

PROTOCOL FOR APPEAL TO THE WEB ADVISORY COMMITTEE

The SMCM Webmaster operates under a logical and relevant set of criteria to prioritize the implementation of the numerous requests for new web sites, web features, and critical web site repair. The criteria has been vetted by the Web Advisory Committee (WAC) and approved by senior management. However, if you feel the criteria has been misunderstood or applied incorrectly to your request, please follow the guidelines that are outlined below.

Write a letter of appeal to the Web Advisory Committee outlining the basis of your request for an exemption to the normal prioritization process. A typical letter should be concise and contain answers to the following questions:

1. Is the discovery questionnaire complete and has a site owner been designated?
2. Does your area have something currently functional on the Web?
3. Please illustrate how the College as a whole is served by the requested work?
4. How much lead time has been allowed/planned for? Some requests are set at a lower priority because there is a different understanding of the time needs to implement the new website or to make the required modifications.
5. Are the current business needs of the area served with the current web presence? Are critical business needs of students impeded by the current web presence?
6. Can the request be broken down into smaller, discrete parts?

Submit the appeal letter (hard copy or e-mail) to the Web Advisory Committee via the WAC chair (currently Lee Capristo, Anne Arundel). Include a date, department contact, and current web site reference. With a concise yet detailed appeal the Web Advisory Committee will attempt to make an informed decision upon your request. A written response will be returned to you within 10 working days. If the committee does not feel it can make an informed decision with just the written request, the appellant might be asked to present his/her case in person. Given this scenario, the response time could be up to a month. If you have any questions, feel free to contact the WAC chair at x 4795 or lwcapristo@smcm.edu.

Document prepared and approved by the WAC on 01/24/08