Antwerp-opedia: a Microsoft SharePoint Site

An Honors College Project Presented to
the Faculty of the Undergraduate
College of Business
James Madison University

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PUBLIC PRESENTATION

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I look forward to the opportunity to showcase Antwerp-opedia and all the resources available on the site at the Honors Symposium in April 2019.
Abstract

At James Madison University, students accepted into the College of Business are required to enroll in COB 300. COB 300 is a 12-credit integrative learning experience consisting of four business courses, which introduce the fundamental conceptual tools of management, finance, operation and marketing (JMU Catalog). Not only is this integrative learning experience offered in Harrisonburg, but it is also offered each semester in Antwerp, Belgium at the University of Antwerp. The opportunity to study abroad allows students to study core business concepts in an international setting.

The goal in the development of this project was to develop an online portal to host a collaborative, centralized site where students can find information regarding the Semester in Antwerp program. Resources on the site include information about the Antwerp program, tourist information and general international travel information. In addition, a discussion board allows students preparing to embark on the trip to post any question they may have. This question can then be answered by any student who previously participated in the program.

I believe relationships between students who participated in the program during different semesters will be strengthened because of the amount of information found on this collaborative site. Another direct benefit of the site will be the reduction in the loss of information about the program from semester to semester. Students and faculty will be able to learn from those who embarked on the trip before them and use that information to their advantage. This site will be kept up to date with current information through a hired student assistant in Antwerp every semester. Overall, the site will be maintained on a biweekly basis to keep current with updates to the program to ensure the most relevant information is readily available to future users.
Introduction

As a student in the College of Business, I studied abroad at the University of Antwerp, Belgium during the Summer of 2017. This experience allowed me to travel throughout Europe while taking core business courses at an international university. On the weekends, my peers and I were able to travel on our own to different countries and explore exciting new places and cultures. I gained valuable travel experience and problem-solving skills while planning weekend trips with my friends. Whenever we traveled to a new country, we spent a lot of time arranging flights and deciding what we wanted to see when we arrived. I continually found myself wishing there was a student-based resource where I could ask students who previously attended the program these questions. Even traveling around Antwerp, there was so much to do, we were not sure where to start.

For my Honors Capstone project, I implemented a Microsoft SharePoint site where JMU study abroad alumni from the College of Business Semester in Antwerp program can share their experiences and travel tips with fellow peers who are planning to embark on the same trip. The site is a place where future study abroad students going to Antwerp can learn about their upcoming trip to Belgium and access information which will help them to be better prepared for their semester abroad. The Microsoft SharePoint site developed throughout this project includes a Wiki general information page, an FAQ page, and a Discussion Board through Microsoft groups, all accessible only to JMU faculty and Antwerpian past, current and future students.
Reflection

To complete my capstone project, I followed a modified version of the Software Development Life Cycle (SDLC) to help me design and develop a high quality, highly informative website for the Semester in Antwerp program. The SDLC consists of six steps: Planning, Defining, Designing, Building, Testing and Deployment. I utilized this life cycle as to provide a systematic method to help guide me through my project and to ensure I gathered and included all relevant data about the Semester in Antwerp program.

The first and most important element step of the SDLC is ‘Planning and Requirement Analysis’. It was important I gathered all requirements desired by my client, Dean Molly Brown, director of the Semester in Antwerp program. Additionally, I ensured I followed requirements of the Honors College and CIS department for a creative project. To gather information about the Semester in Antwerp program, I conducted interviews, sent out surveys and met with Dean Brown and Professor Cole multiple times to gather information that would be beneficial to have on the site.

A risk acknowledged during the technical feasibility analysis of the planning stage was who should have access to the site and what permissions certain users could have. My project advisor and I determined Microsoft SharePoint to be the most appropriate and secure platform to host Antwerp-opedia. Microsoft SharePoint allowed me to incorporate the aspect of security because it is a resource available to JMU students within the bundle of Office 365. To access Microsoft SharePoint students are required to sign in with a username and password. Additionally, the site is private, and access can only be granted by site administrators, ensuring only JMU students and faculty with a @dukes.jmu.edu email account can access the site.
Not only is Microsoft SharePoint easily accessible to JMU students, it is also user friendly. Through research, I learned about many tools on SharePoint such as Discussion Boards, Wiki Pages, and survey forms, which display the results on the page for the user to analyze. Through proper use and implementation of these elements, I designed and created a site that was organized and visually pleasing to the user.

