

To :

MICHR-Web@umich.edu

Subject :

Request For Adding A New Resource

Title

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**B** / U

Hi Liz and Aarohi  
Hope this email finds you well.

We at [Program Name] are looking to add a new resource to the website page. Previously we used a google sheet to fill the details. Should we use the same sheet or do you have a different form I need to fill?We have a workshop coming up in February 2025 and I was wondering if we could have this ready by Monday, 20th January, 2025.

Thank you so much.

M

MICHR

MICHIGAN INSTITUTE FOR  
CLINICAL & HEALTH RESEARCH  
UNIVERSITY OF MICHIGAN

abc@umich.edu

#### Request For Adding A New Resource

Hi Team,  
Thank you for reaching out! I'd be happy to assist you.

We've created a [Qualtrics form](#) to gather the information we display on the website. It would be helpful if you could fill it out, and I'll assist you with the next steps. If the form seems unclear, please don't hesitate to reach out to me for help.

The form collects key details such as the nature of the offering or resource, the target audience, when it will be available, what is the cost, which Translational Science category it falls under, guiding questions, and how it advances translational science. We have a list of pre-defined statements for 'how it advances translational science,' which we typically select based on your response and the category of offering or resource it aligns with.

From my understanding, you want users to have 24/7 access to the content and the ability to download links at their convenience, eliminating the need for users to contact someone for access. If that's the case, your request should fall under the resources category.

Please let me know if you have any questions. Feel free to go through the [presentation](#) if you would like to know more about the website request process.

Thank you so much.



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Facilitators

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Ask Liz about  
intranet content  
we need to  
change the titles



# Process For Website Requests





# Overall Process

1.

Submit request to  
MICHR-  
Web@umich.edu

2.

Request received,  
reviewed and triaged  
between Liz and  
Aarohi

3.

