

The Employee Assistance Program Collaborates on the Development of an Internal Web Page for the GSFC Workforce

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Introduction

The Employee Assistance Program (EAP) continuously seeks more effective methods of promoting the Wellness message of the Occupational Health Program. This year the opportunity presented itself to assist in the development of an internal Web page which could be accessed by GSFC employees from their desktop stations. The contributors to this effort were the Career Counselor, the EAP Counselor, and the GSFC Workforce Project Coordinator.

The goal was to create a central location from which employees could obtain relevant information related to the changing needs of the Goddard Mission. Another aspect of this effort was an attempt to integrate as much information as possible on the issues related to Change and its impact on the Workforce in a central location. The method selected was the use of hyperlinks to other Federal and private Web pages. The EAP, of course, focused on materials relevant to Mental Health, Balancing Work and Family, and Stress Management.

Process

The process for developing the Workforce Web page was a detailed one. The EAP researched existing Web pages for information related to the topics within its scope. At other points, the EAP actually wrote the text for the particular segment of the Web page. After the information had been gathered, the Page was mapped out and the information was plotted on to an area of the Web page. The graphics were designed to be user friendly and appealing. The collaborators had decided that this effort required a fresh and creative result.

Results

The project resulted in a very uncomplicated source of complex information. The appearance of the Page invites the user to explore and discover the comprehensive information and resources contained within it. The EAP has as a result become a vehicle which is readily accessible to any GSFC employee with a computer. The user is allowed to access the information on an anonymous basis. Users are also invited to contact the EAP Counselor for further information as well as to make a confidential appointment if they choose.

Discussion

As technology continues to re-create the manner in which business is conducted in these modern times ; the EAP needs to adapt itself to those emerging technologies in order to remain relevant and available for service to the client populations of each Center. It is hoped that this new mode of information transfer will reach a new audience. The accessibility of the information might engage the type of person who is reluctant to seek out the information in person but is comfortable with the written text and resource guides.

Another positive element of this Web page is that it may be updated periodically to address issues which are timely . For example, the EAP plans to post information in November related to managing Holiday Stress. This way the information stays fresh and is of interest to the reader.