CHASS Website Development and Maintenance Guidelines

What We Do
The Web Development Team within the C3 provides oversight of CHASS academic and administrative websites online presence. Our primary goal is to make all CHASS websites that help our visitors get the information they are looking for easily and quickly, while promoting about CHASS at the same time. C3 Web Development Team can build complete website from scratch by working with the content creators in the website stakeholder who will have final say the choice of hosting method and over all content as well as the final look of the website for either type of website hosting environment.

The Responsibilities of C3 Web Development Team include:
1. C3 Web Development Team provides oversight of websites design, development, and maintenance for academic departments, academic programs, and administrative units.
2. In concert with UCR Office of Strategic Communications which provides oversight of UCR’s online presence and campus Web style guidelines, C3 Web Development Team provides websites design and maintenance services at no cost for CHASS academic departments, academic programs, and administrative unit websites.
3. C3 provides website technical maintenance supports to academic departments, academic programs, and administrative units. However, it is the website stakeholder’s responsibility to appoint a Point of Contact Person (PCP) who is responsible for monitoring, coordinating, collecting, creating and maintaining up-to-date website contents. The PCP forwards the new updates to C3 Web Development Team via chassit@ucr.edu and shall allow two working days for C3 to complete the website technical maintenance.
4. Support for non-academic (e.g. research centers, research projects, and public services websites etc.) and faculty personal websites will incur a fee based on scope of works and will require an FAU to recharge.

Some Frequently Asked Questions

Can C3 help me build my personal, research project, lab, or department website?
Yes, C3 can help you build your website depending on the type, scope and purpose of the website (non-academic may incur fee for services). However, C3 is only responsible for website technical maintenance of academic department, academic program, and administrative unit websites. It is the website stakeholder’s responsibility to appoint a PCP who is responsible for monitoring, coordinating, collecting, creating and maintaining up-to-date website contents. The PCP forwards the new updates to C3 Web Development Team via email chassit@ucr.edu and shall allow two working days for C3 to complete the website technical maintenance.

If I want to set up a new website, whom should I contact?
Please contact james.lin@ucr.edu and set up a meeting to discuss the scope of the web site as well as guidelines and support.
What options do I have for web hosting?
There are two choices for hosting academic, administrative, research, and public services websites on UCR servers. C3 Web Development Team will help website stakeholder to identify the best fit from the two choices below and request for web hosting on campus server via
http://cms.ucr.edu/request/siterequest.html:
  1. OmniUpdate Content Management System (CMS)
  2. Linux-base Apache web server.

Faculty can request personal website to be hosted on campus server faculty.ucr.edu by contacting Computing and Communication, Terri McDonald, (951) 827-6468, terri.mcdonald@ucr.edu.

What are my options in term of website creation?
You can build your site using the UCR CMS which can be requested along with site hosting. You can read more about the benefits of the CMS here http://cms.ucr.edu. You can also build your site using an HTML editor like Dreamweaver. This option gives you more flexibility in term of site design and layout. However, you need to purchase the Dreamweaver software to maintain your site. The third option is using WordPress. We recommend that you also request MySQL database along with site hosting if CMS hosting is not selected. If we're helping you build your site, you need to provide us the server login information as well as database credentials once you receive them. Whether you choose to use an HTML editor or WordPress, you need to follow UCR policies and guidelines http://webmaster.ucr.edu/policy.php.

C3 is helping me build a new website, what are the things that I need to prepare to get it started?
After you submitted your website hosting request, you should put together website navigation menu (for example, a typical website has HOME, ABOUT, CONTACT, etc.). You then prepare the content in a Word document and separate each section content base on the links of your navigation menu. We recommend that you surf the Internet and take a few sample sites with you to the meeting when we discuss your layout requirements.

What are the critical components for an academic department and program website?
A typical good academic department and program website in a Research 1 university should include the following:
  1. About the department/program
  2. Academic programs (graduate and/or undergraduate)
  3. People (faculty, graduate student (if any), staff)
  4. Courses
  5. Contact
  6. Specializations (options)

How does a PCP submit web update request to C3?
Please send all web update requests to chassit@ucr.edu allowing two working days for completion. We recommend that PCP sends the update content in a Word document and make sure to include the URL of the page which needs to be updated. If PCP needs to update or add a
How long does it take to have the website changes made?
Please allow two working days for C3 Web Development Team to complete a website update request. The timeframe is especially important for time sensitive update request.

How does faculty construct and maintain personal website on campus server?
If a faculty member made the decision to create personal website to be hosted on campus server faculty.ucr.edu or other server on ucr.edu domain, it is that faculty member’s responsibility to create and maintain his/her personal website. C3 can provide website design services to faculty for personal website that will incur a fee based on scope of works and will require an FAU to recharge. C3 does not support individual faculty website design and maintenance that will be hosted on non-ucr.edu domain.

How do faculty request to update faculty profile on campus facultydirectory.ucr.edu?
Each UCR academic employee has a default web page on facultydirectory.ucr.edu provided by Vice Provost Office for Academic Personnel and is maintained by academic personnel staff /FAO/MSO of each department. C3 is not authorized to access to this system to maintain faculty’s profile web page.

Who can submit a request to update the department web page or my own?
Please consult your department PCP (i.e. contact your chair/MSO/FAO if you don’t know) about department web page updates. C3 does not maintain individual website unless a service fee is charged. In this case, please send update contents on Word alone with URL of the pages to chassit@ucr.edu. Images should be sent separately from Word file.

Who do I contact in my department with suggestions about my own or my department web page?
Please consult your department’s PCP (i.e. contact your chair/MSO/FAO if you don’t know).

How do I talk to College IT in person about design and updates?
1. If you are seeking to develop a new website, please contact james.lin@ucr.edu and set up a meeting to discuss the scope of the website as well as guidelines and support.
2. If you are seeking to update your own webpage on academic department website and not satisfied with the answer after talking to your department PCP, please send request to chassit@ucr.edu to schedule a meeting in person.

If a department wants to hire another vendor to design a website, what does department need to know?
If an academic or administrative website stakeholder is somewhat web-savvy or wants to seek another vendor to design website, C3 can help the stakeholder to ensure the compliance with UCR campus web style guidelines. It is website stakeholder’s responsibility to complete and continuously maintain the website. The website stakeholder shall acknowledge that only UCR members with UCR NetID are allow to access campus web server to perform website maintenance. C3 Web Development Team will not maintain this type of website and requesting
C3 Web Development Team to take over the technical maintenance of the website will incur a fee which will require an FAU to recharge.

**If a department wants to hire another vendor to design artwork for website, what does department need to know?**
If an academic or administrative website stakeholder wants to hire another vendor to design artwork but not the website, please contact College Webmaster Kelvin Mac [kelvin.mac@ucr.edu](mailto:kelvin.mac@ucr.edu) to collaborate with the vendor to ensure the comparability and compliance.

**Feedback, Comments, or Suggestions**
If the FAQ does not answer your questions or you have feedback, comments or suggestions on the FAQ then please email us at [chassit@ucr.edu](mailto:chassit@ucr.edu).