Post Published



# Types Of Requests

**Within the template we use on the website**

1. Offerings/Resources
2. News and Events,
3. MICHHR publications

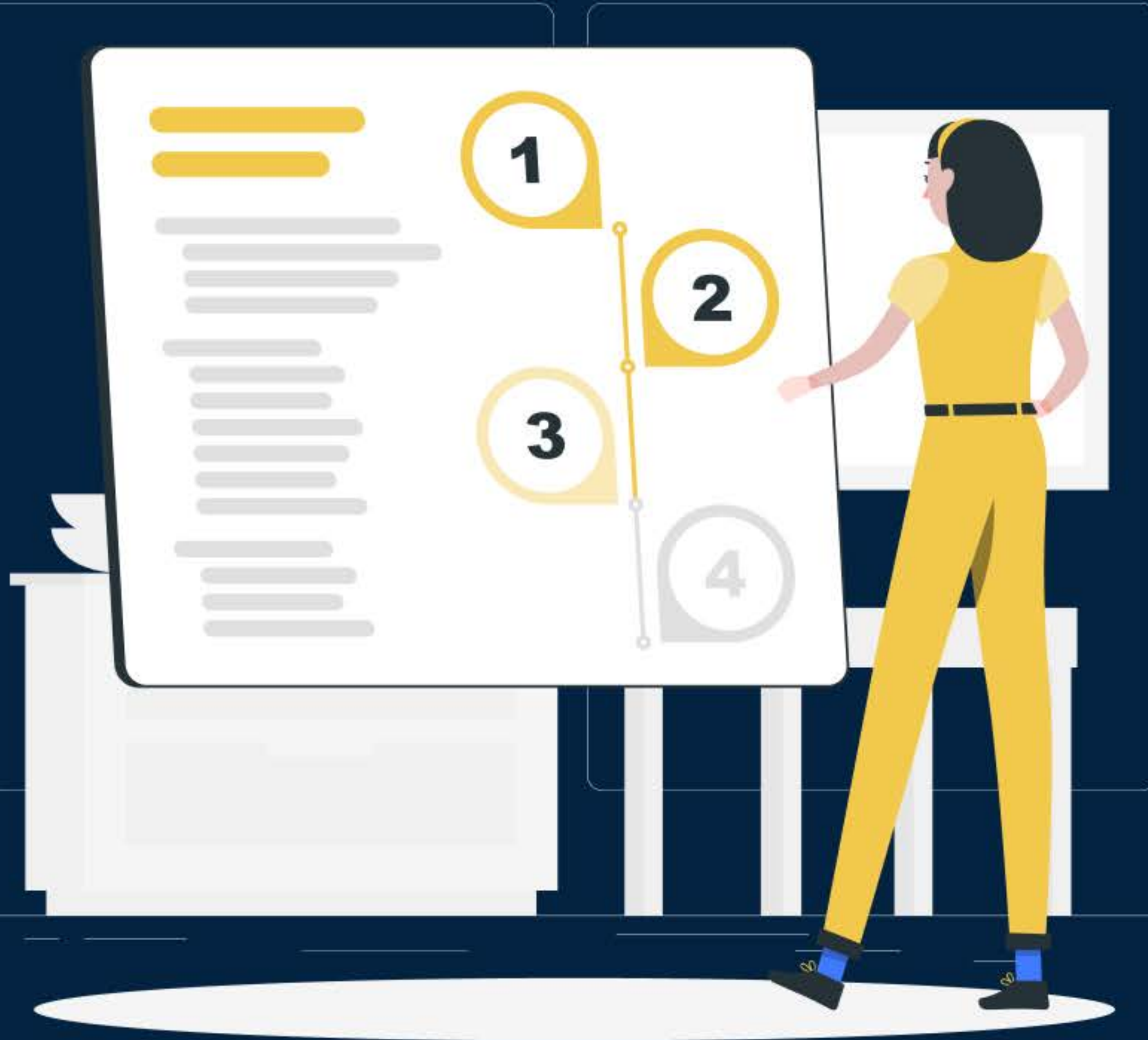
**Different requests**





# Important Information

- Request turnaround time: 5 business days
- Urgent requests should be rare, please do your best to submit everything with at least 5 business days notice. If you have an urgent or high-priority request, we will do our best to accommodate it.
- Urgent request use: Subject Line: "URGENT" or "TIME-SENSITIVE" (Name of request): Turnaround time 2 business days.
- High priority requests: Set your email to "High Priority" in Outlook: Turnaround time 3 business days.







# Housekeeping Notes

- The website uses a security system (Cloudflare) and caching (Pantheon). Cache clearing may cause a 10-30 minute delay before changes appear. Please notify the team if updates are not visible after this period. At times, changes may not appear through the links provided for uploading. If this happens, please visit the MICHR website directly to locate the offering or resource.
- The website operates on conditional rules. Please provide detailed explanations of your requests to help us support you effectively. Layout or language decisions will be made by Liz and AaroHi, consistent with the site's overall design. Should there be changes that may be significant, Liz and AaroHi will communicate to the offerings or resources requester/owner.





# Housekeeping Notes

- For resources, please provide documents as PDF's or links, along with an M-Community contact email. For offerings, M-Community email addresses are sufficient. Please include links or PDF's only if necessary.
- Allow time for system constraints and human error. We aim to maintain accuracy, but occasional delays or corrections may occur.
- If your service does not clearly fit into either category, please reach out to [MICHR-Web@umich.edu](mailto:MICHR-Web@umich.edu) or schedule a consultation with [Aarohi Doshi](#) or [Liz Fischer](#) for further guidance.



