



MIST Graduate Capstone 2021

School of Computing and Design
California State University Monterey Bay

Title: Navigating 25Live: How to Use it Effectively

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Summary:



Navigating 25Live: How to Use it Effectively is a web-based project that aims to improve performance and effectiveness regarding new users and their use of 25Live, increase the knowledge and skillsets of all users, and decrease the frustrations associated with new users and their relationship with the database. Furthermore, this project's main learner goal is to teach new users to navigate and effectively use 25Live.

I chose this topic because, through my experience, 25Live has much more to offer its users than currently utilized. I have observed that many of the questions and complaints I receive regarding the database are very similar and stem from the users' lack of knowledge. My goal is to minimize users' frustrations caused by a lack of understanding by creating training to ease the frustrated users' concerns and provide them with the information and skills to navigate and use 25Live effectively.

The common recurring problem, the ineffective use of 25Live, is caused by the user's lack of knowledge of the product. For example, users have no idea how to navigate the database or create and submit an event request. This lack of understanding causes frustration, and in a lot of cases, it makes new users despondent and even hesitant to use the database unless necessary. This anguish and hesitation lead to a negative attitude towards the product and the urge to distance oneself from using it.

The main issue within the organization is that no training has ever been required to use 25Live. Currently, all 25Live users are put into a security group that immediately allows them to request spaces on campus for meetings and events upon logging in for the first time. Unfortunately, this causes numerous issues directly related to the fact that new users have not been adequately trained. In some instances, due to lack of knowledge, new users become frustrated and indifferent to the product before they have even had a chance to become familiar with all of its functions.

This project's need was born because California State University, Monterey Bay (CSUMB) employees are not adequately trained before exposure to the 25Live database. This lack of training creates a gap between what learners need out of the database and what they can do. Therefore, the

only way to ensure that new users effectively use 25Live is to require training that teaches them how to do so.

More accountability needs to be implemented before new users are provided access to 25Live. As with any new job, specific training is required before they are comfortable doing their day-to-day duties. 25Live should be no different. However, the continuous cycle of frustrated new users and disdain for the product will continue without the necessary training. *Navigating 25Live: How to Use it Effectively* will hopefully end this continuous cycle and could become a positive example for other databases on the CSUMB campus that lack accountability.