The second step of the SDLC included heavy research and accumulation of information about Antwerp and the Semester in Antwerp program. Information was gathered from students currently enrolled in the program, as well as students and faculty who previously spent a semester abroad. Information was also gathered from previous semester’s Facebook groups where I found articles posted by FMIR’s, as well as travel itineraries of student’s weekend travel plans.

In my project, the third and fourth step in the SDLC went hand in hand. As I identified the requirements, I developed an idea of how I wanted to design the site. Trial and error allowed me to play around with various tools in SharePoint and make modifications as required.

Microsoft SharePoint was a relatively easy software to learn. It is a platform similar to Microsoft programs, therefore I did not struggle with utilization of general tools. However, when I first started to develop the site, I struggled with how to make the site more visually appealing to users. The first pages I designed were grey with a boring black and white typeface. To combat this design problem, I met with Ms. Boyd. She became a valuable resource to my project, as she became my main point of contact for many questions regarding Microsoft SharePoint.

A major turning point for my project was when Ms. Boyd suggested a solution to my aesthetics problem. Originally, I started the project using a normal SharePoint page which
prevented me from making changes to the design elements of SharePoint. Ms. Boyd gave me a solution through creation of a Communication page. A Communication page allowed me to use an application to display multiple pictures with text overlaid, allowing the user to click to visit new pages. However, a Communication page did not allow for a discussion board, therefore I created another SharePoint page which allowed for this conversational element. Ms. Boyd was able to help me link these pages together to create a parent and child link relationship between the pages. While it was disheartening to have to redo my work for the site, it was a major improvement and benefit to the overall appearance of the site.

Another benefit of SharePoint was the built-in functionalities on the site which were helpful as I began the fifth step of the SDLC. For example, the search bar is beneficial to the user due to the high volume of information available on the site. This tool will decrease the time the user has to spend searching on the site and allow them to quickly find the information they are looking for. Another key feature on the site is its security settings. The site allows a different level of permission to be granted to different users. The site administrator and/or owner can determine who has read permission and who has contribute permission. These levels of security help to prevent the site being inadvertently changed by accident.

The security incorporated into Microsoft SharePoint ensures only verified users have access to read or contribute to the site. While this is a required element for this project, this security aspect presented a problem when I wanted to test and share the site with users who did not have access to the site. To combat this, I utilized two techniques I learned in classes for my minor of Educational Media. I developed a user manual and created a demonstration video on how to use the site. Both deliverables enhance my project and help make this project more user friendly and accessible.
The user manual is broken into six chapters, each include screenshots and descriptions of each page of Antwerp-opedia. The user manual includes information for general users as well as information specific to administrative controls. A user manual is important for the project as it will help the student assistant in charge of the site to understand the different resources found on the site. Most importantly, it is a living document which can be adapted for any changes made to the site so it will provide the most up to date information about site navigation and context.

A second deliverable I developed to help explain the site and to help in the transition of new student assistants was a video recording. The video recording is about seven minutes and provides insight on each specific page on the site, as well as how to navigate between different pages. The recording was made with Camtasia, a screen recording software. A video recording is beneficial as this project will be used by many people involved with the Antwerp program. It provides a way to explain the site without having to be in person to explain the site every time.

Both the video recording and user manual are important to document what is on the site when transferring site ownership to a new student assistant each semester. These resources were also beneficial for the deployment of the site and can both be found in the documents section of Antwerp-opedia. I was able to use both deliverables to demonstrate to the first student assistant on how to use the site and to learn about all the resources that could be utilized.

