

**COLUMBUS STATE COMMUNITY COLLEGE  
POLICY AND PROCEDURES MANUAL**

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**Web Presence**

**Procedure 15-01 (K)**

**October 1, 2009**

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Columbus State Community College (CSCC or college) strives to maintain a modern, comprehensive, and easy to navigate presence on the World Wide Web (Web). This presence is intended to provide information and services in a timely and accurate manner to all its visitors. The Web presence for CSCC will contain password-protected information as well as open-access information.

Information presented on the Web is a part of the college's official publications and shall remain in the college's control. Open-access pages shall conform to the established Web Presence Standards. Password-protected pages designed for delivery of course content or specialized applications may deviate from the Web Presence Standards as required by other established college standards. These procedures do not infringe on academic content decision-making criteria.

The college Web presence will:

- a) Present a desirable image of the college specific to its mission and vision to its users.
- b) Provide faculty and students access to information resources available on and via the World Wide Web.
- c) Disseminate official college information to all its audiences.

Before any content is published to any Columbus State Community College Web sites, the department requesting must select an individual as an Information Provider. That person or persons are responsible for the management of the information and coordination of the content and the request.

**Web Presence Standards**

Institutional Advancement with the help of the Information Technology division, Instructional Services, and the Information Providers will create and maintain standards for the college's Web presence known as Web Presence Standards that govern presentation of the information. The standards developed will also be compliant with the guidelines established for access for Americans with Disabilities Act, which can be found in section 1194.22 of title 26 of the Code of Federal Regulations.

**Information Providers** are:

- a) Designated by the department head in all areas of the college. More than one Information Provider may be designated by an area or department.
- b) Trained on how to create and manage content using Web content creation and management systems and the associated templates and standards.
- c) Provided access to Web content management systems by Information Technology with Institutional Advancements approval.
- d) Responsible for creating and maintaining their information and content.

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- e) Accountable to ensure the content and information along with all Web links they provide to their Web sites are accurate, timely, and relevant to the college and its stated mission, and are of highest value to students in meeting their CSCC's general education outcomes and/or specific course objectives.
- f) Expected to ensure Web sites, pages, and/or other contents adhere to the established Web Presence Standards.

**Access Approval Process**

Institutional Advancement will maintain the user access approval process for maintenance and update of the online presence. Information Providers must present a request to post the area/department's online content to Institutional Advancement using the designated forms and interfaces.

**Content Approval Process**

Institutional Advancement will establish appropriate processes for approval and moving of the content submitted by the Information Providers to the appropriate sites. The decision whether content should be password protected may be made prior to submission by Information Providers or by Institutional Advancement.

Data protection standards established within the college's Information Security program must be adhered to when handling data as part of the content.

**Service Applications**

It is understood that the college may need to use delivered applications to provide online services to its users. When feasible, the college will customize these applications to adhere to Web Presence Standards.

All online service applications regardless of their hosting environments must be reviewed for information security and contract management by the Information Technology division.

**Third-Party Hosted Systems**

All CSCC Web page(s) will be hosted exclusively on CSCC servers unless a formal agreement/contract is in place for third party hosting services. Web pages using the CSCC logo or College-Owned Content outside of the CSCC server environment must be reviewed by Information Technology. Academic course content follows standards established by Learning Systems faculty.

**Uniform Resource Locator (URL) Addresses**

Departments may need to request a specific Uniform Resource Locator other than the college's URL address: [www.csc.edu](http://www.csc.edu). The rationale for this request must be provided to Institutional Advancement. If approved, the URL address must be obtained through the Information Technology division.

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**Linkage**

No personal homepages on college open-access Web sites will be permitted. Links to personal homepages are approved for academic use only.

Information Providers and their respective departments are the owners of and responsible for their content. Determining appropriateness of all external links presented as part of the department's online content is the responsibility of the Information Provider and the respective department.

Institutional Advancement is responsible for monitoring Web content to ensure it is accurate, timely, and relevant to the college and its mission. Institutional Advancement will assist any college area requesting support concerning the appropriateness of Web content. Institutional Advancement will also work to assure that the content of the Web site and Web links is of highest value to students in meeting CSCC's general education outcomes and/or specific course objectives.

**Social Networking Sites**

CSCC allows for social networking sites such as blogs, wikis, etc. as part of its Web presence subject to prior approval from Institutional Advancement. Institutional Advancement will provide the requester(s) with site guidelines to ensure highest quality of social networking experience.

**Online Privacy Statement**

Institutional Advancement has the delegated authority to coordinate with other interested parties to establish an Online Privacy Statement (Statement). The Statement will inform users of the CSCC Web policies concerning secure collection and use of personal identifiers and information.

The Statement will be periodically updated and available for review on the Web. The Online Privacy Statement will be consistent with applicable State and federal requirements.

**Compliance**

Noncompliance with this or any other college policies or procedures may result in removal of files from the Web servers.

*Replaced Procedure 15-01 (K), World Wide Web, Effective March 29, 2004*