myHumboldt Portal Governance Charter

Purpose

The purpose of the Portal Governance Committee (PGC) is to provide a single point of contact for the University community for all issues concerning the portal, and to create, maintain, and enforce all policies, procedures, standards, and practices relating to the content, functionality, and usage of the portal. myHumboldt content will follow the goals of the myHumboldt mission statement and the standards set forth by the Portal Steering Committee.

Authority and Responsibilities

The Portal Governance Committee will be responsible for governing

- Content standards
- Look-and-feel
- PeopleSoft Portal software upgrades
- Changes that would be affected by upgrades to the PeopleSoft Portal software
- Access and privileges
- Changes that fall outside the scope of any currently active portal-related project
- All other aspects of the portal.

Oversight of the Portal Governance Committee is the responsibility of the Portal Steering Committee (PSC). Periodic reviews of myHumboldt will be conducted by the PSC to ensure the currency of the mission, that content and functionality standards are being observed, and to serve as an escalation point for certain levels of approval defined later in this document. The PSC is coordinated by the ITS Project Office Director; meetings will be convened on an as-needed basis.

Summary of Approach

The Portal Governance Committee shall comprise members of the various business areas represented in myHumboldt and will not necessarily have direct responsibility for myHumboldt pagelets, tabs or other content. Each tab and each pagelet in the portal shall be assigned a named steward, who is responsible for the content and functionality of that tab or pagelet, and a change request process and form shall be created for adding/removing/changing portal elements.

Membership and Procedures

The Portal Governance Committee roster can be found here. A listing of portal content Stewards can be found here. The Change Request Process can be found here.

Portal Governance Meetings

To be determined by the Committee. Initially set to once per quarter, with approvals and other business occurring via email.

Change Request Process

Below is the basic procedure for requesting a change to myHumboldt. Examples of changes that should follow this process include: requesting a new pagelet or tab, or changes to an existing tab or changes to an existing pagelet, such as to adding a new link or functionality within the pagelet. Pagelet stewards do not need to follow this procedure to make changes to the content of their own pagelet(s).

1. Discuss the proposed change with the steward for that tab or pagelet or the appropriate content coordinator for the proposed change (Student or Faculty/Staff).
2. Submit a Change Request Form

Depending on the approval requirements, your request may be put on the agenda for the next Portal Governance Committee meeting.

Questions about this procedure can be sent to either of the Portal Content Coordinators.

How Changes Get Approved

Requests for changes to myHumboldt can be proposed by anyone. The following chart shows the approvals that must be obtained for specific types of changes. Tab stewards will consult with the appropriate pagelet stewards in order to monitor the overall consistency of that tab.

	Steward	Content Coordinator	Portal Governance Committee	Portal Steering Committee
Add pagelet	Approval	Final approval	Inform	
Remove pagelet	Approval	Final approval	Inform	
Change pagelet	Approval	Final approval	Inform	
Add tab		Approve	Final approval	Inform
Remove tab		Approve	Final approval	Inform
Change tab		Approve	Final approval	Inform
Change steward	Approval	Final approval	Inform	Inform
PeopleSoft Portal changes			Approve, in consultation with the VP SA and AVP Marketing & Communication	Final approval
Portal-wide changes			Approve, in consultation with the VP SA and AVP Marketing & Communication	Final approval

What Changes Have Been Submitted?

Change requests and their current status are posted on the ITS website. Approved requests will include the estimated schedule for implementation; declined requests will include the reason.

myHumboldt Portal Governance Committee Members

Representative	Area of Representation	Contact (@ Humboldt.edu)
Peggy Metzger	Student Content Coordinator (Co-Chair)	Peggy.Metzger
Matt Hodgson (temporary)	Faculty/Staff Content Coordinator (Co-Chair)	matthodgson
Radha Webley	Interim AVP, Retention & Inclusive Student Success	Rw76
Vikash Lakhani	AVP, Enrollment Management & Student Affairs	Vikash.Lakhani
Matt Hodgson	Web Applications - Marketing and Communications	Matthodgson
Bethany Rizzardi	ITS Application Design & Development & Drupal development	Bethany.Rizzardi
Mary Glenn	Academic & Faculty Content	Meg12
Jeff Williams	Academic Personnel Services & Human Resources	Jeffrey.Williams

myHumboldt Portal Coordinators and Stewards

Anyone may propose changes to a tab or pagelet; please send your ideas and suggestions to the appropriate tab or pagelet steward listed below for review.

