

## **UM School of Medicine Web Mission Statement**

The University of Miami School of Medicine is committed to a tradition of excellence in research, education, and patient care. The school is dedicated to extending the limits of knowledge, the service of others, building a sense of community and responsibility, and preparing physicians and scientists to serve South Florida, the United States, and the larger international community. The School of Medicine fosters and supports Internet development as it contributes to these goals and facilitates the functioning of the institution.

The University of Miami School of Medicine recognizes the internet and web as powerful tools for advancing research, teaching, and learning in today's networked, global society. The underlying interactive technology of the web can encourage collaboration in ground-breaking research, promote greater student participation in learning and open up new possibilities for teaching and scholarly communications. To help meet our goal of providing high-quality medical care to our region and beyond, the University of Miami School of Medicine will effectively utilize the web to help potential patients find faculty members who, as leading clinical practitioners, best meet their needs. The School of Medicine also encourages the use of internet and web technology for creating a more efficient and effective environment for the school's administrative, business, and clinical operations and alumni communications. As internet and web technology grows and matures, the School of Medicine, in concert with Medical Web Services (MWS), will continue to encourage the implementation of the best available technology for supporting all of its distinctive missions throughout our school, campus, and individual disciplines.

## **Introduction**

The University of Miami School of Medicine dedicates itself to the exercise of freedom of expression and free academic inquiry and discovery; providing unmatched medical care to patients; protecting the rights of students, faculty, patients, and staff; and the supply of accurate, helpful and professional information to all audiences. The guiding principle for all content of the University of Miami School of Medicine web domains is that it must be related to these goals and functions of the University of Miami School of Medicine.

This document contains the policies and guidelines associated with creating, posting, hosting, and maintaining University of Miami School of Medicine web-based content and directs content-suppliers to current information about processes, procedures, and guidelines directly related to content generation. These policies are specific to University of Miami School of Medicine web content, and are in addition to the [University of Miami Web Policies and Information Technology Policies](#) for use of University computing and system resources.

All content providers are responsible for working within the confines of these policies. For the purposes of this document, University of Miami School of Medicine recognizes four distinct content types: **Clinical/Patient Care, Research, Education/Training, and Administrative**. Different content types may have different development processes and anyone with content responsibilities should familiarize themselves with the policies pertinent to their content.

All content in the University of Miami School of Medicine web structure is open to review at all times, and violations of these policies will be referred to a School of Medicine Web Review Committee (discussed later) or other University officials or departments as appropriate. When warranted, suspected violations of University of Miami policies or federal, state, or local laws or regulations will be referred to the appropriate authorities.

**1. GENERAL UNIVERSITY OF MIAMI GUIDELINES** – This section contains the most relevant [web guidelines from the University of Miami](#). All site authors, supervisors and directors are still responsible for adhering to **all** University policies, which are detailed below in Section 1.3.

**1.1. Authority/Responsibility for Content:** Ultimate responsibility for content rests with the authority figure for the department, division, center, research lab, organization or group represented by the content. People in these authority positions are free to designate a representative to communicate with Medical Web Services and/or create, alter, remove, or maintain content within the policies and guidelines identified in this document. Ultimate responsibility for all content, however, remains with this single authority.

**1.2. Copyrighted, Trademarked or Licensed Material:** Individuals and departments creating web pages must secure rights to all material copyrighted, trademarked, licensed, or otherwise owned by others, including but not limited to text, images and sounds, before using such material within their web pages. This requirement does not apply to copyrighted material for which the University has obtained permission for use on the web. Furthermore, content creators must be certain to utilize the proper copyright information on their pages for content owned by the University of Miami.

1.2.1. *Material NOT copyrighted, licensed, or owned by the University of Miami:* Written permission must be obtained from the copyright holder, licensor, or owner and kept on file, whenever necessary, for the use of any and all copyrighted materials which do **not** belong to the University of Miami or to a faculty member utilizing his/her own material. Faculty members utilizing their own copyrighted material need only attribute the appropriate content to the actual copyright holder. For more detailed policy, please visit the University of Miami web policy [Section 3](#).

Copyright permission may be necessary for text, photographs, graphics, audio, video, compiled statistics, graphs, or other material, as well as for mirrored web sites. Appropriate copyright notices must be prominently displayed and access to such materials must be limited as required by the conditions of the license for use obtained from the copyright owner. Individuals with questions about the use of copyrighted material for clinical, research/instruction, or administrative web pages should contact the School of Medicine's [Office of Communication](#).

