great idea
Website Guided Tour

The ‘That’s a Great Idea’ Team
McMaster University
1280 Main Street West
Hamilton, ON L8P 4M2
Office: Gilmour Hall B107
E-mail: greatidea@mcmaster.ca
Website: greatidea.mcmaster.ca
Ideas site: ideas.mcmaster.ca
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1. Overview (greatidea.mcmaster.ca)

The That’s a Great Idea (TGI) Program is a University-wide continuous improvement suggestion program hosted on the Vice-President (Administration) website. It focuses on providing an easy method for the University community to share their ideas on enhancing Administration’s programs and processes. It is open to all members of McMaster’s community.

An example of a great idea, big or small, may involve:

• Solution to a problem being encountered;
• Suggestion for the creation of capacity in our resource - stretched environment;
• Enhancing quality of service in what we do;
• Increasing efficiency and/or effectiveness in our practices.

Ideas will be forwarded to the appropriate project leader, and there will be continuous communication between submitter, TGI program manager and project leaders on status and implementation of the idea.

2. Content Management System

The TGI website, is a content management system created for ease of use for both submitters as well as administrators. This system supports social media integration and dynamic content. It also helps build communities through site specific memberships, as well as help manage communications flows in a collaborative environment.

3. Responsive Design

The TGI website is one that responds to the device that accesses it, delivering the appropriate output for that device. These devices could vary from mobile smart phones and tablets to high resolution desktop computers.
(Refer to Figure 1: Responsive Design)
4. Navigating the TGI Website (ideas.mcmaster.ca)

a. Top Navigation Bar
Located at the top of the screen is the standardized McMaster Navigation ribbon, along with quick links to:
1. McMaster Daily News,
2. Vice-President of Administration website,
3. Sign in (refer to section 5 for more detail),
4. Great Ideas Home page,
5. Ideas page (refer to section 4b for more detail),
6. Questions page (refer to section 4c for more detail), and
7. Updates page (refer to section 4d for more detail).
(Refer to Figure 2: Top Navigation Bar)

*Note: If at any point you want to navigate back to the “Home” page, just click the “greatidea” logo located at the top left corner (Refer to Figure 2: Top Navigation Bar – 4) or the “ideas” tab located at the top right (Refer to Figure 2: Top Navigation Bar – 5).

b. “Ideas” Page
The “ideas” tab, also referred to as the “Home” screen, is where individuals are able to submit their ideas, as well as browse ideas that have previously been submitted. This information is available to all members of the McMaster Community.
I. Search Tools
With the filtering tools, it makes it easy to browse ideas of interest. Individuals are able to sort through ideas by:
1. Key Words (Search)
2. Recently Updated
3. Date Submitted
4. Top Likes
5. Status (Considered, In Progress, Completed, Declined)
6. Page selection
7. Total results
(Refer to Figure 3: Search Tools)

II. Minimized Ideas
“Ideas” are colour coded (Refer to Figure 4: Colour Coded Ideas) to differentiate between the level of completion for each.
Idea “bubbles” summarize information such as:
1. Date idea was submitted
2. Idea Title
3. Status of the idea (considered, in progress, completed, declined)
4. Definition of status
5. Total number of responses and likes on that specific idea
(Refer to Figure 5: Idea “Bubble”)

**III. Expanded Ideas**

By clicking on the Idea title, located on each idea “bubble”, this allows the information about the idea to be expanded in more detail.
This page contains information such as:
1. Idea Title
2. Idea Description
3. Date Submitted
4. Area of Impact
5. Impact of Idea
6. Status of completion
7. Total number of Likes
8. Response(s) to the idea
   (including date and author)
(Refer to Figure 6: Expanded Idea “Bubble”)

This page also allows you to:
9. Share the idea
10. Print the idea
11. Like the Idea
12. Comment on the Idea

Figure 6: Expanded Idea “Bubble”
c. “Questions” Page

The “questions” tab is a way for the McMaster Community to:

1. Review the 20 most popular Frequently Asked Questions (FAQs), as well as
2. Ask the TGI team any questions they may have in regards to the program.
(Refer to Figure 7: Questions Page)

By clicking on any of the questions provided, the answer will expand.
d. “Updates” Page

The “updates” tab is a way for the McMaster Community to review news items, as well as upcoming and past events. (Refer to Figure 8: Minimized News Item or Event)

Figure 8: Minimized News Item or Event

I. Expanded News Item or Event

By clicking on the news item/event title, this allows the idea to be expanded in more detail.

This page contains information such as:

1. News Item/Event Title,
2. Date of the News Item/Event,
3. Description of the News Item/Event,
4. and may also contain a Photo Gallery of the News Item/Event

This page also allows you to:

5. Share the idea
6. Print the idea

(Refer to Figure 9.1 & 9.2: Expanded News Item or Event)
Figure 9.1: Expanded News Item or Event
Photo Gallery

Expanded Photo

Figure 9.2: Expanded News Item or Event
II. Sticky Notes

Another way to get to the “updates” page, is by clicking on the sticky notes found on the “ideas” page (1), and on the “questions” page (2).
(Refer to Figure 10.1 & 10.2: Sticky Notes)

Figure 10.1: Sticky Notes

Figure 10.2: Sticky Notes
5. Sign In

For an individual to perform any action on the site, they must log in using their Mac ID and Password. Actions include:

1. Submitting an idea,
2. Liking an idea of interest,
3. Commenting on an idea of interest or
4. Asking a question of the TGI team

By clicking on any one of the above options, it will prompt the individual to sign in.

