

Website Guided Tour

The 'That's a Great Idea' Tea

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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)



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)



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 brows 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)

| | | | 3 Date Submitte | d | |
|---|-----------------|--|-----------------|--|---------------|
| MAY 24, 2014 | | MAY 24, 2014 | 4 Top Likes | | |
| Declined Idea | | Completed Idea | | In Progress Idea | |
| | | | J. | | |
| O DECLINED | = 0 100 | O COMPLETED | 0 10 o | O IN-PROGRESS | P 0 10 |
| O DECLINED | ₽ 0 ŵ 0 | © COMPLETED | 0 10 0 | O IN-PROGRESS | ₽ 0 K |
| O DECLINED MAY 24, 2014 Considered Idea | ₩ 0 tô 0 | © COMPLETED MAY 23, 2014 Test Idea | ₩0 i & 0 | • IN-PROGRESS APRIL 29, 2014 "Where Am I?" App | ₩ 0.40 |

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.

| MAY 24, 2014 | MAY 24, 2014 | |
|---|---|-----|
| Considered Idea | Completed Idea | |
| Submission is being reviewed and validated for next steps | Submission has been implemented successfully, or identified to be or is part of a current or planned initiative/project | |
| | | 130 |

Figure 4: Colour Coded Ideas







Figure 4: Colour Coded Ideas (con't)

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")

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"



great idea

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.

| (मिर्म) great idea | ideas questions updates |
|---|--|
| Below is a list of frequently asked questions. You may review our response by clicking on each question. | Ask us a question. 2 Sign in |
| THAT'S A GREAT IDEA is an initiative hosted on the Vice-President (Administration) website. It is an effort in keeping with <i>Forward With Integrity</i> to enhance community engagement, accountability and flexibility. The program provides an easy method for individuals of McMaster's community to submit their ideas for the continuous improvement of Administration. - THAT'S A GREAT IDEA TEAM | Con great des |
| Who is eligible to participate in THAT'S A GREAT IDEA? | Welcome to the Refreshed TGI Website! NEWS MAY 5, 2014 |
| What types of ideas are eligible for implementation? | |
| I am aware of the functional area/department that my idea pertains to. Is it possible to submit my idea directly to the functional area/department's management (i.e. Mosaic)? | |
| How do I go about submitting an idea? | |

Figure 7: Questions Page





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)

| GER great idea | | ideas | questions | updates |
|----------------|--|---|--|--|
| great idea | Welcome to the Refreshed TGI Website! NEWS MAY 5, 2014 We would like to welcome you to our new and improved site to include feedback received and changes identified informative. Our goal with the refreshed website is to ma find and promote community engagement. | d website! W to make visi ake the infor | e've been hard at wo tors' experience both nation that we displa | rk updating the user friendly and y to you easier to |

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

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

This page also allows you to:

- 5. Share the idea
- 6. Print the idea





| (FRD) great idea | ideas | questions | updates |
|---|---------------------------------|--|--------------------------------------|
| | | | |
| Image: selection of the se | | | |
| Welcome to the Refreshed TCI Websitel | | 5 | f () |
| 2 NEWS 1 MAY 5 2014 | | | |
| We would like to welcome you to our new and improved website! We've been hard at work updating the identified to make visitors' experience both user friendly and informative. Our goal with the refreshed we | site to inclu absite is to r | ude feedback receiv nake the informatio | ved and changes n that we display |
| Some features include: | | | |
| Submit an idea: is simplified and more time efficient | | | |
| Idea Identification: ability to identify ideas of similar context that have previously been submitted Tell us More: ability to attach other forms of documentation to ideas | | | |
| . Filtering Tools: easy way to sort through idea list and identify ideas of interest by: | | | |
| Key Words (Search) Recently Updated Date Submitted Top Likes Status (Considered, in Progress, Completed, Declined) | | | |
| + Like & Comment on ideas of interest | | | |
| · Email Notifications are sent to owners of ideas when any activity (like, response, status change) has been mar | te on your ide | a | |
| Responsive Design to accommodate to various screen sizes | | | |
| If you have any questions or comments about the site, please let us know. We appreciate your feedback. | | | |
| Enjoyi | | | |
| | | | |

Figure 9.1: Expanded News Item or Event





Photo Gallery

| what is your greatidea? | Example Nake Host Tray match yours Mediater Communications Network Communication and Ammenia Research Communication Email | North Cash | |
|--|--|---|---|
| Enter your idea title | Media section Communication Groups | rgenter Constant, Langel, Low Income Sudent Taskforde | |
| What is your idea? (How does it work? Who does it impact? What are the benefits?) | Create an incluse network to allow individuals of samuus units and, departments around the university to post and communicate when | and Price Researce Price Researce P | • |
| Frank (Marine Same | The second secon | culove and Administrative Invoices from Printing Wiveleys/Noble Prints start Communication Email | |
| Welcome to the F vd TGI Webstel | Cheven Cheven County Intervention One scores to the F vel TCI Websiter | room +i ci Divroom +i ci Divroom + | |
| Submit an Idea | Idea Identification & Attach a Document | Search Tools | |
| | | | |
| There you for submitting your sites: "Communication Groups" doi: have to water their new likes | Send us your comment regarding this idea | | |
| <section-header></section-header> | Send us your comment regarding this clear | | |