1.2.2. *“Fair Use” Material:* If the use of copyrighted material falls within "fair use" guidelines, these materials may be used without securing releases. A use is generally considered to be a "fair use" in teaching, scholarship, or research (1) if such use is not commercial in nature or is for a non-profit educational purpose, (2) if such use does not affect the potential market for the copyrighted work, and (3) the portion used in relation to the whole of the copyrighted work is not significant. University guidelines regarding "fair use" are more clearly outlined in [Business Services section C010](#) of the University of Miami's Policies and

Procedures Manual. Any provision of copyrighted materials must follow these policies and procedures exactly. Access provided to material that falls within "fair use" guidelines must be limited exclusively to students participating in the course, the material must be password protected, "fair use" materials must be removed from the server at the end of the course, and the page must include the following statement: "students are permitted to print only a single copy of this material for their own use for educational purposes."

Individuals with questions about "fair use" should contact the School of Medicine's Office of General Counsel.

1.2.3. Material owned by the University of Miami: The contents of all web pages are copyrighted by and are the property of the University of Miami. Each web page must include the following:

*Copyright xxxx-xxxx (year or years), University of Miami. All Rights Reserved.*

This statement must serve as a link to copyright and disclaimer information. For most pages (see below for exceptions), the copyright statement would link to the following information:

*Copyright xxxx (year), University of Miami. All Rights Reserved. No material from this web site may be copied, reproduced, re-published, uploaded, posted, transmitted, or distributed in any way except that you may download one copy of the materials on any single computer for non-commercial, personal, or educational purposes only, provided that you (1) do not modify such information and (2) include both this notice and any copyright notice originally included with such information. If material is used for other purposes, you must obtain permission from the University of Miami to use the copyrighted material prior to its use.*

A copy of this information is available from the [legal disclaimer website](#).

In certain instances a department or unit may choose to allow the content of a specific web page to be downloaded for uses other than for personal, non-commercial purposes. In such a case, a copyright notice should be placed on that page only which allows the downloading of such content by the user. The contents of a web page to be downloaded should be limited to content developed by the University of Miami and of which the University is the copyright owner. In such cases the copyright statement would link to the following:

*Copyright xxxx (year), University of Miami. All Rights Reserved. Material from only this web page may be downloaded for uses other than non-commercial, personal, or educational purposes provided that you (1) do not modify such information and (2) include both this notice and any copyright notice originally included with such information.*

A copy of this information is available [online](#)

1.2.4. Photographs/Images: Photographs and images must not be scanned from University of Miami publications (or any other published material) for use on the web without determining that the University owns or has licensed that

photograph or image. The University does not own the rights to all of the photographs or illustrations in its publications. In particular, the University may have licensed a photograph or image only for use in a single publication or only for use within the United States. Because photography contracts are complex and vary from one publication to another, University ownership must not be assumed. If there is a question, contact the School of Medicine's Office of Communication <[communications@med.miami.edu](mailto:communications@med.miami.edu)> for guidance.

University of Miami employees can utilize pictures they have captured themselves (video, digital camera images, photos scanned, etc.) provided they have proper release from any patients, models, or individuals not employed by the University of Miami in said content.

The University of Miami has obtained permission for the use [of these collected materials](#)

*1.2.5. Model Release:* In instances where a University of Miami School of Medicine site solicits money or sells products, it is required to obtain permission from anyone not employed by the University of Miami. The required [Model Release form](#) must be on file with Medical Web Services.

**1.3. Compliance with Existing Policies:** Acceptance of these policies does not preclude your compliance with already existing University of Miami policies including, but not limited to, the following:

*1.3.1. [Acceptable Use](#)*

*1.3.2. [IT Policy Manual](#)*

*1.3.3. [UM Policies and Procedures](#)*

*1.3.4. [UM Web Policies](#)*

**1.4. Privacy:** The University of Miami is committed to protecting the rights of students, patients, faculty, staff, and users. The following section explains policies pertaining to various groups.

*1.4.1. [Student Information:](#)* The University of Miami and its representatives are bound by the "Family Educational and Privacy Act" (FERPA). For information on what can or cannot be presented on a website and under what conditions, please review the [U.S. Department of Education website](#).

