



Experience U

Leveraging technology, people, and process to “Connect the DOT”

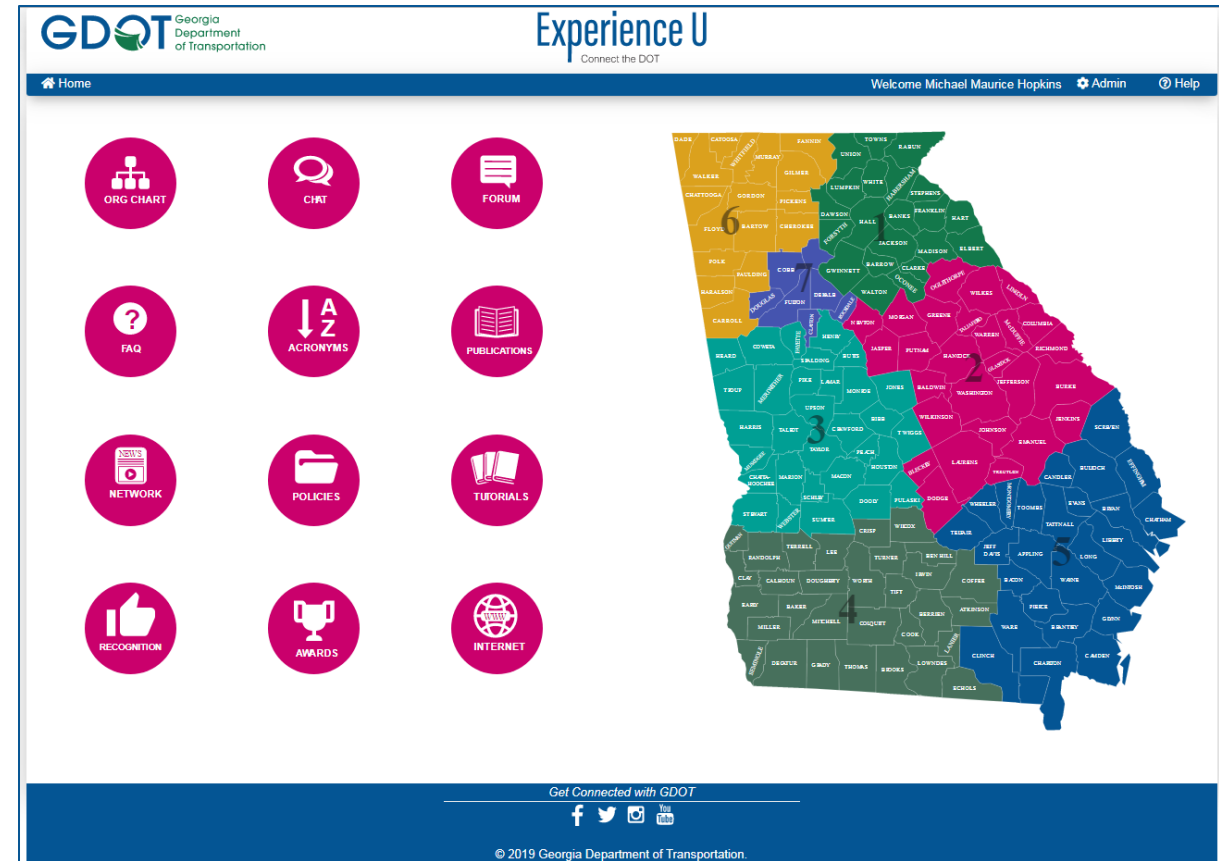
Michael Hopkins, LSSBB
Process Improvement Specialist

The Opportunity

- Innovative Approach to answering the Commissioner's call for a Culture of Collaboration of & Innovation
- Only 45% of GDOT employees (0-5 yrs. of service) feel they know what other GDOT offices/districts do
- Newer associates crave more interactive tools
- Need to consolidate currently available for one-stop-shop accessing of information

What is Experience U?

