

COLLEGE OF LAKE COUNTY

Web Site Staffing Survey

Spring 2010

Institutional Effectiveness, Planning and Research

5/27/2010

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Web Site Staffing Survey Spring 2010		
Please provide us with some general information about your institution. Type of college:		
Answer Options	Response Percent	Response Count
Community / Junior College	36.7%	11
Technical / Vocational College	0.0%	0
Four Year College / University	56.7%	17
Other (please specify)	6.7%	2
<i>answered question</i>		30
<i>skipped question</i>		0
Number	Other (please specify)	
1	Health Science Center (Post-Graduate)	
2	Community & Technical College	

Web Site Staffing Survey Spring 2010		
Approximate Enrollment:		
Answer Options	Response Percent	Response Count
Under 5,000	50.0%	15
5,000 to 8,000	16.7%	5
8,001 to 10,000	0.0%	0
10,001 to 15,000	10.0%	3
15,001 to 18,000	6.7%	2
18,001 to 25,000	6.7%	2
More than 25,000	10.0%	3
<i>answered question</i>		30
<i>skipped question</i>		0

Web Site Staffing Survey Spring 2010

Please provide the job title of the staff person at your institution who has overall responsibility for your institution's web site(s):

Answer Options	Response Count
	30
<i>answered question</i>	30
<i>skipped question</i>	0
1	Web master
2	University Webmaster
3	Director of Digital Strategy
4	Web Content Specialist
5	special assistant to the president for outreach and communications
6	Coordinator of Web Technology
7	Coordinator of Web Technology
8	University Web Coordinator
9	Manager of Web Services
10	Web Site Coordinator
11	Web Master
12	Web Developer
13	Web Manager
14	Web Group Manager
15	Web Content Administrator/Analyst
16	Position doesn't exist - different people are responsible for different parts
17	IT Analyst III
18	There isn't one - governance is via committee. Closest approximation is my position, Director of Web Services
19	University Web Director
20	Interactive Director (previously web designer)
21	Director of Web Marketing
22	Web Manager
23	Director of Communications
24	Webmaster
25	Web Content Manager & Graphic Designer
26	Coordinator of E-Communications
27	Web Designer
28	Director of Online Communications
29	Vice President for Enrollment Management
30	Director, Marketing Services

Web Site Staffing Survey Spring 2010

WEB PROGRAMMERS

Answer Options		Response Percent	Response Count
How many FTE (full time equivalent) positions:		100.0%	30
		<i>answered question</i>	30
		<i>skipped question</i>	0
Number	How many FTE (full time equivalent) positions:		
1			2.0 FTE
2			1
3			0
4			1
5			1
6			0.875
7			0.875
8			2
9			3
10			1
11			1
12			1
13			0
14			1
15			0
16			0.25
17			1
18			5
19			3
20			1
21			12
22			1
23			contracted
24			0
25			0
26			1
27			3
28			1
29			0.5
30			0

Web Site Staffing Survey Spring 2010		
In which DEPARTMENT(S) are Web Programmers employed? (Please check all that apply.)		
Answer Options	Response Percent	Response Count
Information Technology	57.7%	15
Public Relations	11.5%	3
Marketing	38.5%	10
Other (please specify)	3.8%	1
<i>answered question</i>		26
<i>skipped question</i>		4
Number	Other (please specify)	
1	We do not have a Web programmer assigned to the external site.	

Web Site Staffing Survey Spring 2010		
Web Programmer Responsibilities: (Please check all that apply.)		
Answer Options	Response Percent	Response Count
meets with clients	61.5%	16
codes templates with HTML, CSS, maybe some JavaScript or JQuery, etc.	76.9%	20
develops web applications (uses technologies such as PHP,ASP.NET, etc.)	96.2%	25
database design / administration	92.3%	24
portal development/administration	50.0%	13
information architecture	50.0%	13
user interface/user experience design	61.5%	16
web analyst (e.g. generates Google Analytics or Webtrends reports)	53.8%	14
<i>answered question</i>		26
<i>skipped question</i>		4

Web Site Staffing Survey Spring 2010

Comments about Web Programmer position:

