



User-Led Organisation Wave 2 Site

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Product 7

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Website & Information Development for ULO's

Document Status:

Final Product

ULO Learning Product Summary

Organisation: *Southampton Centre for Independent Living CIC*

Name of product: *Developing website and other Internet information resources to enable ULO's to communicate better.*

Summary of product: *Learning project to find the most effective method of redesigning a ULO's existing website. Project found more effective methods for developing and disseminating accessible information to Disabled People and other stakeholders, whilst at the same time finding methods to enable staff without specialist website training to maintain the site in future.*

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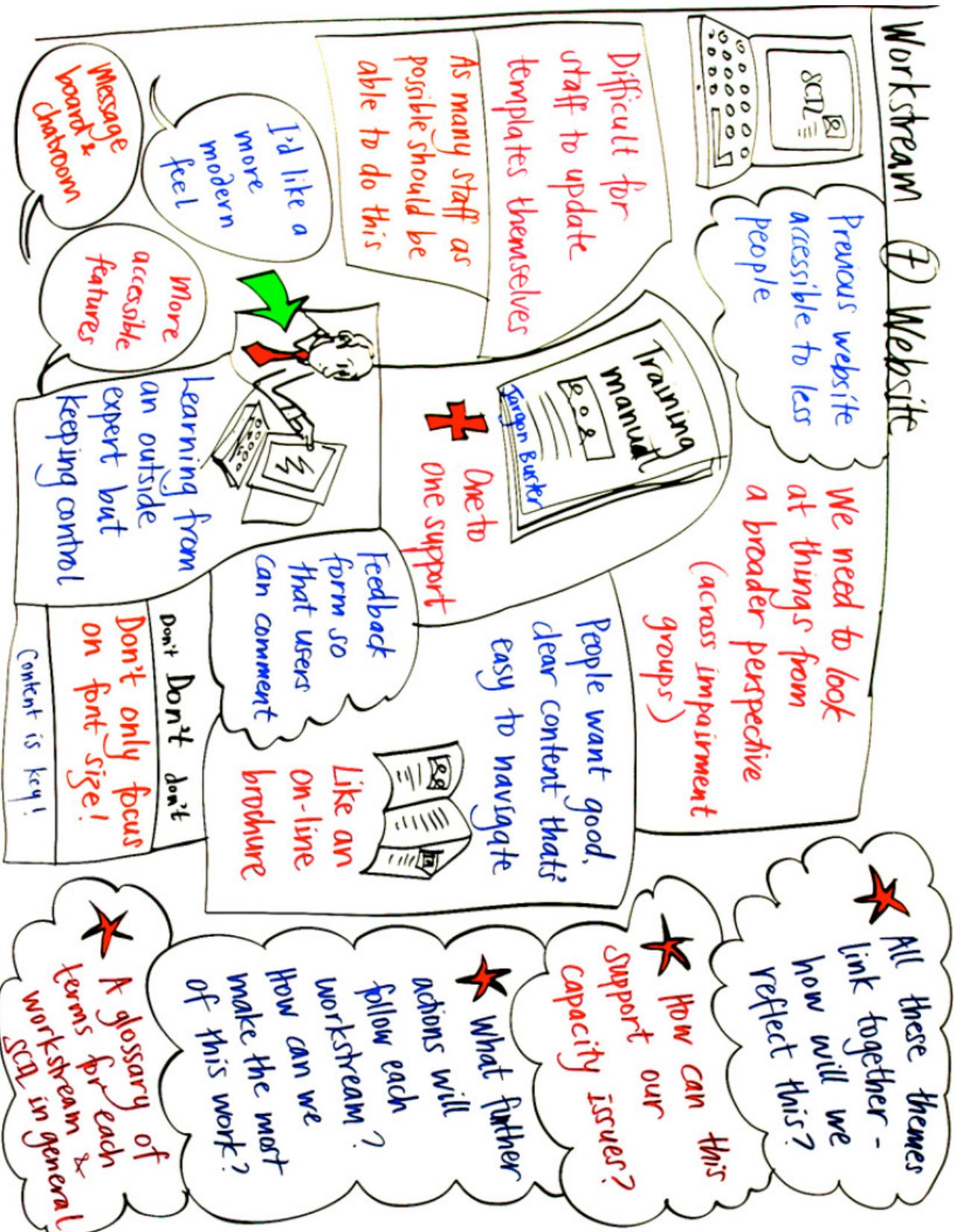
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Appendices:

- 1 Project Brief
- 2 Training Manual
- 3 Glossary of Terms

Graphic Executive Summary



1. Introduction

Southampton Centre for Independent Living (SCIL) was commissioned by the Department of Health, User Led Organisation Development Fund to be an Action and Learning site from April 2009 to March 2010 after a successful application for funding.

This report is a summary of workstream 7, which was tasked to carry out a review and then a redesign of SCIL's website and information provision. This would require a improvement of SCIL's learning about good website design, accessibility and ensuring that our learning could be passed on to other User Led Organisations (ULO's).

1.1 Background

In March 2009, SCIL's senior management recognised the growing importance of maximising our usage of the power and flexibility of the Internet as a major resource for gathering and distributing up-to-date information about SCIL and conducting two-way communications with Disabled People and other stakeholders about our aims, services and seeking the views and opinions of others.