To ensure seamless continuation of the site, student assistant responsibilities were implemented to assist in maintenance of Antwerp-opedia. This position is recommended for a CIS major/minor, however it is available to anyone who has an interest in Microsoft SharePoint. This position allows for an eligible student to assist in the development and usability of the site for all students who have access to the site. Some of the functions of the SharePoint student
assistant position include communication with the site founder and creator regarding the site and the Antwerp-opedia SharePoint Manual. The assistant is responsible for continual updates to the site including but not limited to addressing spelling errors, correcting out of date information and inputting upcoming events and news articles and other relevant facts. The assistant will be responsible for collecting feedback from students about the site and making appropriate changes, controlling and making updates to student access to the site, helping students while in Antwerp understand and make use of the site, as well as monitoring site usage and developing ways to make the site more user friendly.

The Antwerp-opedia allowed me to explore deep into Microsoft SharePoint. I was also able to utilize the Software Development Life Cycle model I learned in my CIS coursework. The model of the SDLC helped me to structure my project in the most efficient way to identify the important requirements and fulfill the systems request from Dean Molly Brown. This project also allowed me to explore the details of my study abroad experience while developing a project that can be utilized for years to come. Finally, I was able to incorporate software tools and techniques I learned in my Educational Media minor to develop a user friendly and visually pleasing site. The most rewarding part of this project was the incorporation of my major, minor and study abroad experience as an undergraduate student at James Madison University.
Deliverables

Antwerp-opedia SharePoint site: https://dukesjmuedu.sharepoint.com/teams/Antwerpopedia/

To access this site, an individual must request permission from the Site Owner. Access is only granted to an @dukes.jmu.edu or @jmu.edu email account.

Walk through Video Recording of Antwerp-opedia: https://youtu.be/qM9kYNumRsI

User Manual for Antwerp-opedia: See Appendix A.
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This section explains the purpose and objectives of the Microsoft SharePoint site, Antwerp-opedia.

The following document is a how to manual about everything one needs to know about the Antwerp Study Abroad Microsoft SharePoint site for James Madison University. The manual includes information about login, descriptions each page, and instructions for the Antwerp-opedia SharePoint (ASP) Student Assistant for maintenance of the site when abroad in Antwerp.

1. Purpose

The purpose of this Microsoft SharePoint site is to provide a place where JMU study abroad alumni from the College of Business Semester in Antwerp program can share their experiences and travel tips with fellow peers who are planning to embark on the same trip. Most importantly, this site is a place where future study abroad students going to Antwerp can ask advice about their upcoming trip to Belgium and access information that will help them be better prepared for their semester abroad. The site includes pages of information that one would find useful while traveling in Antwerp. The Microsoft SharePoint site developed throughout this project includes a Wiki page, an FAQ page, a Discussion Board and Survey-Form page, all accessible only to JMU Antwerpian students and faculty.

2. Objectives

It is critical students have the resources they need to be successful in a foreign country. They need to have realistic expectations on topics such as packing, restaurants and places to travel. By providing a platform where all these and similar questions can be directed, the site created will act as a cybersnetwork of connections among JMU Study Abroad Alumni and future alumni. The objectives of the site are as follows:
• To create an interconnected network for Antwerp Study Abroad past, present and future students
• To bridge the gap of knowledge from Antwerp Study Abroad Alumni and future study abroad participants
• To create a platform site which is flexible, user-friendly and adaptable for students to add, delete and update for years to come
• To create a secure site where information is over available to students of James Madison University
• To learn about places other students have traveled and the experiences they have had while abroad
• To share information based on travel tips and planning and how to be successful and safe when studying abroad
• To learn about Antwerp and hidden places to discover while in the city
• To develop a site which can be updated on a regular basis to include the most up to date information about Antwerp

3. Site Access & Login

A main concern of this site is the aspect of security. To keep student data and information about the Antwerp program secure, the site is only accessible to students of James Madison University who have an @dukes.jmu.edu account. In addition, students will need to be granted permission by the current Antwerp-opedia SharePoint (ASP) Student Assistant. Student access is also monitored by the current FMIR, and the Antwerp Program Director to ensure that only students who have or will complete credits with the Antwerp program have access to the site. Additionally, faculty with an @jmu.edu can be granted access in a similar fashion.

As a student or faculty member who has site permission, access the page by going to dukes.jmu.edu. Login with James Madison Office 365 access credentials. Once logged in, on the upper left-hand corner, click the cube of nine tiles. Select SharePoint. Next find and click the tile named, Antwerp-opedia.

