Published on *University of Colorado* (https://www.cu.edu)

CU I&E Submission: HUB Project: Creating a Departmental Information HUB in the Office of Admissions [1]

Submitted By

Ryan Rothenberg, Ryan.Rothenberg@colorado.edu [2], Virtual Recruitment & Center for Academic Success and Engagement Operations Assistant

Project Team

Ryan Rothenberg, Ryan.Rothenberg@colorado.edu [2], Virtual Recruitment & Center for Academic Success and Engagement Operations Assistant

Project Description

The Office of Admissions HUB project (The HUB) works to streamline all the information that we had stored in various places on the computer drives, Google, and Microsoft into one centralized SharePoint location. It also enables better work from home as there now is a single home base for all team members to learn about operational updates and to find important resources necessary for them to successfully complete their job responsibilities.

We have developed several extremely useful resources including our New Employee Launchpad – an interactive learning system to onboard new employees, as well as other tools by leveraging PowerApps such as the CU Team Search to find CU Employee contact information, and Admissions CoverageView to manage scheduling of our in-person staff coverage. The HUB now sees an average of 70 staff members using it per day and has over 25,000 views since we first launched in June 2020.

Project Efficiency

This project has been extremely innovative as our office now has one centralized location for all resources. This has included several PowerApps to further customize the SharePoint platform. This includes customized menu navigation, searchable resource lists, an interactive learning platform for New Employee Launchpad, team search tools and more. With all these tools, we have finally been able to create a more efficient platform for distributing resources to the entire office in a way that makes it easier to find, increases the longevity of information, and streamlines the location where it can be found.

Project Inspiration

As our office shifted to remote work back in March 2020, I noticed that we had no consistent system of where we could house important information. Some was included in emails, others were saved in computer drives, and some were shared Google or Microsoft documents. With previous SharePoint experience, I knew the potential that the software held and believed it would be a great way to move all that information to one place. Additionally, I understood that we had no budget for this project, so it was imperative to use a service already offered by the University.

Future Plans

The HUB has continued to evolve and grow throughout its lifespan adding more resources, more accessible information, and a better overall user experience. What I am thrilled about for this project is that there are no limits to what it can do. Future plans for The HUB include better integrating our Student Employees into the system, encouraging them to make it their go-to location for Admissions information by developing a Student Employee section with personalized resources for them, along with further customizing the CoverageView system to allow staff to automatically swap shifts, increasing efficiency in our in-person coverage scheduling.

What Makes You Happiest about this Project?

What makes me happiest about The HUB is seeing the impact that it has on streamlining overall office operations. With this system, we now can more effectively communicate to staff in our office, and provide resources in one, centralized location so that everyone receives the same information at the same time. It has become the backbone of our office operations and something that many on our team rely upon to find what they need. Being able to make this happen and now seeing 25,000 total views makes me so proud, and I cannot wait to see where it goes next!

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