# Page Setup Process

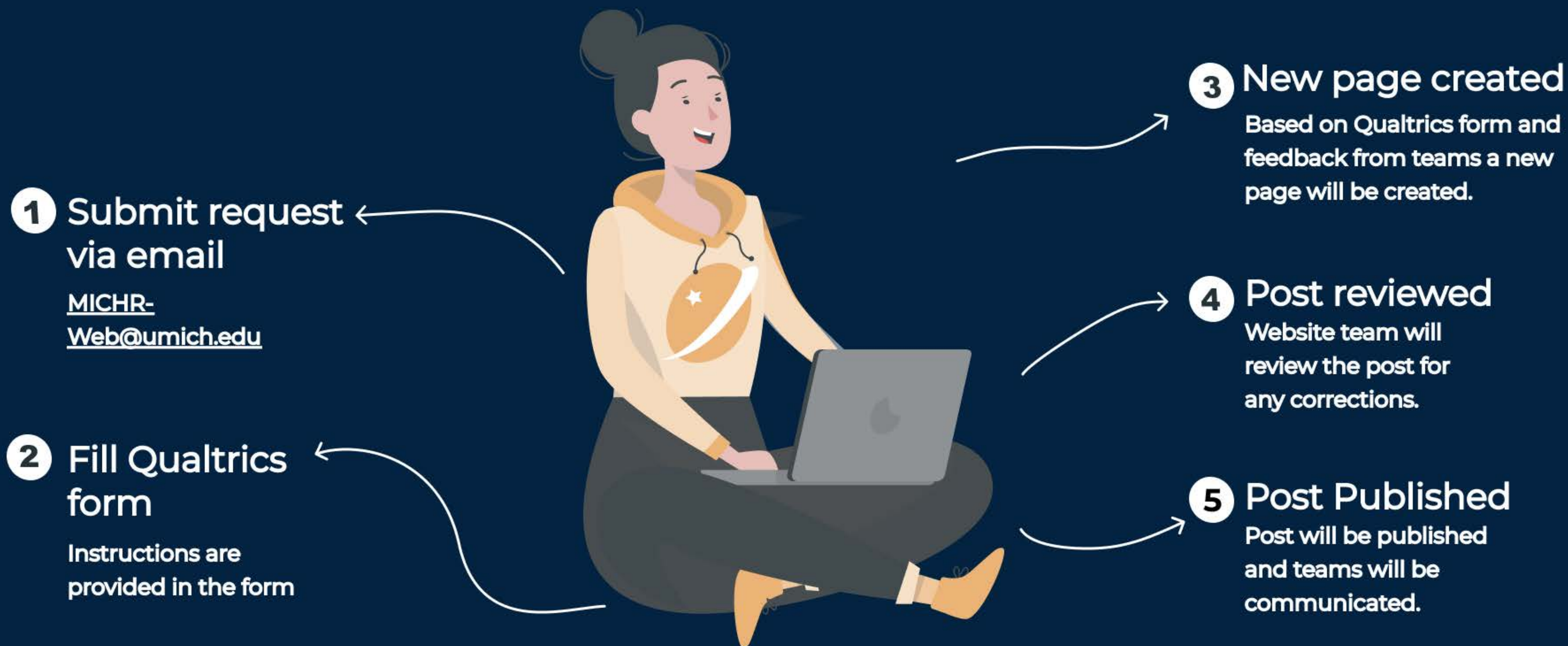
Once the intake form is submitted:

- Website team will review the form and create the new offering or resource page.
- Suggested changes to wording, layout, or information will be communicated before publishing.
- Post-publication changes can be made, and the page can be drafted, reverted, or made private (password-protected) if necessary. For example, when applications for the Summer Research Program close, the "Apply Now" button may be replaced with a "Contact Us" button. Such changes should be communicated with the team.
- For first-time requests that require leadership approval, the processing time may exceed one week. You will be informed of the progress and any delays.