Another way to access the site is through the following link, Antwerp-opedia
This section of the manual provides the most in-depth information about each page of the Microsoft SharePoint site.

Starting at the home page for the all-inclusive site of all things Antwerp, the first element a student sees is the Hero web part. This page includes five image tiles linking to different pages the user can explore within the site. Beneath the five-image tiles, the user can explore various news articles that have been posted by members with edit control for the site. In the adjacent column underneath the Hero web part, the user can find contact information for the program facilitators of the current semester. For more information on how to navigate the page, see the video recording of the site at https://youtu.be/qM9kYNuRMRI

FIGURE 2.1 Image of the home page of the site.
1. Your Go-To Site for All You Need to Know about Antwerp

Study Abroad

This page includes two Hero web part breakdowns into sections relating to Antwerp and to general European travel. The links on this page organize information in a tile format.

A. Antwerp

With opportunities to travel to various major cities on the weekends, many students miss out on activities and events available in the city of Antwerp. This first Hero web part on the ‘Everything You Should Know & More’ page offers five components of things to do in Antwerp.

![Image of the Everything You Should Know & More Antwerp subsection.](FIGURE 2.2)

i. Places to Go & Things to Do

The page provides information about twenty plus places and things to see and do while in Antwerp. The list includes different markets, parks and gardens, public squares, churches and other activities found throughout the city. Many of the activities link to the activity’s webpage, or to a description about directions and insider information created by students who previously studied abroad in Antwerp.

ii. Food Finds

It can be difficult to find places to eat and drink in a new country due to differences in food culture and the pricing options. This page provides a listing of restaurants including places for quick breakfast, quick lunch, to go out at night, dinner, dessert, ice cream, to get groceries and of course, waffles!
iii. Living in Antwerp
Living in Antwerp, let alone Europe for a semester can be a huge adjustment. A student needs to be aware of the change of currency, access to water, and change in power outlets just to name a few. This page explains the expectations about living in the Monty, the dorms where students in the Antwerp program will be staying for the semester. This page also includes information about weekly apartment inspections performed by the program director. Finally, the page offers information about cell phone usage, laundry, currency exchange, water and other European conventional information.

iv. Faculty & Classes
The academic setting for COB 300 can be a tricky adjustment, however the European professors do their best to accommodate to the American learning style to the best of their ability. Additional information found on the page includes an image of the classrooms at the University of Antwerp and a listing of places to study outside of the Monty.

v. All about Antwerp!
Many students do not realize how much Antwerp has to offer while they are studying there. This page provides information about the city and links to undiscovered activities to do in the city.

B. Travel
An advantage to studying abroad is the travel that a student can do on the weekends. Many cities are just a few short hours by train or bus at a very low cost. It is highly encouraged to take advantage of all the opportunities during this semester. The pages in this section of the page offer advice and tidbits from study abroad alumni.

FIGURE 2.3 Image of the Everything You Should Know & More Travel subsection.

i. Lessons Learned & Advice Tidbits
Take advantage of all the opportunities you have while abroad! This is probably one of the most important lessons passed on from study abroad alumni, however on this page you can find a listing of ten pieces of advice from students who previously studied abroad.
ii. Travel Tips & Transportation
Before leaving Antwerp, it is important to have all the details squared away. One of the most important things to be aware of is to make sure there are no strikes scheduled by European employees, which could potentially hinder a student’s travel plans. This page includes transportation and lodging links as well as traveling tips from people who have been abroad. Another web part available on this page is a link to the documents stored on the site. This page provides quick access to informational documents students will need to reference in terms of traveling around Europe. Links to European transportation, lodging places and weekend planning have also been added.

iii. Weekend Travel Ideas
A major component to this site is the listing of various cities and places people have traveled to in the past. This is an ever-growing list of things to do, places to stay and restaurants to eat at while in different countries and cities. This page is meant to be a travel resource for students when planning weekend travel.

iv. Personal Travel Information
This form is required whenever a student/group of students plan to leave Antwerp for the weekend. Available on the web part offers quick access to this form.

v. Before You Return to the US
All students are required to perform cleaning and checkout procedures with the program director before they can leave the Monty. Further directions will be provided by the Program Director; however, some tips are provided on this web part.