Answer Options		Response Count
<i>answered question</i>		13
<i>skipped question</i>		17
Number	Response Text	
1	This is a position which I am hoping to create and fill very soon.	
2	We have 1 person who does all web related responsibilities, including those not mentioned in this job responsibilities section but are mentioned in the job responsibilities below	
3	We have 1 person who does all web related responsibilities, including those not mentioned in this job responsibilities section but are mentioned in the job responsibilities below	
4	One position is for Web applications (ride board, campus visit system, AZ listings, etc.) using Ruby on Rails and the 2nd position is for maintaining the content management system	
5	We have two traditional PHP/MySQL programmers and a new position focused on Javascript and User Interaction.	
6	We just hired our first Web programmer who started last week. He will be responsible for creating templates for our CMS, interfacing with other applications and developing new applications as well as work on our portal when we get that in.	
7	Web Programmer and Web Designer are same position, single full time position	
8	Just hired colleges first programmer 01/01/2010. Up until that point we only had 1 full time person maintaining, designing and developing for our website. Hired student worker programmers and freelanced out large programming projects.	
9	The programming team is an entirely different area from us, and they are dedicated exclusively to the student portal/administrative system. They don't do anything on the front facing web site.	
10	occasionally meets with clients for application design	
11	It's all just one guy: me.	
12	They are responsible for all UT sites, public and JICS site.	
13	this position was created just over 1 year ago and we are still figuring out a process for accepting and prioritizing project requests	

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WEB DESIGNERS

Answer Options		Response Count
How many FTE (full time equivalent) positions:		30
<i>answered question</i>		30
<i>skipped question</i>		0
Number	How many FTE (full time equivalent) positions:	
1		6
2		1
3		0 (see below)
4		2
5		1
6		0
7		0
8		0.5
9		2
10		1
11		0
12		1
13		0
14		2
15		0
16		0.01
17		4
18		1
19		1
20		1
21		0
22		1
23		0.5
24		0
25		0
26		1
27		1
28		2
29		0.2
30		0.75

Web Site Staffing Survey Spring 2010		
In which DEPARTMENT(S) are Web Designers employed? (Please check all that apply.)		
Answer Options	Response Percent	Response Count
Information Technology	17.4%	4
Public Relations	30.4%	7
Marketing	56.5%	13
Other (please specify)	8.7%	2
<i>answered question</i>		23
<i>skipped question</i>		7
Number	Other (please specify)	
1	Publications	
2	enrollment	

Web Site Staffing Survey Spring 2010		
Web Designer Responsibilities: (Please check all that apply.)		
Answer Options	Response Percent	Response Count
meets with clients	87.0%	20
writes/edits content	47.8%	11
creates design and graphics for the web site	100.0%	23
codes with HTML, CSS	87.0%	20
codes with JQuery, JavaScript, etc.	52.2%	12
multimedia (Flash, etc.)	69.6%	16
social media	43.5%	10
photography	47.8%	11
portal administration	8.7%	2
information architecture	52.2%	12
user interface/user experience design	78.3%	18
web analyst (e.g. generates Google Analytics or Webtrends reports)	43.5%	10
<i>answered question</i>		23
<i>skipped question</i>		7

Web Site Staffing Survey Spring 2010

Comments about Web Designer position:

Answer Options		Response Count	
<i>answered question</i>		10	
<i>skipped question</i>		20	
Number	Response Text		
1	<p>This is tricky at JHU. At the core, there are only two FTEs tasked with the institutional digital presence. However throughout the university, at its 9 schools and many divisions, there are more than 40 persons with some level of web responsibility, including designers, content managers and some technical staff. Eventually, I hope to bring these people together in a web services unit. Responsibilities are as I would have them in the job description.</p>		
2	<p>Our "web content specialist" position is a hybrid of the "web designer," "web content writer" and "multimedia specialist" positions you ask about here. At this time we are re-visiting the responsibilities of the second "content specialist" position since it's vacant. We've updated the job description to include social media, user interface design, javascript/jquery, experience with CSS grids, usability testing, SEO (all things I do now that weren't in my job description b/c they didn't exist/weren't relevant at the time.) This was originally/previously considered primarily a "writer's position with technical skills" but now we're asking for more emphasis on the technical skills.</p> <p>When fully staffed we have 2 web content specialists + 1 web app programmer/database person - all reporting to the director of Marketing/PR. We can ask our graphic designers for minor help with web graphics when absolutely necessary but they focus on print. We can ask our publicist/pr person for help taking photos for the site when absolutely necessary but the photos aren't top quality. Ideally, we'd have a professional photographer/contractor we could tap when needed but there's no budget for that. We haven't done FLASH as there is no one with that skill set on staff. We can tap someone in professional development for minimal video production but he doesn't know how to caption video so we haven't done much there.</p> <p>Our homegrown portal (registration, course listings, payment, degree audit, etc) is administered by an Object Oriented Programmer who reports to the Director Of Computing Services (IT) although I have assisted her with the html/css, look and feel, navigation and some messaging.</p> <p>Note that our 3-person team supports our main site, a separate foundation site and a separate corporate training site.</p>		
3	The Web Site Coordinator has this position. Most graphics for our site are created by other team members in the marketing department.		
4	Same person as the web programmer		
5	Theoretically, we have a full time designer but this person gets assigned many other advertising and communication tasks as well.		
6	It's all just one guy: me.		
7	Additionally, several student workers fuel our work.		
8	Also shoots video and edits with Final Cut Pro. Manage projects for the public Web site. Liaison between Public Information and IT.		
9	designers also help train end users in the CMS and create e-mail marketing campaigns		
10	Three of our full-time graphic designers share Web designer responsibilities, along with the Web content manager.		