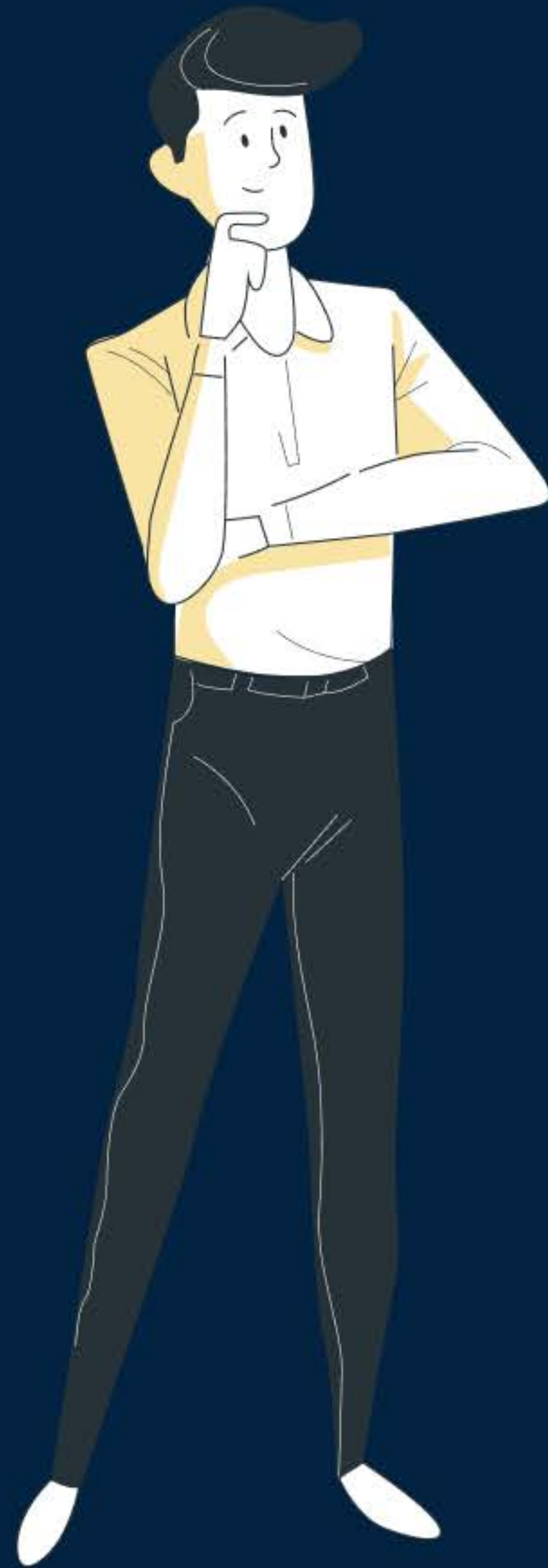
The diagram illustrates a three-step process for setting up a page. It features a yellow header bar with three black dots on the left. Below the header, there are three numbered steps: 1, 2, and 3. Step 1 is highlighted with a yellow background and contains a yellow rounded rectangle button labeled 'Next'. Steps 2 and 3 are represented by grey rounded rectangles. The main content area is white with a grey border. The 'Next' button is positioned at the bottom right of the main content area.



# Process for offerings and resources







# Offerings And Resources Defined

For the purpose of MICHR website, offerings are defined as a service that the user needs to consult someone for, for eg. contacting the team via email or scheduling consultations.

Resources on the other hand, are pieces of information that can be live 24/7 on the website. Refer to the [Difference between offerings and resources](#) slide deck for a comprehensive understanding of these categories.





# Item Is An Offering Or A Resource?

## Offerings

- Does this information require human intervention or personalized guidance?
- Do you need additional input from users to provide customized solutions?
- Has this information historically required a consultation or direct interaction?