The Internet has become an important opportunity for organisations that provide information and services to Disabled People and Older People simply because of its relative availability and ease of access. The number of people with access to the Internet is increasing exponentially as is the number of websites, which have been set up by organisations to advertise or to provide information of their services.

SCIL acknowledged that since it set up its website in 1999, the opportunities presented by the Internet had revolutionised how people used the Internet and what they used it for. The recent explosion of social networking sites has resulted in the Internet becoming an essential part of people's everyday lives. However, despite all this, SCIL's website had remained largely unchanged for 10 years.

SCIL agreed to revamp their existing website, which had served the organisation very well over the last ten years. Not only was the site dated, but staff within the organisation found it difficult to keep the site up to date (which resulted in the website being out of date much of the time), therefore any review needed to pay specific attention on keeping the website easy and efficient to update, as well as improve the usability of the site.

It was therefore decided to redevelop SCIL's website as part of their ULO Action & Learning Site project for 2009/10, to enable SCIL to explore the best way of making the most of the Internet, as a learning project, and then to pass our learning experiences on to other ULO's in the hope that our experiences might assist them to make better use of the Internet.

See **Box 1** for the project brief which the website project leader was asked to deliver.

Box 1: Project Brief

Website & Information Provision:

- Redesign of existing website to improve SCIL's ability to keep it up to date
- Investigate methods to enable more staff to add website content as needed
- Develop more effective methods for developing and disseminating information to Disabled People and other stakeholders
- Enable website to record and present outputs from this project as well as our learning record to enable ULO's to benefit from our experiences
- Explore other opportunities within the Internet to maximise SCIL's potential

1.2 Objectives

The objective of this project was to redevelop SCIL's existing website, by going back to first principles, rather than simply attempting to make our existing website 'better'. The old website did not have some of the functionality to make it adequately accessible for Disabled People and was extremely difficult for staff to update. It was therefore decided that it would be easier to start from scratch.

After discussing what SCIL wanted from a new website, the main objectives were agreed as:

- To design a modern and a friendly Website with more features
- To make it more accessible.
- The menu options to be more relevant to a wider audience.

- To review what information the website contained, and the structure in which this information could be accessed by users.
- To enable the website to pick up more 'hits' from search engines.
- To recognise a good Website can be used as a useful and successful Public Relations (PR) and marketing tool.
- To promote User Led Organisations and to empower people to start their own ULO's.
- To enable staff to learn new website design skills and to keep the skills in house as much as possible.
- Make the website easily accessible for staff to upload and update information. This would allow staff and volunteers to update the website, thus enabling the various teams within the organisation to maintain their own sections rather than relying on a 'webmaster'.
- Investigate other effective methods for developing and distribute information to Disabled People and other stakeholders.

2.0 Method - Developing a plan

For this work to be successful, feasible and delivered on time, we had to plan a method for taking us from our current website, to our desired endpoint; which we hoped would result in the most effective, accessible, informative and interesting website that existed. We knew what we wanted to create, but it would not magically come into existence. To achieve our objectives we needed a staged plan.

Our staged plan was as follows:

- Analyse what was good and bad about our old website (we didn't want to throw the baby out with the bath water!)
- Decide which content from the old website needed retaining, or updating
- Decide what access features we needed to build in
- Research a range of other websites to learn from what they do
- Research how to make our new website easy to update
- Decide how to present our new website visually – so it looked nice!
- Decide what content website should have in it
- Decide the best structure for users to be able to navigate to what they wanted quickly and easily, whilst at the same time enabling the website to be expanded easily in the future
- Design a prototype of the new website and test it with users to see what they liked and didn't like
- Design the final version from what we learnt from the prototype
- Ensure the first live version of our new website had at least as much content as our old website, and that this content was brought up to date
- Train staff and volunteers on how to operate the site and keep it up to date / add new content

3. Implementing the plan – Findings

This section describes how we implemented our plan and what we learnt along the way.

3.1 The old website

Analysing what was good and bad about our old website

We decided that some original thinking from the rest of the organisation was needed. The ideals behind this were; everybody in the organisation to have a say, to encourage individuals to respond positively and to receive any guidance about what people did and did not like about our old website.

Opinions were also sought from student social workers and attendees from the young Disabled People's forum. The student social workers and the young Disabled People felt the website ought to additionally serve as an online brochure for potential members.

Whilst we all agreed that our old website needed replacing, there were a number of features that we wanted to keep:

- Simple, uncluttered design
- Quick to load – users didn't have to wait long for information
- Most of the content was good, relevant, and with a quick update would be good enough to retain in the new website

However, there were a number of features that had to go:

- Too many menu options,
- Too much to look at on one page, confusing to users
- Some of the information was buried deep in multiple menu options – users should be able to get to what they want in as few menu 'clicks' as possible
- Font size – Default font size was too small and people accessing the site could not change the size.
- Colour schemes – The fixed colour scheme of the old site did not cater for people who are unable to read text on a white background.
- Menu structure – The basis of the structure is incorporated into the new site. The old site very much had a 'one tier' approach and some of the tabs were inaccessible. There needed to be a flow in

the site, so topics linked seamlessly giving the user a sense of direction.