2. Have a Question?
This tile links to the Antwerp Discussion Team page, see Chapter 3: Antwerp Discussions for more information.

3. Frequently Asked Questions
The FAQ tile leads to two listings of pre-answered questions students have before they study abroad. These are opinionated questions and answers but are meant to give a student an insider’s perspective.
Questions Before Leaving for Antwerp

A. Questions Before Leaving for Antwerp

These questions include tips about budgeting, packing and use of credit cards when abroad.

B. While in Antwerp

These questions include tips about traveling, where to shop for certain items or if mishaps happen and how to deal with them.

4. Before You Leave

There are many questions that students have before they embark on their study abroad journey. This page gives an overview of the information which can be helpful to all students. The page includes information about booking flights, packing tips, monetary information, passport and important documents, medical and health information, and apps to download. Further questions can be found on the ‘Frequently Asked Questions’ page. Additionally, students can utilize the Antwerp Discussions Team site, further discussed in Chapter 3.
**Book Your Flight**

Note the start date of the program. To arrive to the Brussels Airport (BRU), you would need to look for airline tickets that leave the US the day before you are to report.

The most popular flights the students usually take are:
- United 950 from Dulles to BRU
- Brussels Air 516 from Dulles to BRU
- Brussels Air 502 from JFK to BRU
- United 999 from Newark to BRU

Students from other areas like Philly, Orlando, VA Beach, Richmond, Pittsburgh, Harrisburg, or New England usually have connected to one of the above locations and then flew to Brussels. You need to arrive in Brussels before 9 am if you want to take the chartered bus for our group from the airport to Antwerp.

When booking your flight home, please be reminded that you cannot stay in Europe legally more than 90 days. This gives you about 14 free days beyond the program end date if you wish to do additional traveling on your own (only for the summer program). See the “visa” section on this page for more information.

Additionally, complete your travel itinerary information in Terra Dotta which can be found on the Google Drive [link](http://www.tinyurl.com/ja38docs)

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**Packing Tips**

[How Not to Look Like a Tourist When Traveling in Europe](http://www.tinyurl.com/ja38docs)

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**Apps to Download**

- **Navigating Antwerp**
  - Antwerp - Central Train Station (to determine train times/destinations)
  - Vermonter - Makes it easier to pay each other back for flights and hostels

- **CityMaps2Go by Ulmira**
  - This is the key to not getting lost in Europe. Before you go to each city, you download the map of the city within the app (when you have wifi), and as you walk on the map it will keep a GPS of where you’re going. You can bookmark locations/destinations and as you’re walking in the direction of the spot it shows you if you’re going the right way!

- **Use It**
  - Untappd

  Helps you keep track of what beer you were drinking and where you were drinking it

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**Visa Information**

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**FIGURE 2.5** Image of the Before You Leave page.

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**A. Packing Tips**

This page provides a suggested packing list including tips from Antwerp study abroad alumni.

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**5. Study Abroad Alumni Experiences**

This tile appears more as a “scrapbook” type of page where students from all different semesters can post about their experiences. It is meant to highlight the experiences students had including showcasing videos or picture collections.
A. Antwerpen & YouTube Video
Antwerpen is a JMU exposure page which includes pictures from various weekend trips all over Europe as well as pictures from around Antwerp. The JMU Summer Study Abroad YouTube Video showcases a video clip from one second of everyday from the summer 2017 semester. Both multimedia elements were completed from experiences during the summer 2017 Antwerp semester and were created by Catey Susco.

B. Post Study Abroad Survey
This survey is meant for students to complete when they return from Antwerp. This survey asks what semester the student studied abroad, his or her favorite activities, favorite countries and any advice the student wants to pass along. When the student clicks the button to submit the information, the results will populate and display the results in the adjacent column on the same page.

C. Testimonials
The final section on this page includes a picture and written testimonial from a student who studied abroad during one of the semesters over the past four years.
6. Documents

This section is a place where students have access to documents pertaining to information about Antwerp. These documents will be updated based on the current semester by the current ASP. The documents included in this section include information about Orientation, Room Inspections, traveling, and the Antwerp Student Guide.

