

# What other universities have knowledge bases and what can we learn from them?

- Arizona State University – [https://techbase.asu.edu/wiki/index.php/Main\\_Page](https://techbase.asu.edu/wiki/index.php/Main_Page) (wiki based)
- Eastern Connecticut State University – <http://kb.easternct.edu/>
- Indiana <http://kb.iu.edu/> – Educause Award winning, 12 fulltime editors, \$1.2 million budget?
  - [About the Knowledge Base](#)
  - [What is the history of the Knowledge Base?](#)
  - [How does the Knowledge Base work?](#)
  - There are three “front doors” to the Knowledge Base: the menu, the glossary, and the search page.
    - The menu is sort of a hierarchy of categories, but leads to only a small subset of the total Knowledge Base content.
    - The glossary is an alphabetical collection of all the “What is...” documents in the Knowledge Base.
  - *Strong, well funded central approach with long history behind it. Ours seems more like a way of sharing information between widely distributed departments.*
- Miami University – <http://kb.muohio.edu/>
- North Carolina – <http://help.ncsu.edu/>
- Ohio State U. Knowledgebank – <http://kb.osu.edu/> Uses DSpace. [OSU KB Reports](#)
- Princeton <http://helpdesk.princeton.edu/kb/search.plx> or <http://kb.princeton.edu/>
- Wayne State University – <http://kb.wayne.edu/> “The Wayne State Knowledgebase is a repository of commonly asked question and answer sets. Its goal is to provide answers to your questions 24 hours a day, 7 days a week. A knowledgebase works under the assumption that the answer to one person’s question can help another person who may have the same question in the future. We answer many questions related to WSU services on a daily basis. The questions and their answers are then entered into the knowledgebase to help others.”
- Wisconsin – <http://helpdesk.wisc.edu/>

- UC Berkeley – <http://kb.berkeley.edu/>
  - UC Davis – <http://xbase.ucdavis.edu/>
  - UC Santa Cruz – is doing something interesting according to Ruth Sabeau
  - UC San Diego – <https://kb.sdsc.edu/>
- 

Revision #7

Created Sun, May 21, 2006 2:41 AM by Franks, Mike

Updated Tue, Jan 2, 2007 4:16 PM by Franks, Mike