

## MEETING MINUTES – NOVEMBER 1, 2017

**In Attendance:** Cal Anderson, Beverly Bavaro, Kathy Berry, Susan Lundahl, Cynthia Olivo, Craig Rodrigue, Angela South (for Yuli Chavez), Elisabeth Saldana, Brandy Scarnati, Bridgitte Tellez (SGA), Stephanie Walden

**Meeting Called to Order:** 11 a.m.

### Current Business

#### Drupal CMS Project: Approved

Cal reviewed the history of the current Content Management System (CMS), Terminal Four Site Manager. PowerPoint presentation was shown at last meeting outlining issues with Terminal Four. Cal will send it to anyone who missed it.

As Terminal Four did not keep up with their promised upgrades and bug fixes, it became necessary to consider "Plan B". The Web Services team conducted research and came to the decision to hire a new vendor to help migrate to Drupal (open source platform). This is the "back end" process. Concurrently, it makes sense now as a good time to look at the "front end" and a new design (industry standard is updating every 5-7 years) to stay competitive, keep up with current technology, help us compete for students, etc.

We now have the approvals and the funding and are moving forward using **KWALL** as our design company. Cal cited CSN as an example of one college that also moved to their new website using KWALL/Drupal.

The development/design/migration process will take 12-18 months. Cal said that this is the first time we've opened the door to a third party for TMCC's website; but that the size and scope of the project, along the website's increased size over the years, now exceeds our ability to do it on our own.

This committee plays an important role; will review early prototypes/wireframes for feedback/input; a collaborative effort.

There will be an abundance of communication, including with the President's Cabinet.

Kathy Berry asked about an additional photo budget for the project. Cal said that we will most definitely need large, professional quality images and videos and that outsourcing is being considered.

Once the new CMS is in place, and the Web Services team is comfortable using Drupal, training for Web Content Contributors will be provided.

Cal said that it will be best to not have any new/major style/restructuring to department websites at this time, due to the upcoming redesign.

Timing for the launch of the new website design will not conflict with student enrollment/registration dates. Preliminary estimate with an ambitious timeline predicts launching at the end of September 2018 or the beginning of October 2018. If that deadline is missed, the next date would be in December 2018, during Winter Break.

KWALL has provided us with timeline phases: the Discovery Phase will last about 4 months; the Design Phase follows that and will also be about 4 months.

Kathy Berry asked if departments would have input to their content/styles? To keep to the strict timeline, it's possible that the majority of content will be migrated into the new structure first, and that each department's input for their specific content would be solicited after the initial launch.

Brandy Scarnati commented that technology updates have to be kept up with and are constantly changing.

We pay software licensing fees now; Drupal uses .php (how our website is currently coded) and is open source (no fees); not unlike WordPress. We will need to stay within frame of contract (\$): functionality, staff directory, pw protected pages, etc.

### Other Business

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- **Online Tour:** YouVisit conducted a follow up meeting earlier this week. We have a three-year contract with them. TMCC's online tour has had a lot of traffic; YouVisit commends our high conversion rate (i.e., users who act on links within the video tour) = 31% (avg. for other colleges = about 20%). They will come out once/yr to refresh our tour photos, etc. Note that a new language tracking option will be available after Dec. 31 so we can see numbers for users who choose our tour's Spanish language option.
- **Bootstrap:** (mobile framework) upgrade delayed due to Drupal; does not impact site functionality, etc.
- **Website Reviews:** departmental website reviews continue; this is an annual, proactive visit with departments to help them maintain good, clean content, etc.
- **Hobsons | Radius Customer Relationship Management (CRM):** (new software for TMCC's application for admission) Cynthia Olivo says they plan to launch for Late Start Spring (2018) or at latest Summer 2018. This replaces TMCC's existing online application for admission to the College.
- **Office of Civil Rights Complaint:** the System Office received a notice of complaint regarding accessibility of certain webpages. Cal feels confident that pages under [www.tmcc.edu](http://www.tmcc.edu) meet web content accessibility guidelines (WCAG) and standards; the letter was addressed to NSHE institutions except UNR and UNLV so it may be PeopleSoft (MyTMCC) related?
- **Student Worker:** Web Services has a need for a student worker; work-study preferred. Job is posted to the student job board.

### Other Updates and/or New Business

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#### WebCollege:

- Brandy Scarnati said Canvas has implemented an accessibility checker for courses called UDOIT; she will start online class for training instructors.
- She also noted that in Spring 2017 WebCollege had 735 assist courses and 354 web/hybrid courses.
- Brandy asked Cal whether video to the new website will still use YouTube. Cal said yes, it will stay the same for all public videos. Canvas uses the Kaltura platform for videos. Brandy asked about captioning within YouTube videos. Cal said YouTube has an embedded closed captioning system and it's a lot better than it was years ago; auto captioning is built in; can toggle it off/on rather than having it hard-coded into the video itself with captions on top of the video and inability to turn them off, etc. However, if YouTube closed captioning is not adequate, scripts could be provided, and then assistance from Tim III would be required to implement.

**Meeting Adjourned:** 11:57 a.m.