

# Academic Departments Student Worker Hub

SharePoint Site Storyboard + Instructional Design Planning Document

*Prepared for: Academic department student worker training, workflow, and accountability system*

*Editable planning document for SharePoint, Microsoft Lists, Teams, Planner, Forms, OneNote, and Power Apps*

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## Document Purpose

This document storyboards a Microsoft 365-based Student Worker Hub for the academic departments. It is written as both a build guide for the SharePoint site and a portfolio-ready instructional design planning artifact. The goal is to create a hub that students can actually use during shifts: start work, find tasks, complete daily checklists, access training, log completed work, and understand expectations without needing constant reminders.

The storyboard follows a practical eLearning and workplace-performance approach. It uses the storyboard as a blueprint for planning content, interactions, media, navigation, and future revisions. It also documents the design decisions behind the hub so the final project can be used as a case study in an instructional design or learning technology portfolio.

## Inputs Used for This Storyboard

- Current workplace context: student workers support History, English, Political Science, and Sociology Departments.
- Identified performance problems: unstructured downtime, missed tasks, scattered faculty requests, unverifiable hours, limited supervision for students working in other buildings, and inconsistent training.
- Uploaded storyboard template: a simple module storyboard format using scene/slide number, on-screen content, audio, and programming notes.
- Uploaded NYU Tandon storyboard resource: storyboard as blueprint, communication tool, planning aid, and revision tool, tied to ADDIE phases.
- Microsoft 365 design direction: SharePoint as the main hub, Microsoft Lists as the data layer, Planner/To Do as task supports, Teams as the communication space, Forms as intake, OneNote/SharePoint pages as training, and Power Apps as a future app-style interface.

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## 1. Project Snapshot

| Item              | Storyboard detail                                                                                                                                            |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project name      | Academic Departments Student Worker Hub                                                                                                                      |
| Project type      | Workplace learning system, performance support hub, SharePoint operations dashboard                                                                          |
| Primary audience  | Undergraduate student workers supporting several academic departments.                                                                                       |
| Secondary users   | Supervisor, faculty, department chairs, staff who assign work, and payroll/HR contacts who may need clearer documentation.                                   |
| Primary objective | Create a centralized system that gives student workers a clear shift workflow and creates a record of assigned and completed work before hours are approved. |
| Primary platform  | SharePoint site connected to Microsoft Lists, Teams, Planner/To Do, Forms, OneNote, Outlook, Workday links, and later Power Apps.                            |
| Tone              | Clear, conversational, direct, and supportive. The hub should feel like a practical guide, not a punitive policy binder.                                     |
| Design principle  | Students should not have to guess what to do. The hub should make the next step obvious.                                                                     |

## 2. Storyboarding Process Questions

| Storyboard question           | Project answer                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Needs assessment              | The target audience is undergraduate student workers with mixed levels of office experience, maturity, communication skills, and comfort with workplace expectations. Many are new to professional office work and need concrete routines, examples, and job aids. Informal verbal training has not been enough because tasks are intermittent and expectations are easy to misunderstand or ignore.        |
| Organizing materials          | Available materials include existing department processes, task examples, Microsoft 365 tools, Workday timekeeping, shared email/request inboxes, faculty requests, job expectations, copier/printer procedures, event support tasks, and supervisor knowledge. Materials will be organized into role overview, daily workflow, task guides, communication guidance, timekeeping rules, and help resources. |
| Defining goals                | Single objective: student workers will use the hub to complete and document their shift work without needing constant direct supervision. Secondary objectives: improve onboarding, reduce repeated basic questions, help faculty submit/track requests, create evidence for time approval, and make expectations around downtime and communication clear.                                                  |
| Instructional technique       | Use performance support, scenario-based examples, checklists, and short job aids. The hub should not feel like a long course. It should work like a guided workspace: start shift, check tasks, do the checklist, use job aids, log work, submit hours.                                                                                                                                                     |
| Content sequence              | Begin with role expectations and shift routine, then move into daily checklist, task/request management, job aids, timekeeping, communication, and escalation. Training materials should be available in the same order students will need them during work.                                                                                                                                                |
| Assessment and accountability | Assessment is practical rather than test-heavy: handbook acknowledgment, training completion, checklist completion, task status updates, and shift logs. Short knowledge checks can be added for confidentiality, timekeeping, and request handling.                                                                                                                                                        |
| Revision plan                 | The hub should be designed for change. If tasks, tools, or departmental needs change, pages, Lists, checklists, and job aids can be updated without rebuilding the whole system.                                                                                                                                                                                                                            |

## 3. ADDIE Approach

| ADDIE phase | Chosen approach for this project                                                                                                                                                                                                                                                                          |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Analyze     | Identify the performance gaps: inconsistent training, unclear downtime expectations, scattered task assignments, unverifiable hours, and limited visibility for students in other buildings. Analyze student readiness, workplace constraints, tools already available, and the supervisor/faculty needs. |
| Design      | Create the site architecture, page flow, task checklist, shift log, training library, faculty request workflow, and storyboard. Choose performance support over a traditional course because students need help while doing the work.                                                                     |
| Develop     | Build the SharePoint hub, Microsoft Lists, Planner board, Forms, OneNote/SharePoint training pages, handbook, job aids, and starter training videos. Add visual tiles, quick links, and clear page copy.                                                                                                  |
| Implement   | Pilot the hub with one or two students first. Then launch with all student workers. Require students to use the start-shift workflow, daily checklist, and shift log before submitting Workday hours.                                                                                                     |
| Evaluate    | Use shift-log completion, task completion, missed-task reports, faculty feedback, student feedback, and timesheet clarification incidents to measure whether the hub improves workflow and accountability.                                                                                                |

## 4. Learning and Performance Goals

The hub is designed around performance outcomes. Students should be able to do the job, not just read about the job.