- Dated – The old site was relatively out of touch with the younger generation and didn't look particularly inviting or welcoming
- The news section was all too often a 'history' section! – news needed to be up to date, and old news removed

Deciding what content from the old site needed retaining, or updating

Whilst we knew that our new website needed to contain more content than the old website, once we looked at all of the content on the old website we agreed that most of it was still relevant, but that in many cases it needed updating, for 2 main reasons:

- Terminology changes, some of our language was dated
- SCIL's services change, the new content needed to reflect this

The project leader asked a few members of staff to review all of the existing information content, and revise it, with the issues above taken into account. All of this information was then stored away from the website, to enable it to be incorporated into the new website once it was ready.

3.2 Accessibility features

We wanted to ensure that the design of our new website had as many accessibility features as possible. Access should always be one of a ULO's top priorities whenever they are contemplating the development of new information resources.

Decide what access features we needed to build in to the new website

Even today, too many Disabled People are excluded from the Internet. From a moral viewpoint, it is surely wrong, but from a commercial viewpoint, it could be disastrous and deeply embarrassing for our organisation if we did not pay enough attention to the accessibility of our website.

Quite apart from moral and commercial considerations, there is also the legal aspect. The United Kingdom protects the rights of Disabled People via the Disability Discrimination Act, part 3 of which requires all goods and services to be accessible to Disabled People. This, of course, includes website provision.

The needs of most people can be easily accommodated with simple and inexpensive design tips such as re-sizable text, larger buttons, and clear, easy-to-follow instructions, plain English instructions.

SCIL's policy on accessibility is that every person, regardless of their impairments, constraints and/or technological barriers should be able to:

- Access all our information, without delay or barrier;
- Use our services without delay or barrier;
- Talk to people associated with SCIL, as their equals.

Satisfied users will become loyal users, continue using the website, and even recommend it to others. Put simply, website accessibility is about people being able to get and use website content with ease, in a method with suits their needs.

When people talk about accessibility for websites they immediately think of Blind or visually impaired people, but in reality accessibility covers a wide range of impairments, Deaf, hearing impaired, Blind, visually-impaired, mobility impairments, people with cognitive impairments and many others, the list is endless.

For instance, someone with mobility impairment may not be able to hold a mouse, or only for short periods of time, so prefer to use a keyboard. Without keyboard compatible features built into a site it can be very difficult to move around a webpage or website.

The website and information provision had to accommodate all of these factors for it to succeed and meet our accessibility standards.

Research a range of other websites to learn from what they do

Whilst it is important for ULO's to develop their own accessibility policies, there is no need to reinvent the wheel. SCIL spent some time looking at how other organisations ensured their websites were accessible. There

were many good examples of accessible website designs we learnt from.

In particular, we found the following websites useful:

www.NCIL.org.uk – They use plain English, user adjustable font sizes and background colours and short sentences. Their website is uncluttered and easy to navigate.

www.Changepeople.co.uk – Their website had most of NCIL's features, but they also made good use of colour and graphical symbols to make it is easy as possible for people to find and navigate to the information they wanted.

www.officefordisability.gov.uk/accessibility - The Office for Disability Issues have published a helpful accessibility guide.

www.BBC.co.uk – Whilst their website looked complicated and generally tried to present far too many different topics on their home page, they did have a very useful section which contains the accessibility standards which they expect all contributors to abide by. This will save many ULO's from reinventing the wheel, and can be found here:

<http://www.bbc.co.uk/guidelines/futuremedia/accessibility/index.shtml>

Therefore, for our new website, we decided to implement the following main accessibility features:

- User adjustable font sizes
- User adjustable colour schemes
- Plain English
- Uncomplicated screens, no too many different subject on one page
- No background graphics behind text
- Limit the number of menu options available on each page
- All picture and graphics to have written descriptions
- Website to be compatible with text readers

This is not to be seen as a limit on what we should do, our accessibility standards should develop as the need arises and technology allows

Upon developing the site, constant communication with colleagues is essential to make sure content is accessible in order to provide equal access and opportunity.

3.3 How we made the website easy to update

One of the main problems with our old website was that it was very difficult for SCIL to update – it needed a high level of technical expertise which most of our staff and volunteers did not have. We therefore tended to rely on one person with the skills to keep the website up to date which created a bottleneck and resulted in updating delays.

Just as importantly, SCIL was keen to ensure that we didn't remain dependent on one or two people for our website development – If these people left SCIL we would be stuck, and this was agreed to be something that the new website had to avoid.

SCIL's Chief Executive, who developed the project brief, said that he wanted our new website to be as easy to update as a Microsoft Word word-processing document was.

This brief was a real challenge for the project leader.

In the end the project leader, after much consultation, and after negative feedback from our prototype new website, decided to use a 'blogging' web design tool called 'WordPress' to form the basis of our new website. This wasn't quite as easy as a Word document to update, but with minimal training most people would be able to update and develop the website.

'Blog's are purposely designed to be easy for anyone to post their thoughts on to the Internet.

3.4 Designing the website, visual & content

From our research, two to three sites were found to give the organisation some ideals as to the direction of the site (see section 3.2). Particularly we realised how useful online forms will be for our site, the idea was that users will be able to register their interest in a product or service online and request further information.

Usability, as it relates to the Internet, is the measure of the quality of a user's experience when they interact with your website. This all depends on the structure and appearance of the website:

- Interactive – There was a need to make the site more interactive, allowing people to make enquiries, giving the organisation feedback and to gain more members.
- Attracting new people to the organisation and consider the benefits of membership.
- A good accessible website is recognised as a positive PR and marketing tool.
- A good example of this is SCIL's new YouTube 'Channel' which features various videos about SCIL captured to let people know what the new developments are within the organisation in a more visual manner. (Link to www.youtube.com/user/southamptoncil)

Everybody has unique requirements for how they use the Internet, depending on the kind of browser they're using or their impairment. By handing control back to your users you'll enhance your website's attractiveness and your website visitors will be able to use your website in the way that best suits them.