Representative	Role	Element	Contact (@Humboldt.edu)
Peggy Metzger	Student Content Coordinator	Home-Student Student Header	Peggy.Metzger
Matt Hodgson (temporary)	Faculty/Staff Content Coordinator	Home-Faculty/Staff, Faculty/Staff Header	matthodgson
Peggy Metzger / Matt Hodgson (temporary	Portal Steward	Campus-Wide Content*	Peggy.Metzger/ matthodgson
Peggy Metzger	Portal Steward	Pagelet Management	Peggy.Metzger
Matt Hodgson (temporary	Portal Steward	Messaging Input Page	matthodgson
Matt Hodgson (temporary	Tab Steward	Faculty/Staff Resources	matthodgson
Radha Webley/ Clint Rebik	Tab Steward	Student > Academics	Rw76
Peggy Metzger / Sandy Wieckowski	Tab Steward	Student > Financial Matters	Peggy.Metzger/slw61
Peggy Metzger for Student Affairs	Tab Steward	Student > Support Services	Peggy.Metzger
Anna Kircher	Tab Steward	Student > Library	Anna.Kircher
Lura Holtkamp	Pagelet Steward	Faculty/Staff -> Academic Affairs	Lura.Holtkamp

Marisa D'Arpino/Arlene Wynn	Pagelet Steward	Faculty/Staff -> Admin Affairs	Marisa.Darpino / Arlene.Wynn
Ricky Bruce	Pagelet Steward	Faculty/Staff -> CAHSS	Richard.Bruce
Julie Tucker	Pagelet Steward	Faculty/Staff -> CNRS	Julie.Tucker
Kevin Cheli-Colando	Pagelet Steward	Faculty/Staff -> CPS	Kevin.Cheli-Colando
Pat Bitton	Pagelet Steward	Faculty/Staff -> ITS	Pat.Bitton
Jeremy Shellhase	Pagelet Steward	Faculty/Staff -> Library	Jeremy.Shellhase
Arlene Wynn	Pagelet Steward	Faculty/Staff -> Public Safety	Arlene.Wynn
Marguerite Powers	Pagelet Steward	Faculty/Staff -> Student Affairs	Marguerite.Powers
Jeff Williams	Pagelet Steward	Faculty/Staff -> Training	Jeffrey.Williams
Unassigned	Pagelet Steward	Faculty/Staff -> Advancement	Jarad.Petroske
Andrew Goetz	Pagelet Steward	Faculty/Staff -> Athletics	Andrew.Goetz
Peggy Metzger	Pagelet Steward	Student-> Home-> Non role-based pagelets	Peggy.Metzger
Cassandra Tex	Pagelet Steward	Student-> Home-> Disability Resources	Clt3
Terri Fisher	Pagelet Steward	Student-> Home-> For Graduate Students	Terri.Fisher
Kim Hall	Pagelet Steward	Student-> Home-> For Veterans	Kap8
Emily Kirsch	Pagelet Steward	Student-> Home-> For International Students	Emily.Kirsch
Clint Rebik	Pagelet Steward	Student->Academics-> Quick Links	Clint.Rebik
Clint Rebik	Pagelet Steward	Student->Academics-> My Classes	Clint.Rebik
Clint Rebik	Pagelet Steward	Student->Academics-> About Me	Clint.Rebik
Clint Rebik	Pagelet Steward	Student->Academics-> Enroll in Classes	Clint.Rebik
Dana Deason	Pagelet Steward	Student->Academics-> The Advising Center	Dana.Deason