![Image of the Documents page.](image-url)

**FIGURE 2.7** Image of the Documents page.
Introduction to Antwerp Discussion Board

This section of the manual explains the navigation of the site, including keys and tips for the administrator to make edits.

In order to offer a place for students to ask questions to study abroad alumni, this team site, Antwerp Discussion Board can be utilized. This site gives students with access to the page an opportunity to add a question or comment to the discussion board visible to everyone in the Antwerp group.

FIGURE 3.1 Image of the home page of Antwerp Discussion Team page.
1. Home

This is the page that opens when a user clicks ‘Have a Question’ from the Antwerp-opedia page either from the navigation bar or the hero web tile. The user can post a question or comment by clicking the ‘(+ new discussion) button. A discussion board provides a way that a user can post, and a thread of answers will be available for all to see underneath. On this page students can also navigate back to the main Antwerp-opedia page or the Semester in Antwerp study abroad page.

2. Access

Anyone who has access to the Antwerp-opedia site should be automatically granted the same permissions on the Antwerp Discussion Board. The ASP is responsible for adding student and faculty access to the site. See Chapter 4 for further information about adding user access.
This section of the manual provides administrators keys and tips to navigating the editing of the site and any other updates that need to be made.

To edit the majority of pages on the site, an administrator with full control to edit and update the site is able to click the blue edit button in the top right hand of the page. From there the administrator will be able to edit texts, add web parts, edit apps, add texts, images and links, etc. With edit control, the administrator can basically do anything to the site to make it more user friendly and to add more relevant information to the site. It is imperative to click ‘Publish’ to save all changes made. The administrator should document this manual regarding any changes to the site.

1. Editing Antwerp-pedia

A. Web Part Tiles

i. To update a change to a link on a page:
While on the ‘Everything You Should Know & More’ page, click the blue edit button on the top right-hand corner. Click the pencil in the tile. A place for the change in link will appear on the right side. Click change and paste the new link. Click Publish to save change.

ii. Text change:
After clicking the blue edit button on the right-hand side of the screen, the text editor will appear and anyone with edit access will be able to add information, addresses and links to webpages in this section. The information added in these text editors will need to be validated by the ASP for appropriateness and spelling. The instructions for this web part editing can be followed for all titles of the hero web part elements of the screen (the places where there are five image tiles).

B. Page Header Image and Titles

After clicking the blue edit button, mouse over to the left side of the screen till a grey vertical bar is shown. The image of the header can be changed, removed or restored to a default image. Within the edit functionality, web parts can be added, removed or updated. Finally, each tile on the web
part can edit in terms of the link, title and image. To edit the title on the top of the page, simply double click the title and type a new text.

i. Specialty Pages
    a. Faculty & Classes:
    Ensure the picture and caption provided on this page is up to date with the names of the current professors. The information beneath the professor information is a PDF which is not editable. If there is any change to the classes taken while in Antwerp, the page will need to be adjusted for such.

b. Weekend Travel Ideas
    The goal is to update this listing after every semester with fun things students did and cities they traveled to. Can be edited like a regular page however should be updated regularly with student ideas of where to travel and activities to do in a new city.

c. Testimonials
    The final section on this page includes a picture and written testimonial from a student who studied abroad during one of the semesters over the past four years. A new testimonial will need to be collected from a student every semester. Additionally, to keep this page current, this page should include student videos and photos which can be submitted to the ASP.

d. Post Study Abroad Survey
    This survey is meant for students to complete when they return from Antwerp. This survey must be validated based on appropriateness and spelling at the ASP, FMIR and Program director's discretion. The form can be found under Program Forms on the Antwerp Discussions team page. Only an individual with owner permissions can change the form. This individual will need to go to Microsoft Forms in the upper left corner from the Antwerp-opedia site. They will be able to access from the Group Forms, then Recent group forms, then Antwerp Discussions. The individual who has owner permissions can delete a single response but there is no option to change an answer. Select Responses, View Results and scroll thru the results until you find one you want to delete. The three dots open the option to delete or print results.

e. Frequently Asked Questions
    The tile links to a web page which hosts a Frequently Asked Question web part. To edit, click the settings bottom on the top right corner. Click site contents. FAQ Page. Edit existing FAQ set. Select the FAQ set you wish to edit. Edit by clicking the left most button. In the edit section, questions can be added, modified or deleted.