When developing the website, a lot of thought went into how flexible the menu options should be to meet the differing needs and situations of the organisation.

The main problem of a website being inaccessible and not usable can be overcome by getting the user to fully test pages with whichever access hardware and software is appropriate to them.

A feedback form is essential in this context, to enable the user to feel their voice is being heard, or to request further information.

Developing a website can be difficult, with various issues being raised constantly: -

- Be mindful of standards surrounding things like the colour of hyperlinks;
- The user does not read every piece of content, instead they often scan pages trying to pick out the information they want;
- Users do not like long, scrolling pages, they prefer the text to be short and to the point;

- Users typically dislike overly hyped language, simple but descriptive terms are more useful than ‘management-speak’;
- Users want to be able to easily find what they are looking for;
- Users should feel comfortable with the layout of text and it should be viewable in a consistent manner;
- Do not use phrases like “Click Here“, saying nothing about what is to be found if the link is followed;
- Link text should indicate the nature of the link target, e.g. “More information about Direct Payments“;
- Our themes use Cascading Style Sheets (please see the glossary of terms) to ensure the layout and font size stays the same throughout.

Deciding what content our website should have in it

Once again, we decided not to reinvent the wheel, we started with the content available on our old website, assembled a collection of all of SCIL’s leaflets, posters, fact-sheets and other information and combined all of this into one big list.

What this enabled us to do was to ask a few of SCIL’s staff and volunteers and members to go through this list and figure out where the gaps were, and what information was missing.

It was from the result of this work that we developed our basic list of content which the new website should be able to accommodate. We agreed that not all of this content would be available from the launch of the new website, but that the website needed to ensure that it would be able to accommodate all of this information over time.

We also realised that it would be important to ensure that new information and services of the future most be able to be easily accommodated in the new website.

The following page demonstrates the range of different content we wanted our new website to accommodate:

SCIL Website Content:



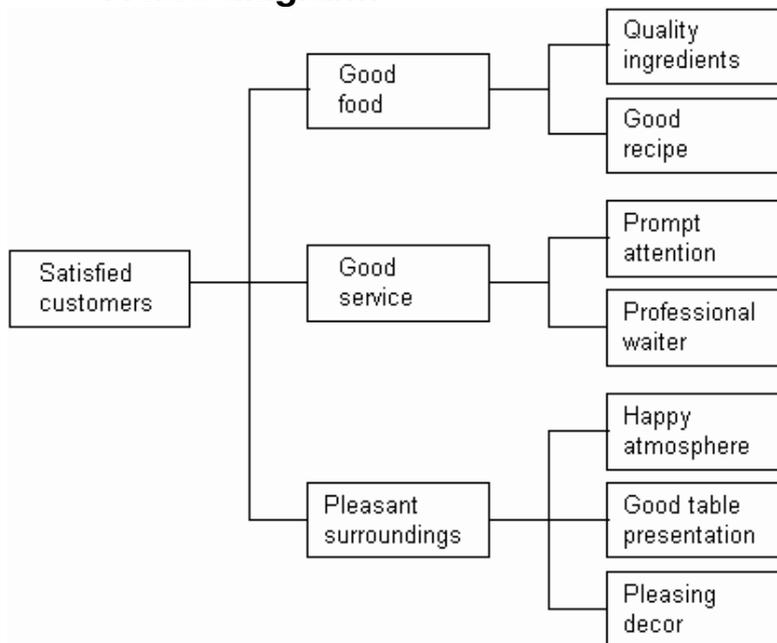
3.5 Structuring the website

We wanted to decide what the best structure for users would be, to enable them to navigate to where they wanted quickly and easily, whilst at the same time enabling the website to be expanded easily in the future.

The analysis of how to structure website to allow for these to be met, started by reviewing the previous website's structure. We used a tree diagram to help us work out the structure of the website:

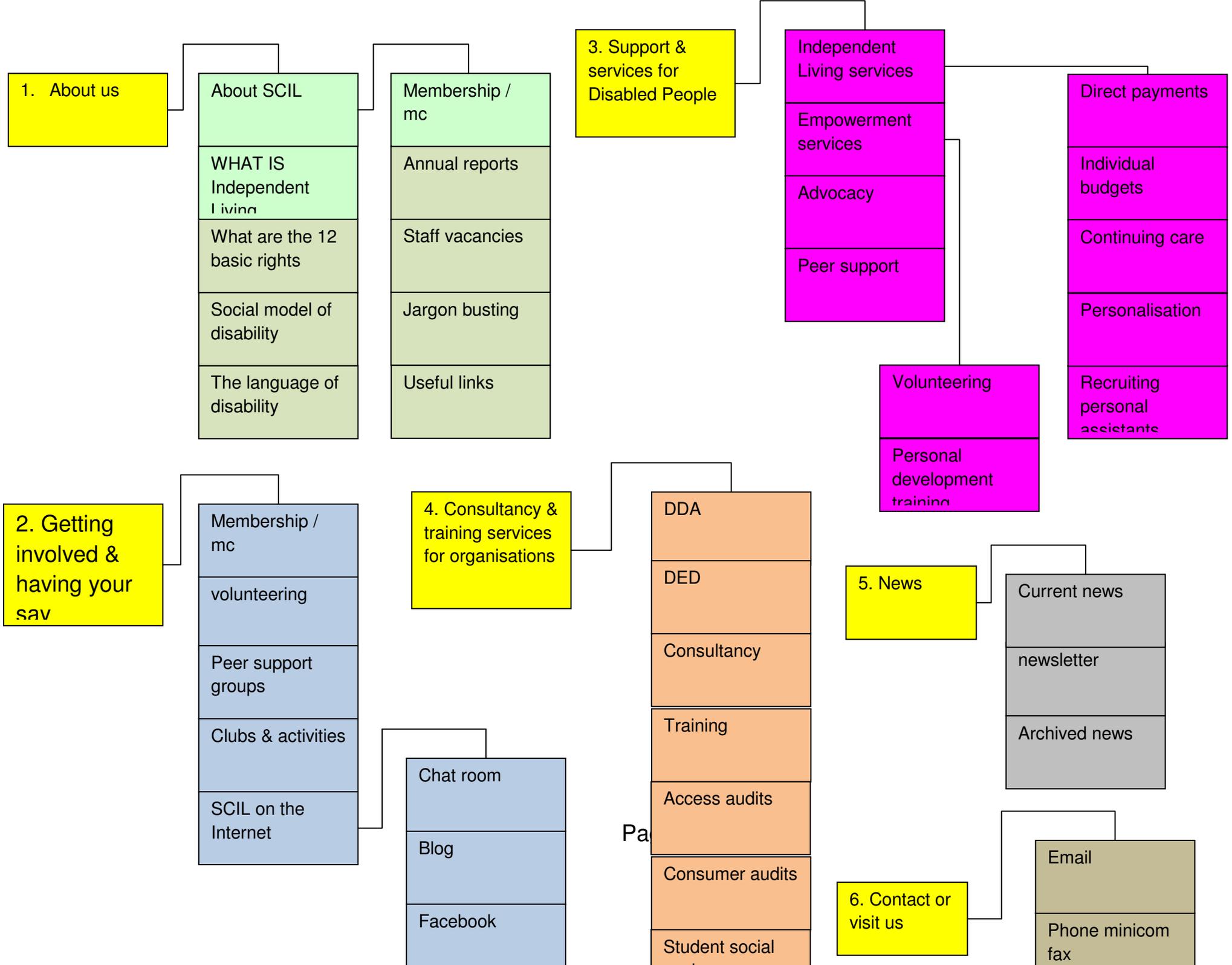
Here is an example of a tree diagram which might help a restaurant decide how to provide good customer service.

- **A tree diagram:**



The idea of a tree diagram is that it is easier to see the relationship of different pieces of information. For our website this way of working out where information should fit, what should be on the home page, and what should show up depending on what menu button was 'clicked'; helped to decide what the structure of our new website should be.

From this discussion with the rest of the organisation, a new structure of the website was agreed and formulated. See the next page: (Note the colours from the diagram on page 15 and compare this to the colours below to see how our structure developed)



3.6 Development of a prototype – learning from it

The first prototype we developed was based on standard Microsoft website design tools. This succeeded in meeting most of the requirements surrounding the issue of accessibility and other issues we have described above.

However, despite some good points, there were some failings, which encouraged a re-think:

- Website would not be easy for staff to update.
- The look and first impressions wasn't modern, or inviting.
- The menu structure could be confusing the deeper a user went into the site.

Some fresh ideas and impetuous was required. Bear in mind that this project was a learning project. The project leader was learning all the time about website development; understand the pro's and con's to different ways of designing websites and learning different software to aid website development. SCIL wanted to do it this way, rather than just recruiting in an 'expert' to do it all for us.

However, we had got to the limits of what we could do, with the very limited time to complete this project. We therefore took the decision to seek advice from an 'expert' website developer. Just to grasp some more knowledge. This idea proved to be a masterstroke. We used this 'expert' in a consultancy role, the idea was to maintain full control and input into the site, but to get some handy tips and advice from someone else. This plan worked perfectly.

The issue of staff being able to upload and change the Website was thought out. The excellent advice we received to use a free program called Wordpress (www.wordpress.org) proved to be very advantageous. The program allows for staff to be able to login via a password and change/upload/add new menu options with relative ease.

The project manager can even set up various staff to only have certain permissions for editing the site, (to enable SCIL to manage who had access to different parts of the website for instance).

Listed below are some advantages and disadvantages of using Wordpress:

Advantages: -

- Very easy to create and manage site content. How easy? If you can write an email, you could do it.
- The SEO (search engine optimisation) benefits are accrued by Wordpress pages that boosts your chances of being on the first page of search engines such Google.
- Relatively easy to update.
- It is free!

Disadvantages: -

- Not great for e-commerce. Very difficult to program a shopping basket for example.
- Not great for very large amounts (hundreds or thousands) of page content.
- Not great for in-depth learning or e-book type content.

3.7 Developing the final website

With the feedback from the prototype website, the input of our website 'expert' and the use of the Wordpress software, the project leader proceeded to develop the final version of SCIL's new website, which we show the homepage of, on the next page.

