APPENDIX 1: SITE MAP & EXPLANATION
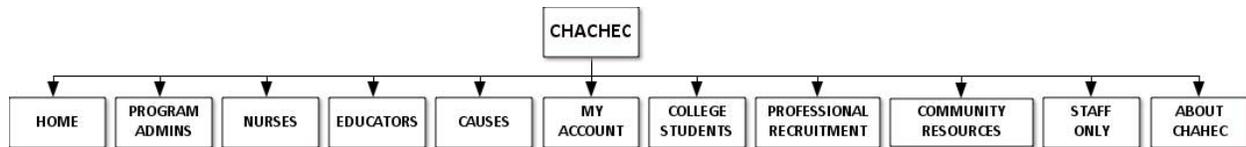

To Recap: The primary difference between this site map and CHAHEC's current one is that users first self-identify their role, then view a selected set from common content types. If a student clicks on the "Students" section, they will not be shown anything about recruiting doctors or evaluating education programs.

Discussion of some functionality is included below, where Drupal modules that require little or no customization are mentioned. Part IV of this proposal addresses functionality that would not work "out of the box" and require some custom coding.

Content Sections (like "Programs" or "Events", as CHAHEC currently organizes its top-level menu) are one way to differentiate wire frames (what goes on the menu, what goes on the sidebar, how is the page designed). User Profiles are another. If a user identifies as a college student (by clicking on a "college students" portal button on the home page), the "Programs" and "Events" lists should only show appropriate content for them, and they would see "Financial Aid" content not displayed for others. In our proposed redesign for CHAHEC, we make use of both methods, but favor user self-selection first.

HOME PAGE: SITEWIDE ELEMENTS AND PORTAL SELECTION
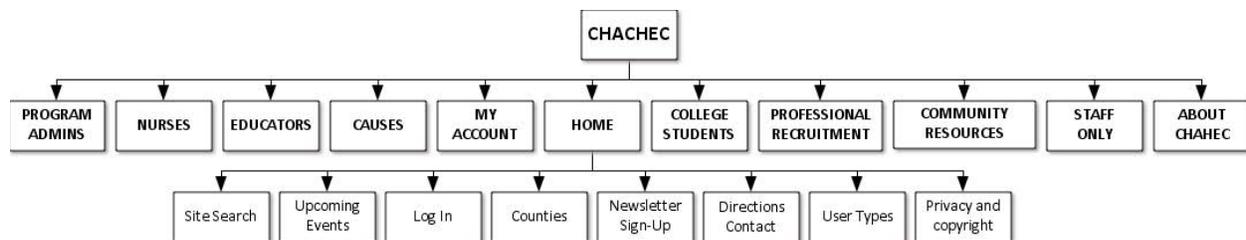
In this map, the "Home Page" is expanded to show the content that would be arranged in a wire frame diagram prior to page design. The elements above (Site Search, Upcoming Events, Log In, Counties, Newsletter Sign-up, Directions & Contact, Privacy and Copyright) are important to everyone, and "User Types" would be buttons that a new user self-selects to identify their interest. Clicking on the "Students" button would take a user to the same place that the "College Students" menu item goes. The "Log In" element would only appear when users are not logged in; once they are, it becomes "Log Out". "Counties" shows up only on the home page, to attract users via search and identify CHAHECs catchment area to new visitors.

Drupal's Site Search can be simple (and customized) or advanced. Below is a customized search

form, including some "Taxonomy" terms ("only in the category").

CONTENT BY USER PORTAL
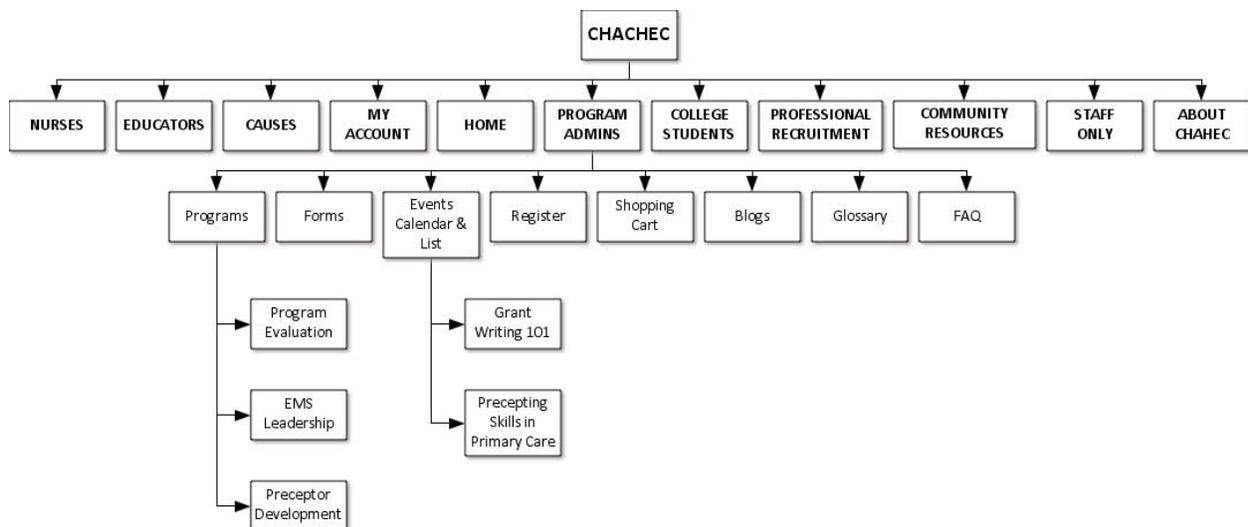
In this example (for Program Administrators), Programs, Forms, Events, Register, Shopping Cart, Blogs, Glossary and FAQ are the same menu options as for other users, but only show entries relevant to those users. As best as we could, we identified which programs and events might be appropriate for this group (Program Evaluation, Grant Writing 101, etc).

