

2014-2-6 Focus Group Summary

Collaboration

1. Need for file storage, easy sharing with Pitzer and non-Pitzer
2. Some need access to data remotely while traveling
3. Security of sensitive data with outsiders an issue
4. Need project management tools e.g. basecamp

Data Integration (or lack thereof)

1. No single CRM
2. Onbase->CX needs audit
3. EMS for room res and for calendar separate

Silos of Practice

1. Different offices solve the same problem with different tools
 1. Marketing (NetCommunity, Fire Engine Red)
 2. Formstack, qualtrics, ...
 3. Dropbox, box, google docs
 4. google calendar, ems

Communications

1. Email overused
2. Attachments overused
3. Web pages not well enough organized
4. Different channels (social, twitter, web, ...) used, but consistency lacking
5. Digital signage effective

Knowledge Management

1. Too much in heads, not enough documented
2. Not shared well across offices
3. CX -- different parts known by different people, not all in IT
4. Knowledge of available tools or practices not widespread or consistent

Processes

1. Relationship with 5Cs constrains flexibility
2. Need proper notification of data events without always checking
3. Need some workflow connect to forms