We do need to point out that our new website is still work in progress:

- We still have a lot of new content to add to the website
- We want to commission some purposely designed graphics, particularly for the web-buttons (at the time of producing this report we are using some stock graphics from the Change Picture Bank)
- We are still exploring several social networking opportunities on the Internet; once these have been developed we will need to find the best way of integrating them into our website, or maybe linking to them from our website.

SCIL's new website Homepage (March 2010)

The screenshot shows a Mozilla Firefox browser window displaying the SCIL website. The browser's address bar shows the URL <http://www.southamptoncil.co.uk/>. The website's navigation bar includes a color scheme selector, a 'Reset' button, and links for 'Log in', 'Reset text', 'Smaller text', and 'Bigger text'. The SCIL logo is prominently displayed on the left, and a search box is located on the right. The main content area features a large banner for the 'Southampton Centre for Independent Living CIC' celebrating 25 years of independent living (1984-2009), accompanied by images of a pink cake and a room with balloons. A vertical sidebar on the left contains a menu with the following items: Home, News, About Us, Getting Involved & having your say, Support & services for Disabled People, Consultancy & training services for organisations, and Contact us or visit us. The main content area is titled 'Home' and contains a paragraph about SCIL's mission, a notice about the website's completion, and five interactive buttons: 'Direct Payments Support', 'Independent Living Support Scheme', 'Disability Equality Training', 'About SCIL', and 'Getting Involved'. The Windows taskbar at the bottom shows the 'start' button, several open applications including Firefox and Microsoft Office, and the system clock displaying 16:44.

SCIL -Southampton Centre for Independent Living - Mozilla Firefox

File Edit View History Bookmarks Tools Help

<http://www.southamptoncil.co.uk/>

Colour Scheme: Reset Log in Reset text -A Smaller text +A Bigger text

SCIL

Search Go

Celebrating 25 years of Independent Living

Southampton Centre for Independent Living CIC



Home

News

About Us

Getting Involved & having your say

Support & services for Disabled People

Consultancy & training services for organisations

Contact us or visit us

SCIL is a democratic membership organisation run and controlled by Disabled People. We are committed to campaign for the full civil and human rights of Disabled People whilst supporting Disabled People to make use of current provisions available to enable them to live independently.

Please bear with us while the Website is completed..... There will be lots of new features, including the SCIL YouTube Channel.

 Direct Payments Support

 Independent Living Support Scheme

 Disability Equality Training

 About SCIL

 Getting Involved

start

4 Windo... 4 Micros... 2 Firefox 2 Micros... SCIL NEW... SCIL web... 16:44

3.8 Training

Training staff on how to operate the site and keep it up to date / add new content

Training people on how to manage our new website is obviously a really important aspect of the project. No matter how fantastic the new website is, if staff and volunteers do not know how to update and maintain it, it will soon become out of date.

With training, and by learning from how SCIL does the training, the hope is in the very near future anybody, regardless of impairment, will be able to utilise the website and upload relevant information seamlessly.

The website project manager therefore has developed a training manual (see appendix 2). This will be modified and extended over time, but has currently successfully enabled some of SCIL's staff to know how to update existing content and develop new content and news items.

Staff who wish to upload and change pages on the website can ask for the manual in various accessible formats, as well as gain assistance from the website project manager, who can give one to one guidance and training, tailored to suit the individual.

The anticipation is once all staff have been trained, some issues can be rectified without any overdue reliance on one person.

4. Learning experiences

From the website project leader:

Overall learning:

The whole project has been a very useful learning experience, with a great number of new skills being learnt and a large number still to be learnt in the future. As an organisation, the input and different perspectives from colleagues regarding the new design, structure and content was excellent throughout.

The overall solution has scope for wider use than the current requirement of the project. The longer-term intention is to consider how to use the technology to support other areas within SCIL.

For instance, A really good idea would be to design some interactive features on some quizzes, DDA and other generic but relevant information.

Forms need to be accessible to all web users

When a user fills out a website form it's a great thing for SCIL, because this means that someone is interested enough in what they have seen to take the time and effort to send us a message (even if it is a complaint!)

People fill out forms for a number of reasons:

- To buy a product or enquire about a service
- To enquire about a job vacancy
- To sign up to a newsletter
- To ask a question
- To ask for more information
- To make suggestions for SCIL to consider
- To complain about the website or the organisation's services

A website visitor may look through your site, decide they like what they see and try to enquire about a vacancy you have advertised.

But if the form isn't accessible to them, they'll click away and you lose a potential user, customer or maybe even an employee.

From our experience in developing our new website, most forms on the web have accessibility issues. The two main reasons for this are:

- The prompt text is incorrectly positioned
- The prompt text is unassigned to form items
(*Prompt text is the text that appears next to each form item, for example, 'name', 'e-mail', 'comments'*)

The forms for the SCIL website have therefore been made accessible and do have prompt text in the correct position.

5. Recommendations

5.1 Recommendations for other ULO's

Usability is a multidimensional concept, since it can refer to several aspects and the importance of each aspect depends on a wide range of different factors, some of which ULO's can control, some of which cannot be controlled very easily.

From doing this work, the project manager notes that accessibility and usability are closely related, but while accessibility is aimed at making the website open to a much wider user population, usability is aimed at making the target population of the website more efficient and satisfied with the experience they gain from visiting our website.

The Internet is a wonderful opportunity, for most of us. Christmas shopping or booking a summer holiday are now just a click away but many websites are difficult or impossible to access for Disabled People. The text may be too small or the on-screen buttons too fiddly, or the site will not work on text readers.