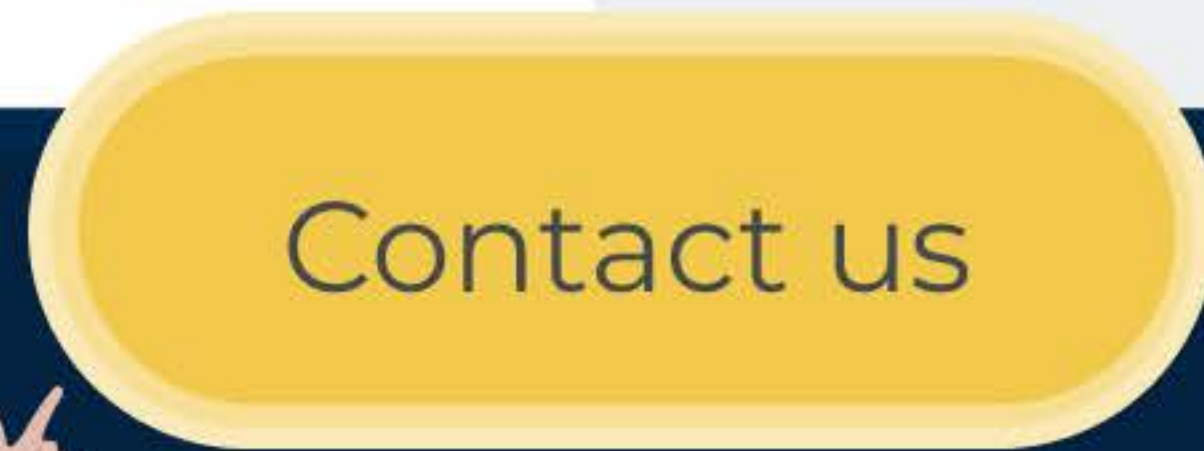
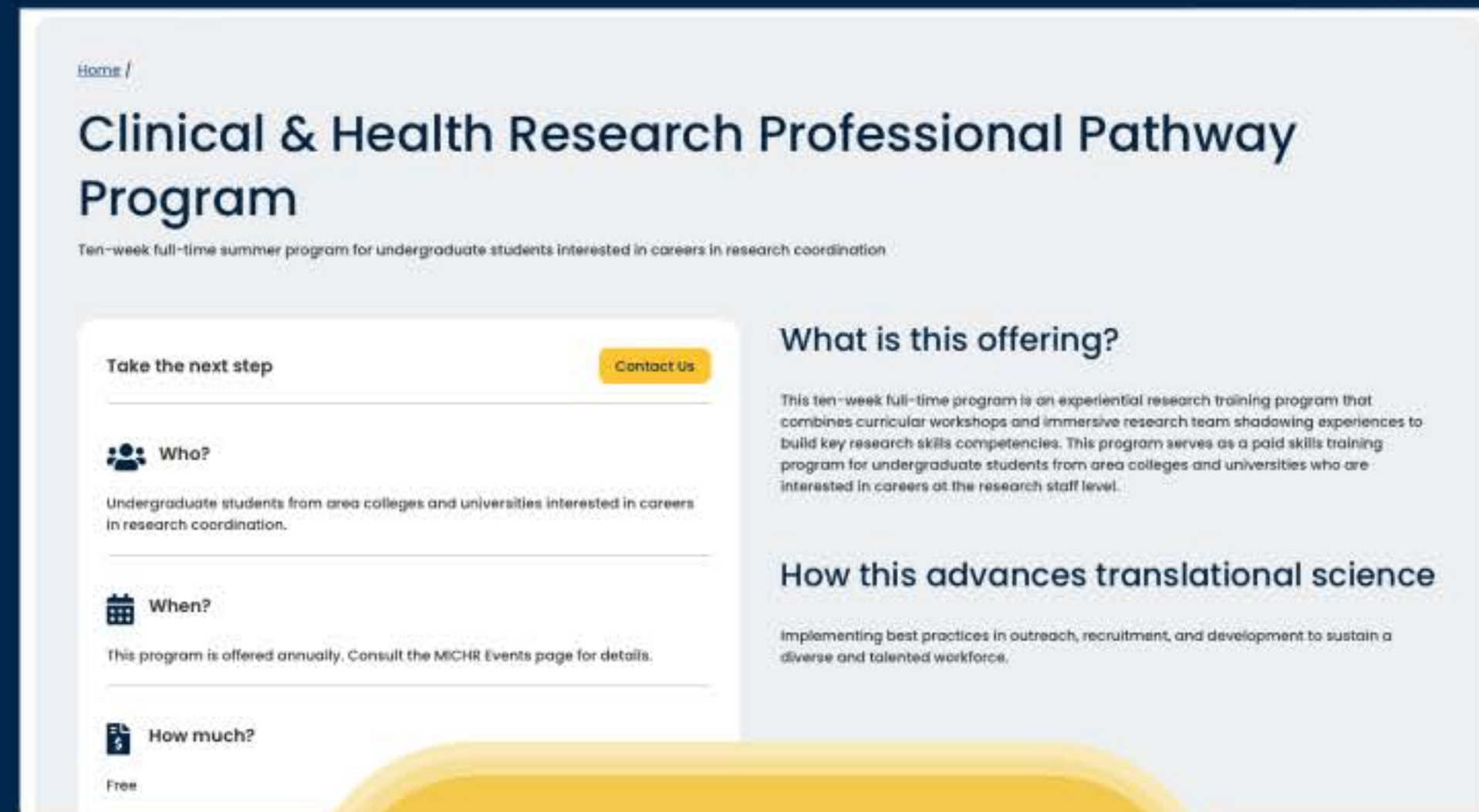
## Resources