- Management Development Program Project
- Addresses need to access real time info to support a deeper knowledge of our Department
- Improve the information and resource gathering experience at GDOT
 - ✓ Through knowledge management / organizational awareness
 - ✓ Getting Newer Associates acquainted with GDOT faster
 - ✓ Deepening the awareness of not just our roles, but the roles across all 35 offices and 7 districts



Experience U Homepage

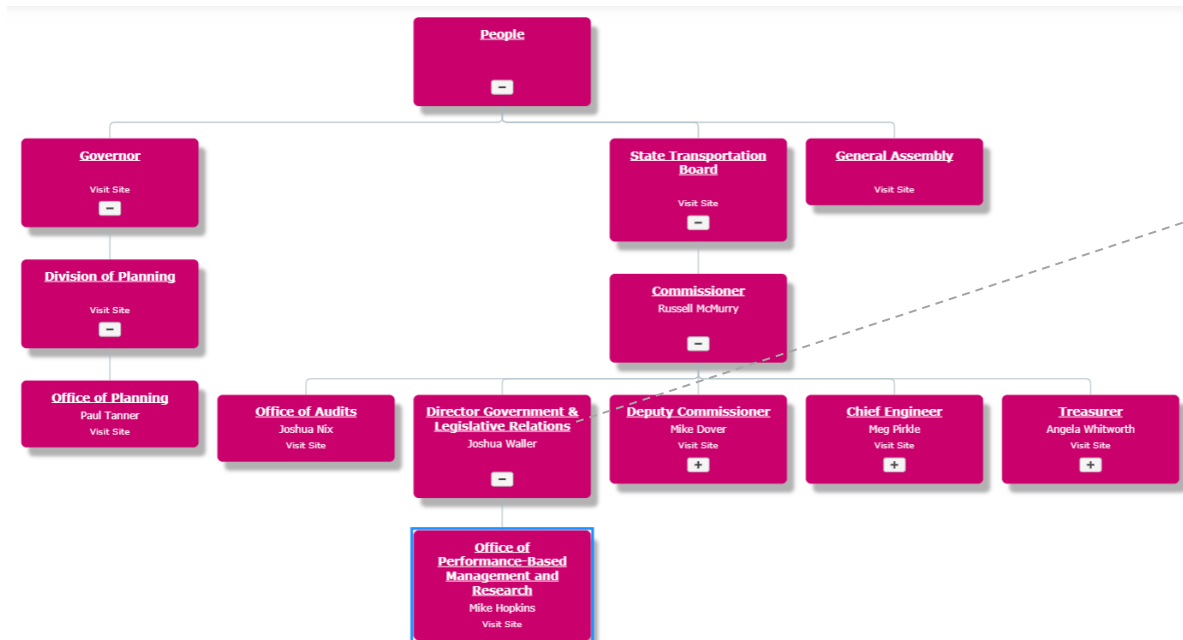
- ORG CHART
- CHAT
- FORUM
- FAQ
- ACRONYMS
- PUBLICATIONS
- NETWORK
- POLICIES
- TUTORIALS
- RECOGNITION
- AWARDS
- INTERNET



Experience U

Interactive Org Chart

Real time view of the structure of the org, and scope of each District, Office and Division



More Information

Office Name:

Office of Performance-Based Management and Research

Office Head Name:

