


Collaborating in the Cloud: Using Google Docs to manage and communicate with your student workforce.



CIVSA 2011
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I promise this won't be a boring techno-babble
session

What is cloud computing? Isn't that something the IT office deals with?

- Quick answer – cloud computing allows for the sharing of information in real-time through the internet
- Software for application is hosted on the internet rather than the local users computer
- Applications
 - Multiple users working on a project
 - Ability to access something from off-campus

Have you ever been frustrated by either of these message?



Cloud computing eliminates this



How does this affect visitor services?

- Our workforce is unique (tour guides)
 - Many employees but each works a relatively small number of hours. Very little face-to-face time.
 - Mobile
 - Because tour guides are usually not considered official college staff, it can be hard getting them access to campus software applications
- Unique constraints on supervisors
 - Many of us travel and need to coordinate office responsibilities from a Panera or hotel room

Appointment Book

- Up until 2009 we used to have one physical appointment book
 - Led to frequents shouts of “who has the book”
- We now occupy two small buildings and a single physical book is no longer feasible
- Created an online shared version by manipulating a Google Spreadsheet
 - Each sheet is a different day
 - Everyone is able to access and edit this appointment book in real-time from any computer

Appointment Book Screenshots

THURSDAY, MARCH 10, 2011

Office Notes: WAKEFIELD SCHOOL (VA) CAMPUS VISIT-24 students & chaperones, agenda is below:

10:00 am arrival at Admissions
 10:05 – 10:10 Unload group at DPC
 10:10 – 10:15 bathroom break/DPC
 10:15 – 10:30 welcome speech/DPC
 10:30 – 11:00 student panel (Kasey & Danielle)/DPC
 11:00 – 12:00 Admissions presentation (Rich, Jeff, Rob)/DPC
 12:00 – 1:00 Campus Tour: starts at DPC and ends at dining hall
 1:00 – 1:40 lunch at dining hall
 1:45 - Departure

Class Visit Request Form

- Previously when taking a class visit request on the phone, there was a paper form that frequently got “misplaced”
- Web-based “survey” that the person receiving the call fills out
- Data from the survey is automatically imported into spreadsheet
- Student Directors of Campus Visits and I can access this spreadsheet from virtually anywhere and do not need to be in the office to make forward progress on visits

Class Visit Request Form Screenshots

CV and/or OV Scheduling

Class Visits require 7 days notice
Overnight Visits require 10 days notice
If a family is going glad about timelines send to Beth's voicemail
Do not schedule 9/26, 10/12, 10/13, 10/16, 11/3, 11/04, 12/1

Student First Name *

Student Last Name *

Graduation Year *

High School *

CARS ID

Sex

Best Contact Phone *

Best Contact E-mail *

Alternate E-mail

Activities Requested *

- Class Visit
- Overnight
- Professor Meeting
- Athletic Meeting
- Counselor Interview
- Tour

Top 3 Subject Areas for Class Visit/Professor Mtg

Relation of Caller to Student *

- Parent/Guardian
- Student
- Counselor

Arrival Date/Time *

Other Notes

Class Visit Request Form Screenshots

| Activities Requested | Top 3 Subject Areas for Class Visit/Professor Mtg | If athletic meeting, which sport | Other Notes | Processed By | Tentative Contacts | Confirmed Contacts | Confirmation Sent to Family |
|--|---|----------------------------------|--|--------------|---|--|-----------------------------|
| Class Visit, Athletic Meeting, Counselor | | | They can arrive by 9:30am and leave by departure time. They would also like to have lunch or dinner while they are here. | Linahy | | 10 hrs, 10:00 western, 12 lunch, 10:30 tour, 12:30 dinner | yes, last phone |
| Class Visit, Counselor, Tour | Biology, Chemistry | Swimming | Going on 1 day tour, Eating Lunch, Meeting counselor, Staying in on in class. | Kate | | 10:30 arrive with dinner in 10:15 | yes |
| Class Visit, Athletic Meeting, Tour | History, Political Science | | | Jan | | 6:00 class, American Indian History 6:00:15, Prof. King 11:30 and last | none in meeting |
| Class Visit, Tour | History | | Tour times that day are at 11 and 1:30 with only one session. Counselor are out of office that day. Middle class 1:30 tour | Kate | emaild job king about her 8 am class on 10/12 | | |

Special Event Volunteer Sign-Up

- Previously we would send out a mass e-mail with the list of all the different areas where we needed help and student ambassadors would individually e-mail back
 - Very time intensive
 - Time-lag in e-mail responses caused confusion
- New web-based survey that is e-mailed to all student ambassadors asking for times they are available.
 - Responses are automatically put into a spreadsheet that becomes a database of available student help
 - We then send one unified e-mail of student assignments

Sign-Up Screenshots

February 19th Open House
Let's kick off 2011 with a great open house. Some of these families will have already applied to SMCM, while others are juniors just starting to look at colleges.

Last Name? *

Call Phone Number? *

Are you available in the afternoon? *
This is on 02/02/11 11:00AM EST (weekend only 12-03:00)

Yes
 No (Skip)

Are you available in the morning? *
This is on 02/02/11 11:00AM EST (weekend only 12-03:00)

Yes
 No (Skip)

First Name? *

Last Name? *

Sign-Up Screenshots

| Timestamp | First Name? | Last Name? | Please check the box for your three areas of strongest expertise | | Are you also available to help in the morning? | Are you available in the morning? |
|--------------------|-------------|------------|--|-----------------------------------|--|-----------------------------------|
| | | | Are you available in the afternoon? | Are you available in the morning? | | |
| 2/19/2011 14:06:10 | Ben | Tull | No (Skip) | | | 8am-10am, 10am-12pm |
| 2/19/2011 14:17:52 | Kate | Munshon | Yes | | 10am-12pm | |
| 2/19/2011 14:38:55 | Danielle | Norwood | Yes | | 8am-10am | |
| 2/19/2011 14:41:52 | Beth | Smith | Yes | | 10am-12pm | |
| 2/19/2011 14:46:52 | Denny | Rutherford | Yes | | 8am-10am, 10am-12pm | |
| 2/19/2011 14:47:20 | Alzama | Marshall | Yes | | 12pm | Not Available |
| 2/19/2011 14:47:58 | Emily | Ylving | No (Skip) | | | Not Available |
| 2/19/2011 14:48:29 | Andy | VanDusen | Yes | | Not Available | |
| 2/19/2011 14:49:24 | Erika | Schmitt | No (Skip) | | | Not Available |
| 2/19/2011 14:52:18 | Megan | Lantz | No (Skip) | | | Not Available |
| 2/19/2011 14:55:53 | Dawson | Law | No (Skip) | | | 10am-12pm |
| 2/19/2011 14:58:17 | Kevin | Baker | No (Skip) | | | Not Available |
| 2/19/2011 14:59:54 | Mia | Buttsick | Yes | | 10am-12pm | |
| 2/19/2011 15:08:19 | Kate | Ponder | Yes | | 10am-12pm | |

Privacy, Access, and Compatibility

- Documents can either be private or public (these slides will be made public)
- Creator can invite others to have access to the documents
 - ▣ Either editing ability or viewing ability
 - ▣ Users must have gmail accounts
- Documents can be exported in many different formats including Microsoft Office and .pdf