- Students will be able to start each shift by opening the hub, checking assigned tasks, and completing the daily checklist.
- Students will be able to locate job aids for common office tasks such as printing, copying, scanning, mail runs, phone coverage, and faculty request handling.
- Students will be able to document completed work in a shift log before submitting Workday hours.
- Students will be able to communicate task status clearly and ask for help when a task is unclear.
- Faculty and staff will be able to submit requests in a centralized way and see whether work is pending, in progress, completed, or needs clarification.
- The supervisor will be able to review shift logs and task records before approving student hours.

## 5. Site Architecture

| Page / section          | Purpose                                                                                                                                                                 |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Home                    | Main dashboard with Start Shift, My Tasks, Daily Checklist, Submit Shift Log, Training Library, Faculty Requests, Workday Hours, Email Inbox, and Ask for Help buttons. |
| Start Your Shift        | Step-by-step opening routine. Students confirm location, scheduled time, tools access, and check assigned work.                                                         |
| My Tasks                | Student-facing task list or Planner board filtered by assigned student, status, priority, due date, and department.                                                     |
| Daily Checklist         | Required recurring shift checklist. Students mark items complete and record unresolved items.                                                                           |
| Faculty Requests        | Faculty/staff request intake page with links to Forms, request tracker, and instructions for urgent/sensitive requests.                                                 |
| Training Library        | Searchable library of job aids, short videos, screenshots, how-to guides, and troubleshooting help.                                                                     |
| Student Worker Handbook | Policies, expectations, attendance, communication, confidentiality, downtime, timekeeping, office conduct, and acknowledgment form.                                     |
| Workday Hours           | Timekeeping rules, Workday link, pre-submit checklist, and reminder that shift logs must match hours submitted.                                                         |
| Communication Guide     | How to answer phones, respond to emails/Teams messages, take messages, update tasks, and ask for clarification.                                                         |
| Supervisor Dashboard    | Supervisor-only or restricted page showing shift logs, open tasks, training completion, task issues, and hours needing review.                                          |
| Faculty/Staff Page      | Simple instructions for submitting requests, expected turnaround, sensitive materials, and how to check status.                                                         |
| Help / Escalation       | What to do if the copier jams, a request is unclear, a faculty member is unavailable, a student is sick/late, or the office is closing.                                 |

## 6. Content and Materials Inventory

| Material type  | What to include                                                                                                                                                                            |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Handbook       | Student Worker Handbook in Word/PDF plus web-page version in SharePoint.                                                                                                                   |
| Job aids       | One-page guides for print requests, scanning, copying, mail runs, answering phones, taking messages, checking shared inbox, using Planner/List tasks, and completing shift logs.           |
| Videos         | Short screen recordings or phone-recorded clips: how to scan, how to print/copy, how to check tasks, how to complete the shift log, how to submit Workday hours. Aim for 2-4 minutes each. |
| Forms          | Faculty request form, student handbook acknowledgment, training completion acknowledgment, issue/help request form, schedule availability form.                                            |
| Trackers/Lists | Student roster, assigned tasks, faculty requests, daily checklist, shift logs, training completion, issue/follow-up log.                                                                   |
| Templates      | Phone message template, task completion note template, email reply template, shift-log example,                                                                                            |

|             |                                                                                                                                                                                        |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|             | schedule submission example.                                                                                                                                                           |
| Links       | Workday login, Outlook/shared inbox, Teams space, Planner board, OneNote notebook, copier/printer guide, HR student employment page, campus map, mailroom info.                        |
| Policy copy | Downtime policy, timekeeping policy, working outside office hours, off-site work verification, confidentiality, attendance, communication expectations, progressive follow-up process. |

## 7. Microsoft Lists and Trackers

| List name             | Recommended columns / records                                                                                                                                             |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Student Worker Roster | Student name; email; department/location; max hours/week; work-study status; start date; status; training completed; handbook acknowledged; supervisor notes.             |
| Assigned Tasks        | Task title; description; department; requested by; assigned to; priority; due date; status; instructions link; attachment; completed date; completion notes; verified by. |
| Faculty Requests      | Requester; department; request type; due date; location; attachment; sensitive/confidential; status; assigned to; completed date; notes.                                  |
| Daily Checklist Log   | Date; student; location; checklist items completed; issues found; pending tasks; supervisor notes.                                                                        |
| Shift Logs            | Student; date; scheduled start/end; actual start/end; total hours; tasks completed; request IDs; checklist completed; Workday submitted; supervisor review status; notes. |
| Training Completion   | Student; module; assigned date; completed date; acknowledgment; follow-up needed; notes.                                                                                  |
| Issue / Follow-Up Log | Date; student; issue type; description; action taken; next step; resolved; supervisor notes.                                                                              |

## 8. Homepage Storyboard

This section uses a storyboard structure adapted for SharePoint pages. The columns reflect the uploaded storyboard template: scene/page, on-screen content, media/materials, and programming/build notes.