Mike Hopkins

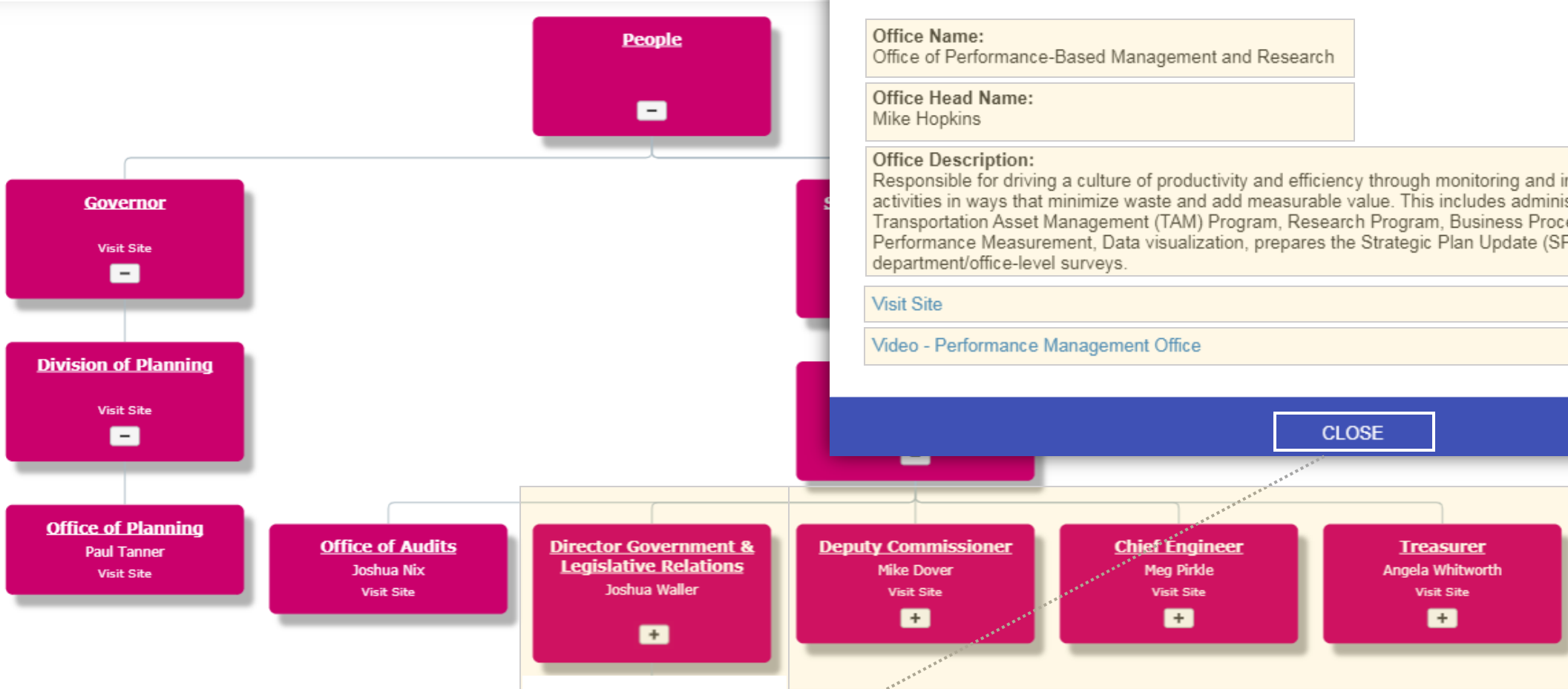
Office Description:

Responsible for driving a culture of productivity and efficiency through monitoring and improving GDOT business activities in ways that minimize waste and add measurable value. This includes administration of the Transportation Asset Management (TAM) Program, Research Program, Business Process Improvement, Performance Measurement, Data visualization, prepares the Strategic Plan Update (SPU), and administration of department/office-level surveys.

[Visit Site](#)

[Video - Performance Management Office](#)

CLOSE



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[Visit Site](#)

[Video - Performance Management Office](#)

CLOSE

Experience U

Chat

- Enables collaboration via real-time instant messaging
- Link to Microsoft Teams instant messaging
- Support expedited decision making

The screenshot shows a Microsoft Teams chat interface for the 'Experience U Communications' channel. The chat history includes:

- A message from **Brown, Tori A** at 10/15 9:26 AM: "Hey Sylvia! Thanks for the info"
- A reply from **McDaniel, Sylvia L** at 10/15 9:52 AM: "You are welcome, Tori."
- A message from **McDaniel, Sylvia L** at 10/15 3:52 PM: "The first to answer all 3 questions with at least two comments per question will receive a prize????? TBA!"
- A message from **McDaniel, Sylvia L** at 10/15 4:03 PM: "We are looking for brief answers to the questions."
- A system message: "McDaniel, Sylvia L has added Levingston, Vanessa R to the team." dated October 16, 2019.
- A message from **McDaniel, Sylvia L** at 10/15 4:01 PM: "3 potential winners for this exercise. You could win your own GDOT branded water bottle"

The final message includes an image of three GDOT branded water bottles. The chat interface also shows a text input field at the bottom with the prompt "Start a new conversation. Type @ to mention someone." and various icons for actions like reply, edit, and more options.

Experience U

Forum

- GDOT's new electronic message board for posting questions and comments
- Questions/Comments entered in the Forum will later become part of the FAQ's

Experience U

Forum (continued...)

Experience U

Connect the DOT

Home
Welcome Michael Maurice Hopkins Admin Help

Discussions

All Discussions > All Types

[+ New Discussion](#)

1 - 25 items per page
1 - 12 of 12 items

Docking station Question

Division: Information Technology Office: Office Of Applications

I have a BIG question:

- How do I get a docking station for my new laptop?
- How long will it take to get it?
- [Google Search](#)

Michael Maurice Hopkins on Oct 11, 2019 10:55 AM Last Reply: Oct 23, 2019 09:15 AM 1 Replies 🔒 [Re-Direct](#)

ESA Question

Division: Division Of Construction Office: Office Of Construction

What is an ESA?