Expanded Photo

| Sul | bmit an Idea × | 10.700 · |
|--|---|---|
| Enter your idea title What is your idea? (How d the banellu?) | what is your great idea? | Program of Study Bit cho dalle Printing |
| OWNER | Enter your idea title | a ci |
| su: GAD ar | What is your idea? (How does it work? Who does it impact? What are the benefits?) | |
| Thank you for sufer *Communic | Impact of idea - Teil us more Submit | 1 |
| click hard to view the There you for terring and University if there is also Presented a part here. | A printisk 205 variou of this form is available | |
| Ema | Design | |

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)

| Œ₽₽ g | reat idea | | ideas | questions | updates |
|-------------------------------|---|---|---------------|-------------------|-----------------|
| | | | | | |
| | an easy method for the McMaster comm Univer Sign in to subm | unity to share ideas on e sity. nit your idea | enhancing the | | |
| | ■ ♥ Welcome to the Ref | reshed TGI Website! | | | |
| MAY 24, 2014 Declined Idea | MAY 24, 2014 Completed Idea | Date Submitted | MAY 24, 2014 | dea Status dea | |
| O DECLINED | | = 0.60 | O IN-PROGRESS | | ₩ 0 1000 |

Figure 10.1: Sticky Notes

| teat idea | ideas questions update |
|--|--|
| Below is a list of frequently asked questions. You may review our response by clicking on each question. | Ask us a question. |
| What is the purpose of THAT'S A GREAT IDEA? | Gign in |
| Who is eligible to participate in THAT'S A GREAT IDEA? | |
| What types of ideas are eligible for implementation? | Kingur |
| I am aware of the functional area/department that my idea pertains to. Is it possible to submit my idea directly to the functional area/department's management (i.e. Mosaic)? | Win 1 of 3 \$50 gift certificates to the Campus Store! NEWS MAY 22, 2014 |
| How do I go about submitting an idea? | |
| Can ideas be jointly submitted? | |
| Can I submit multiple ideas? | Welcome to the Refreshed TGI |
| Can I make an anonymous idea submittal? | NEWS MAY 22, 2014 |

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)

| 1 an easy method for the McMaster community to share ideas on enhancing the University. Sign In to submit your Idea | 2 | 4 Ask us a question. Sign in |
|--|---|------------------------------------|
| Tet us more this term is used to be a set of the set of | 2 It in the initial sector of the sector of | 4 ask us a question Submit |

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 then 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: | Anonymous |
|---|------------------------|--|
| | Password: | |
| | | Submit |
| | | |
| | | |
| | | |
| | | |
| Enter your idea What is your id he benefits?) | a title lea? (How d | does it work? Who does it impact? What are |
| Enter your idea What is your id the benefits?) mpact of idea Efficiency | a title lea? (How d | does it work? Who does it impact? What are |

Figure 12: Submitting an Idea

Other



elcome to the Refreshed TGI Website!

great idea

Example: Submitting an Idea

| Existing Ideas that may n McMaster Communication Executive and Administrat | atch yours Network e Assistant Communication Email |
|--|--|
| What is your Idea? • | |
| Communication | Groups |
| Description • | |
| Create an online | network to allow individuals of various units and |
| departments arc | und the university to post and communicate what |
| | |
| | u - Tell us more Submit |
| Efficiency | * |
| Effectiveness | A printable PDF version of this form is available. |
| Capacity Creation | |
| Quality Enhancements | ✓ |
| Othor | pleama to the Refreshed TCI Websitel |

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.





| great idea | Submission Form please send your completed form to: that's a great idea – gilmour hall b107 |
|---|---|
| Name | Email |
| Department/Faculty/Other | Phone |
| | |
| Idea title: | |
| | |
| | |
| What is your idea? (How does it work? Who | does it impact? What are the benefits?) |
| | |
| | |
| | |
| | |
| | |
| | |
| Import of idea (select all that are hit | Mana information |
| Impact of Idea (select all that apply) | More information |
| Efficiency Quality of Service | information related to your idea submission. |
| Other | |
| Ouldi | |
| greatidea momaster ca | McMaster |
| and an outline of the second | University |
| | · · · · · · · · · · · · · · · · · · · |

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)



University's That's a Great Idea Program. Please send us your feedback.



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)



Figure 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 through out the entire process from submission to completion.





9. Email Notifications

As activities are made in regards to an individuals 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 Idea**s: 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

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





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 <u>greatidea@mcmaster.ca</u> 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?







| \odot | Extremely satisfied | |
|---------------|---|----|
| \bigcirc | Very satisfied | |
| \bigcirc | Satisfied | |
| \bigcirc | Somewhat Satisfied | |
| \bigcirc | Not at all satisfied | |
| Соп | nment | |
| | | // |
| | | |
| - | | |
| ₩4 | . How well do you think the TGI program meet its objectives? | |
| * 4 | . How well do you think the TGI program meet its objectives? Extremely well | |
| * 4 | Extremely well Very well | |
| * 4 0 0 | A. How well do you think the TGI program meet its objectives? Extremely well Very well Moderately well | |

Not at all well

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!