*1.4.2. [Patient Information:](#)* The University of Miami and its representatives are bound by the "Health Insurance Portability and Accountability Act" (HIPAA). Content authors must be very cognizant of the rules surrounding the collection, sharing and posting of patient information on a website. The University of Miami School of Medicine has developed a large [body of privacy policy](#) which

**must** be reviewed by authors intending to collect, post, or share any patient information online.

*1.4.3. Faculty/Administration Information:* Care must be taken to ensure that information that has been requested by faculty/staff to be private (home phone numbers, addresses, etc.) remains off of publicly accessible web pages. Should any such information be required for a website, it **must** be kept secure. Access to such information should be limited to School of Medicine employees with the proper authentication and permission to access. It is possible that the Dean's Office or their designee requires such information to be accessible in certain instances. Should a content author or an individual have questions about what personal information should be available and how, please [contact the director of Medical Web Services](#).

*1.4.4. User Information:* Guidelines must be followed when collecting information from users and users must be informed about the use of all information collected from them. The University of Miami has developed a policy covering the [privacy of information collected from users](#).

1.4.4.1. Internal Users – Employees of the University of Miami School of Medicine must be informed when their login to a particular web page or application is being monitored. Consent for the monitoring is not required.

1.4.4.2. External Users – Care must be taken when collecting information from external users. Anytime information is collected, users should be informed how the information will be used, who will be able to review it, how/if the information will be stored, and for how long. For the most part, consent is not required although there are certain groups that may provide information for which consent is required.

1.4.4.2.1. Patients – When patients are asked for personal health information, they are required to submit HIPAA statement of authorization. Forms or other information should not become operational until the patient has authorized the use of their information, thereby making sure everyone is informed. Furthermore, the information collected from patients, should it include personal health information, must be secured according to the rules of HIPAA as stated on the University of Miami [HIPAA Privacy Standard/Rule](#) and [HIPAA Security Standard/Rule](#).

1.4.4.2.2. Children – University of Miami guidelines for collecting information from children are detailed in the web policy document, [University of Miami policies Section 5.7](#).

*1.4.5. Privacy Statements:* **ALL** pages connected to University of Miami School of Medicine-controlled domains **must** include a link to a central page that contains the [University of Miami School of Medicine privacy statement](#) and all related documents. The link must be readable on all pages and should be

included in the footer or bottom of each page along with the proper UM copyright information.

**1.5. Prohibited Activities:** Federal and/or state laws and University policies prohibit the publication of certain categories of material on University of Miami and School of Medicine-controlled domains or stored on servers connected to the University network. In order to comply with applicable laws and with University policies and regulations, the following must not be included in any University of Miami website:

1.5.1. *Inappropriate Content:* Inappropriate content may be identified using the categories noted below:

Copyrightable, trademarked, or licensed materials or materials otherwise owned or controlled by others, for which the necessary permissions for use have not been obtained (see 1.2)

material for business purposes or commercial gain unrelated to the University (unless otherwise approved or permitted, in writing, by the Dean or his/her designee)

material that could lead to illegal activities (unless used in an appropriate academic context)

material or speech that is unlawful or violates the policies of the [Equality Administration Office](#) of the University of Miami (unless used in an appropriate academic context)

material deemed to be unprofessional by generally accepted standards of education and research

material that is intended to damage, to interfere with, or place an excessive load on a computer system or network

1.5.2. *Advertising & Sponsorships:* The University of Miami is the sole and exclusive owner of its official web pages. Any advertising, sponsorship acknowledgements, or links to outside commercial sites appearing on University-related Web pages **must** be approved by the provost or his/her designee. No unit or person is authorized to establish such advertising, sponsorship acknowledgements, or links to outside web sites (either in return for any form of compensation or not) without prior approval of the provost or his/her designee. Unless otherwise agreed to by the provost's designee or required by agreement or affiliation between the University and a third party, any revenue from such images or links will be allocated as determined by the provost's designee. Images and text used for advertising or sponsorship and links to commercial sites **must not**, in any way, imply that the University is endorsing a product or company. Following approval by the provost's designee and prior to commencement of an agreement, all web-based advertising and sponsorship acknowledgements must have a written contract approved by Business Services and Information Technology. If any revenue is involved, the Controller's Office **must** be notified for potential tracking in relation to

Unrelated Business Income Tax. In addition, if revenue from a sponsorship or other gift or grant is involved, [University Advancement](#) **must** be notified so that the income can be recorded on the University's gift system, and the receiving department should acknowledge all gifts according to policy. Information links to outside sites that are established for the sole purpose of providing a service to audiences are not included in this policy unless they are associated with revenue or other forms of compensation, they direct visitors to the site for commercial purposes, and/or they are intended for advertising purposes.