Web Site Staffing Survey Spring 2010

WEB CONTENT / WRITER / EDITOR

Answer Options	Response Percent	Response Count
How many FTE (full time equivalent) positions:	100.0%	23
	<i>answered question</i>	23
	<i>skipped question</i>	7
Number	How many FTE (full time equivalent) positions:	
1		6
2		1
3		0.2
4		0.5
5		1
6		0.1
7		0
8		1.5
9		0
10		0.75
11		0
12		5
13		0
14		0
15		0
16		0
17		0.5
18		0
19		1
20	1 (same as designer)	
21		1
22		1
23		0.1

Web Site Staffing Survey Spring 2010		
In which DEPARTMENT(S) are Web Content / Writers / Editors employed? (Please check all that apply.)		
Answer Options	Response Percent	Response Count
Information Technology	11.8%	2
Public Relations	52.9%	9
Marketing	52.9%	9
Other (please specify)	5.9%	1
<i>answered question</i>		17
<i>skipped question</i>		13
Number	Other (please specify)	
1	Advancement/Alumni	

Web Site Staffing Survey Spring 2010		
Web Content / Writer /Editor Responsibilities: (Please check all that apply.)		
Answer Options	Response Percent	Response Count
meets with clients	70.6%	12
writes/edits content	100.0%	17
social media	94.1%	16
<i>answered question</i>		17
<i>skipped question</i>		13

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Comments about Web Content / Writer / Editor position:

Answer Options		Response Count
<i>answered question</i>		11
<i>skipped question</i>		19
Number	Response Text	
1	Again, this number expands greatly when applied to the entire university.	
2	Edits some new web projects, may request news or announcements for the main page, maintains the official Twitter, Facebook and Flickr accounts for the college. Her main job is to write news releases and print copy, media and advertising.	
3	Our Creative Communication Specialist writes copy for web, unless other departments provide it.	
4	Part-time position that also has Alumni & Advancement duties	
5	PR director works with marketing director, web designer (Interactive Director) and dept heads to develop content.	
6	I have a part time person that I share that I get about 20 hours per week.	
7	It's all just one guy: me.	
8	This person takes care of all aspect of the website and social media. Editing, designing, coding, etc..	
9	does photography as well.	
10	also assists with training end users in the CMS and is responsible for information architecture	
11	Overall managing editor, generates Google Analytics and other tracking reports.	

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MULTI MEDIA SPECIALIST

Answer Options		Response Percent	Response Count
How many FTE (full time equivalent) positions:		100.0%	23
		<i>answered question</i>	23
		<i>skipped question</i>	7
Number	How many FTE (full time equivalent) positions:		
1			12
2			0
3			0
4			0.1
5			1
6			0.1
7			0
8			0.25
9			0
10			0.001
11			0
12			3
13			0
14			1
15			0
16			0
17			0
18			0
19			0
20			1
21			0
22			0.25
23			0

Web Site Staffing Survey Spring 2010		
In which DEPARTMENT(S) are Multi Media Specialists employed? (Please check all that apply.)		
Answer Options	Response Percent	Response Count
Information Technology	30.0%	3
Public Relations	10.0%	1
Marketing	60.0%	6
Other (please specify)	10.0%	1
<i>answered question</i>		10
<i>skipped question</i>		20
Number	Other (please specify)	
1	Multimedia Services	