| Scene / page area    | On-screen page copy                                                                                                                                                                                                                                                                                              | Media / materials                                                                                                     | Interaction / build notes                                                                                                       |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Hero section         | Academic Departments Student Worker Hub<br><br>Start here for shifts, tasks, training, and office support requests. This hub gives you one place to find your work, check expectations, log completed tasks, and get help when something is unclear.                                                             | Banner image: calm office desk, campus building, or simple abstract dashboard graphic. Use Mount colors if available. | Use SharePoint Hero web part. 4 or 5 tiles. Keep the hero clean. First tile should be Start Your Shift.                         |
| Primary action tiles | Start Your Shift<br>Open this first when you arrive.<br><br>My Tasks<br>See what has been assigned to you.<br><br>Daily Checklist<br>Complete the required shift checklist.<br><br>Submit Shift Log<br>Record what you completed before you leave.<br><br>Training Library<br>Find guides, videos, and examples. | Icons: clock/check-in, checklist, task board, logbook, training/book.                                                 | Use Quick Links web part with button or tile layout. Make these tiles the first thing students see.                             |
| Today section        | Today in the Office<br>Use this section to check who is working, where they are stationed, and whether any coverage notes have been added for the day.                                                                                                                                                           | Calendar/list view from schedule List. Optional color tags by department/location.                                    | Embed Microsoft List calendar view or link to Outlook/Teams schedule. If hard to embed, use a Quick Link to the schedule.       |
| Open requests        | Open Faculty Requests<br>Check this list during your shift. Requests may include printing, copying, scanning, campus errands, event prep, or department support tasks.                                                                                                                                           | Microsoft List or Planner board view.                                                                                 | Embed Faculty Requests List filtered to Pending/In Progress. Students should update status when they start or complete tasks.   |
| Announcements        | Announcements<br>Important reminders will appear here. Check this before starting your work.<br><br>Example: Shift logs are required before Workday hours are approved. Do not remain in the office after closing unless a supervisor has approved it.                                                           | SharePoint News or Text web part.                                                                                     | Use News web part for ongoing updates. Keep announcements short and date-specific.                                              |
| Quick links          | Quick Links<br>Workday Hours   Outlook / Shared Inbox   Teams   Student Worker Handbook   Copier Guide   Mailroom Info   Help / Ask Kayla                                                                                                                                                                        | Buttons/logos for Workday, Outlook, Teams, OneNote, Planner.                                                          | Use Quick Links compact list. Workday link will be institution-specific. Email link can point to Outlook web or shared mailbox. |
| Footer support note  | Not sure what to do next? Start with the daily checklist. If the checklist is complete and no tasks are assigned, check the request inbox and then send a quick Teams message asking what should be prioritized.                                                                                                 | No media needed.                                                                                                      | Small text footer or callout box. Reinforces self-directed work without sounding harsh.                                         |

## 9. SharePoint Page Storyboard: Start Your Shift Page

Purpose: Guide students through the beginning of every scheduled shift.

| Scene / page area | On-screen page copy                                                                                                                                                                          | Media / materials                                       | Interaction / build notes                                                                |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------------------------------------------------------------------|
| Top intro         | Start Your Shift<br><br>Use this page when you arrive for a scheduled shift. It helps us confirm that you are present, know where to begin, and have checked your assigned work for the day. | Button/icon: start clock. Link to Shift Log start form. | Use Power Apps screen or Microsoft Forms/List form. This should be required every shift. |
| Step 1            | Step 1: Check in<br>Enter your name, today's date, your location, and your actual start time.                                                                                                | Form fields from Shift Logs List.                       | Fields: Student, Date, Location, Scheduled Start, Actual Start, Notes.                   |
| Step 2            | Step 2: Check your assigned tasks<br>Open My Tasks and review anything assigned to you before beginning the daily                                                                            | Link/button to My Tasks page or Planner board.          | Use button: "Open My Tasks."                                                             |

|                  |                                                                                                                                                                                         |                                       |                                                    |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|----------------------------------------------------|
|                  | checklist.                                                                                                                                                                              |                                       |                                                    |
| Step 3           | Step 3: Check the daily office routine<br>Even if no one has handed you a task, there are still routine items to check during each shift.                                               | Link/button to Daily Checklist.       | Use button: "Open Daily Checklist."                |
| Step 4           | Step 4: Ask early if something is unclear<br>If you cannot access a file, do not understand a request, or are unsure what to prioritize, ask before waiting until the end of the shift. | Teams chat link or Ask for Help form. | Add button: "Ask for Help."                        |
| Closing reminder | Before leaving, complete your shift log. Your Workday hours should match the time and work documented in the hub.                                                                       | Shift log icon.                       | Use a callout web part. Make it visible and brief. |

## 9. SharePoint Page Storyboard: My Tasks Page

Purpose: Give each student one clear place to find assigned work.