3. Editing Antwerp Discussions

A. Discussion
    It is possible to edit or update any discussions or responses to discussion post that have been added to the page. An individual who has editing permissions can click on a discussion they wish to edit. From there, he or she just must click edit to make any changes.
**B. Access Permission**

Every email that has access to the Antwerp-opedia page should have equal permissions on the Antwerp Discussions page.

To add a user. Go to Shared With. Scroll to Advanced settings. Add students to 'Antwerp Students' for read access. These should be students who are currently in Antwerp, are Antwerp Study Abroad Alumni or students who are preparing to Study Abroad in Antwerp.

**4. Antwerp-opedia SharePoint (ASP) Assistant**

This student’s job is to assist in maintaining the newly created Antwerp Study Abroad Microsoft SharePoint site. The site provides information about Antwerp, as well as the overall Antwerp Study Abroad program to students currently in Antwerp as well as those who are preparing to study abroad in Antwerp. This position is recommended for a Computer Information Systems (CIS) major/minor, however is available to anyone who has an interest in Microsoft SharePoint. The student will assist in the development and usability of the site for all students. An important element of this position is to communicate with the ASP who held the position the semester before and to communicate with the future ASP when they are employed for the next semester. Communication between both ASPs, the FMIR, and Professor Carey Cole is key to this position. The functions of the SharePoint Assistant position include – but not limited to – the following:

- Communicate with site owners and previous ASP’s, about the maintenance and development of the site and the Antwerp-opedia SharePoint Manual.
- Continual updates to the site including but not limited to fixing spelling errors, correcting out of date information and inputting upcoming events and news articles and other relevant facts.
- Collect feedback from students about the site on a document such as Google Docs and make these changes. This could also be done on a document that you keep uploaded in the Documents page with a listing of changes that people have.
- Control and make updates to student access to the site.
- Help students who are in Antwerp understand and make use of the site.
- Monitor site usage and develop ways to make the site more user friendly.
- Communicate with Dean Brown and current FMIR monthly to communicate changes and updates made to the site.
- On the home page where new articles are, there should be an updated new article once a week. The topic can be anything related to Antwerp, Belgium, the EU, international travel. Just something to keep the site up to date.
- Every time a news article is added, it should be posted and linked on the Facebook page. Something like to increase the number of views of the site. This could even be more use of the discussion board page where people ask questions to the whole group of Antwerp students.
5. Access Permissions

Site creator, Catey Susco, Professor Carey Cole, and the current Student Assistant who is in Antwerp running the site will be the three people who have full control to the site.

i. To Add a User

Go to site permissions. Scroll to Advanced Permissions settings. Add students to 'Antwerp Students' for contribute access. These should be students who are currently in Antwerp, are Antwerp Study Abroad Alumni, and students who are preparing to Study Abroad in Antwerp.

ii. Full Control

Site creator, Catey Susco, Professor Carey Cole, and the current Student Assistant who is in Antwerp running the site will be the three people who have full control to the Antwerp-opedia and Antwerp Discussions site. These people are considered the site owners responsible for monitoring the content published on the site. Full control on the site means these users can view, add, update, delete, approve and customize the site. They can add, edit and delete lists. They can view, add, update and delete list items and documents.

a. Student Assistant

Throughout the semester in Antwerp, the Student Assistant is responsible for maintaining the SharePoint site and keeping it up to date on a biweekly basis. Responsibilities the student who is serving the role of ‘Antwerp-opedia SharePoint Administrator’ can be found in the Updates Checklist, found in Chapter 5.

iii. Faculty

Read permissions will be granted to all JMU faculty members who are associated with the Study Abroad Antwerp program. This grouping of faculty includes past and future FMIR’s, the program director, and the Program Director. They will be given access with their @jmu.edu email account. They will have permissions to read the Antwerp-opedia page however will not be able to participate in the Conversations aspect of the Antwerp Discussion page.

