

FAQ - Help Page - BEFORE

Q: What are the elements of [COMPANY] University?

A: [COMPANY] University is currently focused on supporting colleagues with career development to increase employee engagement through informal learning, innovation and knowledge sharing. [COMPANY] University will expand over time to include additional functionality supporting peer-led knowledge sharing. Over time [COMPANY] University will also integrate formal learning (more structured learning) opportunities (classes, in person and online) to create an industry-leading approach to learning and development. [COMPANY] University will eventually be a home to a comprehensive range of career development opportunities including formal and informal learning, performance and talent management, and a career development toolkit. So remember that this is just the start for [COMPANY] University and it will evolve based on colleague feedback and technology advancements.

Q: What is teaching at [COMPANY] University?

A: You may be wondering, what does "teaching" at [COMPANY] University mean and who is qualified to do it? Teaching at [COMPANY] University simply means sharing your knowledge with fellow colleagues. Teaching here does not necessarily mean standing up in front of colleagues in a classroom and delivering a lesson (although we will continue to do this too as part of our formal learning programs). What it does mean is enabling colleagues to share their knowledge and leverage our unique corporate asset – [COMPANY]'s deep industry expertise and experience. This can be as simple as posting a short presentation or writing a blog or more robust like creating video and audio presentations. Any way that you make your knowledge available to the broader [COMPANY] community we consider teaching. Who is qualified to do this? Everyone! No matter how junior or senior or how long you have been with [COMPANY], you too have knowledge to share that others can leverage.

Q: What does it mean to be a teacher?

A: Teachers share their ideas, experiences, tips, and training with colleagues by posting your content using blog, power-point, video mediums or just leaving a comment. You have a say in how often you want to share new material or comment on peer's content. However, keep in mind two important factors when you do: your reader and your limitations. Test the waters. Find out how much you can post and still continue to create quality content.

Q: What kind of topics are appropriate for [COMPANY] University?

A: [COMPANY] University is a business tool. It can be used for your personal and organizational business development.

Q: What information can I find on the home page?

A: The home page is broken up in two sections: "featured lessons" and "latest lessons". The

top bar lets you browse through the available pages on the site. The pages are set up based on the lesson categories. If you have something to teach, please click on the “Yes! Count me in!” on the right-hand side of the home page. You can browse through the content using the tag cloud on the right-hand side of the page.

Q: What types of languages does the site support?

A: [COMPANY] University is a global community allowing you to post your content in the language of your choice. However, the static content of the site (such as: About, Teacher’s Lounge, FAQ, Contact, etc.) is written in English.

Q: How do I browse the site?

A: To find content you can either click on the category tabs (Sales, Career Development, Insurance/Risk, Leadership, Benefits) on the top or browse through the tag cloud for specific content on the right-hand side of the page. Also, you are welcome to use our search engine on the top right corner of the page. Use lesson titles, tags or author name to search for content.

Q: What are categories and tags?

A: Categories and tags make it easier for your colleagues to find your lessons. Categories are like the sections of a menu while tags are more like the ingredients of a dish. For example, you might have a lesson or article categorized as “Sales.” Associated tags would provide more details about the article like “sales, sale tips, service, selling, success”, etc.

Q: What are comments?

A: Comments are a way for colleagues to add feedback to your article or lesson. The article is only half the story; it’s the feedback from everyone else that fills in the rest. Comments can be questions, answers, insights, additional information, links, etc. All [COMPANY] colleagues can comment.

Q: Where can I leave a comment?

A: The comment section is located at the bottom of the lesson page. Scroll down and leave a reply by typing in your first and last name (as it appears in the [COMPANY] directory). Enter your [COMPANY] email address and Leave a comment in the text box. If you would like to get notified of all follow-up comments via email – please check the box below your text and click on “submit comment.”

Q: How can I get additional help?

A: For additional questions please email us at abcuniversity@abc.com or you can call us at 555-555-5555.

FAQ PAGE: AFTER

Help – Frequently Asked Questions & Troubleshooting

[Click Here For Troubleshooting Help](#)

We've included some questions and answers to help you get the most out of [COMPANY] University.

Teaching at [COMPANY] University

Q: What does it mean to be a teacher?

A: Teaching at [COMPANY] University simply means sharing your knowledge with fellow colleagues. Everyone is qualified!

Teachers share their ideas, experiences, tips and training with colleagues by adding content to [COMPANY] University in a post. Posts can simply be an article or other content you've written, or it can contain other media like a Powerpoint deck, or a video or podcast audio file. It can even be a list of your favorite business books, or a list of your favorite websites. It's up to you!

Q: What kind of topics are appropriate for [COMPANY] University?

A: While [COMPANY] University is a business tool, and we're looking for your business knowledge, expertise and experience, we're also interested in our colleagues as people. So if you know something about the best California merlot, feel free to share it!

Q: How often do I have to add content?

A: You can upload content as often as you want, it's up to you! We think you'll find it fun and easy to post, and you'll enjoy connecting with your colleagues, especially when people start finding and interacting with your content. You may want to start scheduling posts in advance, or breaking up large topics into smaller, more manageable chunks. We'll coach you on how this whole process works when you sign up!

Q: I'm ready! How can I sign up to teach?

A: [Click this link to get signed up to teach!](#)

Using The [COMPANY] University Site

Q: How can I browse the content?