When designing and developing a website, try to look at things from the point of view of user who will have a broad range of impairments. When designing web pages, try putting them through a text reader, used by people with a visual impairment, for instance.

It's not just about accessibility for Disabled People, guidelines help promote and develop accessible content for all users who may have limited or out of date computer equipment. (e.g. no sound card, speakers, small format screen, etc.)

We advise other ULO's to think carefully about design, particularly about the use of colours:

- Don't use too many different colours, as this can be confusing.
- Large areas of bright colours can be tiring, try to use bright colours sparingly do not rely on colours alone to express information e.g. click on the red box.

5.2 Recommendations for SCIL – Looking to the future

Development of an Intranet: SCIL could improve the information provision for staff, volunteers and members through the development of a mini-intranet. An intranet would work as an online server for people to gain access to induction packs, policy & procedures, expense forms, timesheets, SCIL's promotional material and anything else staff and volunteers might find useful, but would not be relevant to general visitors to the main website.

Specialist / Premium content: SCIL could consider developing specialist content for members, or maybe others, which was only accessible via a password. This would give SCIL the opportunity to develop premium content to encourage more people to become members.

Better website design skills: More staff to go onto website design courses, this will increase the knowledge base and supply the organisation with a broader range of opinions and ideas.

Better graphics: Investigate commissioning graphics for main buttons / links.

Encouraging staff to undertake one-off project work: Staff members to think about how much time they can dedicate to extra project work, from a personal point of view there can be conflict between a current role and extra project work. Staff to be more aware.

Centralising core information: The introduction of one place where core information and non confidential data to be keep is essential.

More website interactivity: The website and information provision should keep on progressing, by making the website more interactive.

Social Networking: SCIL currently uses YouTube and Facebook on a limited basis and Twitter not at all. Explore better use of these and other social networking opportunities to improve involvement opportunities.

Appendix 1

Project Brief:

Workstream 7 (Website & Information Provision):

- Redesign existing website to improve SCIL's ability to keep it up to date
- Investigate methods to enable more staff to add website content as needed
- Develop more effective methods for developing and disseminating information to Disabled People and other stakeholders
- Decide if existing database is 'fit-for-purpose' – modify as required
- Enable website to record and present outputs from this project as well as our learning record to enable ULO's to benefit from our experiences
- Explore other opportunities within the Internet to maximise SCIL's potential

Workstream should consider:

- Relevant work completed by ULO Wave 1 sites (to be published on NCIL's website Apr 2009)
- How best to co-ordinate with NCIL's dissemination of ULO learning outcomes
- Research into the real needs of Disabled People

Resources allocated: (10% of overall project)

- Paid work: 137 hours (value £2,444)
- Specific resources: Computer equipment/software £650
- Other resources: £470

Project leader identified:

- Michael Grimmett

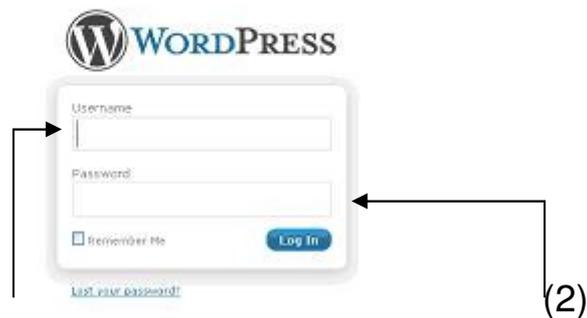
Timescale for work: Apr 2009 – Mar 2010

Appendix 2

SCIL Website manual training manual

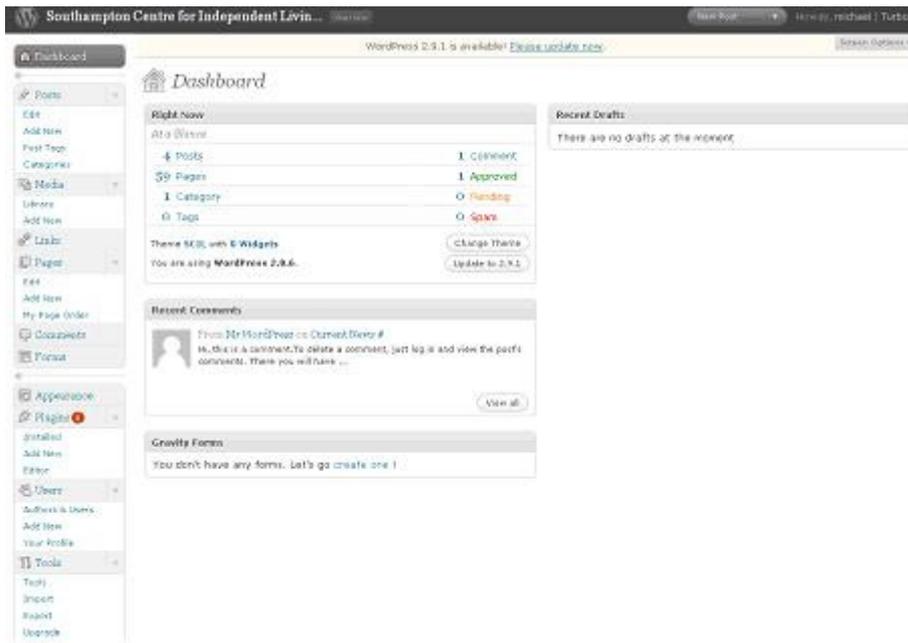
The Login Screen

[← Back to Southampton Centre for Independent Living CIC](#)



To enable you to edit the website you will need to enter your Username (1) followed by your password (2). Then simply press return to login.