| Scene / page area    | On-screen page copy                                                                                                                                                                                                                          | Media / materials                         | Interaction / build notes                                                     |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-------------------------------------------------------------------------------|
| Page intro           | My Tasks<br><br>Use this page to see work assigned to you. Update each task as you begin, complete, or need clarification.                                                                                                                   | Embedded Microsoft List or Planner board. | If using Lists, create views: My Open Tasks, Due Today, Completed This Week.  |
| Status explanation   | Task statuses<br>Not Started: You have not begun the task yet.<br>In Progress: You are working on it now.<br>Needs Clarification: You cannot continue without more information.<br>Complete: The task is finished and notes have been added. | Small status legend with color tags.      | Use column formatting in Lists or Planner labels.                             |
| Student instructions | When you complete a task, add a short note. Example: "Printed 25 copies and placed them in Dr. Scott's mailbox."                                                                                                                             | Example task card screenshot.             | Place example directly on page so students know how detailed notes should be. |
| Faculty request link | Some tasks come from faculty requests. Check the request details before starting so you know due date, location, number of copies, and whether the material is sensitive.                                                                    | Link to Faculty Requests.                 | Add button to full request queue.                                             |
| Help note            | If a task is unclear, mark it Needs Clarification and send a Teams message. Do not leave unclear tasks untouched without a note.                                                                                                             | Teams icon.                               | This is a behavioral expectation built into the task workflow.                |

## 9. SharePoint Page Storyboard: Daily Checklist Page

Purpose: Create a required routine for every shift so downtime has structure.

| Scene / page area       | On-screen page copy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Media / materials                                       | Interaction / build notes                                                                |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------------------------------------------------------------------|
| Page intro              | Daily Checklist<br><br>Complete this checklist during each shift. Some tasks may take only a minute, but they help keep the office running and make sure requests are not missed.                                                                                                                                                                                                                                                                                                                     | Checklist icon or simple image of clipboard.            | Use Microsoft Lists checklist view or Power Apps form.                                   |
| Checklist section       | Required items<br>1. Check AC Request inbox or assigned request inbox.<br>2. Check My Tasks for new assignments.<br>3. Check printer/copier area for jams, paper, or completed jobs.<br>4. Restock paper if needed.<br>5. Check faculty mail/cubbies for items that need attention.<br>6. Complete pending print/copy/scan requests.<br>7. Check for campus errands or deliveries.<br>8. Tidy student worker desk before leaving.<br>9. Add notes to any unfinished tasks.<br>10. Complete shift log. | No video needed; optional screenshot of checklist form. | Make each item a checkbox in a List or Power App. Add notes field for unresolved issues. |
| Downtime policy callout | If all assigned work and checklist items are complete, you may study quietly during downtime. During downtime, you are still working. Stay available, keep Teams/email open, and respond when a request comes in.                                                                                                                                                                                                                                                                                     | Callout box.                                            | Use a highlighted text web part. Tone should be firm but not punitive.                   |

|                         |                                                                                                                                                                                                           |                                 |                                 |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|---------------------------------|
| End-of-shift checkpoint | Before you leave<br>Mark checklist complete, update any task statuses, and submit your shift log. If something is still pending, note what is left and why.                                               | End-of-shift icon.              | Add button to Submit Shift Log. |
| Escalation note         | If you find a problem, write it down and tell the supervisor. Examples: copier jam, missing attachment, unclear instructions, faculty request with no due date, or confidential material left unattended. | Link to Help / Escalation page. | Add button: "Report a problem." |

## 9. SharePoint Page Storyboard: Faculty Requests Page

Purpose: Give faculty and staff a simple way to submit and track student worker tasks.

| Scene / page area        | On-screen page copy                                                                                                                                                                                                                               | Media / materials                                       | Interaction / build notes                                                                                 |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Page intro               | Faculty Requests<br><br>Use this page to submit student worker tasks such as print requests, copies, scans, mail runs, deliveries, event prep, or other department support. Clear requests help students complete the work correctly and on time. | Faculty/staff icon; request form link.                  | Use Microsoft Form for intake and Microsoft List for request tracking.                                    |
| Request button           | Submit a Student Worker Request<br>Use the request form when the task has instructions, attachments, deadlines, or needs tracking.                                                                                                                | Button linked to Microsoft Form.                        | Form should feed a request tracker manually or through Power Automate.                                    |
| Request details text     | Please include: department, due date/time, number of copies, delivery location, file/attachment, special instructions, and whether the material is confidential or time-sensitive.                                                                | Form preview screenshot.                                | Faculty-facing instructions should be short.                                                              |
| Urgent note              | Urgent requests<br>If a request is needed the same day, please mark it urgent and send a quick Teams/email note after submitting the form.                                                                                                        | Warning/callout icon.                                   | Avoid overpromising. Define urgent as same-day or time-sensitive.                                         |
| Status tracker           | Request status<br>Pending: request received.<br>In Progress: student is working on it.<br>Needs Clarification: more information is needed.<br>Complete: task finished and notes added.                                                            | Embedded List view filtered for faculty-visible fields. | Potentially restrict editing so faculty can view but not alter student records, depending on permissions. |
| Sensitive materials note | Sensitive or confidential materials<br>For exams, student records, or sensitive documents, include only the information needed and follow department procedures. When unsure, contact the supervisor directly.                                    | Lock icon.                                              | Include FERPA/confidentiality reminder; avoid storing sensitive attachments unless approved.              |

## 9. SharePoint Page Storyboard: Training Library Page

Purpose: Create a searchable support space for students to learn tasks while working.