- Does the user need to access this information on-demand (24/7)?
- Is this information showcasing best practices, guidelines, trainings, toolkits, templates that the investigators need?



# Expected User Actions

- Offerings: Users are expected to consult with a representative or schedule a consultation via "Contact Us" links connected to M-Community, Qualtrics, or Google forms.
- Resources: Users are expected to take direct actions like downloading content, visiting a portal, or watching videos. Clear instructions will guide users on appropriate actions.





# Building A Team

- Do you want to build and advance a new team or elevate an existing one?
- Do you want to partner with the community or patients?
- Do you want to link with established biostatistics or implementation science networks for collaboration?
- Do you want to design a new intervention or service?
- Do you need a collaborator or mentor for a specific research idea?
- Are you a community member who wants to partner with academics?



# Educating A Team

- Are you seeking mentored career development and/or research immersion programs?
- Are you new to translational research or to your role on a research team?
- Are you interested in grant development or grant review workshops?
- Are you interested in mentoring?
- Do you need training in the responsible conduct of research?
- Do you need help navigating study start up?
- Do you want to learn about community-engaged research or community health workers?
- Do you want to access a national collection of trainings?
- Are you a study coordinator or team member seeking resources and support?
- Do you want to learn more about AI and behavioral science?
- Do you want to access a national collection of trainings?



# Designing A Study

- Does your study involve an investigational drug or device?
- Are you designing an intervention or service?
- Do you need feedback on the design of your study?
- Do you need help with data capture and management?
- Do you need participant recruitment tools and advice?
- Do you need tools, best practices or support for planning a study?
- Do you have an expanded access request?



# Funding A Study

- Are you looking for MICHHR funding opportunities?
- Do you want help developing a grant application?



# Implementing A Study

- Do you need to test your intervention or service with your end users?
- Do you need participant recruitment tools and advice?
- Do you need help with data capture and management?
- Do you need help with post-award data analysis?
- Do you need tools, best practices or support for initiating and managing a study?
- Are you interested in multisite research?
- Are you a study coordinator or team member seeking resources and support?
- Do you have expanded access request?
- Does your study involve an investigational drug or device?
- Do you need to test your intervention or service with your end users?
- Do you need tools, best practices or support for initiating and managing a study?



# Disseminating Results

- Do you want help with ClinicalTrials.gov results reporting?
- Do you want to write a manuscript quickly?
- Do you want to share your results broadly?
- Do you want to learn more about AI and behavioral science?

