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FEATURED STORY

10 Years In, the Stanford Profiles Website Powers Collaboration

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In the fast-paced world of academia, keeping a heavily used, public-facing website like Stanford Profiles and our internal Stanford-only site up to date is a crucial yet challenging task.
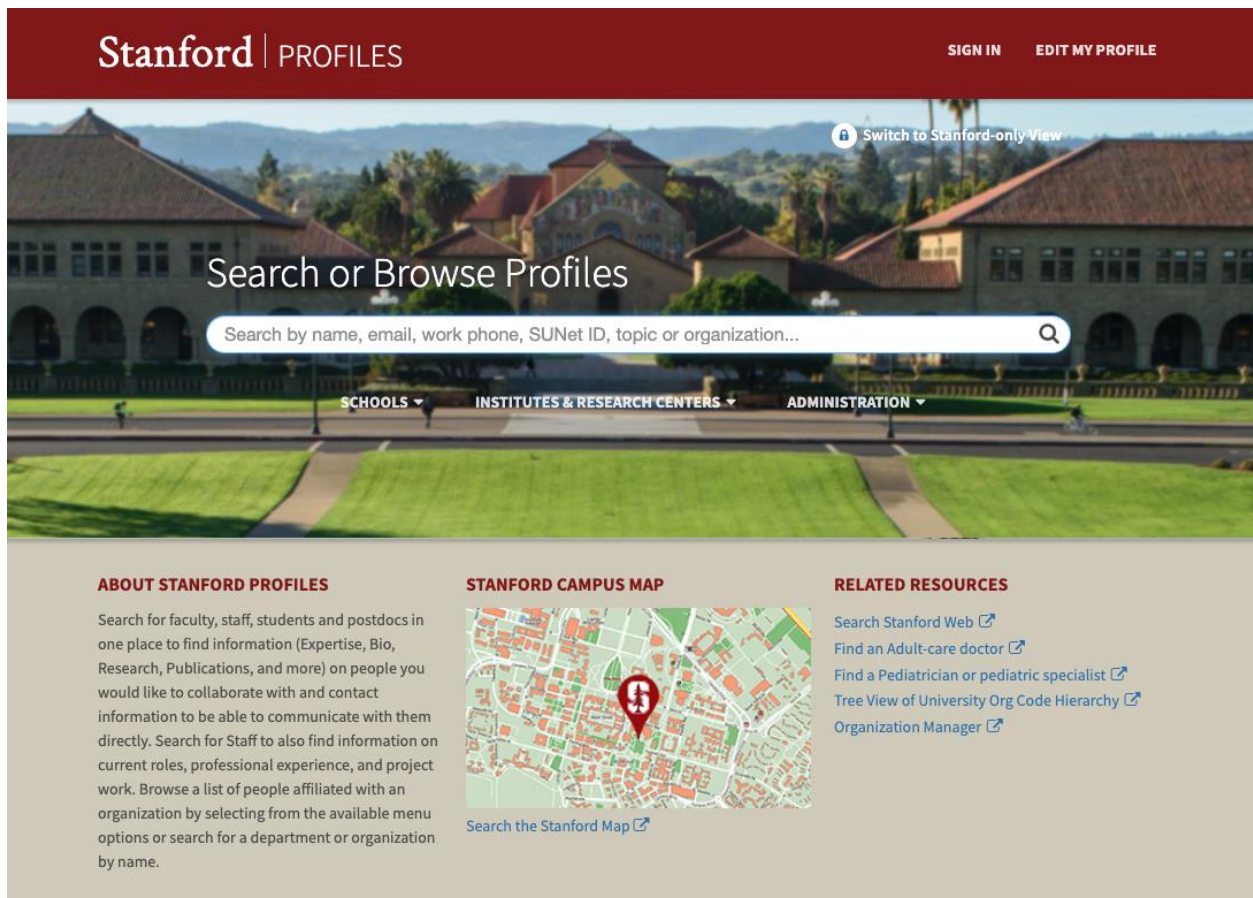
For nearly two decades, this site has served as a vital resource for the School of Medicine, starting in 2004 as Community Academic Profiles, or CAP, and then the greater Stanford University and hospital community with the evolution of the site starting in 2014 as Stanford Profiles, providing profile information for now more than 76,000 users and facilitating interdisciplinary collaboration across the organizations.

In this Q&A, Tina Del Cont, Product Manager, Stanford Profiles (CAP), Technology & Digital Solutions, delves into how Stanford manages this evolving platform.