| Scene / page area | On-screen page copy                                                                                                                                                                                  | Media / materials                               | Interaction / build notes                                                       |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|---------------------------------------------------------------------------------|
| Page intro        | Training Library<br><br>Use this page when you need help with a task. Most guides are short and practical. Start with the guide, then ask for help if you are still stuck.                           | Books/training icon.                            | Use highlighted content or document library web part with categories.           |
| Category tiles    | Start Here   Office Basics   Printing, Copying, and Scanning   Faculty Requests   Mail and Campus Errands   Phone and Communication   Workday and Shift Logs   Events and Projects   Troubleshooting | Icons for each category.                        | Use Quick Links tiles. Each tile opens a SharePoint page or OneNote section.    |
| Video library     | Short videos<br>How to scan a document.<br>How to print a faculty request.<br>How to make copies.<br>How to check assigned tasks.<br>How to complete a shift log.<br>How to submit Workday hours.    | Videos stored in Stream/SharePoint; thumbnails. | Keep videos under 4 minutes. Add text guide under each video for accessibility. |

|                 |                                                                                                                                                                                                                                     |                                                        |                                                               |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|---------------------------------------------------------------|
| Job aid library | Downloadable guides<br>Use these when you need step-by-step instructions or a reminder.                                                                                                                                             | Document library with PDFs/Word docs.                  | Use metadata tags: Task Type, Department, Tool, Last Updated. |
| Common mistakes | Common mistakes to avoid<br>Forgetting to update task status.<br>Submitting hours without a shift log.<br>Leaving after-hours work on a timesheet.<br>Not asking for clarification.<br>Leaving completed print jobs without a note. | Callout or accordion/expandable sections if available. | Use friendly wording: "Watch for these" rather than "Do not." |

## 9. SharePoint Page Storyboard: Student Worker Handbook Page

Purpose: Make expectations easy to find and acknowledge.

| Scene / page area  | On-screen page copy                                                                                                                                                                                                                                                                                                       | Media / materials                      | Interaction / build notes                                                                    |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|----------------------------------------------------------------------------------------------|
| Page intro         | Student Worker Handbook<br><br>This handbook explains the expectations for attendance, communication, timekeeping, downtime, confidentiality, office conduct, and task completion. Please read it during onboarding and return to it when you need a reminder.                                                            | Handbook cover image or PDF thumbnail. | Link to editable Word doc and PDF. Consider publishing as SharePoint pages for easy reading. |
| Core expectations  | Core expectations<br>Show up for approved shifts.<br>Complete assigned tasks and daily checklist items.<br>Stay available during downtime.<br>Respond to messages within one business day.<br>Ask for clarification when needed.<br>Submit accurate hours.<br>Treat faculty, staff, students, and materials with respect. | Simple icon list.                      | Keep visible at top of page.                                                                 |
| Timekeeping policy | Timekeeping<br>Only submit hours for time actually worked during an approved shift. Complete a shift log before submitting hours in Workday. Hours may be returned for clarification if the shift log is missing, incomplete, or does not match assigned work.                                                            | Clock icon.                            | Use exact language from handbook/policy.                                                     |
| Downtime policy    | Downtime<br>Quiet study is allowed only after assigned tasks, checklist items, and request checks are complete. During downtime, you are still expected to monitor the hub, Teams/email, and remain available for work.                                                                                                   | Callout box.                           | This should be repeated on Daily Checklist page.                                             |
| Acknowledgment     | Handbook acknowledgment<br>After reading the handbook, complete the acknowledgment form.                                                                                                                                                                                                                                  | Button linked to Form/List.            | Required before students begin regular shifts.                                               |

## 9. SharePoint Page Storyboard: Workday Hours Page

Purpose: Connect timekeeping to documented work.

| Scene / page area           | On-screen page copy                                                                                                                                                                                                                                           | Media / materials                         | Interaction / build notes                                                         |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-----------------------------------------------------------------------------------|
| Page intro                  | Workday Hours<br><br>Use this page before submitting student worker hours. Your Workday hours should match your scheduled shift, actual time worked, and completed shift log.                                                                                 | Workday logo or generic timekeeping icon. | Workday link should be institution-specific. Do not embed sensitive payroll data. |
| Before submitting checklist | Before submitting hours, check that you have:<br>1. Completed your daily checklist.<br>2. Updated assigned task statuses.<br>3. Submitted your shift log.<br>4. Confirmed your actual start and end time.<br>5. Stayed within the approved weekly hour limit. | Checklist graphic.                        | Use buttons to Shift Log and Workday.                                             |
| Workday link                | Submit Hours in Workday<br>Open Workday after your shift log is complete.                                                                                                                                                                                     | Button: Open Workday.                     | Use official Workday login URL provided by Mount/HR.                              |

|                      |                                                                                                                                                  |                       |                                     |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------------------------------------|
| Weekly hour reminder | Weekly hour limit<br>Do not submit more than your approved weekly student worker hours unless the supervisor has approved the change in advance. | Warning/callout icon. | Use exact policy once confirmed.    |
| Mismatch reminder    | If your Workday hours and shift log do not match, your hours may need clarification before approval.                                             | Small note.           | Helpful for payroll accountability. |

## 9. SharePoint Page Storyboard: Communication Guide Page

Purpose: Teach the office communication norms students may not know.

