Northwestern University Collaboration Services
Communication Report for June 16, 2011

Collaboration Services communications and training outreach efforts for June 10-16 are as follows.

Training/Outreach Events

- Outlook/OWA Demonstrations
  - Sessions for both Facilities Management and University Enrollment staff were hosted by Cynthia Manika on 6/13; Sessions for staff in HR (Evanston) and University Enrollment and the Office for Research on the Chicago campus were hosted on 6/15 by Aaron Ward, the University’s Microsoft representative
- UNITS On Call
  - Meeting held on 6/14; discussion topics included the NUIT working pilot, the Transend e-mail migration tool, and the UNITS/LRTLs early adoption; 20 technical support staff attended

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

- E-mail Messages
  - A message with important technical information for the upcoming transition was delivered to IT leaders within each school and departments at the University was delivered on 6/13
  - A final invitation message for an early transition opportunity was sent to UNITS and LRTLs on 6/15
- Web
  - Several updates and additions to the NUIT Web site’s Northwestern Collaboration Services section have been added; this includes a checklist for technical support staff, a set up assistance tool for all end users and information about new Collaboration Services drop in support locations throughout campus
- 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 June 10-16

Northwestern Collaboration Services Initiative Project Site:
- 383 - Overview
- 366 - Early Adopter Working Pilot
- 227 - Pre-Collaboration Training (Lynda.com)
- 196 - Collaboration Services/NUIT Index
- 190 - Set Up Outlook 2010
- 151 - Get the Facts | Talking Points
- 114 - E-mail Comparison and Minimum Requirements
- 65 - Support Tools
- 58 - Migrate Folders in Outlook 2010
- 41 - Collaboration Services Index

Total views of Collaboration Services project site for June 10-16: 2,447