

Mountwest Administrative Procedure

Website Content Update

This procedure sets expectations and describes the process for content update requests, approval, and execution related to content published within the Mountwest Community & Technical College WWW domain.

All website content update requests must be submitted to MCTC Information Services. These requests must be entered into the MCTC Information Services Support ticket tracking system. Options for submission are:

Opening a MCTC Support ticket online at <http://support.mctc.edu>. A link to this site is available on every MCTC webpage. Include the url of the page referenced in the update request.

Sending an email to helpdesk@mctc.edu. Include the url of the page referenced in the update request.

Information Services will only accept content that is in digital format. All content should be proofed before submission. IS will not edit, revise, or create new content.

The following list consists of all acceptable formats:

- All Microsoft Office Documents
- JPEG
- GIF
- Bitmap
- Photo Shop
- PDF
- Text

Information Services will acquire content approval prior to publishing as outlined in section 3 of this procedure.

Content Approval:

Departments/Divisions are responsible for insuring that information available on www.MCTC.edu is current and accurate, and that content is directly related to the business function of their unit. When a request for content update is received, Information Services will route the request to the appropriate Content Approver. Once the Content Approver approves the update request, Information Services will publish the update. IS will notify the content update requester that the update is complete and will close the MCTC Support ticket. To facilitate this:

Each Department/Division will identify an official Content Approver.

All MCTC Content Approvers, the content they are responsible for, and their contact information will be published.

Content Approvers must be familiar with and adhere to any MCTC Policies and Institutional Procedures governing the MCTC website.

Departments/Divisions are responsible for defining their own Content Approval process/queue.

The official Content Approver will utilize these when a content update request is received from Information Services.

The Content Approval process/queue defined by each Department/Division will be made available to Information Services.

Information Services will utilize this information during MCTC Support ticket processing and monitoring to ensure timely resolution to all content update requests submitted.

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Approved by: Dr. Keith Cotroneo, President

Signature: _____

