

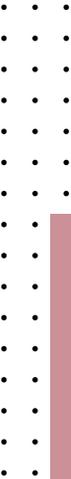


USING SCHOOL RESOURCES TO
IMPROVE STAFF TRAINING &
DOCUMENTATION

RYLAN WALL
OREGON STATE UNIVERSITY

AGENDA

- Setting the Stage – Problem
- What Staff Wanted & Why
- Solutions
- Tour of What We Did
- Pros & Cons
- Future Improvements
- Questions & Discussion

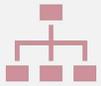


KAHOOT!

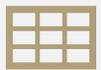
- <https://create.kahoot.it/share/oasfaa-2025-training-workshop/flaeb772-14a1-4f15-9645-8e3c3a18913d>



THE PROBLEM



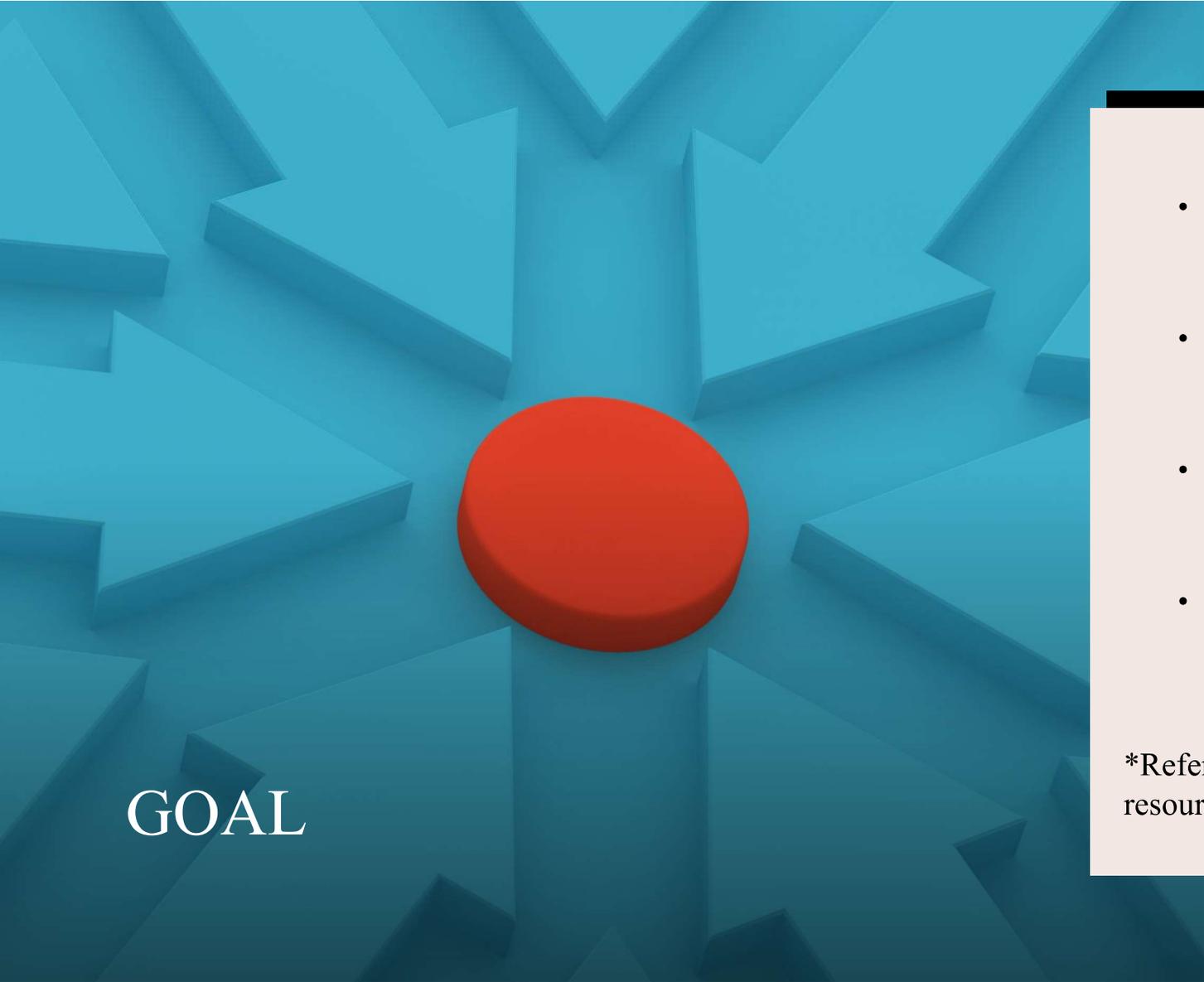
Procedures, policies, guides, and other info all over the place



Shared drive but stored using differing file paths, naming conventions, formats, etc.

