Academic Senate Website Input
Status Update 10/20/17

Addressed as of 10/13/17

- Added "Campus Resources" which addresses the following:
  - Link to Student Affairs
  - Link to Campus map
  - Link to Cafeteria
- Font contrast issue addressed
- Updated "Future Students" Step 5 in consultation with Counselling
- Directory navigation has been improved with alphabetic selectors
- Directory filter works (unable to reproduce "b"/"B" filter issue – works with both cases)
- Faculty websites now accessible via directory
- Email links to committee chairs
- Spelling error on "about" page ("palce") fixed.
- Important Documents moved to sidebar for most pages – exception being pathway style pages.
  - This addresses the CGOV pages issue
- Broken links addressed:
  - Outreach Office in "Start Here" pathway
  - Basic content for Cafeteria/Café to be added

Addressed as of 10/20/17

- Many issues in the "Catalog of Errors" section of list have been addressed. More information/clarification is needed for several items in order to continue progress. **Please see supplemental list**.

In-Progress

These items will be addressed in the next release:

- Continue to work through "Catalog of Errors" section of list
- Work through Area/Division specific recommendations

Next Steps

These items will be addressed through a series of incremental releases, not necessarily in one large update.

- Conduct focus group with Academic Senate (AS) representatives
  - AS representatives have been identified
  - PRIELT office has sent out Doodle poll to solicit possible meeting dates/times
- Improved visibility for navigation elements
  (in reference to Pg. 3 CGOV "barely visible" pager element)
- "Faculty/Staff Resources" link in toolbar
- Remove "Display All" from directory (not necessary/confusing)

Academic Senate Input for Miramar College Website, Sept. 2017

Overview

The motivation presented for the re-design of our Miramar College Website was to be "Student Focused" and meet Accreditation requirements. However, as detailed below, the arrangement and formatting of the Miramar College Website as it currently exists is not an example of a well-organized and integrated tool for any group to easily or effectively use. When examined comprehensively, the end product is very problematic and we should be able to engage as constituencies in order to provide a more sound re-design.

Accreditation Requirements

Per Accreditation Standards I.C.1, and I.C.6: "The institution assures the clarity, accuracy, and integrity of information provided to students and prospective students, personnel, and all persons or organizations related to its mission statement…"
The Miramar College Website is meant to communicate with the public, including students and all of the college
employees. The emphasis in this document is **faculty feedback** on our current website. The issues outlined are much more than making adjustments to a newly presented format; that period of adjusting to change is over. What is being presented now represents the identification of **significant functional problems** with this website as it currently exists. As the AS President I have collated input from faculty and provided here are the direct and important faculty concerns.

Migrating and Maintaining Content

Many who are being asked to migrate materials to the new site **are not paid to do this work and this task is not in their job description**. Therefore, expecting them to do this is inappropriate. Faculty have indicated they do not want to maintain or be responsible for web page content. Put simply "**This is not our job**". There is no reassigned time or other compensation for this additional duty, and to ask people to volunteer for this is unacceptable. If these tasks are requested this transforms into **a workplace issue** and that should involve our Union (the AFT) if this is going to be pursued.

Miramar College has a full-time webmaster in order to complete this task effectively. If this is not sufficient to
meet the task, then measures should be taken to hire employees who can achieve this.
In addition, the topic of uploading documents (meeting agendas and minutes) has been discussed at length for
several years at our **College Governance Committee** (CGC). It was agreed by the CGC that the old system of 'training' various people to upload meeting materials for different areas **has never worked effectively**, and that clerical assistants of managers serving on these committees would provide that resource. There still remain committees that will require assistance in posting documents, and how this will be achieved should be an item for discussion.

General Concerns about the Website (items listed here have appeared on almost every separate list submitted)

- Firstly, a consistent and heavily repeated theme is this: **I've asked the web administrator to make changes, but nothing happened.**
- There is an incredible amount of **wasted space with pictures** on the home page and most other pages. This results in very little information that is able to be presented on the home page and no list of options for resources by area (i.e. Instruction, Student Services, Admin Services, etc.).

- Recommend that **everything important is on the main page** instead of making people click "start here" to get to a second main page, and then a third, etc.
- Information under each of the "Start Here" headings should be available on the main page with **drop down menus showing comprehensive list of resources**. This is part of Accreditation Standards.
- In general, it is quite a challenge for faculty to easily and conveniently be able to access what we need. An easy fix would be to add a tab where the Blackboard tab is on the right upper side and label it **Resources for FACULTY and STAFF**. If that links us to the same page where we can find our emails, etc., it will be much more user friendly for faculty and staff and would eliminate the need for us to go to the very bottom of the page...

Below is simple suggestion for stock standard "Tier 1" headings on the Landing Page for Miramar College, with
indications of a basic drop down menu that could have the top 1 to 5 useful sub-headings appear.
It has been repeatedly stated to faculty that "We are well past the design phase and we are not changing the
design". **This is not an acceptable answer to the suggestions being presented**. In addition, managing web page content is not a substitute or a concession to having a well-organized, effective and functional website. We all use the internet and have seen other college websites - if our college website design is not very good, why would we not change it? Suggested below are two easily accessible sites that explain why these are the best college websites:

https://blog.hubspot.com/marketing/best-college-websites

Students	Online	Admissions	Reg-E	Programs	Faculty	Blackboard
- Current - New	Class Schedule	- Apply now	- Resources	- Schools - Departments	- Email - Faculty Web Services	- Username - Password

https://www.webbyawards.com/winners/2016/websites/general-website/schooluniversity

- Student "**pathways**" are **very incomplete** and **do not provide thorough list of resources to students**. If the student doesn't want one of the "steps" provided, they won't know what is available or how to find it.
- Program information pages should be reformatted so that you can read them easily and **without having to scroll down through dead space**.
- **Get rid of Institutional Effectiveness on the Start Here page**. It is completely unimportant to students and no faculty have to access this material on any kind of a regular basis. In addition, there already is a link to this stuff, at the bottom of the page on the horizontal blue bar. Please replace this very big, significantly easy to get to space with something that **students** and **faculty** need on a daily basis.
- The "Resource Information" blocks on the webpage are incomplete and varied. Sometimes there is an office number, phone number, and/or contact name. Make these consistent and thorough. Need to list contact names or individuals responsible.
- **Font**: The **small size** and **Blue** color on blue background are **Very Difficult to Read**.
- The online **Class Schedule should be on the home page and be seen without scrolling down** the page.
- The online SDCCD Class Schedule default starting point should be the current semester at Miramar College. Again, increase font size, update look.
- Standardize on a sans serif font - get rid of Courier font!
- Convert Course Catalog into something more navigable than a PDF.

Under Resources for FACULTY and STAFF the Frequently Requested Resources are listed as below.

- College Governance – this is **for ALL constituency Groups**, not just faculty.
- Professional Development – **this is for ALL constituency Groups**, not just faculty.
- SDCCD Faculty Portal

- District Employees Portal   Is this PeopleSoft? Could it be labeled more accurately?

Furthermore, under Resources for FACULTY and STAFF, one must keep clicking deeper into the pages just to get
links to the basic functions that are very commonly used:

- **Email Access**
- **Faculty Web Services**
- **Reprographic Forms**
- **Travel Forms**

There is not only an enormous waste of space on the "start here" pathway options, but there also seems to be a

big mismatch with regard to what the most sought after links would be (some are listed above in blue), which would be the ones that are very heavily utilized by faculty.

- For the **students** there needs to be a place where students can find out where to eat on campus - the hours of operation for the cafeteria, c-store, library, Peppertree Café in the library quad, ATM location
- **The Student Affairs Office** is missing.
- Our **campus map cannot be found**.
- **Important documents at the bottom should be on the side** instead of ALL RESOURCES.   If a center has many important documents, they can hit the arrow button at the bottom and it takes them to the next page, but how would they know that?
- Outreach Office under Partners in Education and Employment in Frequently requested resources leads nowhere and does it make sense for it to be there? **Career Center** should be in there.
- Under Steps for new students, step 5 should be to attend an SEP session – **a link to Evenbrite** would be more effective.

College Governance Committee Pages

Let's use the Professional Advancement Committee webpage to illustrate some limitations, as it probably pertains to other pages constructed with the same template.

The main reason anyone visits the Professional Advancement Committee webpage is **to obtain our downloadable**

forms and instructions. These "Important Documents" appear **at the very bottom of the page** (scroll, scroll, scroll). But there's a limit to only 10 documents being shown, when there are 17, about half appear to be missing, but to reach the remainder you have to click on the barely visible icon that takes you back to the top of the page, and then you have to scroll down once again to the "Important Documents" at the bottom of the page where the other documents are. End point: People are just not finding their way to all the documents.

To remedy this, t**he web administrator needs to increase the setting for the maximum number of documents for**

display in the "Important Documents". Presently the limit appears to be 10.

The Directory

Aside from all of the **inaccuracies** and **difficulty in navigating** this filed, the current construct in terms of headings and information provided is inconsistent and not aligned with other elements of our organization. The current headings for the directory are: Name; Job Title; Assignment; Office; Phone.

Job Title: How are these titles assigned? "Instructor" seems to = adjunct faculty and "Professor" seem to =

Contract faculty.

Assignment: This seems to = Department, or School or Division, or Course… So what assignment is being referred

to? Some counselors have this category left blank or the assignment is the same as the job title. For some faculty it says Spanish or Speech – these are course areas, not departments. For others it says Biology or Mathematics, these are departments. Should Dept. be a heading rather than "Assignment"? Or School? What is the reason for using this term?

Note: the heading **"Assignment"** was changed within the last few hours to **"Office/Dept.",** but the next heading

to the right is **"Office"** meaning room location. Assignment may be more related to Schools and Divisions, not an office. Again, the headings do not appear to be in alignment or agreement with any other terms in use.

Office: Meaning a room location. There are no offices or rooms listed for any of the "Instructors", aka, adjunct

faculty and this is not accurate. For example, all adjunct science faculty have access to the **S6-112G** room in the new science building. Other buildings must also have adjunct faculty offices that could be listed.

Website: There should be a separate heading for **faculty websites** that contains discipline and course related

content that is readily accessible to students and the public.

Out of date: A significant number of people listed in the directory have not worked at Miramar College for many

years; this is coupled with the directory not containing many people who do currently work here and makes for a very unreliable, out of date and not very useful directory.

Searching the Directory

Also as of today (9/28/17) there is an alphabetized search field under the 'Display All' option (which appears to do nothing when it is clicked). I typed in Biology, but it would only process this term with a lowercase b, as in biology. This is what the "biology" search yielded:

Name	Job Title	Office/Dept	Office	Phone
Baldwin, Gwen	Instructor	Biology		
Beller, Martha Particia	Instructor	Biology		
Bouton-Sander, Fabienne	Instructor	Biology		
Bowers-Gentry, Rebecca	Professor	Biology/Chemistry	S6-112L	619-388-7241
Bozinovic, Goran	Instructor	Biology		
Brawner, Thomas	Instructor	Biology		

Yellow highlight indicates that the person is no longer working for Miramar College. Sadly, or maybe not, my

name along with all other contract faculty and staff are missing. This is just one example of the multitude of problems in attempting to search this directory for virtually any information. How can a directory have this many problems?

Catalog of Errors

In the table below are the current items and issues that are incorrect, missing content, or no pages exists for them. Please read and feel free to add anything you have noted that is not listed.

Going back to the overall format and the clear need for improvements (see General Concerns section), it is highly

recommend that a revamp and improvement of the entire site occur before too much time is spent on correcting things in its current format. That being said, the list of things to correct is below.

Page (Link/Location on Website)	Description/Issue
http://www.sdmiramar.edu/directory/people	Directory index does not list employees alphabetically; page 11 is broken;
	The directory has limited functionality, e.g. need to put in a last name, with no other name in front or back, with comma or without. This is still not acceptable.
	Lynne Ornelas, the Dean of BTCWI, is missing from the directory. P. 12.
http://www.sdmiramar.edu/directory/places	This directory of places is incomplete. And it includes things that are not places, like the "Miramar Behavioral Intervention Team".
http://www.sdmiramar.edu/directory/departments	Department directory does not link to any department or program information. Also incomplete.
All instructional program pages	No list of program faculty and/or links to department websites.

http://www.sdmiramar.edu/accreditation	Link says "Miramar College 2017 Accreditation Self- Evaluation Report" but it actually links to all documents associated with the 2017 Visit. Please label as such- it is otherwise difficult to find these items
http://www.sdmiramar.edu/accreditation	Link says "Click Here For Important Information From ACCJC" but there is nothing on the following page. Also, it is unclear what "important information" means.
http://www.sdmiramar.edu/accreditation/2017	Link says "EEV Team Report …" which is not informative at all. Very few people will know what that means. Relabel with the full name or change to a meaningful title
http://www.sdmiramar.edu/getstarted	Link for "Hourglass Park and Aquatic Center" doesn't work.
http://www.sdmiramar.edu/getstarted	Under "Community", "Frequently Requested Resources" the link for "About Miramar" takes you to the same page you are on (i.e. Start Here)
http://www.sdmiramar.edu/getstarted	Links for "Faculty" and "Classified Staff" lead to the same exact page
http://www.sdmiramar.edu/getstarted	Link for "Business and Industry Partners" leads to the CTE page. Which is not just for business and industry partners. Add language on the page and then links to resources. The CTE resource page is also listed on the right.
http://www.sdmiramar.edu/getstarted	Link for "Educational Partners" leads to the Transfer Center webpage. Correct this or label appropriately.
http://www.sdmiramar.edu/getstarted	Under "Partners in Education and Employment" under" Frequently Requested Resources" the link to "Outreach Office" doesn't work.
	Under "Partners in Education and Employment" under "Frequently Requested Resources" the link to "What we Offer" just leads to a list of Programs. Label as Program List or change the page.
http://www.sdmiramar.edu/getstarted	Under "Students" under "Frequently Requested Resources" the link says "Services for Disabled Students". Change to "Disability Support Programs and Services"
http://www.sdmiramar.edu/getstarted	Under "Students" under "Frequently Requested Resources" spell out EOPS.
http://www.sdmiramar.edu/getstarted	All the pictures on this page (and many pages) are of men- no diversity.
http://www.sdmiramar.edu/currentstudents	None of the links provide contact names or emails.
http://www.sdmiramar.edu/currentstudents	Step 2 "Contact Now" just takes the student to the Counseling homepage
http://www.sdmiramar.edu/currentstudents	Step 2 and Step 4 lead to the same information and take up a huge amount of space.
http://www.sdmiramar.edu/currentstudents	Step 5 "Get Involved" the link says "Activities" but it leads to the Associated Student Government website. Create an actual page for activities and put a link to ASG somewhere clear.
http://www.sdmiramar.edu/graduating-students	Step 1 which states "contact evaluations" leads to a page that does not allow you to contact evaluations office
	Step 2 says "Submit your petition and register for commencement" but leads to a page where you can do neither.
	Step 4 contains all information for graduation in a concise format. Get rid of the "steps" idea and just use this information with the appropriate links.
http://www.sdmiramar.edu/campus/governance	Page needs to be redone with important information highlighted and to include all relevant documents.
http://www.sdmiramar.edu/campus/governance	Minutes and agendas do not work for all pages
http://www.sdmiramar.edu/facultystaff/faculty-info	Travel—Administrative Procedure 6310.1 doesn't work

http://www.sdmiramar.edu/about (?)	Please correct the errors in the quote from our "About Miramar" page, under Community *Many Convenient Online Classes Everybody's busy. But that doesn't mean you can't take classes! San Diego Miramar College offers nearly 150 online sections, from across our*
	you 24/7, MIramar *College is the* palce !
No Page Exists	Can't find "student code of conduct"
	No "code of ethics"
	No Student Affairs site
	No department pages
	No School pages
	No direct link to Associated Student Government
	No drop down lists of resources available under Student Services

Area/Division/Department Specific Recommendations – these issues may have to be dealt with as a separate subset of issues for each division or dept.

Recommendations/Requests for changes to Administration of Justice College Website Pages
- Add pics so banner changes.
- Add welcome video.
- Add email form links for faculty, PC 832 director.
- Condense career/transfer options – not a vertical list.
- Remove SLOs unless mandated.
- Embed Course Sequence – not a PDF.
- Give PC 832 a program page and add a link for AJ.
- No mission statement – start with Program Emphasis (no title). Suggestion: Our Administration of Justice courses are taught by experienced criminal justice professionals, bringing real world experience into the classroom. From hands-on work in courses in forensics and criminal investigation, to the courtroom, learning criminal law and the rules of evidence, Miramar students learn the theory and practice needed to pursue exciting and rewarding careers in law enforcement, corrections, and private security.
- List our courses and link them to more info, including textbook purchase links and faculty bios.

Recommendations/Requests for changes to Academic Senate and College Governance Pages
- The list of Governance Committees should be here, instead of a long description – provide the list of committees and contacts rather than making people click to get to another page: http://www.sdmiramar.edu/campus/governance

- The AS materials and information should be on this page, instead of making people click to a second AS page (currently it takes three steps to get to this information).
- http://www.sdmiramar.edu/campus/governance/committees/asen

Recommendations/Requests for changes to Chemistry's section of the College Website Pages
1. Image shows student wearing goggles around neck is improper and needs to be replaced or removed.
2. It lists the catalog page in two places but does not have links for that page.
3. Contract faculty are not listed.
4. Links to contract faculty web pages are not provided.
5. Adjunct faculty are not listed.
6. When chemistry is search for on the home page three links show up and only one has an active page.
7. The link to the chair's email address does not work.
8. The following paragraph shows up in two places:

The curriculum is designed to meet the needs of students who wish to pursue a major in fields such as: (1) chemistry, biology, marine science, geology, physics, medicine, engineering, or technology; (2) paramedical or allied health science, including nursing, physical therapy, or nutrition; or (3) liberal arts. Courses will also meet general education requirements for both the two and four-year institutions.

Recommendations/Requests for changes from Exercise Science Website Pages
- We would like to see an athletics space along with all the other programs. We do not have one.
- Once that is there we would have information as well as the athletic link to the actual page.

Page (Link/Location on Website)	Description/Issue	Status Update
http://www.sdmiramar.edu/directory/people	Directory index does not list employees alphabetically; page 11 is broken;	Done
	The directory has limited functionality, e.g. need to put in a last name, with no other name in front or back, with comma or without. This is still not acceptable.	Need more info?
	Lynne Ornelas, the Dean of BTCWI, is missing from the directory. P. 12.	Done
http://www.sdmiramar.edu/directory/places	This directory of places is incomplete. And it includes things that are not places, like the "Miramar Behavioral Intervention Team".	Need more info?
http://www.sdmiramar.edu/directory/departments	Department directory does not link to any department or program information. Also incomplete.	Need more info?
All instructional program pages	No list of program faculty and/or links to department websites.	Need more info?
http://www.sdmiramar.edu/accreditation	Link says "Miramar College 2017 Accreditation Self- Evaluation Report" but it actually links to all documents associated with the 2017 Visit. Please label as such- it is otherwise difficult to find these items	Done
http://www.sdmiramar.edu/accreditation	Link says "Click Here For Important Information From ACCJC" but there is nothing on the following page. Also, it is unclear what "important information" means.	Done
http://www.sdmiramar.edu/accreditation/2017	Link says "EEV Team Report …" which is not informative at all. Very few people will know what that means. Relabel with the full name or change to a meaningful title.	Done
http://www.sdmiramar.edu/getstarted	Link for "Hourglass Park and Aquatic Center" doesn't work.	Done
http://www.sdmiramar.edu/getstarted	Under "Community", "Frequently Requested Resources" the link for "About Miramar" takes you to the same page you are on (i.e. Start Here)	Done
http://www.sdmiramar.edu/getstarted	Links for "Faculty" and "Classified Staff" lead to the same exact page	Need more info?
http://www.sdmiramar.edu/getstarted	Link for "Business and Industry Partners" leads to the CTE page. Which is not just for business and industry partners. Add language on the page and then links to resources. The CTE resource page is also listed on the	Need more info?
http://www.sdmiramar.edu/getstarted	Link for "Educational Partners" leads to the Transfer Center webpage. Correct this or label appropriately.	What Content?
http://www.sdmiramar.edu/getstarted	Under "Partners in Education and Employment" under" Frequently Requested Resources" the link to "Outreach Office" doesn't work.	Done
	Under "Partners in Education and Employment" under "Frequently Requested Resources" the link to "What we Offer" just leads to a list of Programs. Label as Program List or change the page.	Done
http://www.sdmiramar.edu/getstarted	Under "Students" under "Frequently Requested Resources" the link says "Services for Disabled Students". Change to "Disability Support Programs and Services".	Done
http://www.sdmiramar.edu/getstarted	Under "Students" under "Frequently Requested Resources" spell out EOPS.	Done
http://www.sdmiramar.edu/getstarted	All the pictures on this page (and many pages) are of men- no diversity.	Done
http://www.sdmiramar.edu/currentstudents	None of the links provide contact names or emails.	Need more info?
http://www.sdmiramar.edu/currentstudents	Step 2 "Contact Now" just takes the student to the Counseling homepage	Done, Needs review
http://www.sdmiramar.edu/currentstudents	Step 2 and Step 4 lead to the same information and take up a huge amount of space.	Done
http://www.sdmiramar.edu/currentstudents	Step 5 "Get Involved" the link says "Activities" but it leads to the Associated Student Government website. Create an actual page for activities and put a link to ASG somewhere clear.	Need content provided from New Dean of Student Affairs when they come aboard.
http://www.sdmiramar.edu/graduating-students	Step 1 which states "contact evaluations" leads to a page that does not allow you to contact evaluations office.	Done -- Added contact info
	Step 2 says "Submit your petition and register for commencement" but leads to a page where you can do neither.	This was the page information requested…Waiting for content experts needs to provide updates…
	Step 4 contains all information for graduation in a concise format. Get rid of the "steps" idea and just use this information with the appropriate links.	
http://www.sdmiramar.edu/campus/governance	Page needs to be redone with important information highlighted and to include all relevant documents.	Need more info?

http://www.sdmiramar.edu/campus/governance	Minutes and agendas do not work for all pages	Need more info?
http://www.sdmiramar.edu/facultystaff/faculty-info	Travel—Administrative Procedure 6310.1 doesn't work	Done
http://www.sdmiramar.edu/about (?)	Please correct the errors in the quote from our "About Miramar" page, under Community **Many Convenient Online Classes Everybody's busy. But that doesn't mean you can't take classes! San Diego Miramar College offers nearly 150 online sections, from across our programs. If you need to have your classes available to you 24/7, *Miramar* College is the *palce* !**	Done
No Page Exists	Can't find "student code of conduct"	Done
	No "code of ethics"	Done
	No Student Affairs site	Done
	No department pages	Some
	No School pages	Some
	No direct link to Associated Student Government	Need more info?
	No drop down lists of resources available under Student Services	