Tulsa Community College Intranet Content Management Plan

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Purpose Statement

The purpose of this document is to guide MyTCC intranet content management with a plan that will keep content accurate and up to date. The following document outlines MyTCC content, content managers, audit schedules, naming conventions, and feedback recommendations.

Guidelines and Recommendations for Intranet Content

While the MyTCC intranet should act as a shared space for Tulsa Community College, it should only contain content relevant to internal peoples, such as faculty, staff, and students, and it should limit the inclusion of information that can be found on the Tulsa Community College main webpage or in other publicly-accessible places. Examples of this type of publically available information includes campus maps, store hours, or college calendars. Appropriate materials may include internal announcements, payroll or HR forms, scholarship applications, handbooks, et cetera. Outdated forms and broken links are not appropriate materials for the intranet.

Expectations and Roles for Content Managers

- **Content Manager**: Content managers will be recommended from each department and/or School across the College. These individuals will be located on different campuses, and they will be responsible for gathering, formatting, documenting, and making accessible information that is both relevant and useful for their department or School. Additionally, content managers will also be required to follow an audit/maintenance schedule in order to keep the information for their area current.

- **Human Resources Content Manager**: The Human Resources Information Services Manager will be responsible for gathering, formatting, documenting, and making accessible information related to payroll, employee training, and human resources. The HR content manager will have direct access to edit information in assigned MyTCC sections and will be responsible for following the content guidelines and audit recommendations.

- **Dean of Libraries and Knowledge Management**: The Dean of Libraries and Knowledge Management will serve as the lead content manager for the College. The Dean will be responsible for the final decision on the type, volume, and detail of information that is forwarded to IT for posting to the intranet.

- **Information Technology**: The Information Technology department of Tulsa Community College will be responsible for the posting of information to the MyTCC intranet portal as it becomes available from different schools and departments across the College. Following a maintenance schedule, this department will efficiently maintain both the information contained within the College’s MyTCC intranet and the technology used to support it.
### Audit Schedule and Tool Recommendation

#### Audit/Maintenance Schedule:

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<tr>
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<th>January:</th>
<th>February:</th>
<th>March:</th>
<th>April:</th>
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<tbody>
<tr>
<td><strong>Spring Semester</strong></td>
<td>Content managers send new or changed information for the semester by one week prior to start of term.</td>
<td>Content managers review portlets and submit changes as needed.</td>
<td>Content managers continue to review portlets and submit changes as needed.</td>
<td>Content managers perform Spring audit on content areas and submit changes and updates as needed.</td>
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<th>May:</th>
<th>June:</th>
<th>July:</th>
<th>Fall Semester</th>
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<td><strong>Summer Semester</strong></td>
<td>Content managers send new or changed information for the semester by one week prior to start of term.</td>
<td>Content managers review portlets and submit changes as needed.</td>
<td>Content managers perform Summer audit on content areas and submit changes and updates as needed.</td>
<td>August:</td>
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<td>Content managers send new or changed information for the semester by one week prior to start of term.</td>
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<td>September:</td>
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<td>Content managers review portlets and submit changes as needed.</td>
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<td>October:</td>
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<td>Content managers perform Summer audit on content areas and submit changes and updates as needed.</td>
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<td>November/December:</td>
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<td>Content managers perform Fall audit on content areas and submit changes and updates as needed.</td>
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**Explanation of Schedule:**

In an effort to keep all information posted to the intranet both current and relevant, content will be continuously monitored throughout the year and formally audited once during each semester. This recommended schedule is devised to allow for the update, review, and finalization of information posted to the intranet before the start of each semester.

While this schedule is meant to guide the overall maintenance of the MyTCC intranet, content changes and updates can be submitted at any time. As soon as a current piece of content on MyTCC becomes out of date/expired it should be replaced, content managers should not wait until the specific update windows to update important changes. To submit a MyTCC content change content managers can contact [MyTCC@tulsacc.edu](mailto:MyTCC@tulsacc.edu) or the Dean of Libraries and Knowledge Management.
• **Spring Semester**: Intranet updates will take place in early January. This will allow Schools and departments to begin the year with relevant and up to date information. Review of posted information will take place in February and March and a content audit will take place in April.

• **Summer Semester**: Content managers will need to post all information and updates for the School or departments by the end of May. This will allow all schools and departments to have relevant and accurate information ready for the Summer semester. Review of posted information will take place in June and a content audit will take place in July.

• **Fall Semester**: Intranet updates will take place in early August. This will allow Schools and departments to begin the school year with relevant and up to date information. Review of posted information will take place in September and October and a content audit will take place in late November through the conclusion of the semester in December.

**Tool Recommendation:**

For routine audits, TCC Library will utilize a LibWizard form for through the library’s cloud software provider, Springshare. These forms are easy to create and easy to embed or share for the convenience of content managers. TCC Library suggests a short form as an audit option where content managers can quickly review their respective intranet sections to make sure that all forms and information is correct and up to date and sign off on the content. To ensure that links and forms are correct and up to date, TCC Library also recommends that these audits take place three times each school year: once in the Fall, Spring, and Summer semesters.

**Naming Convention for Files**

Following best practices, all files uploaded to the intranet will be in a PDF format unless there is an explicit organizational need for them to be in another format (e.g. PowerPoint or Word). Uploaded files will follow a consistent naming convention, which will help determine owner, creation, and expiration date. Each file will be assigned an organizational acronym, a document name, and a creation date to help determine ownership and shelf life. The organizational acronyms will be abbreviated as demonstrated below. The document name will follow in which each part of the name is capitalized. Dates will be written in four-digit years followed by two digit months. Each part of the file name (organizational acronym, file name, and creation date) will contain an underscore, but individual parts will not contain spaces or underscores, such as in a multi-word file name. The TCC Organizational Chart will serve as a guide in establishing organizational acronyms for documents.

- Administration = AD
- Academic Affairs = AA
- External Affairs = EA
- Financial Office = FO
- Human Resources = HR
- Information Technology = IT
- President = PR
- Student Affairs = SA
So, a payroll form originating from the Financial Office created May 2017 would translate to: FO_PayrollForm_201705. Similarly, a Position Function Overview form created by Human Resources in January 2018 would translate to: HR_PositionFunctionOverviewForm_201801.

User Feedback Tool

In an effort to streamline and to continue utilizing available resources, TCC Library will utilize a group email (mytcc@tulsacc.edu) and the SpringShare LibWizard survey tool to provide an online feedback and suggestions form for MyTCC users. LibWizard forms can quickly be created and updated, as well as be embedded or shared for user convenience. Additionally, the blanket email will act as a centralized point for the various intranet administrators to collect these contact or feedback forms and distribute them to the appropriate parties.

Accessibility

All intranet documents should be compliant with accessibility standards including adding alternative text for images, defining structural headings, lists, and data tables, specifying the language of a document, and setting document properties such as titles.

Accessible documents should include but may not be limited to:

- Searchable text by scanning images using optical character recognition (OCR) if necessary
- Fonts that allow characters to be extracted to text
- Interactive labeled form fields with accessible error messages and no timing
- Navigational aids such as links, bookmarks, headings, table of contents, tab orders for form fields
- Specifying document language
- Title indication
- Security that does not interfere with assistive technology
- Document structure tags and proper reading order
- Alternative text descriptions for non-text elements
- No reliance on color or sensory characteristics alone to convey meaning
- Use of color combinations that provide a sufficient degree of contrast
- Controls for audio
- Use of text instead of images of text
- No blinking or flashing elements
- Lack of focus changes without user initiation
- Consistent navigation and identification of elements