

Drupal Partners Case Study

Georgia State University - NIFTEP

Industry: Education



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Client Profile

The National Institute for Teaching Ethics and Professionalism (NIFTEP) is based out of Georgia State University and administers the International Forum on Teaching Legal Ethics and Professionalism website. The website is designed as an online gathering place, resource repository and clearing house for an international community of ethics teachers, scholars and practitioners. The website provides organizational tools to help change the culture of legal education and to increase the emphasis on ethics and professionalism at the school level.



Client's Challenge

- 01 NIFTEP needed a Drupal technology partner who could work within their budget limitations and still maintain and add features to their forum website.
- 02 The challenge was that the number of hours per month dedicated to development was limited, so every feature had to be carefully planned with time and deadlines in mind.
- 03 Since the administrators were also teaching courses at the university, they needed the technology partners to be independent and trustworthy.

Client's Need

The client needed Drupal Partners to take over maintenance of their forum website. This included Drupal updates, patches, SLA for any issues and general maintenance.

They also had a list of improvements for the website, focusing on improving usability for both the users and the admins. This included the following:

- 01** Fixes to reduce spam user sign-ups.
- 02** Changes to how the user list was displayed, along with additional data for the users.
- 03** Search improvements.
- 04** Other smaller usability fixes to help admins manage the site better.



