

Atlanta DrupalCamp

Drupal for the Masses - Building a Sustainable Distribution for Technical and Non-Technical Folks

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What this talk is about

- Supporting a web distribution for a large organization
- Dealing with limited resources
- Utilizing and creating resources by building a community of site builders in stealth mode
- What this talk is NOT about
 - Backend technology

Supporting a Large Organization

- Yale University Web Landscape
 - Drupal = 800+ websites
 - Static HTML = 500
 - Other = 300
- We needed to support these users
 - Limited resources – staff = 4
 - Limited time

It would be impossible to touch every site that is created at Yale

Design Flavors


Yale University

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- Working at Yale
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- Yale & the World
- Giving to Yale

Gateways

- Prospective Students
- Students
- Parents
- Faculty
- Staff
- Postdocs
- Alumni
- Foundations & Corporations
- Patients
- Visitors



NEWS



New Mayor Reflects on 'Exciting and Innovative' New Haven

Toni Nathaniel Hiang '78 M.Env.D. — the first woman to serve as New Haven mayor and the first Yale graduate to hold the post in 33 years — talks about how her home city of 37 years has changed since she arrived, the opportunities and challenges it faces, and some of her plans now that she is mayor.

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American Red Cross @ Yale University



Change a Life... Be Changed

Welcome to the American Red Cross at Yale website. We're an undergraduate organization working to bring national American Red Cross projects to the Yale campus. We work closely with our local New Haven chapter to organize projects such as blood drives, and first aid/CPR training.

Sign Up for the Next Blood Drive!

Tuesday, November 08 - Thursday, November 10
11:45 AM - 4:45 PM
[African American Cultural Center \(211 Park Street\)](#)

General Meetings:

Mondays at 7:00 pm
in WLH 06

Come find out more about the American Red Cross at Yale!

Keep Up to Date with All Our Events

- Members
- Donors
- Facebook

External Links:

- American Red Cross
- Yale University
- Yale University

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Hindu Religious Traditions

Professor Richard Davis

Syllabus

Class Notes

Lecture 1	1/13/97	Lecture 16	2/24/97
Lecture 2	1/15/97	Lecture 17	2/26/97
Lecture 3	1/17/97	Lecture 18	2/28/97
Lecture 4	1/20/97	Lecture 19	3/3/97
Lecture 5	1/22/97	Lecture 20	3/5/97
Lecture 6	1/24/97	Lecture 21	3/7/97
Lecture 7	1/27/97	Lecture 22	3/24/97
Lecture 8	1/29/97	Lecture 23	3/26/97
Lecture 9	1/31/97	Lecture 24	3/28/97
Lecture 10	2/3/97	Lecture 25	3/31/97
Lecture 11	2/5/97	Lecture 26	4/2/97
Lecture 12	2/7/97	Lecture 27	4/4/97
Lecture 13	2/17/97	Lecture 28	4/7/97
Lecture 14	2/19/97	Lecture 29	4/9/97
Lecture 15	2/21/97	Lecture 30	4/11/97

Slides

- Visions of New Gods: Siva
- Temples for New Gods
- The Goddess Durga
- Durga and Other Goddesses

Relevant Links

- [Yale Homepage](#)

Ukraine Initiative

N 115 Elementary Ukrainian literature and sufficient vocabulary. Students are expected to read the instructor.

N 130 Intermediate Ukrainian literature and sufficient vocabulary. Students are expected to read the instructor.

Ukraine Initiative 240b Topics in Ukrainian Culture (Spring) III A survey of key debates in Ukrainian literature, intellectual history, and the arts with a strong contemporary focus. Topics include oral traditions; medieval culture; the Cossack period; Ukraine in the Russian empire; populism vs. feminism; nationalism and the Soviet experience; minorities and the diaspora. Examination of modern art (Arshipenko, Boychuk), film (Dovzhenko, Paradzhanov), theater (Kurbas), music and literature (1920s modernism to the 1990s new wave). All readings in English. All films subtitled. SLAVIC 485a and/or 485b Directed Readings or Individual Research in Slavic Languages and Literatures (Fall and Spring). (not offered in the year 2000)

For those students wishing to improve their Ukrainian language skills beyond the Intermediate level or to pursue a particular area of Ukrainian studies. Must be approved by the director of undergraduate studies.

UKRAINIAN 342b Twentieth Century Ukraine: Arts and Society (Spring T00)

Ukrainian courses may be applied toward a Russian and East European Area Studies major or as fulfillment of the Requirement of Competence on a Foreign Language. Interested students are also directed to Yale-Ukraine Initiative, which sponsors a regular speaker series on Ukrainian issues, exchange programs with Ukraine, a weekly Ukrainian Table and numerous excursions. Financial aid is available to those wishing to pursue further studies in the Ukrainian field.

For more information please contact:
Department of Slavic Languages and Literatures,
Hall of Graduate Studies 2710,
phone: (203) 432-1300;
or
Council on Russian and East European Studies,
242 Luao Hall,
phone: (203) 432-3423;
or
email: halyna.bryn@yale.edu

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Yale Information Technology Services

Why talk about support & training?

- Foundation of any good systems
- No matter how good a system is, it will require training and support
- Training should be considered as part of the requirements
- You can't train a process that doesn't make sense

Training as an Afterthought

- Been there done that
- D6 version – great learning experience
- Thought we would build a system so easy no one would need training
- Thought that if it was free everyone would use it

What we learned...

