



2021 KnowledgeBase (KB) User Group Meeting Welcome!



The Inherent Sovereignty of The First Nations



The University of Wisconsin-Madison occupies ancestral Ho-Chunk land, a place their nation has called Teejop (day-JOPE) since time immemorial.

In an 1832 treaty, the Ho-Chunk were forced to cede this territory.

Decades of ethnic cleansing followed when both the federal and state government repeatedly, but unsuccessfully, sought to forcibly remove the Ho-Chunk from Wisconsin.

This history of colonization informs our shared future of collaboration and innovation. Today, UW-Madison respects the inherent sovereignty of the Ho-Chunk Nation, along with the eleven other First Nations of Wisconsin.

Welcome!



Agenda

- An overview of the events for this week
- Session logistics
 - How-to join the sessions/events
 - Code of conduct
- Meet the KB team and a round of introductions
- Connecting with the KB user community

Knowledge Management & Connections



“Knowledge management is full of creativity and sharing. It supports achieving goals and objectives through collaboration, organization, and teamwork.”

Monday, July 26, 2021: 9:00 a.m. to 2:45 p.m.



- 1. Welcome to the 2021 KnowledgeBase (KB) User Group Meeting**
- 2. Understanding the KB Feature Request Process**
Presenter(s): Laura Grady and the KB team
- 3. How to Measure Your KB's Success**
Presenter(s): Dana Gerber-Margie and Maya Knotts
- 4. Submitting Feature Requests**
Presenter(s): The KB team
- 5. Answers: the University of Illinois KB Redesign**
Presenter(s): Kevin Merrifield

Tuesday, July 27, 2021: 10:00 a.m. to 3:00 p.m.



- 1. Predicting Time-Bound User Needs Using Google Analytics Data**
Presenter(s): Jonathan Dederling
- 2. Guiding Users to Your Content**
Presenter(s): Elisabeth Trenta
- 3. A Demonstration of the New KB Editor and Its Features**
Presenter(s): Weizhong Wang and the KB team

1. Future Improvements to the KnowledgeBase Search Functionality

Presenter(s): Weizhong Wang and the KB team

2. Using your KB Data to Deliver Better Experiences

Presenter(s): Kedar Joyner

3. Review Feature Requests and Future Sprint Discussion

Presenter(s): The KB team

4. Creating Accessible Content

Presenter(s): Kurt Muckstadt

Thursday, July 29, 2021: 10:00 a.m. to 3:15 p.m.



1. **Failed Searches Analysis**

Presenter(s): Dana Gerber-Margie and Noah Fairchild

2. **KB Overview Documents**

Presenter(s): Andrew Mueller

3. **NDSU: Content Organization with a Service Catalog Model**

Presenter(s): Kristi Steinmann, Marisa Mathews, and Michael Russell

Friday, July 30, 2021: 11:00 a.m. to 3:00 p.m.



- 1. KB Monthly Advisory Group Meeting**
Presenter(s): The KB Team
- 2. Takeaways and Templates**
Presenter(s): Dana Gerber-Margie
- 3. Closing Words and How-to Stay Engaged**
Presenter(s): The KB Team

How-to join the sessions/events?



- **1 day** prior to the events, registered attendees will receive an email with the schedule and links to each Zoom session.
- **The day of each event**, Zoom links will be added to the [2021 KnowledgeBase \(KB\) User Group Meeting Landing page](#).

Code of Conduct



The 2021 KB User Group Meeting is an inclusive and engaging experience for everyone.

We expect all attendees and speakers to be professional, considerate, and respectful to all with whom you come into contact with including fellow attendees, speakers, and event staff. If needed, individuals who do not express these values will be asked to leave any current or upcoming sessions.

We value you, your safety, and your participation, and we appreciate your help in making this a great experience and event.

Tell Us What You Think



- Contribute to a Word Cloud each day
- Overall Word cloud and feedback



Meet the KB Team

Round of Introductions



- Name
- Length of time working with the KB
- Where are you from (e.g. campus or institution partner)?
- What group spaces do you own or manage?
- A fun fact?

