Introduction

Topics for today:
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• About me
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• About me
• General introductions
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• Why “thinking beyond”? 
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• About me
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• Why “thinking beyond”?
• Strategies—past, present, and future
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Topics for today:
• About me
• General introductions
• Why “thinking beyond”?
• Strategies—past, present, and future
• Discussion and Q&A
Knowing your audience

Knowing your audience = responding to their needs

The provost is the chief educational and administrative officer of the University. The Office of the Provost oversees academic policies and the provost is an ex-officio member of every faculty and governing board and of all committees or boards concerned with educational policy or with faculty appointments or promotions. The provost also has direct responsibility for all academic support units and directs the University Budget Committee. In collaboration with the vice provost for finance and business operations, the provost develops and maintains the University's budgetary system, and oversees the financial operations of the University.

Welcome to the website of the Office of the Provost, the academic center of Yale University. To learn more about the provost, his deputies, and their units—and for a directory of office staff and contact information—click on the Who We Are tab above. Also below you will find links to a listing of provostial committees and their membership; a resource portal for current and prospective faculty; and information on recent news and upcoming events.

The Office of the Provost is located in Warner House, 1 Hillhouse Avenue. We can be contacted by phone at 203-432-4444 or online by filling out the form on the Contact Us page.
Knowing your audience = responding to their needs

- Transparency/ease of use
Knowing your audience = responding to their needs

- Transparency/ease of use

**Office of the Provost**

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Knowing your audience

Knowing your audience = responding to their needs

• What do people want/need from your office?

Points of contact in a PDF linked three levels deep
Knowing your audience

Knowing your audience = responding to their needs

• What do people want/need from your office?
Knowing your audience

Knowing your audience = responding to their needs

• What information is yours?
Knowing your audience

Knowing your audience = responding to their needs

• What information is yours?

Emphasis on proprietary content
Solving problems and increasing efficiency

An ode to the webform—three examples

Example #1

Event planning
Solving problems and increasing efficiency

An ode to the webform—three examples

Example #2

Gathering information

The FAS Faculty Activity Report

To submit your Faculty Activity Report for the 2012 calendar year, please provide the following information using the form below:

1. A brief narrative summary of your accomplishments in 2012.
2. Details on your service to the University in 2012 (e.g., mentoring of non-tenured faculty, post-docs, and students; committee service; leadership of other departmental or University activities.
3. Your current curriculum vitae (using the upload window below).

Please see the right-hand sidebar for additional information, frequently asked questions, and contact information for assistance with submitting this form. You may save the partially completed form at any time by clicking the “Save Draft” button at the bottom of the page. Note: You will need to have a copy of your curriculum vitae available on the computer from which you are submitting this form.

Enter Your E-mail Address
Please enter your e-mail address in the box below. This will enable us to send you a confirmation message when you submit the form.

E-mail:

Provide Additional Details
Solving problems and increasing efficiency

An ode to the webform—three examples

Example #3

Eliminating paper forms
Cross-pollination

Website
Cross-pollination

Website → messaging

Welcome to Yale University

Notes from Woodbridge Hall

February 23, 2015

Last week I wrote to you about New Haven’s many arts and humanities organizations. Now, I have art of the edible variety on my mind: tomorrow evening is the seventh “Final Cut” cooking competition at Yale, when teams of undergraduates from all twelve residential colleges will gather for a culinary showdown.
Cross-pollination

Website → messaging → multimedia
Rabbi Lord Jonathan Sacks. As many of you know, Rabbi Lord Sacks is among the world’s foremost religious, moral, and philosophical leaders and holds faculty appointments at New York University, Yeshiva University, and King’s College London. This afternoon, he will join me for a discussion marking the sixtieth anniversary of the Marshall Scholarship. This conversation will take place at 4:00 p.m. in the auditorium at Yale Law School, and we have set aside a number of tickets for readers of these “Notes”: if you are interested in attending, please reply to this message by no later than 11:30 this morning. (The tickets, one per person, will be allocated on a first-come, first served basis. All requests submitted by the deadline will receive a response from my office.) And for those of you not there in person, live streaming video of the conversation will be available online.
Communicating mission and achieving goals

Transparency/ease of use

What do people want or need from the office?

What information is ours?
Communicating mission and achieving goals

Things that are working now
Communicating mission and achieving goals

Things that are out of date or duplicative
Communicating mission and achieving goals

Access

Innovation

Excellence
Discussion and Q&A