

Krannert Front Desk Worker Procedures

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Overview

This is a job aid designed to help train a new student front desk worker, as well as a resource for the already trained front desk worker. We have undergraduate college student workers who work the undergraduate front desk area, as they graduate we bring in new students to train. There is a constant turnover.

In order to reduce the time spent learning information, it was consolidated into a resource manual designed in OneNote. This job aid is designed in Prezi and contains a resource manual navigation video.

I will be addressing the Modality principle, the Animations in MM principle the Social cues in MM learning: Personalization, Voice, image, and Embodiment Principles - Prezi is short and done in the style of a Youtube video, the video will be narrated (which uses the voice section of the above principle) and also the avoiding split-attention principle for better cognitive attention. I added principles as I went.

The image shows a Prezi presentation slide with a central theme of office information. The main content area features several graphics: a globe, a document titled 'Advisor Info Krannert Info', a document titled 'Advisor Listing', a document titled 'Advising Staff', a document titled 'Need to find someone? Purdue Directory', a document titled 'Staff to Know', a document titled 'Office Layout', a document titled 'Office Map', a document titled 'Advising Procedures', and a document titled 'Web portals & Computing Help'. A large, tilted document graphic on the right side reads: 'Krannert Front Desk Workers', 'Stuff you need to know & How to Navigate the Krannert Procedure Manual', and 'Everything you need to know!'. A navigation sidebar on the left contains 14 numbered thumbnails, with the first one highlighted. The sidebar also includes an 'Invisible Frame' icon, a plus sign, and an 'Edit Path' button. A 'Need help' button is located in the bottom right corner.

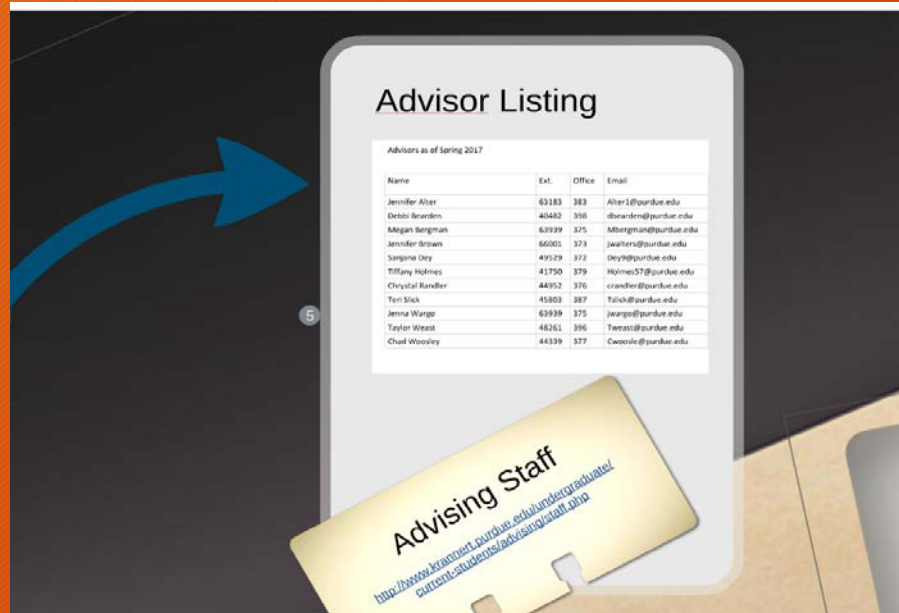
This Prezi has a path that will zoom in on certain information for a four second delay or it can be static in order to look over the information.



Section One:
Shows the Krannert Information



Section three:
Shows the office layout and where advisors are located.



Section two:
Shows the Advisors Listing information and the link to the website with their bio's.

