Guide to Office Updates for the Web

This guide is a resource to simplify the web update process for your office. Use the directions here to complete your spring cleaning, compile your updated information, then submit through our online form.

After you take care of Step 1: Spring Cleaning, only then tackle Step 2: Updating Your Office's Webpages. You cannot save drafts in the online form, so we recommend writing a separate document and pasting into the form when you're done. Please provide us with clear information. You do not need to be concerned about wordsmithing. C&M will write your page specifically for the website from the information you provide us.

If you have questions please contact Naomi, and we'll let you know if we have questions about your updates when we receive your submission.

Step 1: Spring Cleaning

Current Pages Review

Please give your office's webpages a thorough review and note which pages need to be updated (e.g. outdated information, broken links, old documents) and those that can be deleted completely. (Keep reading for how to submit these changes to us once you've finished your review.)

Current Files Review

Naomi will provide your office with a folder of all your files currently housed on the site; these will include pdfs, Word documents, images, and the like. Please take a close look through the folder and let Naomi know (in an email) which files are obsolete and may be removed from the site. This is also a chance for you to pull files for your office records if, for example, you'd like to keep a particular PDF or set of pictures but they aren't relevant any longer and can be removed from the site.

Step 2: Updating Your Office's Webpages

The Basics

Please provide us with the following:

Office Overview

The overview is a short description of your office (e.g. its purpose, mission, who and how you serve the campus, etc.) that should be six sentences or less. If you already have one on the website, check to make sure it is still accurate.

Why do People Come to Your Office?

What are the five most common reasons that visitors contact your office? *Questions to prompt what you might include:*

- What questions are you asked most frequently?
- What are visitors most looking to accomplish? What information are they seeking?

Office Address & Contact Info

Please check that your office location, address and contact info is still accurate.

Staff Directory
Please provide a list of current staff in your department, including title and contact information. This section may include photos of your staff. You can indicate whether you'd like new photos taken on the content submission form.

Keywords
What are some keywords or phrases users may be searching on our site to find your office? These could be buzzwords or terms you use within the office, or other names for the office that may be used by different schools. (e.g. Keywords for Student Financial Services could include: financial aid office, student accounts, bursar, billing, pay my bill, deposit, tuition and fees, scholarship awards)

Updated information and additional pages

After you've completed the spring cleaning process, please let us know which of your office's pages need to be updated or if there are any new pages you would like to add. You can share these page updates with us on the submission form by uploading one compiled document for all changes or a zipped folder with one document for each page to be updated. For each page that requires updating, please include the **title, page status (existing or new) and all content for the page**.

Only send us pages that need to be updated. If you don't send us changes for a page, we'll assume the current version on the site is up to date.

The next page of this guide is a template example of how to set up your document of page updates, using a page from the Business office. **Yes, it's really that simple.**

SAMPLE PAGE UPDATE DOCUMENT

Title of the Page: Internal Control
Page Status: This is an existing page that needs to be updated (or This is a new page to create)

Content:

Internal controls are methods and measures adopted by the college to promote the safe and efficient use of state resources. Every employee shares a responsibility to make our working environment safe and effective. One important way we can help achieve this goal is to establish and follow appropriate campus policies on internal control.

The New York State Governmental Accountability, Audit and Internal Control Act of 1987 (Internal Control Act) requires all state agencies, including each SUNY Campus, to maintain a system of internal controls and a formal internal control program.

There are six requirements of the Internal Control Act:

1. Establish and maintain written internal control guidelines;
2. Establish and maintain an internal control system and a program for continuous review of operations;
3. Make a clear and concise statement of managements policies and standards available to all employees;
4. Designate an Internal Control Officer;
5. Educate and train all employees on internal control standards and evaluation techniques; and
6. Evaluate the need for an internal audit function

The Internal Control Officer is responsible for implementing and monitoring the College's Internal Control Program, identifying weaknesses and take any necessary corrective actions. SUNY Cobleskill is required to certify annually that we are in compliance with this Act.

Resources to link –
SUNY Internal Control Guidelines

Cobleskill's Internal Control Brochure

Memo from President Terenzio

Fraud Policy & Report Form