

Assistance With English Webpages

This a guide to handling various matters related to editing, updating, and otherwise managing English Department webpages. Many issues are handled by the Department's Director of Online Operations (DOO – currently Dr Elyce Helford); others are handled by IT, CLA, or individual faculty members.

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Note on Program Pages: Program pages have “/program/” in their URLs. These are official university pages controlled beyond the department level. This includes official major, minor, MA, and PhD program pages. Updates require permission beyond the department. You can put in an IT Work Order.

Note on IT Work Orders: Currently, Work Order info is located alphabetically near the bottom right of the [ITD home page](#). Click the link, log in to the Service Portal, and create the order. See below for instances when an IT Work Order is needed.

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The DOO can assist with all *non-program* departmental webpage content (other than header images). These are English page URLs without “/program/” in them.) The DOO can upload, edit, and delete elements from departmental pages related to General Education, Undergraduate English, Graduate English, and Online English as well as Student and Faculty Resources and other general information pages.

To gain permission to edit a page: With few exceptions, the DOO has permission to edit all English Department non-program pages. If you would like to add yourself or another individual as an approved editor of any individual page, tell the DOO and they will put in a Work Order. (If the employee assigned is temporary (e.g. a GA), be sure to make this clear so we remember to remove permission when appropriate.)

To add or update a file: If you want to add a new or updated file (PDF preferred) to a specific page for which you are responsible, please email the DOO with the following information:

1. Identify the precise URL and placement within the page where you'd like the new or updated file to be placed.
2. Provide the title/link to be updated or title you'd like to use for the new linked file.
3. Attach the new or updated file with a precise name that has *no spaces between words* (e.g. professionalismApr24). (Files with blank spaces or prohibited symbols cannot be uploaded.)

To edit an existing file: If an individual file (PDF/DOC) needs updating, please have a staff member complete this work and then ask the DOO to upload the new file at the current link.

To create an interactive form: If you wish to create a new interactive form or update a current interactive form, put in an ITD Work Order.

To edit page content: If (a section of) a non-program page needs editing or updating, please provide the DOO with the edits/additions (a marked-up screenshot is ideal).

Exceptions:

- Faculty edit their own Faculty Profiles via <https://w1.mtsu.edu:8443/faculty-information/faculty>.
- Claudia Barnett handles the Student Resources page “[For Writers.](#)”
- Bryanna Licciardi handles the Student Resources page link on [Internships](#).

To edit/update header images: Photos for English webpages can be posted/deleted by Matthew.Hibdon@mtsu.edu in the CLA office. Matthew can sometimes help with other publicity elements of pages, too.

To create a new page or subpage: We can add only non-program pages. Let the DOO know what you’d like, and they will put in an ITD Work Order requesting a new page. Please be sure a new page rather than new section within a current page is needed. The DOO can then help add content and links.

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