Venkata S. Chatakundu on Oct 11, 2019 10:10 AM Last Reply: Oct 15, 2019 01:34 PM 3 Replies 🔒 [Re-Direct](#)

Water to cement ratio Question

Division: Division Of Construction Office: Office Of Construction

What is the water to cement ratio?

Venkata S. Chatakundu on Oct 11, 2019 10:05 AM Last Reply: Oct 11, 2019 10:05 AM 1 Replies 🔒 [Re-Direct](#)

Bar reinforcement Question

Division: Division Of Construction Office: Office Of Construction

Why is rebar (bar reinforcement) called by a number and what does that number stand for?

Venkata S. Chatakundu on Oct 11, 2019 10:03 AM Last Reply: Oct 11, 2019 10:03 AM 1 Replies 🔒 [Re-Direct](#)

Congrats!! Comment

General

Congratulations to the Supriya Kamatkar for receiving the AASHTO Award for High Value Research. She received the recognition yesterday in Santa Fe for the project, HR Data Decision-Making Tool! Just saw this under the Awards & Recognition section.

Sindhuja Gona on Oct 09, 2019 11:07 AM Last Reply: 0 Replies 🔒

Congressional Districts Comment

Sindhuja Gona on October 09, 2019 11:04 AM

Are Congressional Districts the same as GDOT Districts?

Replies

1 - 25 items per page

Sindhuja Gona on October 09, 2019 11:04 AM

No, GDOT district and Congressional district lines are not the same. There are 7 GDOT districts and 14 congressional districts.

You can find a map of the Georgia Congressional Districts on MyGDOT at the following location: <http://www.dot.ga.gov/DriveSmart/MapsData/Documents/Statewide/CongressionalDistricts.pdf> ...and a map of the GDOT districts (with contact info) at http://www.dot.ga.gov/DriveSmart/MapsData/Documents/Statewide/CountyFIPS_GDOTDistricts_Map.pdf

Edit
Delete
Move to FAQ
Reply

Category	
All Discussions	
Information Technology	2
Division Of Construction	3
Program Delivery	1
General Counsel Division Of Admin	1
Office Of Applications	1
Office Of Construction	3
Office Of Program Control	1
Office Of Infrastructure	1
Office Of Human Resources	1
General	5

Type	
All Types	12
Question	7
Comment	5

Experience U

Frequently Asked Questions (FAQ)

- Allows employees to search Frequently Asked Questions for an Office or District
- Designed Experience U to allow easy move of Questions and Answers addressed in the forum application to be moved to the FAQs

Frequently Asked Questions

Division Select a Division...	Office/District Select a Office/District...
Area Select an Area...	Location Select a Location...

Keyword

SEARCH

RESET

Search FAQs

1 50 items per page 1 - 20 of 20 items

- Q: Are the FAQ's updated?**
Additions to the list of FAQ items will come from employee questions in the Experience U forum. Basically, you are in control. The Forum questions that are come up most often will eventually be moved to the FAQ section of Experience U.
- Q: Do we lose leave over a certain number?**
Comp time cannot exceed 240 hrs - no matter what is earned the balance will not go over 240 hrs. Annual Leave over 360 hrs and Sick Leave over 720 hrs is not lost, it is moved to forfeited.
- Q: How do I get additional help navigating the Experience U site if I need it?**
Click on help icon (on the right top corner).
- Q: How many Field Districts does GDOT have?**
Georgia DOT is divided into seven districts which are responsible for operating and maintaining the transportation system at the local level. • District One (Gainesville) • District Two (Tennille) • District Three (Thomaston) • District Four (Tifton) • District Five (Jesup) • District Six (Cartersville) • District Seven (Chamblee)
- Q: How many state holidays do we get?**
A listing of state holidays can be found accessed from the MyGDOT homepage under "Directory & Events". See <http://team.georgia.gov/wp-content/uploads/2018/10/2019-State-Holidays-Memo-07.18.18.pdf>.