On the next page is an example of the same structure, but for Nurses this time:
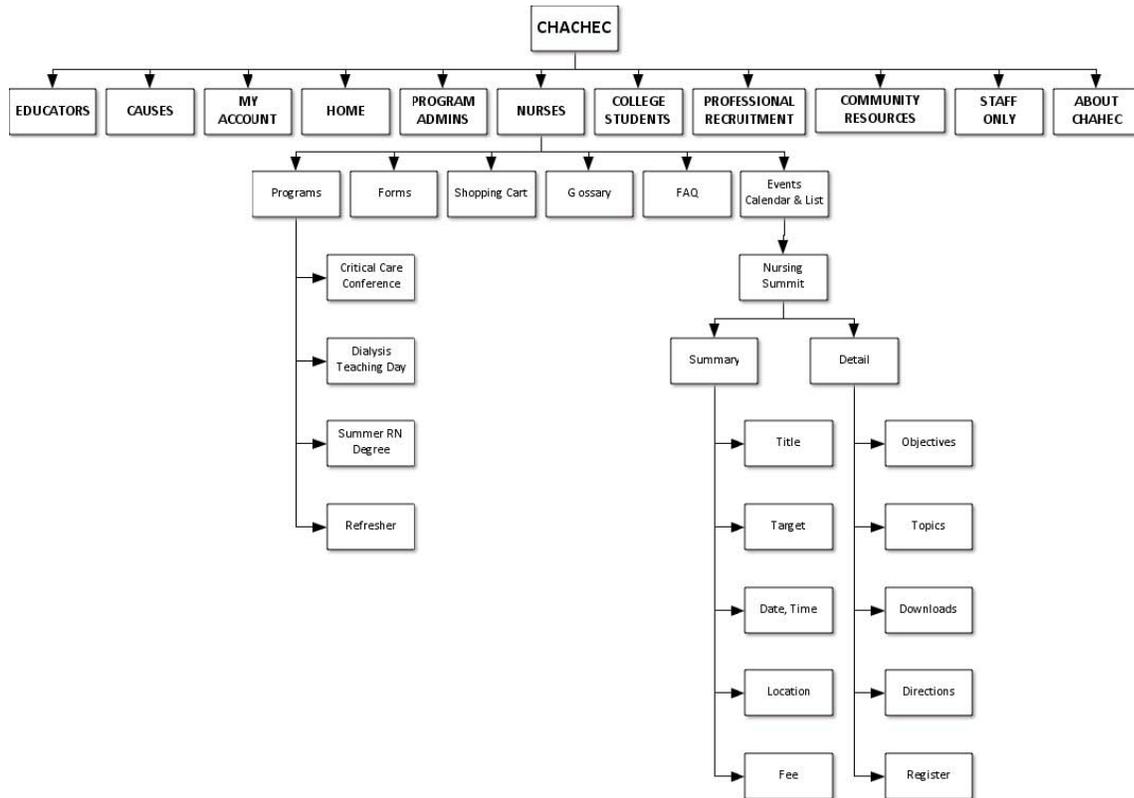
CHAHEC STAFF ONLY