| Scene / page area                | On-screen page copy                                                                                                                                                                                                                                  | Media / materials                    | Interaction / build notes                                                            |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|--------------------------------------------------------------------------------------|
| Page intro                       | Communication Guide<br><br>This page gives examples for common office communication: answering phones, taking messages, responding to Teams/email, and updating task notes.                                                                          | Phone/chat icon.                     | Use examples and scripts.                                                            |
| Phone script                     | Answering the phone<br>"History, English, Communication, Political Science, and Sociology office. This is [Name]. How can I help you?"<br><br>If you do not know the answer: "Let me take a message and I'll make sure it gets to the right person." | Optional short audio/video demo.     | Provide printable phone script near desk.                                            |
| Message template                 | Message template<br>Caller name:<br>Caller contact:<br>Who the message is for:<br>Date/time:<br>Message:<br>Action needed:                                                                                                                           | Template document or Microsoft Form. | Link to phone message form/template.                                                 |
| Task update examples             | Good task notes<br>"Scanned exam packet and emailed PDF to Dr. ___ at 10:45 am."<br>"Printed 30 copies, stapled, and placed in mailbox."<br>"Needs clarification: attachment missing."                                                               | Examples box.                        | Students need concrete examples of acceptable notes.                                 |
| Teams/email response expectation | Responding to messages<br>If you receive a task or question during your shift, respond when you see it. If you cannot complete it, say what you need or mark the task Needs Clarification.                                                           | Teams icon.                          | Set response expectation: within shift or within one business day depending on role. |

## 9. SharePoint Page Storyboard: Help and Escalation Page

Purpose: Give students clear options when something goes wrong.

| Scene / page area      | On-screen page copy                                                                                                                                                                            | Media / materials                | Interaction / build notes                                         |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-------------------------------------------------------------------|
| Page intro             | Help / What To Do When Something Goes Wrong<br><br>Use this page when a task gets stuck. Do not guess with confidential materials or wait until the end of a shift to mention a problem.       | Help icon.                       | Simple decision-tree style page.                                  |
| Copier/printer issue   | If the copier or printer is not working<br>1. Check for paper jam or empty tray.<br>2. Do not force anything.<br>3. Add a note to the task.<br>4. Tell the supervisor or front office contact. | Photo of copier panel.           | Could include a short troubleshooting video.                      |
| Unclear request        | If a request is unclear<br>Mark the task Needs Clarification. Add a note explaining what is missing. Send a Teams/email message if it is time-sensitive.                                       | Screenshot of task status field. | This prevents tasks from silently disappearing.                   |
| Confidential materials | If a task involves exams, student records, or sensitive materials<br>Keep materials secure. Do not leave them unattended. Ask the supervisor if you are                                        | Lock icon.                       | Add FERPA/confidentiality guidance if available from institution. |

|                      |                                                                                                                                                                                     |                           |                                            |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|--------------------------------------------|
|                      | unsure how to handle them.                                                                                                                                                          |                           |                                            |
| Office closing       | If the office is closing<br>Stop work, update task notes, complete your shift log, and leave when the supervisor leaves. Do not remain in the office after closing unless approved. | Clock/door icon.          | Important for boundaries and verification. |
| Absence/late arrival | If you are sick, late, or cannot work<br>Send a message as soon as possible. Include your name, shift time, and whether you need to make up the time.                               | Example message template. | Add exact preferred contact method.        |

## 9. SharePoint Page Storyboard: Supervisor Dashboard Page

Purpose: Give the supervisor a review space without cluttering the student experience.

| Scene / page area   | On-screen page copy                                                                                                                                                                   | Media / materials         | Interaction / build notes                                                |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|--------------------------------------------------------------------------|
| Page intro          | Supervisor Dashboard<br><br>This page is for reviewing student worker activity, open tasks, shift logs, training completion, and items needing follow-up.                             | Dashboard graphic.        | Restrict page permissions if needed.                                     |
| Open items          | Open Items<br>Tasks overdue.<br>Requests needing clarification.<br>Shift logs pending review.<br>Students missing training acknowledgment.                                            | Embedded list views.      | Use filtered Microsoft Lists web parts.                                  |
| Shift log review    | Shift Log Review<br>Filter by student, week, department/location, and review status. Mark each log Approved, Needs Clarification, or Not Approved.                                    | Shift Logs List.          | Use views: This Week, Needs Review, Off-Site Workers, Missing Checklist. |
| Training completion | Training Completion<br>Track whether students completed handbook acknowledgment, daily checklist training, task management training, confidentiality review, and Workday hours guide. | Training Completion List. | Use conditional formatting.                                              |
| Follow-up notes     | Follow-Up Log<br>Use this for repeated issues, coaching conversations, no-shows, missed tasks, or timekeeping concerns.                                                               | Issue/Follow-Up List.     | Keep professional and factual. Avoid subjective wording.                 |

## 9. SharePoint Page Storyboard: Faculty / Staff Instructions Page

Purpose: Make faculty participation easy so the system actually works.

| Scene / page area       | On-screen page copy                                                                                                                                                                                                                 | Media / materials   | Interaction / build notes                                             |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------|
| Page intro              | Faculty and Staff Guide<br><br>This page explains how to submit student worker requests and how to help us keep tasks trackable. The goal is to make requests easier for students to complete and easier for the office to monitor. | Faculty/staff icon. | Can be shared with faculty as a simple link.                          |
| How to submit           | How to submit a request<br>Use the Student Worker Request Form for print, copy, scan, mail, delivery, or event-prep tasks. Include due date, instructions, file attachment, number of copies, and delivery location.                | Button to Form.     | Keep this section short.                                              |
| What not to do          | Please avoid giving only verbal instructions for trackable tasks. If a task should be documented, submit it through the form or send it to the shared request inbox.                                                                | Callout box.        | Tone should be respectful: "to help us track requests," not "do not." |
| Turnaround expectations | Turnaround time<br>Routine requests should be submitted with as much notice as possible. Same-day requests should be marked urgent and may depend on student availability.                                                          | Clock icon.         | Customize after you know faculty needs.                               |
| Sensitive materials     | Sensitive materials<br>For exams or student records, follow department procedures. If a request should not be uploaded through the form, contact the supervisor directly.                                                           | Lock icon.          | Important if Forms allows attachments.                                |