1.5.3. *Enforcement:* The University reserves the right, using its sole discretion, to remove from its servers or disconnect from its network any material or web pages that the University is either made aware of, or becomes aware of, being, or potentially being in violation of University policies or applicable laws. The university webmaster is responsible for protecting both the system and users from abuses of these policies and laws. Pursuant to this duty, the webmaster may informally and/or formally communicate with offending parties and give instructions as to necessary steps to be taken to correct such violations. In certain cases the University may temporarily or permanently deactivate a web page. Questions about whether material on a web page violates applicable policies or laws will be referred to a committee that includes representation from the General Counsel's Office and from the faculty. Any enforcement of policies will be made pursuant to appropriate administrative procedures applicable to the offending party.

**1.6. Collection of Information:** Strict policies exist for providing users notice and recourse regarding the collection of their information on the website. The University of Miami School of Medicine has adopted those policies in full. To review the entire policy, please visit the University of Miami [web policies page](#).

**1.7. Linking:** Any links leaving the University of Miami network or its associated sites hosted outside the network should be identified, either with a text description or with an icon and an "alt tag" that notes the user is leaving the UM network.

## **2. SPECIFIC UNIVERSITY OF MIAMI SCHOOL OF MEDICINE GUIDELINES**

**2.1. Content Types:** While the University of Miami defines some of their pages as "official", the School of Medicine has a more narrow interpretation. **ALL** content that is available on the University of Miami School of Medicine-controlled domains is considered to be "official" offerings of the University of Miami School of Medicine. However, because there are different audiences for School of Medicine content, there may be different standards according to which content for posting is evaluated and approved. While there are five distinct content types, it is important for each site author and/or supervisor to fit a particular site into one of these four categories. Although a particular site could have education, research, and patient care components, the main goal of the site will be the guiding factor in determining its category.

This section identifies the different content types.

- 2.1.1. Education – Content related to the teaching of students, residents, fellows, faculty, and professionals is considered associated with the education content type. In addition, content specific to the grading or evaluation of students that is posted in an aggregate form falls into this category. This category includes any site posting student information, coursework, class notes or presentations, video presentations of course material or seminars, and administrative information and documents required by students or trainees.
- 2.1.2. Research – Content dedicated to presentation of educational, basic science, animal, or clinical research falls under this category. Examples of content in this category include websites dedicated to individual labs, presentations of ongoing studies or study results, article reviews, and communication of information within the research community.
- 2.1.3. Clinical/Patient Care – Content specific to patient care or to the clinical departments themselves falls into this category. Examples of content included here are clinical department and division websites, hospital and clinic websites, center websites, faculty listings (including resumes and CV's), content related to treatments and potential cures, or sites that provide information to or collect information from patients or potential patients.
- 2.1.4. Administrative – Content specific to the operation of the university, any sites dedicated to internal University of Miami School of Medicine audiences, and content that doesn't fit in the other categories are categorized as administrative. Though not exhaustive, an initial list includes:
- 2.1.4.1. Operations – Medical IT, Facilities & Planning, Security
  - 2.1.4.2. External - Employment Opportunities, Alumni Relations, Advancement
  - 2.1.4.3. Supporting Documents – Maps and Directions, legal disclaimers, contact information
- 2.1.5. Internal – Content specific to the faculty, staff, and administration of the School of Medicine. Usually, this content will be protected by the username/password combination that employees use to access the Medical IT network. Examples of this type of content include employee benefits, personal employee information, pre-production websites, and other protected portions of the network.
- 2.1.6. Student – Students and Student sites at the University of Miami School of Medicine must adhere to the policies and guidelines set forth by the University of Miami. The University provides students the necessary infrastructure for [hosting personal web pages](#) provided they meet the [Student Page guidelines](#).

**2.2. Content Responsibility** - All individuals associated with the creation, posting, and maintenance of content on University of Miami School of Medicine servers must accept and comply with the responsibilities attached. The following section details these rights and responsibilities.

*2.2.1. Site Director* – The individual who oversees and is responsible for the operations of a distinct organizational group or unit holds ultimate responsibility for the content displayed on the web site of said entity. Site Directors must be in positions equivalent to department chairs, center directors, or executives in administrative roles. Their role is to appoint a Site Supervisor or to accept the role themselves. However, the role of Site Director may NOT be delegated. Repeated abuses in postings, egregious errors, illegal content, copyright and/or plagiarism situations, and similarly serious missteps will be brought directly to the attention of the Site Director.

