

N Drive User Survey Report

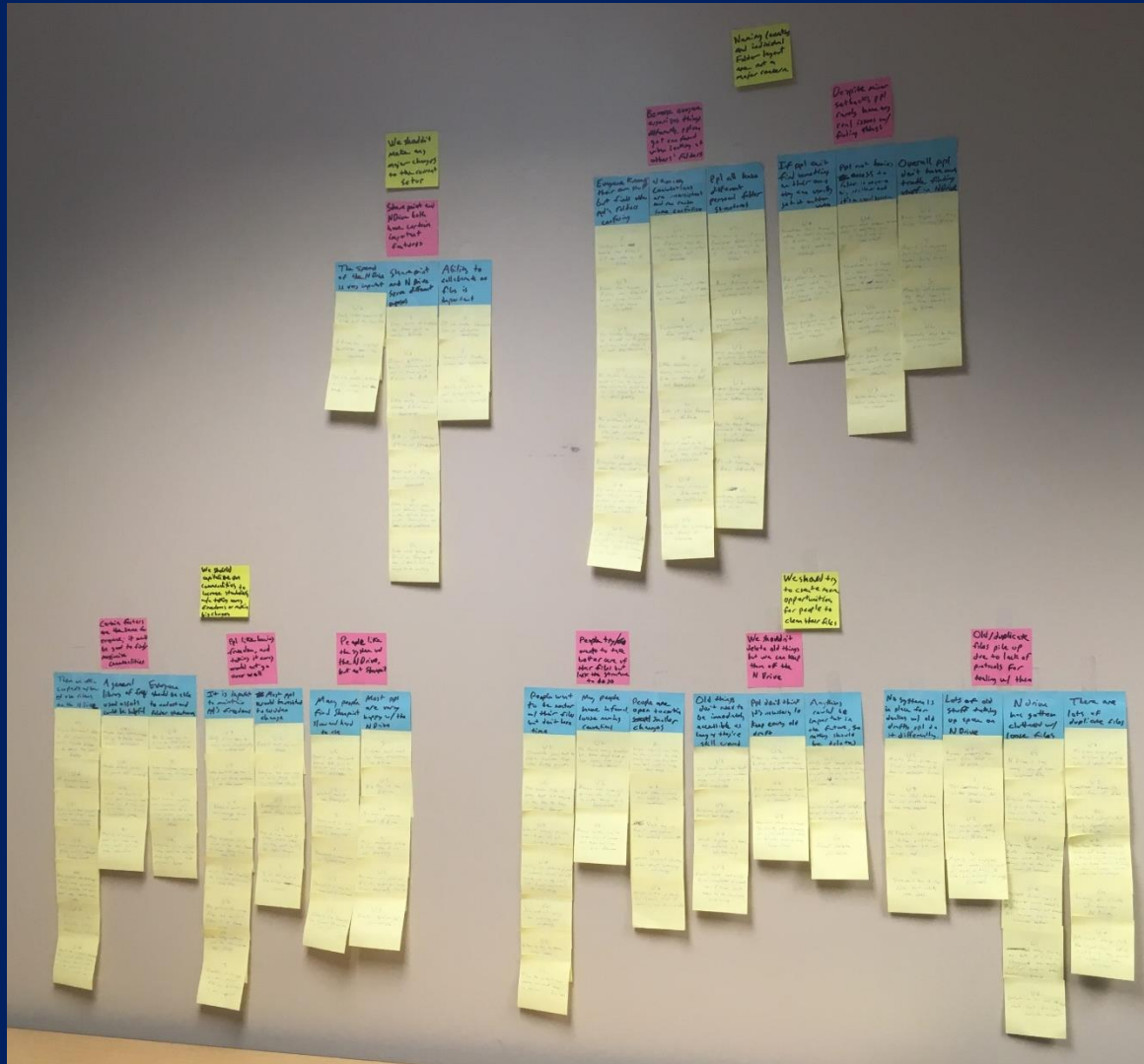
Summary of Key Findings

- Employees are generally happy with the N Drive as it is now
- Employees value their freedom and major changes would not be taken well
- The biggest problem with the N Drive is clutter due to lack of a system for taking care of old/duplicate files

Methods

- After some preliminary investigation into the N Drive, I wrote a set of interview questions and interviewed 2 directors and 3 managers
- From the initial findings, I narrowed down the main issues and wrote a short survey on Qualtrix and sent it out to the office, getting 21 responses
- I then wrote down all of the key points from my investigations, the interviews, and the survey and created an affinity wall

Affinity Wall



Finding #1

- Initially, I had hypothesized that the lack of standard naming conventions and rules for folder organization caused unnecessary difficulty with finding files and would be a major cause of frustration and wasted time
- I found that while most employees do report some issues caused by differences in file naming and folder organization, they are nothing more than minor annoyances, and any attempt to fix the issue would just make things worse

Finding #2

- Everyone is generally happy with the current file management system
- People like the amount of freedom they are given with the N Drive, and especially its speed and ease of access
- While some people like SharePoint for its collaboration capabilities, the overall attitude toward cloud storage is that it is too clunky and slow, and that we should stick with the N Drive for primary file management
- Most people were resistant to the idea of making any major changes to protocol or enforcing standardization

Finding #3

- Despite everyone having their own way of organizing their files, there are certain constants with how most people work and organize their folders
- Any changes or new rules we introduce will likely be better received if we can take advantage of these similarities

Finding #4

- The biggest problem most people agreed on was clutter due to old, duplicate, or loose files piling up due to no protocol for taking care of them
- Most people expressed support for new rules for cleaning up folders, dealing with old drafts, and archiving completed projects

Initial Recommendations

- At this point, our main recommendation is to work out a system for archiving old materials in a cloud storage system. This would involve an initial effort to find and archive all old materials currently on the N Drive in order to start with a clean slate, but should require minimal time investment to keep up after the initial steps
- We also recommend creating protocols or guidelines for labeling and storing old drafts and for dealing with miscellaneous files that do not fit into preexisting folders

File Archiving System

- The file archive will be kept on Wasabi Hot Cloud Storage, a cloud service that will allow us to store our files (as well as keep backups) off the local drives while still keeping them easily accessible
- Rather than archiving files or folders yourself, you can simply flag items for archiving and let a designated employee know, and they will take care of uploading it and removing the original
- Every 6 months, the office will have a 'digital cleanup day' to help you get caught up if you get behind on archiving or organizing your folders

Other Suggestions

- We do not think that it would be productive to introduce any other new policies at this time
- However, we do have a few suggestions that may make it easier for everyone to keep track of things on the N Drive:
 - Write all dates in filenames with a year-month-day format to make them more sortable
 - Mark each new draft with a version number (v0.1, v02,...v1.0, v1.1,...v2.0, etc) rather than 'final', 'FINAL final', etc
 - Try to keep miscellaneous files in general folders to a minimum