## 10. Training Module Storyboards

These are short performance-support modules, not long courses. Each module should be easy to complete during onboarding and easy to return to during a shift.

| Module                                            | Objective                                                                                  | Content / page copy                                                                                                                                                                                                                                                      | Media / materials                                                                       | Interaction / assessment                                                  |
|---------------------------------------------------|--------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| Module 1: Welcome to the Role                     | Students understand what the role supports and where to start each shift.                  | Welcome to the student worker role. Your work helps faculty and departments stay organized. Some days will be busy and some will be quiet, but every shift has a routine. Start in the hub, check tasks, complete the daily checklist, and log your work before leaving. | Short welcome video or text page; department map; who to contact list.                  | Acknowledgment checkbox: "I know where to start each shift."              |
| Module 2: Daily Shift Routine                     | Students can complete the start-shift, checklist, task, and end-shift routine.             | Every shift follows the same basic pattern: check in, review tasks, complete checklist items, respond to requests, update task status, and submit a shift log.                                                                                                           | Screen recording of the SharePoint homepage and checklist.                              | Scenario: "You arrive and no one gives you a task. What do you do first?" |
| Module 3: Tasks and Faculty Requests              | Students can find, update, and complete assigned tasks.                                    | Tasks should never disappear. If you start a task, mark it in progress. If you finish it, mark it complete and add a note. If you cannot complete it, mark it Needs Clarification and say what is missing.                                                               | Task card examples; status legend; sample request.                                      | Practice: choose the correct status for three task scenarios.             |
| Module 4: Printing, Copying, and Scanning         | Students can complete basic document-handling tasks using job aids.                        | Use the job aid first. Check number of copies, stapling, color/black-and-white, delivery location, and due date before starting. For scanning, make sure the pages are flat, readable, and sent to the correct recipient.                                                | Photos/screen recordings of copier, scanner, email-to-PDF process.                      | Checklist practice: identify missing information before printing.         |
| Module 5: Communication and Office Norms          | Students can answer phones, take messages, respond to requests, and ask for clarification. | Good communication is simple: answer clearly, write down details, respond when you receive a task, and ask early when something is unclear.                                                                                                                              | Phone script, message template, Teams/email examples.                                   | Short role-play or scenario: caller asks for someone unavailable.         |
| Module 6: Timekeeping and Shift Logs              | Students can connect hours submitted in Workday to documented shift work.                  | Submit hours only for approved time actually worked. Complete your shift log before Workday. Your log should show what you worked on, what you completed, and what is still pending.                                                                                     | Screen recording: complete shift log; Workday screenshots if approved.                  | Knowledge check: identify which shift log is acceptable.                  |
| Module 7: Confidentiality and Sensitive Materials | Students understand how to handle exams, student records, and sensitive documents.         | Some materials should be handled carefully. Keep exams and student materials secure. Do not leave them unattended. Ask when unsure.                                                                                                                                      | Institutional FERPA/confidentiality resource if available; lock icon; examples.         | Scenario check: what to do with an exam packet left at the printer.       |
| Module 8: What To Do When Work Is Slow            | Students know how to use downtime responsibly.                                             | Downtime is allowed after assigned work and checklist items are complete. During downtime, stay available, monitor the hub, and respond when work comes in.                                                                                                              | Decision tree: No task? Check tasks, checklist, inbox, request queue, ask for priority. | Checklist: students choose next steps during a slow shift.                |

## 11. Faculty and Supervisor Workflow

The hub should make faculty requests easier, not harder. Faculty should have a simple intake form and a visible status process. The supervisor should have enough documentation to review work without having to reconstruct it from scattered emails.

1. Faculty or staff submit a request through the form or shared request inbox.
2. Request becomes a List item or task with due date, instructions, attachment, and status.
3. Student checks the request queue during shift and starts the task.
4. Student updates task status to In Progress.
5. Student completes the task and adds a completion note.
6. Student includes the task in the end-of-shift log.
7. Supervisor reviews shift log before approving hours in Workday.
8. For off-site workers, the supervisor may confirm completion with the faculty/staff requester before approving hours.