Web Site Staffing Survey Spring 2010		
Multi Media Specialist Responsibilities: (Please check all that apply.)		
Answer Options	Response Percent	Response Count
meets with clients	70.0%	7
Flash development	30.0%	3
video production	90.0%	9
photography	60.0%	6
<i>answered question</i>		10
<i>skipped question</i>		20

Web Site Staffing Survey Spring 2010

Comments about Multi Media Specialist position:

Answer Options		Response Count
		9
<i>answered question</i>		9
<i>skipped question</i>		21
Number	Response Text	
1	This department does not contribute to the official web site.	
2	Our Creative Communication Specialist does our multi-media	
3	Multimedia projects are few - some students have taken & edited videos under the direction of our Instructional Technologists	
4	We have a hybrid staffing model where our Multimedia specialists work in IT and handle curricular multimedia needs but also handle public affairs multimedia content generation needs - things like audio/video recording at events, athletic events, etc.	
5	These duties belong to our marketing director.	
6	Our web designer has recently been trained to take care of this. so I have not included her as an additional person.	
7	It's all just one guy: me.	
8	Works with robust team of students.	
9	brand new "responsibility" added to an existing position	

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COORDINATOR / DIRECTOR / MANAGER

Answer Options	Response Percent	Response Count
How many FTE (full time equivalent) positions:	100.0%	25
<i>answered question</i>		25
<i>skipped question</i>		5
Number	How many FTE (full time equivalent) positions:	
1		5
2		1
3		0.2
4		1
5		1
6		1
7		1
8		1
9		1
10		1
11		1
12		0.01
13		0
14		1
15		1
16		1
17		1
18		1
19		0
20		1
21		1
22		1 (same as designer)
23		2
24		1
25		1

Web Site Staffing Survey Spring 2010			
In which DEPARTMENT(S) are Coordinators / Directors / Managers employed? (Please check all that apply.)			
Answer Options		Response Percent	Response Count
Information Technology		37.5%	9
Public Relations		29.2%	7
Marketing		50.0%	12
Other (please specify)		8.3%	2
<i>answered question</i>			24
<i>skipped question</i>			6
Number	Other (please specify)		
1	Multimedia Services		
2	Reports to the Associate VP of Marketing and Communications		

Web Site Staffing Survey Spring 2010			
Coordinator / Director / Manager Responsibilities: (Please check all that apply.)			
Answer Options		Response Percent	Response Count
project manager		81.8%	18
meets with clients		90.9%	20
writes/edits content		63.6%	14
social media		72.7%	16
portal administration		36.4%	8
information architecture		77.3%	17
user interface/user experience design		72.7%	16
web analyst (e.g. generates Google Analytics or Webtrends reports)		68.2%	15
<i>answered question</i>			22
<i>skipped question</i>			8

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Comments about Coordinator / Director / Manager position:

Answer Options	Response Count
	13
<i>answered question</i>	13
<i>skipped question</i>	17
Number	Response Text
1	The special assistant to the president for outreach and communications does not only oversee the web, she also oversees the designers, writers, photographers, enrollment services and information desk. She also is the director of PR and marketing and is the spokesperson for the college. She is also hands on with the writing, editing, marketing, advertising, recruitment etc.
2	My manager is Vice President of Marketing and Communications. Her primary involvement with the Web site is editing content supplied by our content owners. Arranging contracts with various vendors we do business with. She manages a staff of seven.
3	Director of Marketing
4	Handles everything website related (no LMS). Passes along responsibility and other projects to the student worker.
5	Mine is an all-in-one type position
6	Runs the monthly web site meetings
7	This position will be new for us. Our web designer who developed/designed our entire redesign will be moving into this position. New programmer will take over day to day site maintenance with use of templates. Interactive Director will take on more of a project management lead/strategy position while still maintaining design duties for all web projects.
8	My office has one person, me, and I do everything: design, code, writing, graphics, server admin, accessibility, social networking, and everything else from A-Z.
9	I am the only full time person dedicated to the Web site. We have a vacancy (year and a half) for Director of Communications that supervises my position. It is possible that this person may take on a larger roll in managing the Web site as it is part of their job description but the last director just let me take care of it with some guidance
10	It's all just one guy: me.
11	Vice-President for Information Technology
12	None of these. Directors oversee entire departments which for PR director includes many other printed publications and media relations issues. IT director oversees many technology issues. As the Web designer, I manage projects for the Web.
13	responsible for overall online strategy

