



FAQs

Introduction

Q) WHY IS MY WEBSITE IN T4 WHEN IT USED TO BE IN DREAMWEAVER?

A) The University supports a content management system, T4, which itself provides a framework to build websites using modern standards, which are accessible and usable. It also offers the opportunity for users to manage content without the need for specific web authoring knowledge.

Q) IF I'VE USED T4 IN THE PAST, WHY DO I NEED FURTHER TRAINING?

A) The new version of T4 includes a number of improvements and upgrades and also includes a suite of new templates that are available to users.

Q) WHY DO I NEED TRAINING IN WRITING FOR THE WEB?

A) Writing for the web isn't about telling you how to write, but rather how to get the most out of online communication. Having this best practice training in mind when you submit content will help speed up the approval process and ultimately make your copy as accessible and appealing to web users as it can be.

Publishing guide

FAQS

Q) WHAT IS THE PUBLISHING PROCESS?

A) The publishing process is managed by a workflow. T4 Contributors make an update to content which is then submitted to their respective Web Content Editor for moderation. If approved, the update will then appear on the live website during the next publishing cycle. Content that is not approved will be dealt with in accordance with the service agreement.

Q) WHY DOES MY CONTENT NEED TO BE MODERATED?

A) The HE sector is facing a number of significant challenges and it's important that we, as a Faculty, market ourselves effectively to external audiences. To support this, dedicated Web Content Editors have been appointed to help our Schools produce engaging, interactive and relevant content. By assuming the role of moderator, the Web Content Editor ensures that high standards and a measure of consistency are maintained.

Page layout and template guide

Q) WHY DO MY IMAGES HAVE TO FIT WITHIN THE GRID STRUCTURE?

A) The University's updated look and feel uses a grid structure to achieve a level of consistency in its presentation across different technologies. The suite of templates on offer allows Schools to reflect their own identity while still aligning to the broader University brand.

Q) WHAT SHOULD I DO IF I NEED SOMETHING THAT DOESN'T FIT WITHIN THE TEMPLATES?

A) You can speak to your subject or divisional web representative or the Web Content Editor who will work with you to find a solution.

Q) CAN I UPLOAD MY OWN PHOTOS?

A) You can upload your images in T4 however these are still subject to moderation by your Web Content Editor. Like all other content, they need to align to the appropriate guidelines. For more information, refer to the Visual Identity Guidelines <link> and speak to your Web Content Editor before uploading.

Q) WHY CAN'T I HAVE MORE LEFT HAND NAVIGATION TABS ON THE SUBJECT LANDING PAGE?

A) The tabs on subject landing pages were decided following consultation with an external design agency, which based their recommendations on user testing and industry best practice. Another advantage is that it maintains a consistent user experience. Exceptions may be possible but these need to be agreed at the School Web Committee.

Q) WHY DOES THE IMAGE HAVE TO BE ON THE RIGHT HAND SIDE?

A) The website is based on a grid structure to achieve a level of consistency in its presentation across different technologies. Beyond the subject landing pages, the templates are based on a three-column layout with the left-hand column reserved for navigation, the central column reserved for text and the right hand column for images.

A contributors guide to T4

Q) HOW LONG WILL IT TAKE FOR CONTENT TO BE PUBLISHED?

A) Please read the service agreement which details the publishing workflow and the timeframes involved.

Q) CAN I USE HTML CODE?

A) Although T4 offers the opportunity to edit HTML code directly, users should not use this feature. What might seem like a small change to one page could have an adverse effect on other areas of the website. Please contact your Web Content Editor if you want to achieve something not currently offered through the available templates.

Q) HOW DO I REQUEST A NEW SECTION OR PAGE?

A) New sections or pages should be requested via Remedy and this will be dealt with by your Web Content Editor.

Q) WHY DOES MY OLD WEBSITE STILL APPEAR IN GOOGLE SEARCH? WHY DOES IT RANK HIGHER THAN THE NEW SITE?

A) During the migration process it was agreed that legacy website would remain live for a further 12 months to ensure that all relevant content had been migrated. As a consequence, legacy websites are still visible in Google and given their age, they will necessarily rank high.