Brief

The College Website has become an issue to deal with for a few underlying reasons: an overcrowded homepage, inconsistency of data (caused by an abundance of page creation access and a lack of page updates, leaving outdated information), lack of manpower, and server instability. The core areas to improve the website can be broken down into three areas: interface, stability, and data.

Web Technology Team

A new group would greatly enhance the areas of the College’s web-based technology areas. With more and more services using web applications to conduct business, it would be beneficial to have a team to support them. The optimal configuration of such a team would be as follows:

- **Overall Web Support**
  - Oversees overall site architecture and planning for web applications
  - Plans and develops visual interface of college website and web application support

- **SharePoint Support**
  - Supports SharePoint farms; development, workflows, maintenance, and training

- **Student Workers (3)**
  - General Student Workers (2) – site content (updates/migrations/accuracy) and user support
  - DMA or CIS Student Worker (1) – advanced assistance (image manipulation and HTML)

*Currently there is no “SharePoint Specialist” position with the Personnel Commission - coordination is needed to create or find equivalent for SharePoint-specific tasks*
Collaborations

Inherent in today’s web environment, some web application will be outsourced either by outside vendors or the District Office. Also, the production of materials may be created by another department to be published online. Finally, some core server/farm support should be provided based on IT infrastructure.

- IT – server health, security, DNS/FQDN updates
- Instructional Technology Center – media development and student support
- Academic Affairs – department-level support of website
- District Office – Work Order System, portals (future), SIS, New Student Application, and Catalog Application (future)

Service Agreements/Contracts

With the outsourced applications, there should be some ongoing communication with the vendors to ensure consistent communication and support. The following is a list of the primary web application annual maintenance contracts:

- Tamis – Master Calendar, Facility Use System, Legacy Work Order System (Physical Plant)
- Campus Tours – Interactive Campus Map
- TBD – SharePoint Maintenance Support
- Remote Learner – College LMS for online classes (hosting and technical support)
Website Overhaul Stages

Stage 1 - Homepage & Top-Level Pages
The first stage of the overhaul will concentrate on two of the core areas for a better website (interface and stability). The homepage and top-level pages/sites are the primary focus of the first stage.

- **Homepage Design** (responsive design – changes per media viewport/display size)
  - HTML file, with no includes; not server-sided (greatly decreased processing)
  - **Desktop Design**
  - **Mobile Device Design**
  - **Top Level Sites** (responsive design) - Better delineation of information & management
    - About Classes (mainly managed by Academic Affairs)
    - Students (mainly managed by Student Services)
      - Student homepage with a tabbed windows summing student processes (Getting Started, Discovering Pathways, Finding Classes, Planning Your Schedule, Getting Supplies & Support, Finding Programs and Services, Knowing the Campus, Being Successful)
      - Faculty/Staff (mainly managed by Administrative Services)
      - Community (managed by various departments)

- **Load Balancer with Failover Protection**
  - Routes traffic to servers only when available – if server is unavailable, the request will be routed to a temporary HTML-based (which can be quite extensive)
  - See appendix for Web Environment Update
Website Overhaul Plan

• News Blog Separated – better use of categories and tags

• Increasing Custom Shortcode Use
  
  o WordPress allows for the creation of custom “shortcodes”, which allow a small code, such as “[mission_statement]”, to render the actual Mission Statement from the database.

• Interactive Campus Map – update style-sheet to match new design, content updates/additions

Stage 2 - Website User Experience (UX) and Scale Back

The second stage will focus on scaling back the amount of pages and/or sites on the website, limiting site updates/development access, and changing the way the website is generally updated. With an unlimited amount of people having the ability to create pages on a program/service website, some areas have posted information pertaining to other departments/services, which creates an overlap and (most commonly) a discrepancy between given information.

• Academic Department Sites (Reassessment/Revision)
  
  o Curriculum, program, discipline, and course information shall be found within the new About Classes site (as aforementioned) with either shortcode-based management of data and linking to single sources (like classes schedules and catalog).
  