Web Site Staffing Survey Spring 2010

STUDENT WORKERS		
Answer Options	Response Percent	Response Count
Please provide number of student workers who work per calendar year and the approximate number of hours per week worked by all student workers working at a given time.	100.0%	25
<i>answered question</i>		25
<i>skipped question</i>		5
Number	Please provide number of student workers who work per calendar year and the approximate number of hours per week worked by all student workers working at a given time.	
1	0	
2	1, 6hrs/wk	
3	1	
4	0	
5	1, 20 hrs/wk	
6	2 students, 25 hr/wk	
7	2 students, 25 hr/wk	
8	6 students, app. 15 hours/week	
9	0	
10	2	
11	1	
12	0	
13	0	
14	2 workers 1 hour	
15	0	
16	0	
17	0	
18	1	
19	0	
20	0	
21	1 - 15 hours	
22	0	
23	24 students / 2500 hours a year	
24	1, 10 hours	
25	2 workers @ 10 hrs/week each	

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Comments about Student Worker position:

Answer Options		Response Count
		13
<i>answered question</i>		13
<i>skipped question</i>		17
Number	Response Text	
1	Student workers are employed but do not work on web site.	
2	Maintaining events calendar	
3	we don't have a spare desk and computer to offer even if we could find someone	
4	The student worker handles daily updates and minor web requests.	
5	total currently at 20 hours per week	
6	(I actually am the student worker). I handle all the social media for the school as well as side projects, including (recently) the library website, the interactive map, and general improvements and changes to structure. I receive 10hrs/week during the school year, 35 hours during the summer.	
7	Student workers are given a project that they work on as time permits - they may work 10 hours one week and 0 hours for the next 3 weeks	
8	This varies wildly on the basis of projects/deadlines, FTE staffing levels, budgetary issues, and more. It can range from none to a dozen in a given fiscal year.	
9	One student works about 17 hours a week, give or take. She makes simple edits and trains users in the CMS.	
10	Only works on updating social media pages.	
11	Works in my Department but doesn't do much with the Web. Primarily assists Art Director.	
12	assist with end user CMS training, e-mail campaigns, resizing images for online use	
13	We use student workers sporadically, but not consistently enough to contribute to FTE.	

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FREELANCE / CONTRACT PERSONNEL

Answer Options	Response Percent	Response Count
Approximate Annual Budget for Freelance / Contract Personnel:	100.0%	20
	<i>answered question</i>	20
	<i>skipped question</i>	10
Number	Approximate Annual Budget for Freelance / Contract Personnel:	
1		0
2		0
3		\$50,000 in 2009
4		0
5		0
6		15000
7		0
8		10000
9		0
10		0
11		0
12		10000
13		0
14		0
15		0
16		0
17		some
18		0
19		fluctuates
20		non-existent

Web Site Staffing Survey Spring 2010

Comments about Freelance / Contract Personnel:

Answer Options	Response Count
<i>answered question</i>	12
<i>skipped question</i>	18

Number	Response Text
1	Because we run lean on staff, we go outside for web development, always under close direction of the director of digital strategy.
2	There is no official freelance budget for the web. However, once a designer was hired to create the 40th anniversary web site.
3	Javascript programming and illustration.
4	We are in the process of contracting with two outside people - 1 to help with data conversion to our new CMS and another to develop some templates for us since our programmer just came on board and has not had his training in the new CMS yet.
5	If something is deemed necessary, money may be found, but usually not
6	It's relatively unusual for us to contract for freelance services, and again the annual budget can vary from 0 to a few \$10's of k, depending on the same criteria - projects, staffing levels, budgetary issues, etc.
7	Unsure about budget
8	None hired, no budget for it, they're trying to work me to death.
9	we sometimes use an outside company to help us with difficult things. There is no fixed budget.
10	Depends on projects for the next budget year. We have contracted with a vendor to create a mobile enabled version of our site; contract with photographers on certain events, publications.
11	occasionally we get some funds for working with professional partners; we've worked twice with mStoner on redesign projects
12	Most of the freelance support comes from temp workers who take on more traditional design duties to open up opportunities for our full time designers to work on the Web.