The "Staff Only" section (login required) would display a series of "Dashboards" for various management tasks, with viewing and editing permissions defined by roles assigned to users. For a small agency such as CHAHEC, there might be only three roles, and whoever filled associated positions would be assigned them. The Events manager would be someone who can create, edit and delete events, for example; the Store manager defines products, and processes orders.
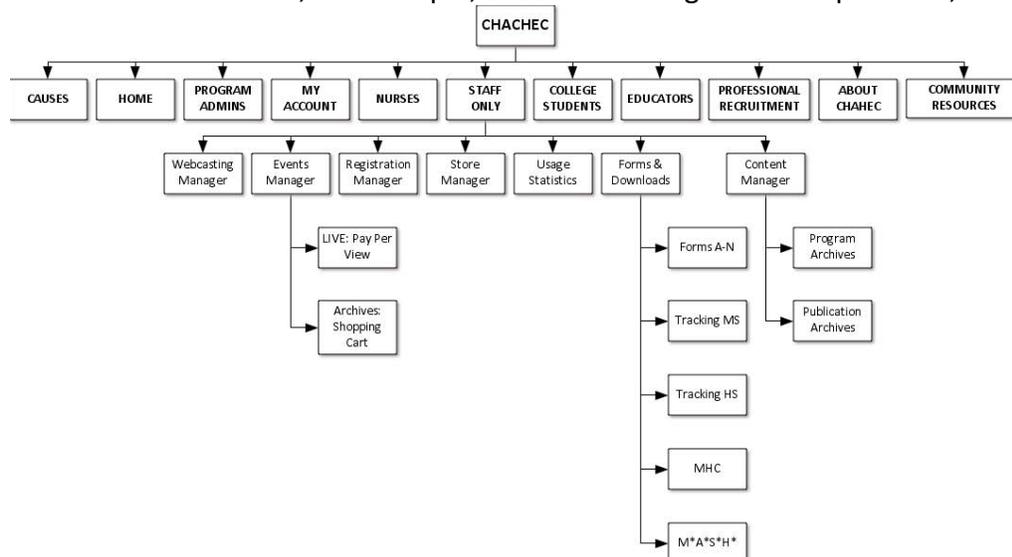
Because problems occur when someone "plays with" an area they are not familiar with or responsible for, not every role should see every dashboard.

- A **Registration Manager,** for example, would be responsible for canceling classes without sufficient registration, managing waiting lists, changing registrant information, and tracking mail-in or COD payments.
- A **Webcasting Manager** would view request forms, make appointments, and upload links and other communication to their clients. He might also have store manager privileges (to determine whether a purchase order has been paid, for example) but might not have permission to change store orders.
- A **Content Manager** might be able to search and view past content that is no longer on the live site, should it become useful at some other point.
- A **Forms Manager** should be able to view all forms, and update or delete them as required.
- A **Usage Manager** would presumably be either the CHAHEC Executive Director or someone who prepared reports for her.
- A **Content Manager** would also be able to revert any page to a previous revision, and moderate drafted pages for publication.

ABOUT CHAHEC, FAQ AND GLOSSARY
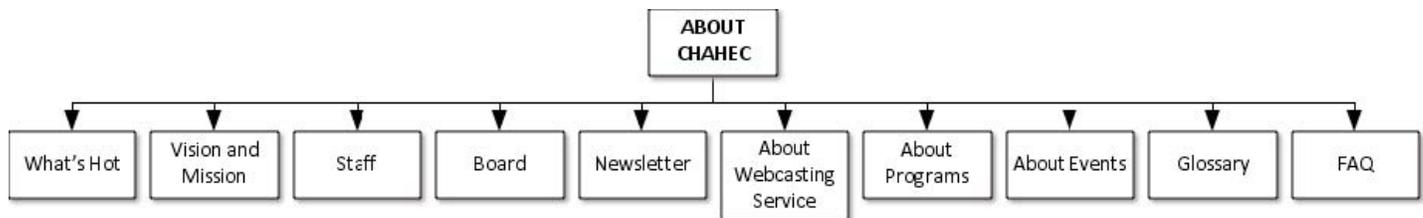
The "About CHAHEC" section would be visible to everyone, and it's "Glossary" and "FAQ" sections would be complete (all FAQs and Glossaries for all portals). "About Events" and "About Programs" might be guidance for how to use the site, as well as general information for clients. "What's Hot" might be a list of content tagged ss "hot" by the Content Manager.

At some point, Newsletters should be HTML-based rather than PDFs, allowing the easy editing, archiving and searching of content. Drupal's SimpleNews module automatically allows for subscriptions and emailed versions. For a Drupal example, visit **http://loomiscreek.com**. HTML-based newsletters also allow for the integration of RSS-feeds from other sites and sources, using Drupal's Panels module. For an example, visit **http://ben.kudria.net**.

The Drupal Glossary Module makes it reasonable to use technical language freely, because words that are included in the glossary will show definitions on hover (and click to those definitions). For example, the word "Preceptor" is unfamiliar to many people; it would be displayed with a special color (indicating it can be hovered over) and "link" symbol (which, when clicked, links to the definition).

The Drupal FAQ Module allows anonymous users to submit questions, which are reviewed by a moderator for appropriateness. If deemed appropriate, the moderator (or someone assigned to that area of question) answers the question, and the question and answer are both displayed in standard FAQ fashion (questions on top, clicking to questions and answers below). For a site with a high educational focus like CHAHEC, Glossaries and FAQs are key elements.

EVENTS, as stated above, can be displayed in lists or clickable calendars (see http://wkze.com/event) that can be filtered and sorted, and are compatible with Google Calendar (as well as iCal). WKZE's site, for example, displays "upcoming events" in a sidebar.

STUDENTS VS EDUCATORS

A distinction needs to be made between college students (who would access CHAHEC independently) and secondary schools students (who would be unlikely to do so unless directed to by a teacher, and in that case only to view certain resources at certain times). For this reason (and for the moment, assuming this is a valid distinction), the "EDUCATORS" section would be for secondary school teachers (with some pages appropriate for students), and the "STUDENTS" section would be designed for college students: