



**TO:** NCCSD

**FROM:** Kate Cooper Richardson, Committee Chair

**DATE:** July 26, 2020

**RE:** Website Committee Annual Report

---

### **Membership**

- Kate Cooper Richardson, Oregon IV-D Director (chair)
- Craig Burshem, former Virginia IV-D Director
- Jeff Cohen, retired Vermont IV-D Director
- Paula Phillips, Arkansas IV-D Policy Manager
- Amy Price, Michigan IV-D Communications Specialist
- Nisha Garimalla, ProTech Solutions, Inc.

### **Meetings in 2019-20 Committee Year**

- October 18
- November 1
- November 22
- December 6
- January 24
- Mid-August TBD
- Mid-September TBD

### **Summary of Activities**

The Website Committee develops and maintains both the NCCSD website (on a WordPress platform) and the NCCSD directors listserv. The focus for this committee year was to (1) trouble-shoot some glitches on the website before undertaking more development, (2) collect and populate the website with more materials, both archival and current, (3) identify areas for upgrade and improvement on the website, (4) strategize sustainable maintenance practices, and (5) maintain status quo with the listserv.

With the onset of the coronavirus pandemic, the committee's efforts toward its goals were disrupted. Only goals 1 and 5 were achieved, with some partial achievement on

items 2, 3, and 4. The committee has not held a formal meeting since the outbreak, instead taking care of any necessary actions via email communication. The priorities since that time are to maintain the listserv due to especially heavy use and upload pandemic-related resources as quickly as possible.

Activities of note include:

- Repaired login glitches
- Developed tutorials to assist non-technical website committee members
- Reorganized the directors list, including combining the internal and public-facing lists
- Fixed bug preventing public access to Annual Conference materials
- Fixed bug interfering with bulk uploads
- Added Amy Price as a new member with WordPress experience
  - Amy joined just before pandemic, so have not been able to fully onboard
- Created COVID-19 section on Resources page
  - Added numerous documents – ongoing
  - Created sub-sections for teleworking, waivers – ongoing
- Identified upload error for certain documents (cannot include “executive” or “exec” in file name)
- Researched, identified plug-in need for Tableau files—chose to defer adding plug-in for now
- Maintained website current user list, including deleting former users and adding new IV-D directors
- Individual user help for website: instructions, resetting passwords, etc.
- Maintained listserv current user list, including deleting former users and adding new IV-D directors
- Individual user help for listserv: bounce action notifications, listserv moderator requests, etc.

### **Future Plans**

The committee hopes to pick up its regular cadence of meetings, assess the current status of the website (some upgrades needed), and complete its 2019-20 goals.

### **Shout-Out**

The Website Committee could not manage without the generous volunteer work of Nisha Garimalla and ProTech Solutions, Inc. The technical assistance—graciously and quickly provided—virtually (literally!) keep NCCSD going.