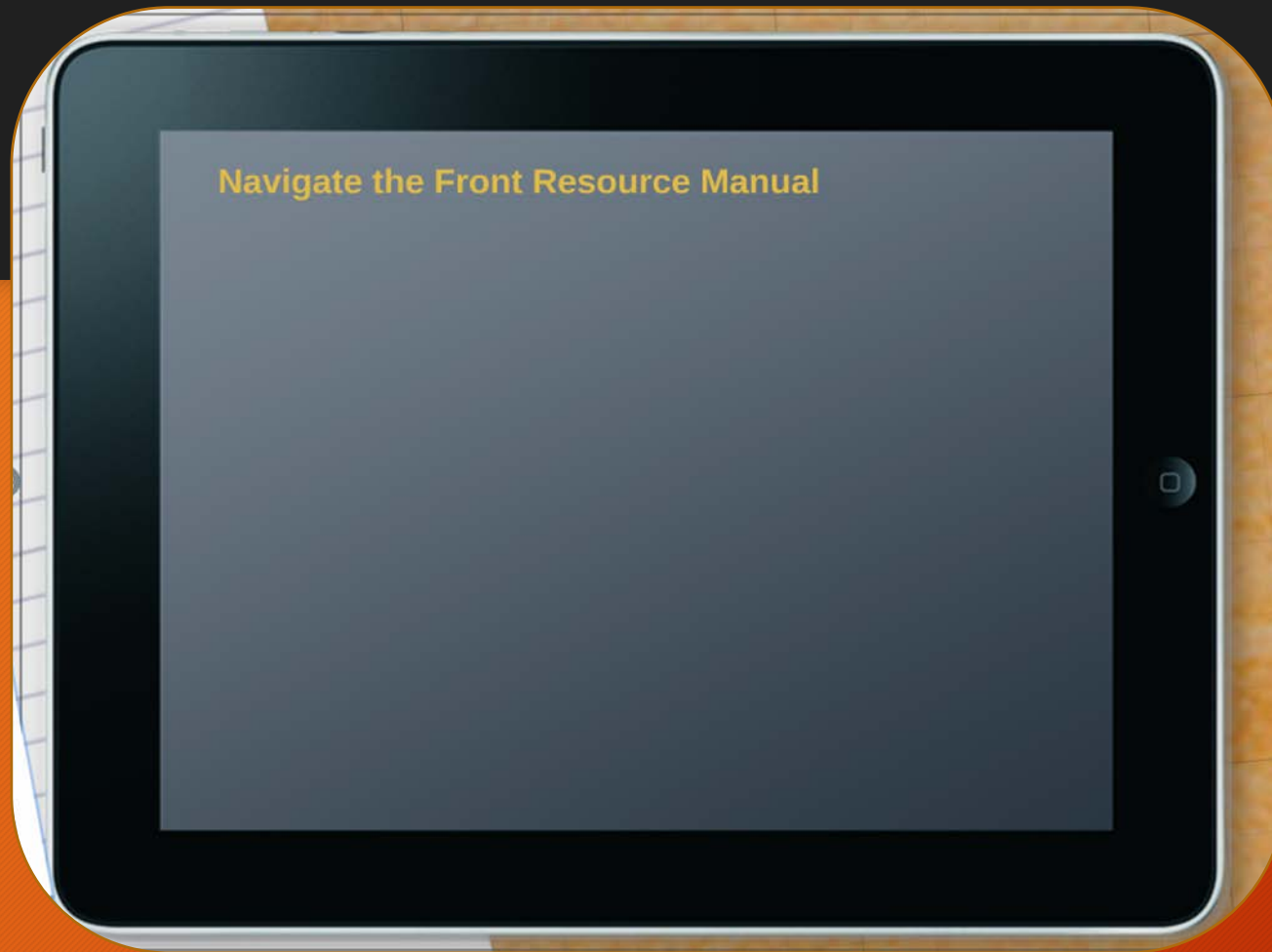


Section four:
Will show some file preparation information

Section five:
Shows some procedures and contact information for certain areas.



Final Section: This will contain a three minute video on how to find Front Desk Information in the Resource Manual shown below.

A screenshot of a web browser window. The browser's address bar shows "Front Desk Manual" and several tabs are open: "Table of Contents", "Advisor Information", "Morning Checklist", and "Preparing Files for Appoi...". The main content area displays the "Table of Contents" for the manual, dated "Tuesday, April 11, 2017 2:10 PM". The Purdue Krannert School of Management logo is visible at the top left of the page. The table lists various sections and their corresponding content links.

Section	Section Content
Advisor Information	Advisor Information
	Advisor Bios
Morning Check list	Morning Checklist
Afternoon Checklist	Afternoon Checklist
Preparing Files for Appointments	Making Outcards & Pulling Files
	Re-Checking Todays appointments
	F:Files
	Don't Pull Files For...
	How to print calendar
	Advisor Mailbox
Phone Calls	How to Answer and Transfer
	Whom to Transfer Calls To
	How to check voicemail
Appointments & Walk-Ins	Krannert Students With Appointments
	Walk-ins
	Walk-in Board
	Krannert Student Walk-ins
Advising Emails	Checking and Responding to Advising Emails
	Email Routing Guide