As a JMU faculty with credentials of his or her @jmu.edu account, private settings will need to be used to open the web browser including disablement of any ‘Keep me signed in’ features.
This section of the manual provides a checklist which should be followed per semesters for updates to the site.

- The current ASP is responsible for adding and granting read access to their peers who are enrolled in the Semester in Antwerp program for the appropriate semester.
- Update current contact information about the FMIR, and Program Directors on the Antwerpopedia homepage.
- Update faculty picture and caption, on Faculty & Classes page
- Update cities and things to do, on Weekend Travel Ideas as gathered from students who travel on weekend trips
- Ask two students from the most recent semester to provide a picture and written paragraph testimonial to be added to the Study Abroad Testimonials page. There should be a total of seven testimonials on the page.
- Validate the answers on the survey form on the Study Abroad Testimonials page for appropriateness and spelling errors which can be found in the Microsoft Forms section on the Antwerp Discussions page
- Meet & communicate with the past ASP and the future ASP
- Validate and check for spelling and context errors throughout the site when students have contributed information
- Ensure that messages and discussion board questions are answered in a timely manner (within seven days)
Upload most current to the Documents section of the site. These documents can be received from the current FMIR Dean Brown or found on the Google Drive site provided for the semester.

Ensure that all students in the program complete the survey on the Study Abroad Testimonials page.

On a weekly basis, a news article should be uploaded onto the home page. Once uploaded, the ASP should post in the Facebook group to ensure that students are utilizing the information available on the page.

The current ASP should spend the semester working to develop and make an element in Antwerp-opedia more useful to students.

At the end of the semester, the new ASP should receive full control access and the previous ASP should only have contribute permissions.
CONCLUSION

This section of the manual provides general and contact information about the founder and creator of the site.

The Antwerp Study Abroad program changed my life for the better. This experience opened my eyes up to a whole new world and allowed me to explore new cultures and cities. As a big travel planner, I wanted to do as much as I could while I was in Europe for the summer. When I returned from Antwerp, I wanted to find a way to share the information I learned with as many students as I could. It was my vision to create this site to pass along information to future students of the Antwerp Study Abroad program as well as provide a place where these students could ask questions while preparing for the trip. As my Honors capstone project I was able to achieve this vision. As a Computer Information Systems student, I was able to utilize different skills from various classes such as Web Design, System Analysis and Design and of course, all elements of COB 300 to structure and create this site. It is my new vision to see this website up and running, and help it to become an engaging site providing benefit to all students connected with James Madison University study abroad in Antwerp program.

-Catey Susco, Computer Information Systems, JMU 2019

This site is meant to be a living site which should be updated monthly while in Antwerp. Decisions about major changes to the site are the responsibility of the Antwerp-opedia SharePoint Student Assistant and should be approved by the current Program Director, the current FMIR and Professor Carey Cole.
Questions? See below Contact Information

**Catey Susco**, Site Creator

suscocm@dukes.jmu.edu

703-851-5611

*Contact for questions about:* Anything regarding the site

**Professor Carey Cole**, CIS Professor and previous Antwerp FMIR

colecb@jmu.edu

*Contact for questions about:* Microsoft SharePoint, and general Antwerp questions

**Sandra Boyd**, JMU Microsoft SharePoint IT Contact

boydsi@jmu.edu

*Contact for questions about:* Microsoft SharePoint

**Dean Molly Brown**, JMU Antwerp Program Director

brownmg@jmu.edu

*Contact for questions about:* Antwerp Study Abroad program
Bibliography


This site provides all information available to JMU students on Study Abroad and programs that are offered. This site is a point of reference of services already provided to students and events held by the Center for Global Engagement. This site also includes information specifically about JMU study abroad programs.


This site is a catalog of the classes and descriptions of classes that are offered at James Madison University in a semester. This site will be used as a point of reference to explain the COB 300 classes that are offered at JMU.


This site is the homepage for the Semester in Antwerp program through JMU. This site serves as the hub connecting information about Housing, Academics, Courses and other information about the program.


Point of reference for JMU SharePoint Services.