*2.2.2. Site Supervisor* – This individual is held accountable for all content on the site. They appoint a content author for their pages. The Site Supervisor's role is to review certain content, make sure all policies and procedures pertaining to the website are followed, take responsibility for site abuses, and take up any disputes with the University of Miami School of Medicine Web Review Committee

*2.2.3. Site Author* – This individual is responsible for working directly with the website through the content management system. This individual is assigned by the Site Supervisor (see above; 2.2.2) and has full access to all pages on their website in order to add new content, update existing content, remove outdated content, and edit inaccurate or incorrect data. This individual is also the first point of contact between the website and Medical Web Services.

**2.3. Content Review** – All content on University of Miami School of Medicine web pages is subject to review by Site Supervisors and Directors, Medical Web Services, general the Office of General Counsel, the Office of Technology Transfer, the Office of Communication, and the Dean's office.

*2.3.1. Review Process* – Any time content is modified on the site, certain people will be notified of the change (except as described below in 2.3.2.) Different content types may have different reviewer lists, but the Site Author's Supervisor and the content administrator for Medical Web Services will automatically be notified of all changes. All reviewers will have two business days to review materials before the changes automatically go live. Reviewers can raise objections to the content but ONLY content authors and Medical Web Services will have the authority to make changes to the content. In minor matters, which might include style, professionalism, grammar, spelling, or design, Medical Web Services will make the necessary changes on the page without notification to the content author. Unless the process is paused (see 3.2.3 below) most content will generally be live two business days after it is created. While Medical Web

Services may review content as provided for herein, the Site Directors and Supervisors will be held accountable for all content on their websites.

2.3.2. *Exceptions* – Some exceptions are allowed to the review process in order to give content authors flexibility to keep their information current without getting bogged down in the approval process. In these cases, the content author can choose to skip the review process and make the new content live immediately.

NOTE: Skipping the review process is always done at the discretion of the content author and his/her reporting line of authority, regardless of the reason, and does not relieve the supervisory people of their accountability for the content.

2.3.2.1. Routine Updates – Any content that is changed regularly that doesn't need to be reviewed can skip the process. For example, changing a faculty listing, updating phone numbers and addresses, or adding event listings are examples of routine updates that could skip the review process.

2.3.2.2. Time-sensitive information – Information that is timely and would be useless if it waited two business days should be exempt from the review process. Examples include news items, event updates, and sudden announcements.

2.3.2.3. Content author's discretion – A content author may choose to skip the review process for any number of reasons that aren't specified here. However, the author and his/her supervisors accept responsibility for any mistakes, or factual errors for content which skips the review process.

2.3.3. *Pausing the Process* – At times, content may be posted that raises objections from one or more of the content reviewers. Those objections will be made available to the content author, the content supervisor, the Risk Management department, Office of General Counsel, and Medical Web Services. Any one of these people can “pause” the review process, which delays the launch of the content until the objection is resolved. Only the group that has “paused” the process can “unpause” the content and set it to go live.

2.3.4. *Dispute Resolution* – In situations where content is launched over a reviewer's objections or unfairly paused in the view of an author, a dispute resolution function will be available. An appeals committee consisting of representatives from the Office of General Counsel, the office of the Chief Information Officer, and the chair of the faculty's IRC Committee will review claims and offer resolution.

**2.4. Protected Content** – Should any site authors or supervisors determine they require some of their content to be protected with a username and/or password, the author/supervisor **MUST** take appropriate measures to make sure Medical Web Services and the Medical IT group have access to the protected pages.

2.4.1. *Active Directory* – If access to the protected information is authenticated via the Active Directory (i.e. the same logon that School of Medicine faculty and staff use to logon to their computers), no further action needs to be taken.

2.4.2. *Other Authentication* – If any other form of authentication is used, whether web-based or any other method, a username and password **MUST** be created for Medical Web Services and IT. The username and password, along with the URL (web address) for the protected information, should be faxed to: 305-243-7537 ATTN: Director.

**2.5. Keeping content current:** Websites are only as useful as the content they contain. Content authors are expected to keep their websites current. Timely information, such as calendar, news, and roster information will be monitored to be sure the information is useful to website users. Also, the content management system will automatically email content authors whose pages aren't accessed after a period of 90 days to encourage them to review the site and make any appropriate changes or additions.

**2.6. Required Content:** ALL pages, regardless of location or department, must have the University of Miami School of Medicine logo somewhere on the page.

The [approved logo](#) can be downloaded from the Medical Web Services site.