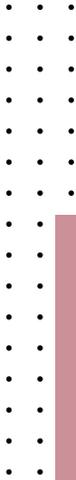
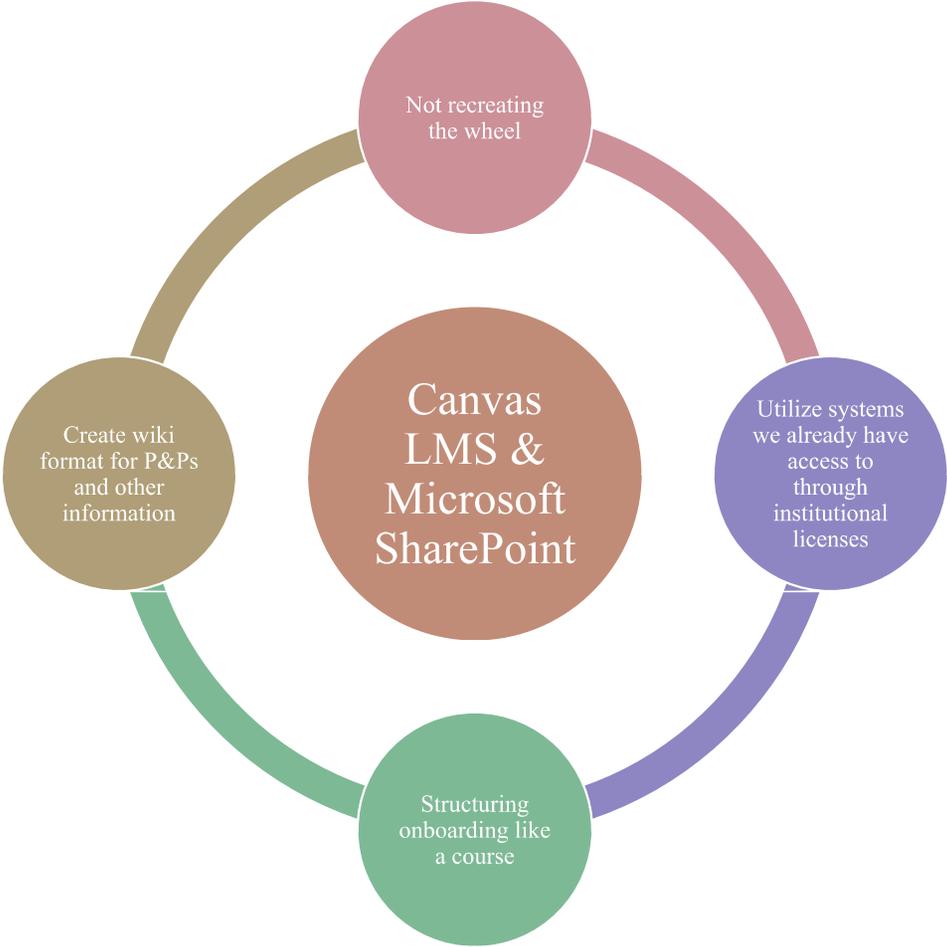


Inconsistent and duplicative information

- 
- GOAL
- Improved onboarding experience
 - Centralized source of information
 - Consistency and transparency
 - Easy to use and collaborate