## 12. Implementation Plan

| Phase                    | Action                                                                                                                                    |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Week 1: Build foundation | Create SharePoint site, homepage draft, Teams space, core document library, and basic navigation.                                         |
| Week 2: Build trackers   | Create Lists for student roster, assigned tasks, faculty requests, daily checklist, shift logs, training completion, and follow-up notes. |
| Week 3: Add content      | Upload handbook draft, job aids, page copy, policy language, and quick links. Add placeholder videos if videos are not ready.             |
| Week 4: Pilot            | Test with one or two student workers. Ask them to complete a shift using the hub while noting confusing steps.                            |
| Week 5: Revise           | Revise navigation, page copy, checklist items, and forms based on pilot feedback.                                                         |
| Week 6: Launch           | Introduce the hub to all student workers and faculty/staff who submit requests. Require shift logs before Workday approval.               |
| After launch             | Review usage weekly for the first month. Adjust checklist, task categories, and training guides as issues appear.                         |

## 13. Evaluation Plan

| Evaluation level | How to evaluate                                                                                                                                             |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reaction         | Do students find the hub easy to use? Do faculty find the request process simple enough? Collect quick survey feedback after pilot and launch.              |
| Learning         | Can students locate assigned tasks, complete the daily checklist, use job aids, and submit a shift log? Use onboarding checklist and small scenario checks. |
| Behavior         | Are students using the checklist and shift log during real shifts? Are tasks being updated? Are faculty requests being completed with notes?                |
| Results          | Are there fewer missed tasks, unclear hours, no-response issues, repeated basic questions, and timesheet                                                    |

|                   |                                                                                                                                                                     |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                   | problems? Compare before/after patterns.                                                                                                                            |
| Data sources      | Shift log completion rate, task completion rate, overdue tasks, training completion records, timesheet clarification incidents, faculty feedback, student feedback. |
| Revision triggers | Revise the hub when students repeatedly miss the same task, faculty submit unclear requests, logs are incomplete, or students report confusion.                     |

## 14. Source and Link Library

Use these links as build references. Replace internal placeholders with Mount-specific links after IT/HR confirms the correct URLs and permissions.

- **SharePoint Look Book:** <https://adoption.microsoft.com/en-us/sharepoint-look-book/> - Visual design examples and SharePoint site inspiration.
- **Apply and customize SharePoint site templates:** <https://support.microsoft.com/en-us/office/apply-and-customize-sharepoint-site-templates-39382463-0e45-4d1b-be27-0e96aeec8398> - Official Microsoft guidance on SharePoint site templates.
- **Microsoft Lists templates:** <https://support.microsoft.com/en-us/office/list-templates-in-microsoft-365-62f0e4cf-d55d-4f89-906f-4a34e036ded1> - Official Microsoft guidance for List templates and tracking work.
- **Create a list from a template:** <https://support.microsoft.com/en-us/office/create-a-list-from-a-template-70b008a2-7a3d-4223-83d8-345e0313974d> - Guide for creating Lists from templates.
- **Microsoft Planner help and learning:** <https://support.microsoft.com/en-us/planner> - Planner training for managing tasks and processes.
- **Microsoft Planner product page:** <https://www.microsoft.com/en-us/microsoft-365/planner/microsoft-planner> - Planner overview and task management language.
- **Create a canvas app with SharePoint data:** <https://learn.microsoft.com/en-us/power-apps/maker/canvas-apps/app-from-sharepoint> - Power Apps path for creating an app from SharePoint/Microsoft Lists data.
- **Power Apps SharePoint list integration overview:** <https://learn.microsoft.com/en-us/power-apps/maker/canvas-apps/sharepoint-list-integration-overview> - Power Apps integration with SharePoint Lists.
- **Internal placeholder: Workday login:** [Insert Mount Workday URL] - Link to submit hours after completing shift log.
- **Internal placeholder: Outlook / shared inbox:** [Insert Outlook/shared mailbox URL] - Link to AC Request or department request inbox.
- **Internal placeholder: Teams space:** [Insert Teams URL] - Link to the Department Student Worker Team.
- **Internal placeholder: OneNote training notebook:** [Insert OneNote URL] - Link to searchable training notebook.
- **Internal placeholder: HR student employment page:** [Insert Mount HR URL] - Link to official student employment rules and procedures.

## Appendix A: Suggested SharePoint Page Copy Bank

### Welcome statement

Welcome to the Academic Departments Student Worker Hub. This is the main workspace for student worker shifts, tasks, training, and office support requests. Start here when you arrive, check your assigned work, complete the daily checklist, and log what you completed before leaving.

## **Downtime statement**

Downtime is allowed after assigned work, checklist items, and request checks are complete. During downtime, stay available, keep the hub and communication channels open, and respond when a task or request comes in.

## **Timekeeping statement**

Only submit hours for time actually worked during an approved shift. Complete your shift log before submitting hours in Workday. Your log should show what you worked on and what you completed.

## **Ask for help statement**

If something is unclear, ask early. Mark the task Needs Clarification, add a short note, and send a message if the request is time-sensitive.

## **Faculty request statement**

Clear requests help student workers complete tasks correctly. Please include due date, number of copies, attachment, delivery location, and any special instructions.

## **Closing statement**

Before leaving, update your task statuses, complete the daily checklist, submit your shift log, and note anything still pending.

# **Appendix B: Portfolio Case Study Notes**

This project can be framed as a workplace learning and performance support case study. The final portfolio entry should focus on the problem, analysis, design decisions, tools used, prototype/screenshots, implementation plan, and evaluation plan.

- Case study title: Designing a Student Worker Operations Hub for Academic Department Support.
- Problem: student workers lacked a centralized training, workflow, and accountability system.
- Solution: Microsoft 365 hub with SharePoint, Lists, Teams, Planner, Forms, OneNote, and future Power Apps integration.
- ID approach: ADDIE, task analysis, performance support, cognitive load reduction, workplace learning, and accessible UX.
- Evidence: needs analysis, storyboard, site map, screenshots, task list structure, handbook, training guides, pilot feedback, and evaluation data.