

PALO ALTO COLLEGE COLLEGE PROCEDURE

Procedure Number: A 17.0
Procedure Title: Adding Information to the Palo Alto College Website
Relevant Board Policy:
Originating Unit: Public Relations Office
Maintenance Unit: Vice President of College Services

I. Purpose: To ensure that the Palo Alto College website is current and informative. Departments and units will designate Points-of-Contact to maintain assigned department webpages. The homepage should be easy to navigate, responsive to the mission, and accessible to students.

II. Procedure Statement:

A. Department Webpage Updating. When contemplating the addition of any item to the Palo Alto College website, these preliminary steps should be taken.

1. First, discuss this action with your department supervisor and make sure that the topic of the item is relevant, pertinent, and needs to be published on the web.
2. All levels of authority required by your department should sign-off on the content so that whoever is ultimately responsible for defending the content is totally in agreement with the final draft of the item.
3. From full web page to news bullet items, anything published on the Palo Alto College website must be true and relevant to the mission of the Alamo Colleges.
4. Department Point-of-Contact designees are responsible to update departmental webpages.

B. Website Homepage Updating. When the content is approved by your department, here are the steps to get the content on the website.

1. On the Palo Alto College website, the ICT department has added the Numara Track-It system where you can submit a workorder to have your item posted to the web. You will find the “PAC ICT Service Request Form” under your “favorites” pull down menu. Click on this and the Palo Alto College Help Desk page will pop up.
2. On the help desk page, you will find the “add a new Work Order” link. Click on this for a work order request to appear. Fill in the following:
 - a. Summary—briefly let the technician know what you want to do. Since you are asking for web services, the assigned technician will receive this work order.

- b. The “Call Back Number” and the “Asset” number are specific to your desktop. If you are not populating the workorder from your own desktop computer, add your name and contact number in the “Notes” section.
 - c. The “Type” and the “Subtype” pull down menus need to be clicked on and the appropriate category must be selected. This tells the technician what the general classification of your need is.
 - d. The “Notes” section is where you get specific. Since adding items to the web is a very serious matter, the technician will contact first-time requestors to verify the content and usually the technician will meet with the requestor to discuss the project. In this section, please try to add Who-What-When-Where-Why information to allow the technician to fully understand the request.
 - e. There is a section for adding an attachment by clicking the “Browse” button and finding the file on your computer.
 - f. Once you have filled in the information, click “Submit.”
3. Once submitted, the request goes to the technician for review. You will be sent an automatic “PAC-ITSUPPORT” email that starts of with “*****Please Do Not Reply To This Automated Message.*****” so that you can review the request and see the Work Order number for future reference.
 4. The Track-It work order system was implemented to allow email contact between the requestor and the technician. In the Track-It process the following happens:
 - a. When submitting a request, the technician’s supervisor is apprised that the request was submitted and follows the process until completion.
 - b. The Work Order is given a due date and if the date is passed, it becomes overdue and the supervisor discusses this with the technician.
 - c. The technician must contact the client and discuss the due date and can adjust it when necessary.
 - d. If the requestor is not contacted within 24 hours and an agreement is not made between the requestor and the technician, then the requestor can call the help desk to find out the status of the request.
- C. Once the Track-It request has been discussed and agreed upon, the technician will work with the requestor to finalize the web content. Once all parties are in agreement with the content, it will be posted on the website.
 - D. The Alamo Colleges has adopted a web “Content Management System” in order for all websites across the district to look similar. It will have specific guidelines for all web users to follow. Details will be presented when the system is finalized.

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Approved: (signed: Ana M. Guzman)
President