Also, all pages are required to have a footer with the appropriate legal and privacy links. Medical Web Services provides a single footer that all pages may use. Medical Web Services maintains the responsibility of making sure all the content for the footer is available and up-to-date for all University of Miami School of Medicine websites.

**2.7. Intellectual Property Issues:** Proprietary University of Miami information or intellectual property and the ability to secure rights thereto (patents, copyrights, trademarks, etc.) can be jeopardized by posting preliminary data in the public domain (i.e. website). All researchers should contact the [Office of Technology Transfer](#) (305-243-5689) with questions about the content to be posted to the website, to determine whether any such rights may be affected, or for assistance in taking appropriate steps to protect such information prior to its posting.

### **3. CONTENT GUIDELINES**

**3.1. Design Guidelines:** While all sites need not look the same, all authors and designers should adhere to these guidelines when possible to provide continuity and similarity across all sites. Review the Medical Web Services' [design guidelines](#) at their website.

3.1.1. *Exceptions* – Recognizing that some sites may not have the same design requirements, exceptions do exist where a site may not be required to strictly adhere to the design guidelines noted above.

3.1.1.1. *Research Labs* – Noting the number of lab sites and their unique role within the School of Medicine, they are not required to meet all of the design guidelines. They are required to display the University of Miami School of Medicine logo and the footer (containing all necessary legal and privacy disclaimers) but may be relieved from other guidelines. However, these sites must adhere to the content guidelines (Section 2).

3.1.1.2. *Internal Pages* – Some pages that are strictly for internal use may be relieved from some design guidelines. Since they are not a public face of the University of Miami School of Medicine, they may not be required to meet some of the design guidelines. However, these sites must adhere to the content guidelines (Section 2).

**3.2. Style Guidelines:** It is important that written presentations be consistent and accurate across all websites. The following guidelines are strongly recommended to assure it is both.

3.2.1. *Professional Presentation* –Content should conform to the guidelines set forth by the Office of Communications. Review the Medical Web Services [style guideline](#) at their website.

3.2.2. *Spelling and Grammar* – As it is easily corrected, content should never be posted which has obvious spelling or grammatical errors. Please run all content through a spell/grammar checker (the program embedded within MS-Word is fine) before posting it.

3.2.3. *Accuracy* – Double check all factual material for accuracy. Whenever possible, it is recommended that content be peer reviewed for accuracy.

**3.3. Legal:** In order to protect the University of Miami and the School of Medicine rights and as necessary to comply with applicable laws, , Medical Web Services provides links to all of the above information available to all authors.

3.3.1. *Footer* – All disclaimers, terms of use documents, and privacy (both personal and health information) documents are to be linked from a standard footer provided to all authors to be used at the bottom of every page.

3.3.2. *Residency & Fellowships* – Whenever University of Miami School of Medicine content references residency or fellowship programs, it MUST be accompanied by a [disclaimer specifically detailing the agency relationship between the University of Miami School of Medicine and Jackson Memorial Health Systems](#).

## **4. MISCELLANEOUS POLICIES**

**4.1. Corrective Actions** – In an effort to ensure that the University of Miami School of Medicine websites are within the guidelines set forth here, Medical Web Services will periodically review websites in regards to content, design, and style guidelines. If problems are discovered, Medical Web Services will generally follow these corrective actions. Other actions may be taken or processes followed when necessary, as may be determined by the Director of Medical Web Services, in consultation with appropriate University administration and in compliance with University policies.

*4.1.1. Site Author* – The Site Author will be contacted to review the problems on the website. At this time, Medical Web Services may provide reasonable assistance to the author, whether through training or other support opportunities. Medical Web Services will work to teach the authors efficient ways to display content and keep it within these policies.

*4.1.2. Site Supervisor* – Should efforts to work directly with the Site Author fail to correct the problems, Medical Web Services will meet with the Site Supervisor and the Site Author to attempt to resolve the problems. As appropriate and reasonable, training and support may be offered to assist the author.

*4.1.3. Site Director* – Should problems still exist, Medical Web Services will meet with the Site Director to address the problems. At this point, the author will start a 30-day probation period during which they must bring the site into compliance with these guidelines.

*4.1.4. Rescind Access* – If the 30-day probation period passes without all problems being resolved, the Site Author will lose access to the content management system. To reactivate access, a new Site Author will have to be appointed and approved by the Site Director acceptable to Medical Web Services. In the absence of an acceptable appointment, subsequent changes to the site will be made by Medical Web Services at some cost to the department.