

Web Standards Committee Meeting
July 22, 2021, 10 a.m. – 11 a.m.
ONLINE (ZOOM)

Meeting attended by: Javier Banuelos, Samuel Chavez, Marcela Daltro, Erik Duane, Irma Gorrocino, Rebecca Pang, Nick Real, Tim Kylingstand, Miya Walker, Albert Wilmovsky

Absent from meeting: Daniel Gardner, Patrick O'Donnell, Liz Page, Sarah Pirtle, Mark Olague

Date: July 22, 2021

Time: 10 a.m. – 11 a.m. Called to order 10:05 a.m. by Miya Walker

Location: Zoom Conference

Minutes by: Irma Gorrocino

Agenda Topic #1: Approve Minutes

- o Reviewed and approved minutes from June 25, 2021 meeting. **Erik– motion to approve the June 25 minutes; 2nd– Albert;** Motion carried.

Agenda Topic #2: Discuss website survey

- o Determine next steps for list.
- o Miya provided an overview on the Web Insight Survey Report that was distributed campus wide.
- o Miya highlighted 74% of those who access the campus website utilize their desktop/laptop computer.
- o Another key highlight was that of 378 responses found it was easy to navigate the campus website on a mobile device.
- o Miya reviewed the question that asked, “What page do individuals visit most?” Nick provided insight as to what metric do we want to utilize when asking this particular question. Nick suggested in the long term we need to look at what will best service us.
- o Miya clarified that was the intent of the survey. Public Affairs decided that there was no way we were going to be able to take this website with over 100,000 pages and focus on every single page. We need to figure out what the core elements to revise would be.
- o Miya asked for feedback regarding the question related to various experiences seeking information on the site. Nick shared he constantly has to find different forms on the website. He utilizes the Google search engine and adds in the phrase “Cerritos College” to whatever form he is looking for as it comes up right away. It is difficult to locate files while browsing through the website.
- o Marcela shared similar feedback in that locating a specific item like a form on the college website can sometimes be difficult; especially, if you don't know what something is called. When searching for it you can get different results that may not be the item you're looking for.
- o Miya suggested going back to the website vendor and asking if there might be a way to adjust searches on the website with specific keywords.
- o Samuel stated it is something that can be done through the meta tags of the pages through the Google custom search engine that we have.

- o Albert suggested that the answers to the questions indicated there is a need for improvement/clarity of information presented on the website.
- o Miya shared other responses included difficult to locate specific information from the subcategory section. Some of the definitions and titles do not match the information intuitively and it is hard for International students to navigate.
- o Miya expressed concerns regarding the question about how to report a website issue. The survey indicates that the vast majority don't know how to report an issue with the website.
- o Samuel shared that even though there is designation on the footer of the website with where to report an issue, people may not care enough or always know to scroll down and find the link to contact/report issues to the webmaster office.
- o Albert asked for clarification of the setup now. Samuel stated there is a link at the footer of the website to the Web Administration website, which leads to a form that allows an individual to fill out and share what their issue is. Then an alert is sent to the webmaster email.
- o Erik indicated that he agreed with Samuel's point. It's a lack of digital citizenship and caring. Everybody knows it's a digital citizen that's done the work. Everything you need for support is in the header or footer. If you are not a savvy digital citizen, then you don't know or care enough to learn.
- o Samuel also wondered whether the majority population in answering the survey questions was students or employees because this could clear up the confusion. If you are an employee, then chances are likely that you will know how to work with the web team to address an issue. If you are a student, then chances are likely that you will not know how to contact the web team.
- o Miya shared the majority of those that responded to the survey are students.
- o Miya circled back to the question regarding how to work with the web team to report website issues because another answered question suggested otherwise – that individuals do know how to report issues.
- o Marcela shared in her previous experience generating surveys, there was a conundrum with the varying percentages between two survey questions. It's not uncommon and agreed with what Samuel stated that it might be they don't know how to interpret the question or just don't know how to answer it so they click the most positive answer even though there might be ways of rephrasing the question.
- o Miya shared there are about 100 pages of additional comments from the survey which will not be reviewed during the remainder of the meeting.

Agenda Topic #3: Web Administrator Position

- o Miya shared the position has remained vacant since 2017 and has worked as the temporary web administrator working with Samuel. The administration has allowed for Miya to fill the position as a manager role. The role will take on what has been learned from these website surveys.
- o Rebecca shared she'd be assisting with opening the position and asked the committee if there were any suggestions with what the committee would like to see included. Miya asked the committee if there were any desired qualities individuals would like to see for the web administrator position.
- o Albert suggested a strong background in accessibility.
- o Samuel shared with the committee his feedback which included a knowledge of ASP

- programming and language for PHP programming. Along with XML and XSL style sheets. Along with the design experience and CSS
- o Nick suggested adding the component of a competency test for that person with simple examples of fixing a JavaScript, fixing a PHP to a database. The person at a minimum needs to know how to fix these basic problems.
 - o Javier shared the position currently doesn't have the description of knowledge around such programs and agreed with Samuel's point.
 - o Samuel mentioned another important skill to note is the knowledge of Internet Information Services, which is the server aspect of the role. Many times, when there is an error with Omni, there has to be a way to go back and troubleshoot the error in order to better direct Javier. Along with familiarity with OmniUpdate.
 - o Nick emphasized the importance of implementing a practical test along with a theoretical test in order to ensure compatibility for the role.
 - o Samuel mentioned that the individual should have a good balance of experience in application functionality and site aesthetics.
 - o Tim asked for clarification around the position posted online and Miya clarified that there is a revised version of the position that will be presented to Executive Committee.
 - o Tim suggested asking for certifications like WOW and other related web certificates.
 - o Marcela suggested prioritizing desired qualifications since it is often time difficult to find the "perfect" individual. Marcela agreed with Nick's point about adding in the component with an assessment test of skillset as it was something similarly done on a hiring committee she served on which was a nice compliment to the application of the candidate.
 - o Miya shared once more direction is provided by the administration, she'd circle back with the committee accordingly.
 - o Miya asked if committee would prefer to convene in September or August. Committee agreed to convene in September.

Agenda Topic #4: Fall meeting dates

- o September 23, 2021, 10 a.m. ONLINE (ZOOM)
- o October 21, 2021, 10 a.m. ONLINE (ZOOM)
- o November 18, 2021, 10 a.m. ONLINE (ZOOM)
- o December 16, 2021, 10 a.m. ONLINE (ZOOM)

Meeting adjourned at 11:11 a.m.