Oracle Knowledge Base Article Guidelines

Complete a 30-60 minute training with Karen or Kyle on creating Oracle Knowledge Base Articles. If you want to work ahead, please visit: http://documentation.custhelp.com/euf/assets/docs/may2015/tutorials/css/css_user/css_user_creating_answer.htm.

Articles should be able to be read in 30- 45 seconds. Tutorials/graphics/hyperlinks should all be used to supplement the message/text. Phase 1 will be getting the information published. Phase 2 will be adding the creative elements - videos/tutorials/etc.

Articles being created should be for the entire span of the student's time with M State, not just orienting them to the topic – from prospect through completion/transfer. These articles should not be specific to a campus, but applicable to the college.

If you are the creator or assigned Knowledge Manager for your area, you will assign yourself to the article. Articles will need to be reviewed on or around: Feb 1st, June 1st and September 1st. For the initial creation, use the closest upcoming review date. Each time you review the article for accuracy, you will put the next upcoming review date. Helpful is you also mark off time on your calendar to make sure you have time set aside to complete the reviews.

Knowledge Base Article Specs:

1) Custom Header – Work with Karen to make sure a custom header has been created for your topic area. Many headers are already created and stored in manage site. If you do not have a header when initially creating articles, use SDS - https://www.minnesota.edu/news/wp-content/uploads/2015/12/MS-StudentDevelopment.jpg

   Click on image and put in header url. Change Width 750 Height 100

   ** always remember to hyperlink to additional information on the M State web page that corresponds to the answer

2) Body – Content

   Heading: 14 pt., bold, Calibri, Color: R:0 G:45 B:98 (add to your custom color to be able to quickly assign)

   Body: 12 pt. Calibri

   3) Custom Footer – All articles will use the standard "Learn More" footer.
https://www.minnesota.edu/news/wp-content/uploads/2015/12/M-State-email-Footer-900X159.jpg

4) Click on image and put in url. Change Width 750   Height 115

** always remember to hyperlink to the minnesota.edu home page.

When you're finished placing content in the "Answer" tab you'll need to make sure the fields are set to:

Status: Proposed

Access Level: Everyone

Display Position: Historical Usefulness

Assigned: [Your Name]

Review On: Feb 1, June 1 or Sept 1 (or around these times)

Archive on Review: No

Notify Subscribers: No Change

Guided Assistance: Leave Blank

Under Content tab:

> **Summary** – Title of topic you are addressing – this is title that students will see when searching for and looking at answer

> **Keywords** - Any word student would use to access this knowledge article from Help site; words in title will automatically be included in the search)

>> To get the answer to pull in to The Source – you will need to put in the corresponding keyword for the population(s) you want the answer displayed for:

>> PSEO-TS   Post-Secondary Education Option
>> First-TS First-time college student 17-23 yrs old
>> ELL-TS   English Language Learners
>> Maybe-TS   Maybe some college, maybe not 24+
>> Credit-TS   Has college credits 17-23 yrs old
>> Online-TS   Online only
>> Current-TS   Current student
>> Unsure-TS   Not sure

> **Message/Answer/Context**

> Enter your answer (best to type in; if you are taking from Word, paste as text)

> Use spell check button to check spelling

> Enter $ask at the end of each answer

Assign Topic Finish by selecting the appropriate topic from the "Select Topic(s)" tab

Make sure to have The Source and your topic area selected.

Click on "Save" or "Save & Close"

If you have questions, please contact Karen.