Acronyms

ALL
A
B
C
D
E
F
G
H
I
J
K
L
M
N
O
P
Q
R
S
T
U
V
W
X
Y
Z

Show entries

Search:

Acronym	Definition	Description
*DOT	*DOT	Free cellular phone service for motorists who see or are involved in an accident or traffic congestion.
90/10	90 Percent Confidence Level with 10 Percent Allowable Error	
A/C	Access Control	
AADT	Annual Average Daily Traffic	A convention for measuring traffic volumes; the average of a yearlong traffic count that includes weekend traffic. Normalizes traffic data to 24 hours a standard day. (Environmental Services) A measure of the total daily volume of vehicle traffic on a segment of road. (Transportation Data)
AADTT	Annual Average Daily Truck Traffic	
AAP	Affirmative Action Plan	
AASHTO	American Association of State Highway and Transportation Officials	A nonprofit, nonpartisan, national organization that advocates transportation related policies and provides technical services to support the states; AASHTO represents highway and transportation departments in the 50 states, the District of Columbia, and Puerto Rico. AASHTO serves member state departments of transportation, the U.S. DOT, and Congress by providing leadership, technical services, information and advice as well as by contributing to national policy on transportation issues, including A Policy on Geometric Design (Green Book). American Association of State Highway and Transportation Officials 444 North Capitol Street, NW Suite 249 Washington, DC 20001 Telephone: (202) 624 - 5800 Fax: (202) 624 - 5806 www.aashto.org
AC	Access	Entrance to or exit from land adjacent to a public road. (GDOT Driveway Manual)
ACF	Apalachicola, Chattahoochee and Flint River basin	Located in southwest Georgia, eastern Alabama and the Florida panhandle, the ACF river basin includes the Chattahoochee and Flint Rivers which join at Lake Seminole to form the Apalachicola River.
ACHP	Advisory Council on Historic Preservation	The ACHP is an independent federal agency that provides guidance for federal activities, programs and policies as they affect historic properties. www.achp.gov
		Enacted in 1990, the Americans with Disabilities Act (42 USC 126) prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government

Experience U

Acronyms

Tool enabling quick search of GDOT and industry acronyms and abbreviations

Experience U

Helpful links to GDOT's Most Frequently Accessed Websites

- GA Map (Map of Georgia)
- GDOT Publications
- Policies & Procedures
- Employee Recognition
- GDOT Awards & Recognition
- GDOT internet page
- The Network
- Tutorials
- GDOT Social Media page

The screenshot displays the 'Experience U' website interface for the Georgia Department of Transportation. At the top left is the GDOT logo and name. The main header area includes the 'Experience U' title with the tagline 'Connect the DOT'. Below this is a navigation bar with 'Home', a user greeting 'Welcome Michael Maurice Hopkins', and links for 'Admin' and 'Help'. The central content area features a grid of 12 pink circular icons representing various services: 'ORG CHART', 'CHAT', 'FORUM', 'FAQ', 'ACRONYMS', 'PUBLICATIONS', 'NETWORK', 'POLICIES', 'TUTORIALS', 'RECOGNITION', 'AWARDS', and 'INTERNET'. To the right of this grid is a map of Georgia with county names and numbers. The footer contains the text 'Get Connected with GDOT' followed by social media icons for Facebook, Twitter, Instagram, and YouTube, and the copyright notice '© 2019 Georgia Department of Transportation'.

Experience U

Getting the Word Out

Formal Communications Strategy Developed and Implemented

- 1) Experience U Champions in every district / office
- 2) Web banners & messaging
- 3) Introduction at New Employee Orientations

Benefits

- Increasing employee engagement
- Making statewide communication more efficient
- Promoting and retaining institutional knowledge

Experience U
Connect the DOT



Microsoft Teams



Acknowledgements

Experience U Project Team

Michael Hopkins – Performance Mgmt.& Research

Ron Battle – Communications

Sylvia McDaniel – Communications

Donn Digamon – Bridge Design & Maintenance

Naagin Sriperumbudur – Information Technology

Merlerine Strick – Information Technology

IT Development Team

Management Development Program Teams

MDP Team: Sandbox

Rickey Boatner – District 6

Randall Carlan – District 1

Brad Cleveland – District 4

Emma DeLouis – Financial Management

Jason Crane – Program Control

Eugene Utsalo – Materials & Testing

Donn Digamon – Bridge Design & Maintenance

MDP Team: Gen7

Jonathan Peevy – District 1

JD Abercrombie – District 3

Sandy Lawrence – Environmental

Jedidiah Cochran – Legal Services

Sylvia McDaniel – Communications

Michael Hopkins – Performance Mgmt. & Research

Experience U

Connect the DOT

Collaboration + Innovation = Continuous Improvement

Questions?