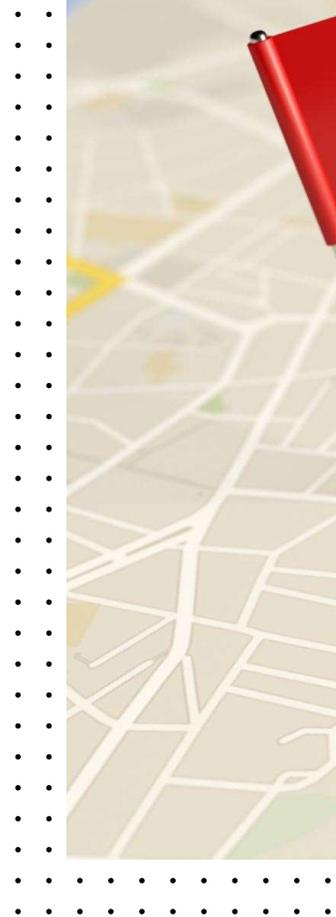
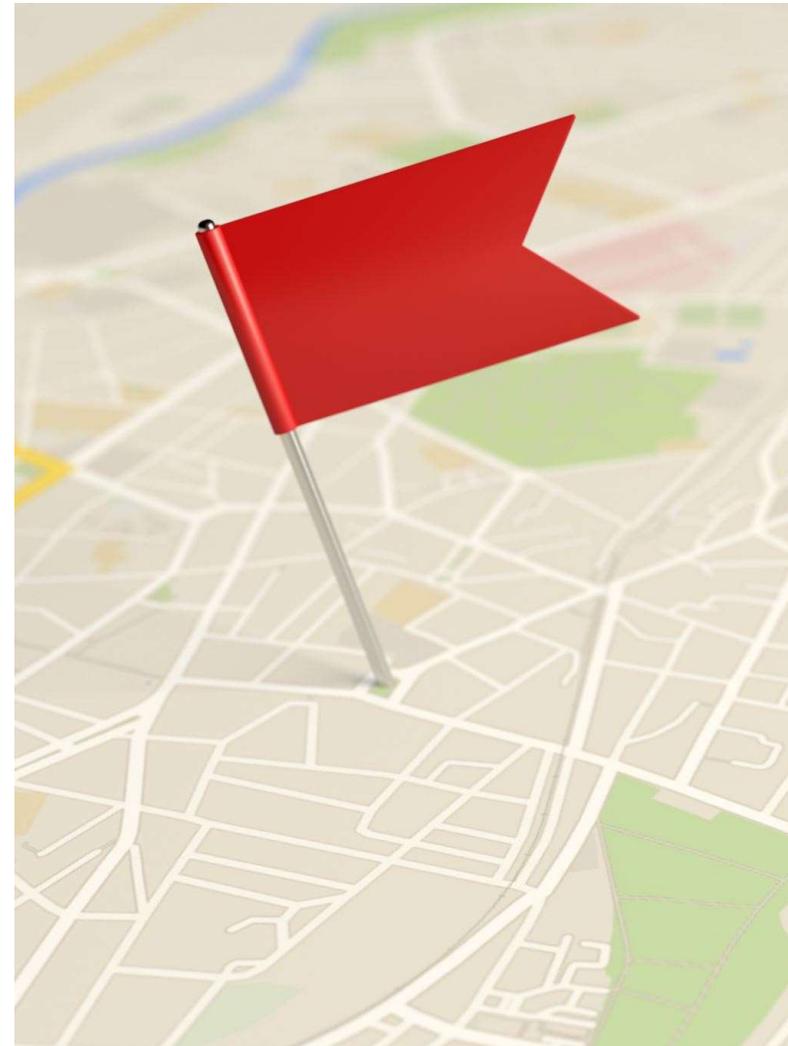
*Refer to adult learning practices and resources

SOLUTIONS



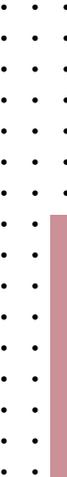
TOUR

- Canvas
 - <https://canvas.oregonstate.edu/>
- SharePoint Wiki
 - <https://oregonstateuniversity.sharepoint.com/sites/FinancialAid/SitePages/Wiki-Home-Page.aspx>



PROCESS

1. Create sites
2. Map out layout and general sequence of topic areas
3. Mockup some example/template pages
4. Collect materials for topic areas
5. Decide what still needs to be created
6. Test and get feedback
7. Launch
8. Review and make continual improvements



CANVAS



Successes

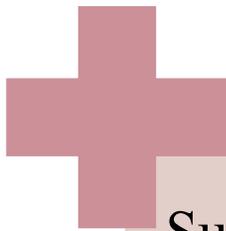
- Free for us
- Built in tools for teaching/learning
- Tracking progress
- Easy to link to external materials

Challenges

- Sequencing materials in logical way
- Keeping materials/links up-to-date



SHAREPOINT WIKI

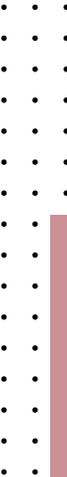


Successes

- Free for us
- Integrates with other MS systems
- Easy to use/edit
- Controls for authoring and approval

Challenges

- Formatting hiccups
- Migration from old feature set to new
- Changing routines/mindset





LESSONS & WHAT I WISH I KNEW

- Learning outcomes
- Create buy-in
- Don't let perfect be the enemy of good
- Easy to overestimate how much someone can effectively learn in onboarding
- Try to keep it simple at first and have expanded materials later
- Practical experience and immediate application are key for adult learners



FUTURE IMPROVEMENTS



Develop more materials, especially specific to our school



Build learning outcomes in each topic area to better structure assignments, assessments, flow, etc.



Integrate more of the onboarding process into Canvas



Further migrate more P&P materials into wiki



Develop a cycle for reviewing all materials in wiki and Canvas



Utilization of ongoing/continuing training in Canvas





GROUP DISCUSSION

GROUP DISCUSSION

- Introductions
- How is onboarding handled in your office?
- How are internal policies, procedures, guides, and other info stored and accessed?
- What is at least one idea you can bring back to improve these for your office?
 - We will return to Kahoot to share these