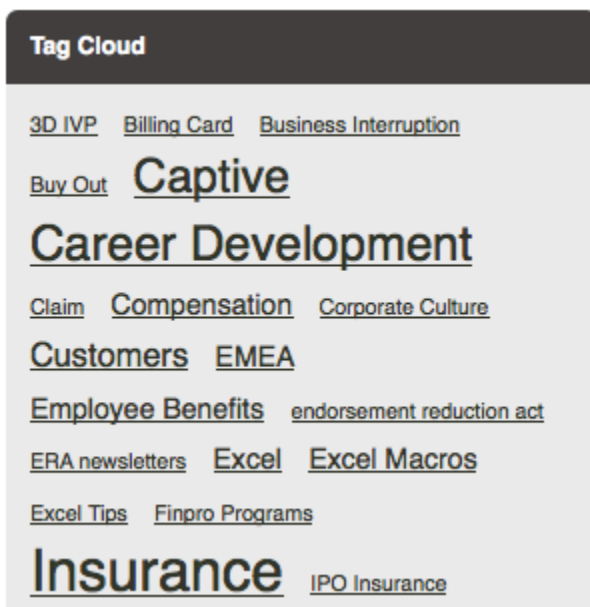
A: On the home page, click on the pictures or links in the “featured lessons” and “latest lessons” sections.

To browse by category (topic), from any page, click on the links in the category navigation bar (shown below).



You'll be taken to a page with a list of all the posts in the category you selected. Click on any link or the [Read More](#) link to go to the full post.

Q: What is the Tag Cloud?

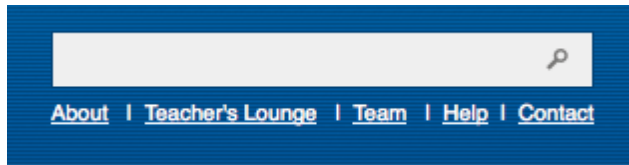


A: When a teacher creates content, they add tags that describe the content. For example, if someone wrote a post that discussed career development, they'd tag it with “career development.” This site keeps track of all the tags, and shows them in the tag cloud. The more content that is tagged with a certain term, the bigger that term appears in the tag cloud. As you can tell from the tag cloud above, there is a lot of content in “Insurance” and “Career Development.”

To use the tag cloud, simply click on the tag of the topic you'd like to read about. You will then see a list of posts that were tagged with the term you chose. Click on any link or the [Read More](#) link to go to the full post.

Q: Can I search the site?

A: Yes! The search box is in the upper right corner of the site. You can search the site by any term you like, but remember you can search author name too!



Q: I want to know more about a subject that isn't on the site yet. How can I suggest it?

A: Please email us at ABCuniversity@ABC.com. We'll do our best to find an teacher to share their knowledge!

Commenting

Q: What are comments?

A: Comments are a way for colleagues to add feedback to an article or lesson. The article is only half the story; feedback starts (or continues) a conversation. Comments can be as long or short as you like, and can be reactions to the post, thanks, questions, or even adding additional information or links to information outside of [COMPANY] University. All [COMPANY] colleagues can comment.

Q: How can I comment?

A: The comment section is located at the bottom of each post page.

1. Scroll down and type in your first and last name (as it appears in the [COMPANY] directory).
2. Enter your [COMPANY] email address (this is required but won't be displayed).
3. Type your comment in the text box.
4. If you would like to get notified of all follow-up comments via email – check the “Notify me of followup comments via e-mail” box below the comment.
5. Click the **Submit Comment** button.

No Comments

Start the ball rolling by posting a comment on this article!

Leave a Reply

Name (required)
Shana Johnson

Email (will not be published) (required)
sjohnson@abc.com

Location (City, State or Country):
New York, NY

I really appreciate you discussing this issue. I had been wondering what the legalities in this municipality were. |

Notify me of followup comments via e-mail

Submit Comment

Q: I'm a teacher and someone commented on my post. What do I do?

A: Well, you don't HAVE to do anything, but part of the fun of posting is that it tends to start conversations. If visitors comment on your posts and you respond, it will encourage them to keep interacting with you. You might "meet" new colleagues in this way, or deepen existing relationships with your interactions.

- If they asked a question, leave another comment to answer it.
- If they said "I enjoyed your post," or left supplemental information, write another comment to thank them.
- Not all feedback may be positive. Commenters may disagree with your opinions, or debate your facts. Dealing with negative feedback in a proactive fashion is important. Visitors will appreciate that you respect them enough to address their feedback, no matter what the tone.

The following screenshot shows some comments on a post. As you can see, the post author replied to a comment.



ABOUT THE TEACHER

Vedrana Madiah
New York, NY

Part of the University Team, V previously worked at Hearst and Lehman Brothers in their Corporate Strategy division.

Comments



Alejandro Ceron

JUNE 21, 2010 AT 11:03 PM

Thank you Vedrana for sharing your comments, This note encourages me to finish my research and start teaching soon.



Vedrana Madiah

JUNE 22, 2010 AT 1:00 PM

Thank you so much for your encouraging note. I look forward to your content.



Wendy Lamin

Edinburgh, Scotland

JUNE 23, 2010 AT 8:51 AM

Hi Vedrana,

What a great blog!

has a Women's Network – I am part of the EMEA one, and got a great mentor out of it who helped and encouraged me. You also get monthly newsletters with articles on career advice, sharing experiences, etc. I wished I had known some of this when I began

With respect to your question about managing key relationships, I believe it is very important, both internally and externally. I hope, with you, that the University can add another dimension.

Using [COMPANY] University Worldwide

Q: What types of languages does the site support?

A: [COMPANY] University is a global community, and you can post your content and/or comments in the language of your choice. However, navigation menus and static pages such as About, Teacher's Lounge, Help and Contact are written in English.

Q: How can I get additional help?

A: For additional questions please email us at ABCuniversity@ABC.com or you can call us at 555-555-5555.