- Training should explain the process
 - You can't force people to learn something that doesn't make sense
- If the process is too hard
 - It will be difficult to learn
 - No one will use it
- Most importantly
 - Include training in the requirements for the build process

Our Challenge

- Keep what was good, improve where necessary
- Need to think about how we can teach people to build sites, not just visit sites.
- Account for all levels of expertise
- Develop the service that can easily be trained.
- If you can't explain it, it's not easy

Submenus more cumbersome than we thought

- Creating Submenus
 - Create the Submenu - Menus
 - Assign Menu to Content Type – Content Type
- Adding Page to Menu
 - Create Basic Page
 - Add page to menu
- Getting the Menu to show up on the right pages

That's where it gets complicated

- Options

- Add the URL to the Block (menus live in blocks)
 - Complicated
- Set the URL alias to include a keyword then use shortcut - people*
 - Complicated

For someone well versed with Drupal, this is less of a big deal, but for the average admin assistant, this was COMPLICATED!

Solution

- Found the Menu Block Module
 - Automatically creates submenus
 - Automatically displays submenus on the right pages
 - 5 minute configuration
- That's not COMPLICATED!

Education is Key

- Education is the key to support
 - Build a system that makes logical sense
 - People retain information that
 - makes sense
 - is in context of their environment
- If you can't talk about it, you can't teach it
 - Build a system that is teachable
 - Training and documentation should be easy to follow

Hello YaleSites

Our mission is simple: Make it as easy as possible to have a nice website at Yale

- Yale's Web Publishing Tool powered by Drupal
- Current version D7
- Free to anyone within University
- Managed by ITS



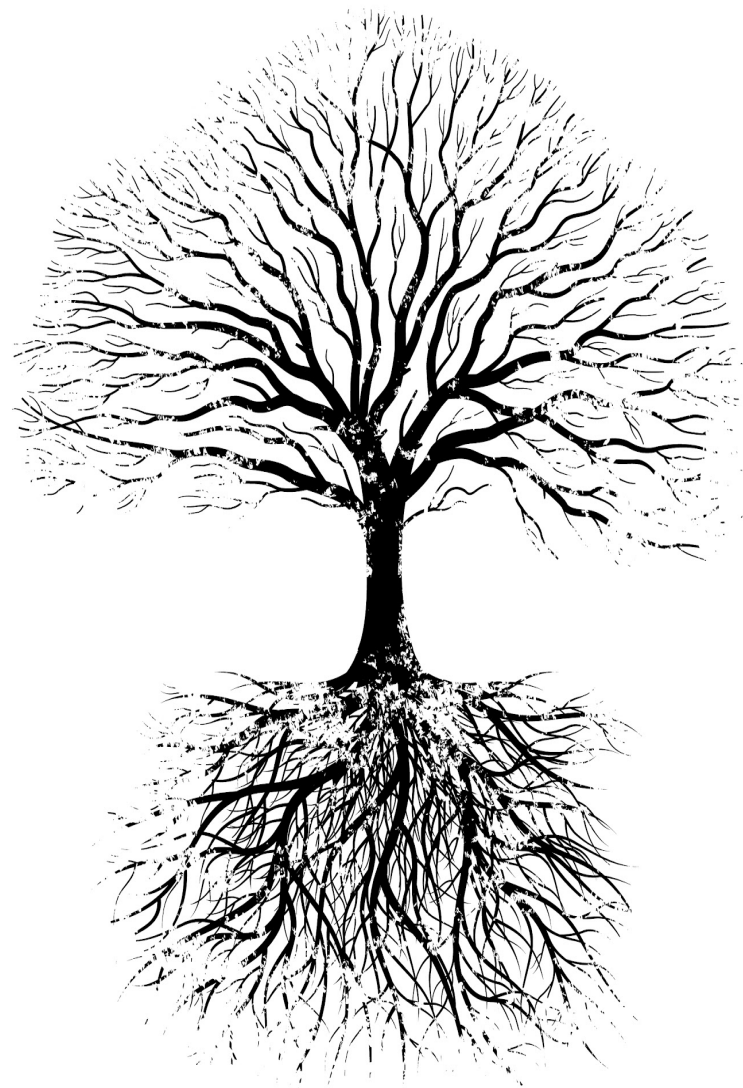
Self-service - Ownership is the key

Departments/organizations own their websites

- We provide tools
- We provide training
- We provide support

Ultimate goal – can people use it

- Drupal – a solid base
- Build the system with the site builder in mind
- Develop support and training programs that we can manage with minimal staff



Keep the system Drupaly

Don't change the admin interface

Use contributed modules to enhance Drupal Core

Open and inviting themes based on Yale design standards

Provide pre-built features

Consistent platform
is easier to support

Non-technical people build
attractive, technically sound sites

Site owners are empowered
and take ownership of their sites

Enhance Drupal Core

- Contributed Modules
 - Menu Block
 - Superfish
- Pre-built Features
 - Videos
 - News
 - Photo Gallery, etc.



Adding content should be as easy at Content >
Add Content > Choose content type

Enforce Design Standards in Stealth Mode

- Open and inviting theme
- 3 basic options
- Yale Font and Yale Blue
- Yale Logo strategically placed (locked in)
- YaleSites Templates are not mandatory
- Web standards + SEO
 - url aliases/page titles
 - Image alt tags

Support & Training

- Hands-on Workshops – build site during training
- Office Hours – individual training and support
- Get help by posting questions to the forum
- How-to Guide with all things YaleSites
- Utilize external tutorials (drupalize.me, OS Training, etc.)

Thank you!

Questions

