/12; discussion topics included post Meeting Maker migration questions and upcoming project phases

Distributed Communications (newsletters, e-mails, handouts, etc.)

- E-mail Messages
  - A follow-up message to former Meeting Maker users was delivered upon completion of the calendar migration; the message featured links to learning about calendar basics, instructions for setting up calendar delegates, exporting historical Meeting Maker data and more
  - A message to all users of the NotifyLink service that synchronized Meeting Maker calendar events with mobile devices was delivered after the calendar migration; the message included links for setting up mobile devices to access the new Collaboration Services system
- Web
  - A What’s New and Changing announcement and @NU_NUIT, @NU1HELP Tweets regarding the Meeting Maker migration were posted on 7/8
  - An NUIT Insider blog entry with follow-up Meeting Maker migration information was posted on 7/12
  - A “New Meeting Scheduling Tool” promotional ad was posted to the NUIT home page on 7/13
- Handouts
- Printed Outlook Web App informational/how-to handouts were provided to all attendees of Outlook/OWA demonstrations

**Collaboration Services Top Ten Web Page Views for July 8-14**

Northwestern Collaboration Services Initiative Project Site:
- 1,011 - Get Started Checklist (#5 Page Hit on Entire NUIT Site)
- 1,002 - Collaboration Services/NUIT Index (#6 Page Hit on Entire NUIT Site)
- 930 - Calendar Support Tools (#7 Page Hit on Entire NUIT Site)
- 626 - Project Overview
- 459 - Calendar Sharing/Delegation
- 378 - E-mail Support Tools
- 360 - Online Training (Lynda.com)
- 289 - Mobile Support Tools
- 281 - Set Up Outlook 2010
- 272 - Set Up iPhone
- 210 - Share Calendar in Outlook 2010

Total views of Collaboration Services project site for July 8-14: 7,748