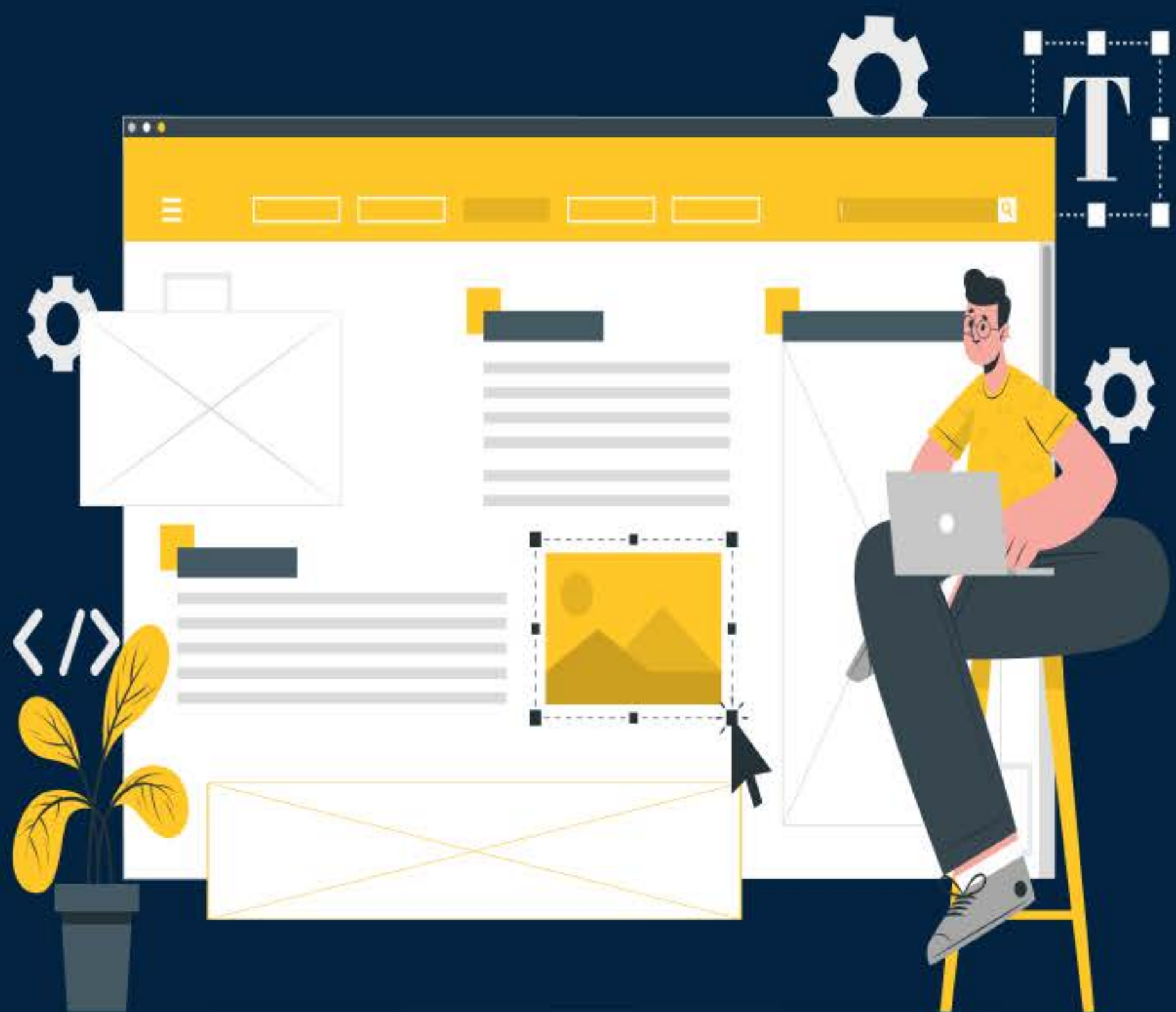


# Process for 'different' requests

Requests that are different from News and events,  
Resources, Offerings







# What Is A 'Different' Request?

## New Page Requests Outside Current Website Template

Examples include:

- Adding jump links as a functionality
- Incorporating additional images
- Multiple Call-to-Action (CTA) buttons
- Dedicated pages for downloadable links
- People pages for awardees
- Custom templates that differ from the current design





# What To Do?

## Next Steps:

1. Contact the website team to initiate a scoping meeting.
2. The team will assess feasibility and determine if:
  - Changes can be handled internally by MICHR.
  - External support is required.

Note: We have a maintenance retainer with Boxcar, and their services are billed hourly.



abc@umich.edu

#### Request For Adding A New Resource

Hi Team,  
I have created the [Research Jams](#) page for you. It is live but unindexed (Google cannot find it) so you can see how it looks. Please take a look at it and let me know if you have any questions or feedback.