Dana Deason	Pagelet Steward	Student->Academics-> Success Plans (Undergraduate)	Dana.Deason
Terri Fisher	Pagelet Steward	Student->Academics-> Graduate Success Plan	Terri.Fisher
Su Karl	Pagelet Steward	Student->Academics-> Learning Resources	Smk7001
Peggy Metzger	Pagelet Steward	Student->Academics-> Academic Colleges	Peggy.Metzger
Peggy Metzger	Pagelet Steward	Student->Academics-> Making Achievement Possible	Peggy.Metzger
Peggy Metzger	Pagelet Steward	Student-> Financial Matters-> My Financial Aid Summary	Peggy.Metzger
Peggy Metzger	Pagelet Steward	Student-> Financial Matters-> Financial Links	Peggy.Metzger
Sandy Wieckowski	Pagelet Steward	Student-> Financial Matters-> My Account Summary	slw61
Sandy Wieckowski	Pagelet Steward	Student-> Financial Matters-> Financial Links	slw61
Peggy Metzger / Sandy Wieckowski	Pagelet Steward	Student-> Financial Matters-> FM Quick Links	Peggy.Metzger / slw61
Peggy Metzger / Sandy Wieckowski	Pagelet Steward	Student-> Financial Matters-> Contact Information	Peggy.Metzger / slw61
Peggy Metzger	Pagelet Steward	Student-> Financial Matters-> Money Management Tips	Peggy.Metzger
Holly Martel	Pagelet Steward	Student->Support Services-> Living on and off Campus	Holly.Martel
Dana Deason	Pagelet Steward	Student->Support Services-> Get a Job	Dana.Deason
Peggy Metzger	Pagelet Steward	Student->Support Services-> Student Spotlight	Peggy.Metzger
Mary Grooms Van Cott	Pagelet Steward	Student->Support Services-> Stay Healthy	Mary.VanCott
Jen Sanford	Pagelet Steward	Student->Support Services-> Take Care of Yourself	Jls7003

Tay Triggs	Pagelet Steward	Student->Support Services-> Do Something	Tdt104
Dave Nakamura	Pagelet Steward	Student->Support Services-> Account Cards	Dave.Nakamura
Peggy Metzger	Pagelet Steward	Student->Support Services-> Jack Pass	Peggy.Metzger
Randi Darnall-Burke	Pagelet Steward	Student->Support Services-> Be Safe & Know Your Rights	Rmd1
Peggy Metzger	Pagelet Steward	Student->Support Services-> Zip Car	Peggy.Metzger
Peggy Metzger	Pagelet Steward	Student->Support Services-> Quick Links	Peggy.Metzger
Jeremy Shellhase / Anna Kircher	Pagelet Steward	Student-> Library-> All pagelets	Jeremy.Shellhase / Anna.Kircher
Gary Noar, Jesse Clark, Ken Thrift	PeopleSoft Portal Programmer(s)	Portal-wide	Noar /Jesse.Clark / Thrift
Dale Sanford	PeopleSoft Portal Tab & Pagelet Management	Portal-wide	Dale.Sanford
Tom Mendenhall	Single Sign-On	Portal-wide	Tom.Mendenhall
Matt Hodgson	Web Designer	Portal-wide	matthodgson
Bethany Rizzardi	Drupal Content Management Design & Development	Portal-wide	Bethany.Rizzardi

Examples of Campus-Wide Content include content used by all myHumboldt users such as myCalendar, myAnnouncements, the Customize page, the Help page, and the myHumboldt login page.

myHumboldt Portal Steering Committee Members

Name	Representing
Peg Blake, Vice President Student Affairs & Enrollment Management	Student Content and Communications
Anna Kircher, CIO	Technical Architecture
Frank Whitlatch, AVP Marketing & Communications	Faculty & Staff Content and Communications
Jena' Burges, Vice Provost	Academic and Faculty Content
Colleen Mullery, Sr. AVP, Academic Personal Services & Human Resources	Faculty & Staff Content and Communications

Glossary

Pagelet: An individual defined area on myHumboldt used to publish targeted communications. Information published in a pagelet is determined by the steward for that pagelet.

Steward: Person responsible for the content and functionality of pagelets and other content and communications within myHumboldt

Tab: A page within the myHumboldt site that displays multiple pagelets representing related categories of information and communications. Home tab contents are partially customizable by users.