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CONTENT MANAGERS (e.g. non web staff who maintain content for a web page on the college's web site using a content management system or other tool -- for example Admissions or Financial Aid, etc. updates)

Answer Options	Response Percent	Response Count
Approximately how many content managers are there in your institution:	100.0%	24
<i>answered question</i>		24
<i>skipped question</i>		6
Number	Approximately how many content managers are there in your institution:	
1	Not sure	
2	60	
3	0	
4	6	
5	don't know	
6	40	
7	40	
8	350	
9	80-90	
10	75	
11	100	
12	30	
13	30	
14	80	
15	12	
16	70	
17	25	
18	15, but growing	
19	5	
20	50	
21	70	
22	200	
23	40	
24	04/20/2010	

Web Site Staffing Survey Spring 2010

Comments about Content Managers:

Answer Options	Response Count
<i>answered question</i>	18
<i>skipped question</i>	12

Number	Response Text
1	There are areas that maintain their own content but the number is not known.
2	all content is moderated through Webmaster and Designer
3	they use home-grown web apps, no purchased content management system, to update: 1.)HR/job listings 2.)athletics schedules/scores/rosters 3 + 4.)non-credit course descriptions 5.)faculty webpages 6.)press announcements. We also have an app to allow faculty/staff to post events to the event calendar.
4	Hard to say. Staff in admissions, financial aid and performing arts are set-up to make their own updates. In addition, online tools are in place for each division and department to automatically make minor changes to their pages. However, clients still come to the web team to request changes. Since there is no approval process to see changes, it's hard to confirm how many content managers there are.
5	Each department or office is expected to manage their own content. 350 is a very rough estimate. Often there is one person in the department, but sometimes several
6	Content is submitted to Web Services for review, editing, and posting.
7	We are in the process of training our content owners on how to use the new CMS. We have over 63 trained now. Training materials were written and is being conducted by the Web Site Coordinator.
8	Just about every department (academic or otherwise) have a content manager that is responsible for their area. They have low level access to edit content to be approved by the web manager.
9	8-10 users have publish rights, the rest have to be approved before their content goes live.
10	Most spend almost no time doing this - and by the time they do have to edit something, they ususally call the instructional technologists for refresher instructions. There are a few <10 I'd say that do a fair amount of editing on thier own
11	We use a distributed editing model, and our site encompasses applicants to alumni, so there are content managers for class years (again from applicant to alumni), content managers per academic and administrative department, for athletics, for student organizations, for aspects of the library, on and on and on. There are at a minimum dozens and probably over 100 at this point.
12	Currently in the process of building a CMS in house. Athletics dept is using Contribute to maintain their site. It has been a disaster. Good program, but in the wrong hands it's disastrous. Another dept is also using Contribute with much better success.

13	My goal is to decrease this number dramatically. We have an open web position that is currently being held. Once I'm allowed to fill it, I intend to do it with a dedicated content person. Content experts (for example, the secretaries editing sites) are rarely experts at making content, as such, I want to improve content quality by funneling it through someone that is an expert at web content, while allowing those few that are good at it the ability to do their own stuff.
14	I have trained over 75 people to edit content - these content editors vary from administrators to secretaries. Only 8 of these people have followed through and taken on the task of editing content. I blame part of this on the CMS that we are using as not being very user friendly (Serena's Collage). If they do not jump in a start using it right away they forget enough to get lost and intimidated when they finally sit down to edit their content. They end up sending me requests for changes.
15	Finally, a tiny bit of my workload has been lifted.
16	Each department has someone who can update their section of the Web site. All updates are approved by Web writer, and lastly Web designer before going live.
17	only about 25 of these people are regular content contributors/editors
18	About 4 or 5 are active content mangers. Another 12-15 do so sporadically.

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OTHER WEB SITE SUPPORT POSITION(S) NOT LISTED ABOVE. (Please specify.)	
Answer Options	Response Count
<i>answered question</i>	6
<i>skipped question</i>	24
Number	Response Text
1	.5 FTE web analysts primarily responsible for updating legacy content.
2	Marketing Web Assistant - takes over when Web Site coordinator on vacation or out sick. She has been handling all updates to current site as well as a myriad of other Marketing job duties while the Web Site coordinator has been dedicated to implementing a new CMS. She is considered part time on the Web side of things.
3	Server administration and other core IT positions
4	Network admins also take care of the servers
5	About half of the time of our senior desktop support staff is used for web support, and half the time of one of our DBAs.
6	We had a Web Advisory Committee that was set up to lend oversight to the Web site. It was disbanded by leadership though they say they want to start up another one (soon?).