Thank you so much.



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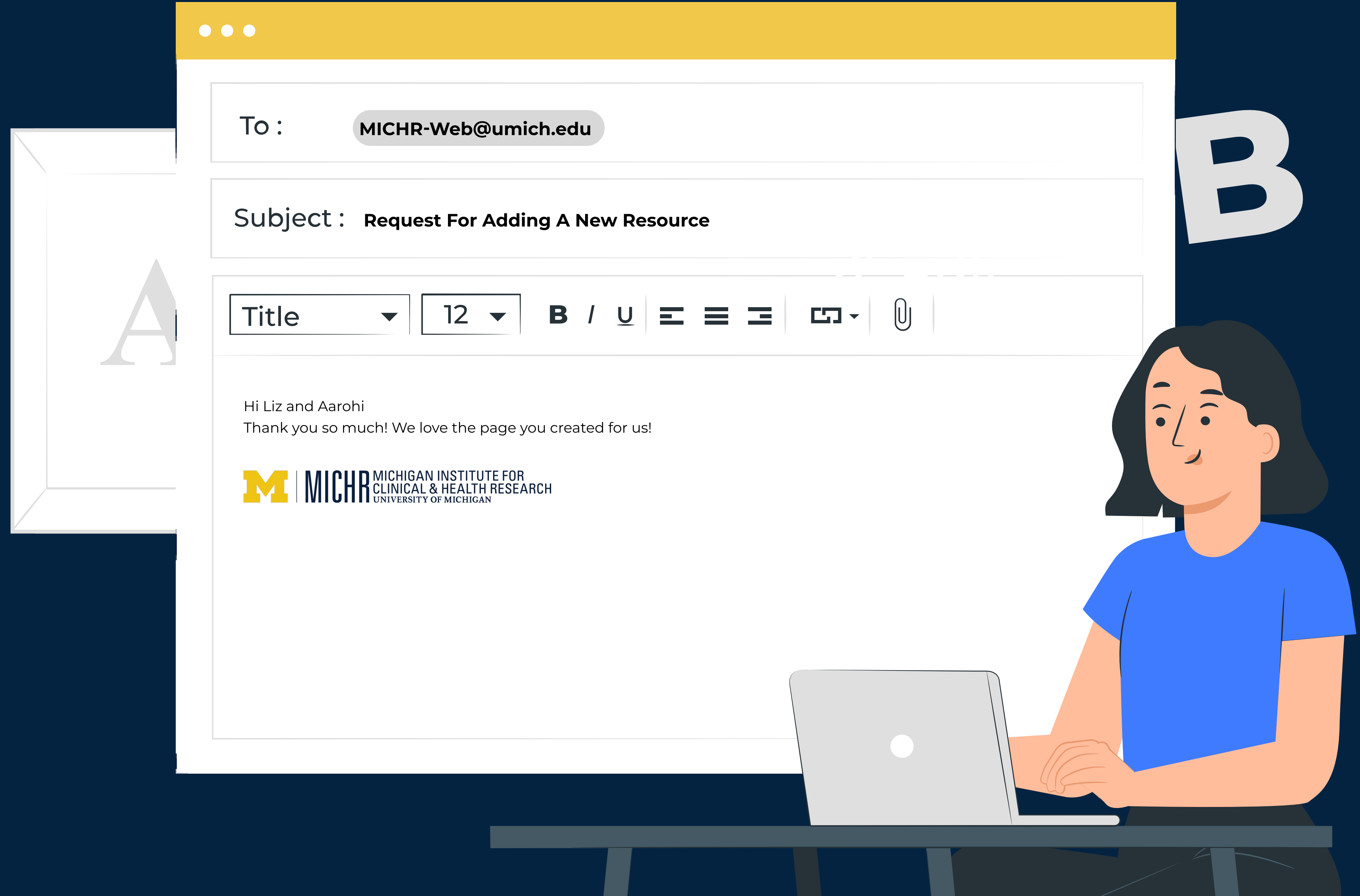
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