(Refer to Figure 11: Signing in)

Figure 11: Signing in
6. Submitting an Idea

1. Sign in using MAC ID
2. Provide the idea title,
3. A description as to what the idea entails in the text box provided
4. Select from the drop down how the idea impacts the University:
   - Efficiency
   - Effectiveness
   - Capacity Creation
   - Quality Enhancements,
   - Other
   *Note: More than one can be selected
5. If “Other” is selected, provide a description as to how the idea impacts the University
6. Attach a document if more detail is needed
7. Submit idea

(Refer to Figures 12: Submitting an Idea, & Figure 13.1 & 13.2: Submitting an Idea – Example)

![MAC ID Login]

![Enter your idea title]

![What is your idea? (How does it work? Who does it impact? What are the benefits?)]

![Impact of idea]

![Submit idea]

Figure 12: Submitting an Idea
Example: Submitting an Idea

![Image of Submitting an Idea]

**Figure 13.1: Submitting an Idea – Example**

1. **Idea Identifier:** if the idea title entered is similar to that of an idea that has already been submitted, the idea identifier bubble will pop up to allow you to review those ideas. This reduces the amount of duplicated ideas submitted.

2. **Hard copy:** participants also have the option to submit ideas via hard copy as well. Refer to Figure 13.1: Submitting an Idea – Example (2) for where to find the link to the printable version of the submission form. Hard copy submission forms are to be delivered to the mail box out side of Gilmour Hall Room B107.

Refer to Figure: 13.2: Submitting an Idea – Example – TGI Hard Copy Submission Form for an image of the submission form.
Figure 13.2: Submitting an Idea – Example – TGI Hard Copy Submission Form
7. Confirmation Email
Once the idea is submitted, an email notification is sent to the submitter(s) confirming the idea was submitted to the TGI team successfully.
(Refer to Figures 14: Confirmation Email)

Figure 14: Confirmation Email
8. Idea Review Process

When an idea is submitted to the TGI Team, it needs to go through the review process. (Refer to Figures 15: Idea Review Process)

*Responses*: as the TGI Team reviews ideas and connect with the appropriate initiative leaders, they will provide responses to the idea (Refer to Figure 6: Expanded Idea “Bubble” - 8) on the TGI site directly. The submitter will then be notified by email that their idea has been updated, and to refer to the site for the response.

**Continuous Communication**: continuous communication is encouraged throughout the entire process from submission to completion.
9. Email Notifications

As activities are made in regards to an individual's idea (ex. Responses or Status updates made by members of the TGI team), an email notification will be sent to the owner of the idea.

The email contains information such as:

1. What activity was made on the idea (update or status change), and
2. A link provided to review the updates made to the idea

(Refer to Figure 16: Email Notifications)

Figure 16: Email Notifications
10. Metrics

At the bottom of the TGI Ideas site, individuals can find the metrics section. (Refer to Figure 17: TGI Metrics). This provides a real time quantitative display of data for the TGI Team, as well as participants, to review where the program currently stands as a whole.

The bottom of the page displays data summary for three areas of the program:

1. **Status of Ideas**: Total number of ideas, separated by their current status,
2. **Origins of Ideas**: Where within the McMaster community the ideas are coming from, and
3. **Areas of Impact**: The area of the University in which the idea related to.

(Refer to Figure 17: TGI Metrics)

![Figure 17: TGI Metrics](image1)

By hovering over any area of the pie charts displayed, the name, as well as numerical value will appear. (Refer to Figure 18: TGI Metrics – Area of Impact)

![Figure 18: TGI Metrics – Area of Impact](image2)
11. Feedback

The TGI Team is always looking for feedback to help enhance the program. Ways in which this can be done are as follows:

1. The “Click here” for feedback button provided on the TGI Overview site,
2. The “feedback” button provided on email notifications.
3. Or by emailing greatidea@mcmaster.ca directly.

(Refer to Figures 20 & 21: TGI Feedback Survey 1 & 2)

Figure 20: TGI Feedback Survey 1

Figure 21: TGI Feedback Survey 2
a. Feedback Survey
The “Feedback” button forwards you to a short 4 question survey (Refer to Figure 22: TGI Feedback Survey), which allows the TGI team to manage and assess feedback from participants in one place, and in a standardized way.

That’s a Great Idea - Feedback Survey

*1. How did you hear about the “That’s a Great Idea” (TGI) program?
- Campus Media Screens
- Campus Posters
- McMaster Daily News
- McMaster Update
- McMaster Website Posting
- Email Distribution
- Word of mouth
Other (please specify)

*2. How was your overall experience on the TGI website?
- Extremely satisfied
- Very satisfied
- Satisfied
- Somewhat Satisfied
- Not at all satisfied
Comment
Figure 22: TGI Feedback Survey

12. Thank You!

Thank you for participating in the That’s a Great Idea Program! The TGI Team looks forward to hearing your Great Ideas!

Enjoy!