Q: What is the Stanford Profiles website update project all about?

A: The project was started back in 2012 with the goal to expand the School of Medicine CAP website that was built by the SoM for the SoM, in 2004, to the rest of the University. The "new" Stanford Profiles website was launched officially in 2014, with four of the seven schools fully onboard, with the others following over time, with many other organizations. The goal of the site was and is to facilitate collaboration across the university and outside of the university as well, for the purposes and advancement of education and research. The ongoing maintenance and improvement to the website is to keep the goals alive.

The website provides users with the ability to connect based on areas of focus, whether this be their discipline, or chief areas of interest, and more. The information on their profile can provide others with a way to connect and reach out to them for collaboration on many levels. This can be achieved through the work that they display on their profile in such sections a Publications or Current Research & Scholarly Interests, or in their Courses Taught or Projects sections. This collaboration is possible for faculty, staff, students, postdocs, and medical providers.

Currently, there are over 76,000 active profiles on the website for Faculty, Staff, Students, Postdocs, Physicians, Medical Fellows and Residents, and Advanced Practice Providers. The site

has many indexed pieces of information that users can search the site on to find others who match the topic, skill, or research area that they are interested in.

Additionally, contact information is available for reaching out to a colleague, which makes it easy for users of the site to connect. Users of the site can also see a Bio, Appointments and Affiliations, Awards, Organizations, and much more about a colleague that may be helpful in their academic pursuits or daily university business work.

Information such as name, affiliations, appointments, courses taught, advisees, advisor, and publications and ORCID, are automatically imported for profiles, making the update of a profile more manageable for the user. This is accompanied with sections that allow users to build their profile with more academic and work related information that they would like to share, regarding their current and past work.

An additional feature that is available, and that has been well-adopted, is the Managed Center/Institute and Managed Program feature. This allows institutes, centers, and programs to request their organization to be set up in Stanford Profiles to be managed so that they can add members to these organizations for representation in Stanford Profiles, and on their websites if they use the CAP API, so that all members can be seen who are associated with the organization, when the university does not provide the official affiliation in their systems for all members.

Q: What is the CAP API?

A: The Stanford Profiles CAP API is an application programming interface that allows other websites and applications across Stanford, university and hospital, to use information available on profiles on the Stanford Profiles website on these other websites and applications.

By using the CAP API for the other websites, organizations do not have to maintain their own profile information or an application where users can edit that information, as it can be done in Stanford Profiles on the internal website. This provides a cost savings to the end users of the API. There are currently over 200 websites actively using the CAP API. Access to the CAP API can easily be requested through the University's ServiceNow application.

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Q: Will all the changes be on the back end, or will users see a difference when we visit the sites?

A: The current work being done for the site is mostly on the back end. However, we are always striving to improve the user experience, which could involve changes that the user will see.

Most recently, Single Sign-On was added to the website, to allow users to sign in with not only a SUNet ID, but with their Stanford Health Care or Stanford Medicine Children's Hospital ID. This reduces the burden for hospital users to have to renew a SUNet ID each year and for support teams who help to maintain these.

Q: How does TDS contribute to the success of this project?

A: The TDS Academic Application Services team develops and maintains the Stanford Profiles application. This includes development of the site, maintenance for the site, and level 2 and 3 support.

- The TDS Web Services team provides Tier 1 Support for the School of Medicine users of the website.
- The TDS Business Analytics team provides development and support for the business logic for the university source data that is delivered to the site each day for the creation and update of the site profiles.
- The TDS Data Center Services team contributes by supporting services that the site uses, such as Single Sign-On and Hospital File transfers for data for the profiles on the site.
- The TDS Business Applications team provides development and support for the hospital (MSO) data that is delivered to the site each day for the creation and update of physician and advanced practice provider profiles.

- The TDS Support Desk handles incoming calls related to Stanford Profiles (CAP) and will attempt to assist the user upfront or assist in making sure the ticket created is routed to our team for further assistance.

We also collaborate with the University IT Central Infrastructure team, the University Authentication and Collaboration team, the UIT Stanford Web Services team, and Stanford University Libraries. Also very important, the School of Engineering, School of Humanities & Sciences, the Graduate School of Education, and the Doerr School of Sustainability, provide Tier 1 Support for their respective users of the website.

All of the technology teams noted above are invaluable to the Stanford Profiles website's ongoing success.