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What technologies are used on your web site(s)? (Please check all that apply.)

Answer Options	Response Percent	Response Count
HTML	90.0%	27
XHTML	73.3%	22
CSS	96.7%	29
JavaScript	93.3%	28
Flash	80.0%	24
JQuery	63.3%	19
Ajax	50.0%	15
Video	86.7%	26
ASP or ASP.NET	36.7%	11
PHP	50.0%	15
CGI	10.0%	3
Java	23.3%	7
Database(s)	93.3%	28
Google Custom Search	66.7%	20
Other Search Engine	13.3%	4
RSS Feeds	80.0%	24
Mobile-friendly	16.7%	5
Frontpage	10.0%	3
Web Services (SOA)	10.0%	3
Webtrends	6.7%	2
Google Analytics	90.0%	27
Comments:		7
	<i>answered question</i>	30
	<i>skipped question</i>	0
Number	Comments:	
1	Also use Woopra for live analytics	
2	ClickTracks analyzer, moving toward Ajax with latest .Net upgrade, just started with 1-year subscription to SiteImprove's SiteCheck for reporting (broken links, spelling, accessibility)	
3	Other search engine is used for the intranet	
4	On our new site - Urchin Analytics	
5	Currently in the process of a complete re-design, so these are technologies we WILL employ in the new site, once launched in the late summer/fall	
6	Mobile friendly coming very soon	
7	Webcams. Mobile friendly coming soon.	

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Do you have a student portal?

Answer Options	Response Percent	Response Count
Yes	70.0%	21
No	30.0%	9
If "Yes," what software are you using?		23
<i>answered question</i>		30
<i>skipped question</i>		0

Number	If "Yes," what software are you using?
1	Datatel Portal
2	home-grown
3	Not managed by my group. I believe they're using J-portal
4	home-grown tool that interfaces with our ancient mainframe
5	CampusEAI
6	Google Apps for Your Domain - Education Edition
7	Google Apps for Your Domain - Education Edition
8	Not at this time but it is on the list for next year.
9	Jenzabar
10	We have budgeted for one for FY11 through Datatel.
11	uPortal
12	CAMS/Angel
13	We have a few things that could be considered portals - home grown, Blackboard, Blackbaud NetCommunity
14	We wrote it ourselves using drupal as a front end to institutional data from our erp, library, blackboard, etc.
15	Desire2Learn
16	Homegrown
17	Not really though we do provide a series of pages that provide them with access to tools that they need. We are implementing Sharepoint as an Intranet and student portal.
18	One guy in IT "works" on it occasionally. Some Jenzabar plugin.
19	Jenzabar
20	homemade
21	JICS
22	luminis
23	Banner Luminis

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Do you use a Content Management System?

Answer Options	Response Percent	Response Count
Yes	76.7%	23
No	23.3%	7
If "Yes," what software are you using?		23
<i>answered question</i>		30
<i>skipped question</i>		0
Number	If "Yes," what software are you using?	
1	Datatel Active Admissions	
2	Telerik's Sitefinity	
3	We are using Site Executive for some content management and WordPress for others. The main jhu.edu site, however, does not currently have a CMS.	
4	Drupal	
5	Drupal	
6	CommonSpot by PaperThin, Inc.	
7	dotCMS - in the process of implementing right now.	
8	Typo3	
9	OmniUpdate	
10	OpenText	
11	Will be using Ektron	
12	Blackbaud NetCommunity	
13	drupal	
14	Yes and no. Currently 2 departments are using Contribute with varying success. Also in the process of building our own CMS in house. Our new programmer has previous experience building a CMS.	
15	dotCMS (and extremely happy with it)	
16	OpenText Web Content Management System (formerly RedDot CMS)	
17	Serena's Collage	
18	Launchpoint	
19	Contribute	
20	Ektron	
21	Hannon Hill's Cascade Server	
22	Plone	
23	Final Site, though we are in the process of selecting a new vendor.	

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Please estimate the approximate size (total number of pages) of your web site(s). Please do not include dynamically generated pages. (For example, a page that pulls and displays course descriptions from a database only counts as one page.)

Answer Options	Response Percent	Response Count
1 to 500	3.3%	1
501 to 1000	10.0%	3
1001 to 1500	16.7%	5
1501 to 2000	16.7%	5
2001 to 2500	0.0%	0
More than 2500 pages	53.3%	16
<i>answered question</i>		30
<i>skipped question</i>		0