Connecting with the KB User Community

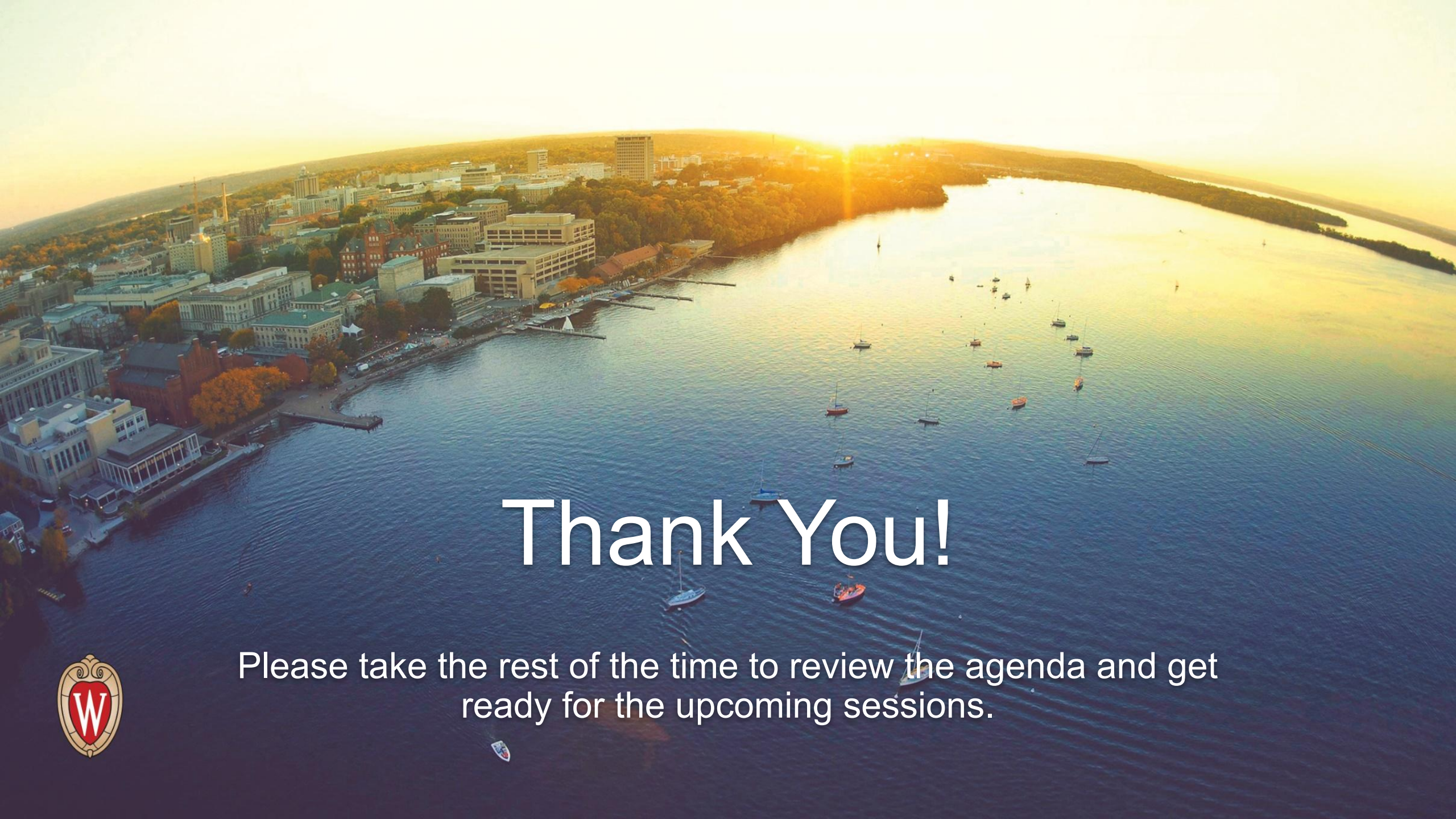


- We encourage you to reach out to the presenters and fellow attendees.
- Form new connections, ask questions, ask for advice, and share lessons learned!
- Together we will learn and grow.

An aerial photograph of a city waterfront at sunset. The sun is low on the horizon, casting a golden glow over the scene. The water is dark blue with many sailboats scattered across it. The city buildings are visible on the left side, and a large body of water extends to the right. The overall atmosphere is peaceful and scenic.

Any Questions?





Thank You!

Please take the rest of the time to review the agenda and get ready for the upcoming sessions.