  ▪ Certificates and other supplemental program information may also be found here

• Pathways Website
  
  o A new website dedicated to Pathways and the PACTS model
  
  o Links to the Academic Department pages, as needed (as listed above)

• More Custom Shortcode Use

• New Site Update Process
  
  o Request form (District System or new SharePoint site using workflows) for most requests
  
  o Rights to update sites on an as-needed basis due to the heavy use of Shortcodes for consistent data across the entire website

• New Employee Phone Directory using SharePoint
Stage 3 - SharePoint Rollout

The integration of SharePoint into the web environment will primarily serve the employees of LATTC. SharePoint will be both a repository for committee documents and employee forms, as well as a secure and efficient environment to collaborate and develop materials for areas like Program Review. Because of the powerful workflow capability of SharePoint, it would be best to leverage the functionality for campus forms.

- Committee Sites Update to SharePoint
  - All committee documents, calendars, and meeting dates to be integrated into SharePoint
- Intranet in SharePoint
  - Secure environment for collaboration and development
- Institutional Effectiveness in SharePoint
  - Documents and data will be able to be developed in the Intranet, then pushed to the appropriate Internet site if the document needs to be made accessible to the public
- Surveys (currently Mach Forms) – Deprecated
  - SharePoint should be leveraged to support web forms
- Extranet
  - Potential for external partners (for grants and such) to have the capability to collaborate in SharePoint, and maintain their own Internet-facing site (hosted by LATTC)

Stage 4 - Employee Portal

A new site could be deployed in the SharePoint Intranet to facilitate the need for employee communication and collaboration, which could include a message board for important announcements.

- Technology and Training Resources
- Communication Tool
- Collaboration Tool

Stage 5 - Student Portal

Much of the fifth stage will depend on the District and the new Student Information System (PeopleSoft). The overall goal of a Student Portal is to provide an environment for user-centric data, where a student will be able to see his/her information and access his/her resources, such as student email. Same main features should be:

- Student Login (using Office365, PeopleSoft, third-party plugin – dependent on platform)
- Homepage/Dashboard (message inbox, current schedule, links to online classroom/Moodle, academic plan/Pathway, announcements, and financial alerts)
Website Overhaul Plan

- Campus Life
- Academics (history of classes/unofficial transcript, online library resources, tutoring resources, catalog/pathways, online bookstore)
- Finances (pay fees online)
- Scheduling Services (appointment with applicable services using SARS, such as EOPS)

Stage 6 - Expanded Support

Lastly, the team should begin to play a larger role in supporting infrastructural services, with a major focus on backups and archiving information.

- Prepare Annual Backup Schedule
- Backend Moodle Support
  - Install Moodle on Local Servers for backups
- Annual Backups (previous year’s data moved to LATTC servers, and data from prior year to physical archive as VM backup)
- Annual full backup for SharePoint (physical archive as VM backup)
- Web Application Backups (physical archive as VM backup – includes WordPress, homepage site, legacy servers, and Load Balancer with Failover site)

Miscellaneous Items

Given past development and embedded resources of other web-based applications, it would be good to also have involvement in the following areas

- Digital Signage and Video Server (videos and other materials for signage stored in a way that they can be utilized by the website, rather than using YouTube and Vimeo)
- iTunes U (support creation of iTunes feeds)
- iBooks (alternative publishing techniques for online classes – RLO’s)
# Website Overhaul 2014-2015 Schedule

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<thead>
<tr>
<th>ID</th>
<th>Task Name</th>
<th>Start</th>
<th>Finish</th>
<th>Duration</th>
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<tr>
<td>1</td>
<td>Stage 1 - Homepage &amp; Top Level Pages/Sites</td>
<td>9/2/2014</td>
<td>9/30/2014</td>
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<td>Stage 2 - website UX and scale back</td>
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<td>1/5/2015</td>
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<tr>
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<td>Stage 5 - Student Portal</td>
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<td>5/29/2015</td>
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<td>6</td>
<td>Stage 6 - Expanded Support</td>
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<td>8/14/2015</td>
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Web Server Architecture Update
Web Environment with Failover Protection – Fall 2014