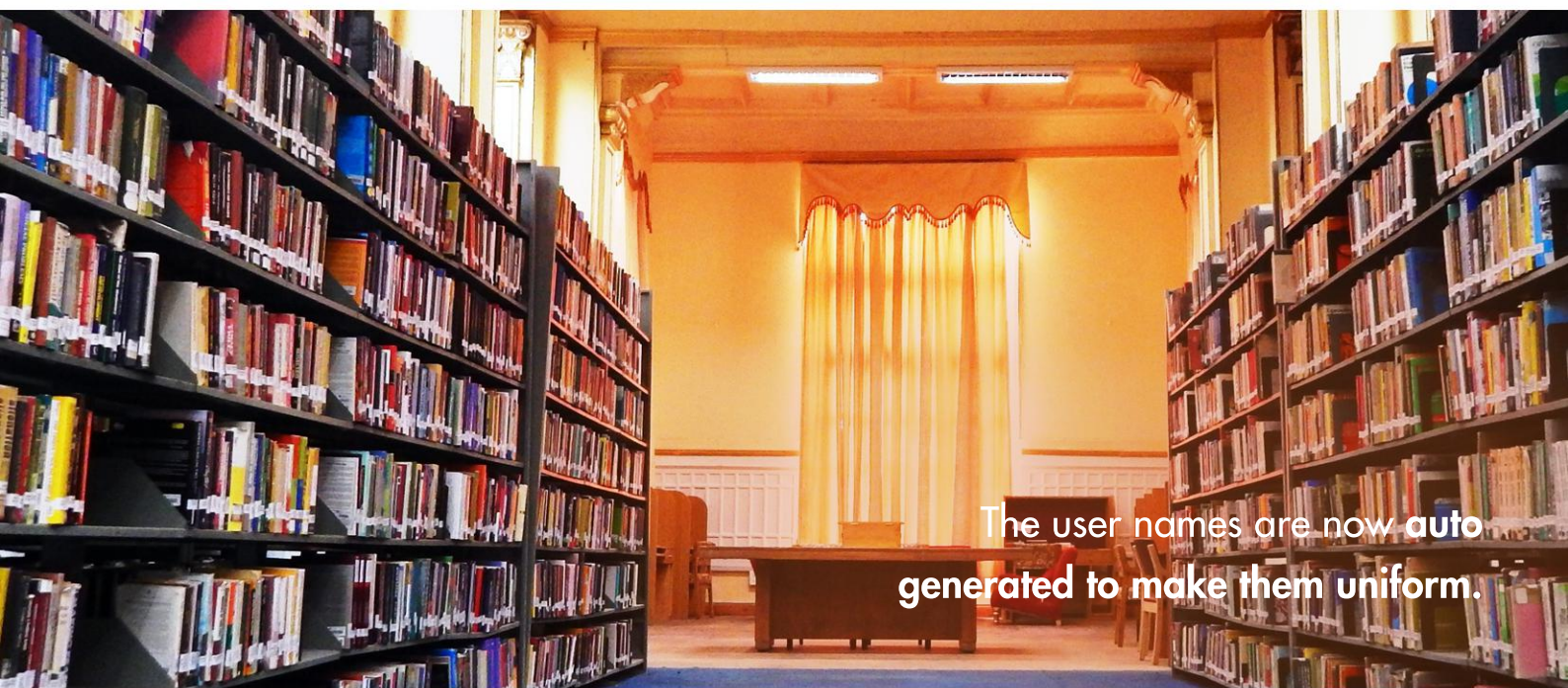
How We Fixed The Client's Problems

- 01 Drupal Partners talked to the client and received a list of fixes and improvements needed for the site. The list was analyzed and an actionable plan created, focusing on delivering items within the client's timelines and the hours allotted for the month.
- 02 The spam sign-ups were fixed by adding Google Recaptcha to the sign-up form. Additionally, validations were added to the form fields to identify and filter data entered by bots.
- 03 The user list was redesigned to display user details in a sortable table format. Additional data was also made viewable on the table.
- 04 The search results were improved to search more of the site than just forum posts.



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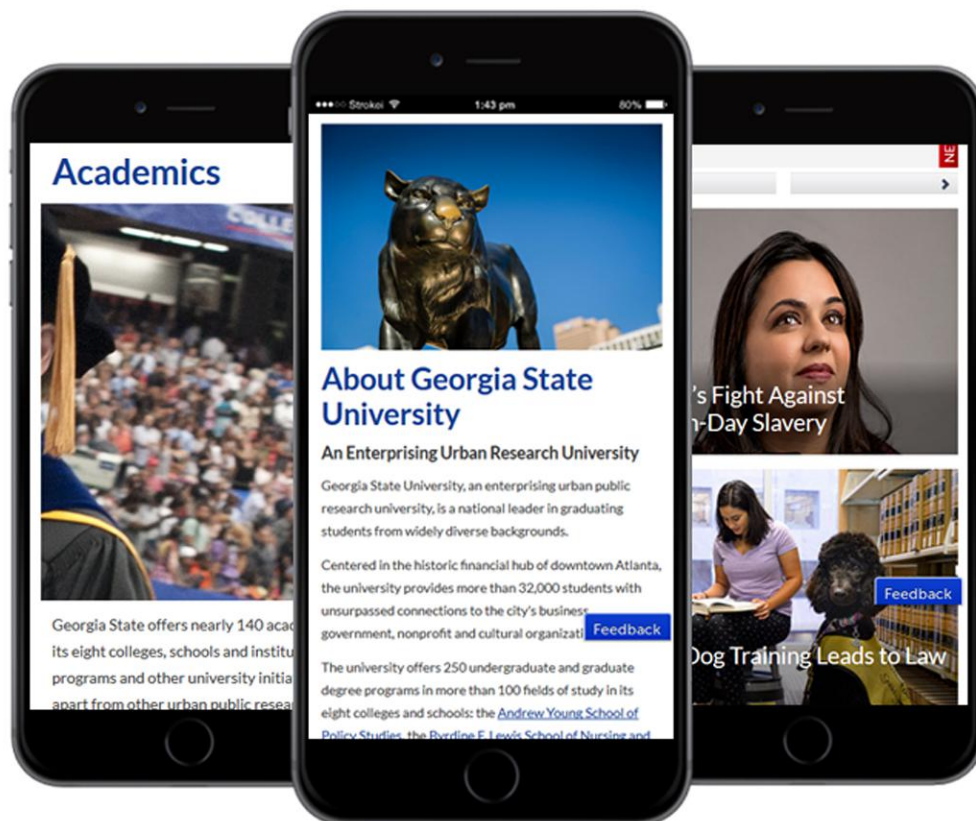
- 05 Also, the user sign-up forms were changed to add additional fields. The page was written to auto-generate usernames for uniformity.
- 06 Other additions were made to the site, such as file upload options for forum posts and fixes to the automated email modules.
- 07 The admins were also given training on using existing features more effectively.



The user names are now **auto generated** to make them uniform.

Impact On The Client's Business

- 01 **Spam registrations have been reduced by 100%.** This complete elimination of spam has made it easier for the admin to manage users on the site.
- 02 'Search' and 'File Upload' options have made the site more user-friendly. The **search visibility has improved by 3x.**
- 03 Over **14 bugs were fixed** in the first two months alone.
- 04 A great benefit has been that the teachers no longer have to worry about managing the website, allowing them to concentrate more on teaching and enabling discussions on the forum.



Other Useful Resources

- Case Studies
- eBook
- Infographics
- Whitepaper
- Blog
- Fact Sheet
- Webinar

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