The Dashboard

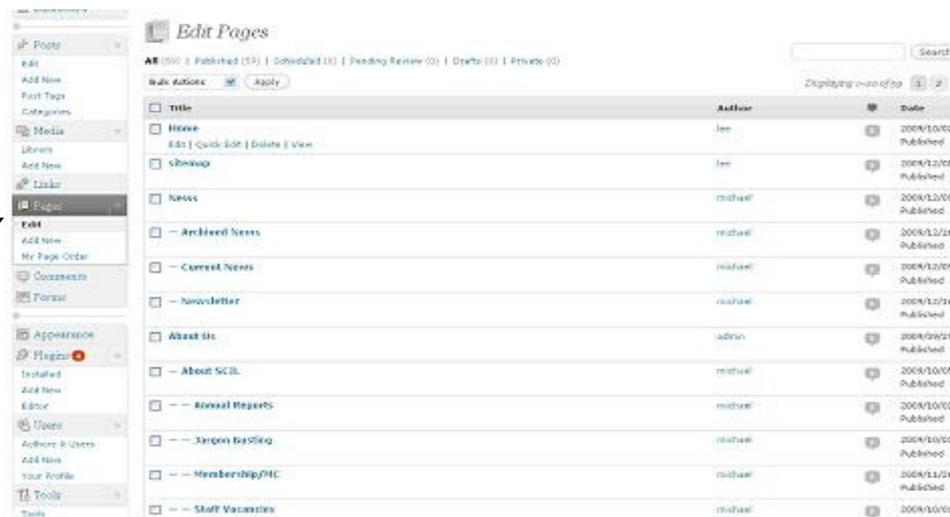


Once you've logged in 'the dashboard' will appear. This is where you can change almost everything on the website, except the font size.

On the left hand side menu, you will see various headed menus. The following sections you do not need to worry about: -

- Posts
- Comments
- Appearance
- Plugins

Editing the Page



(1)

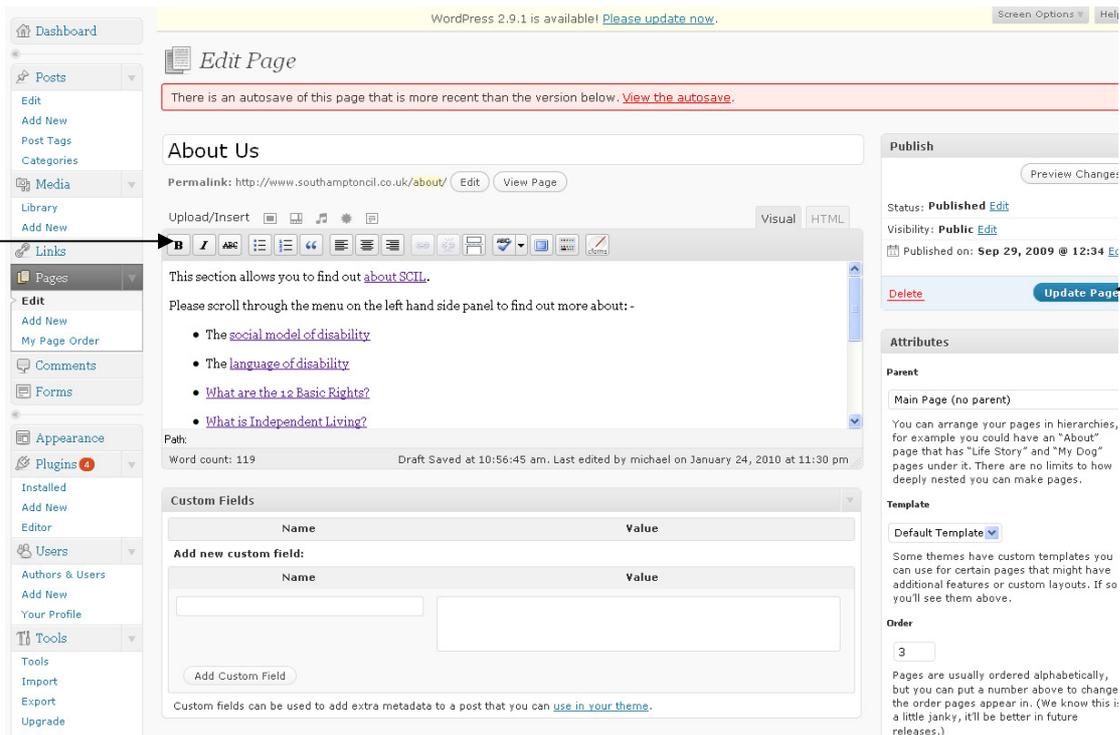
To edit the pages on the Website, click on the Page tabs on the left hand panel.

The sub menu will appear with the options to; Edit, Add new page and amend My Page Order.

Should you click on the Edit tab, it will bring up a screen similar to the above.

For this example, please place the cursor over About Us. Four options should appear; Edit, Quick Edit, Delete and View. Please do not click delete under any circumstances.

Click on the Edit option, which will bring a similar screen to what is on the next page.

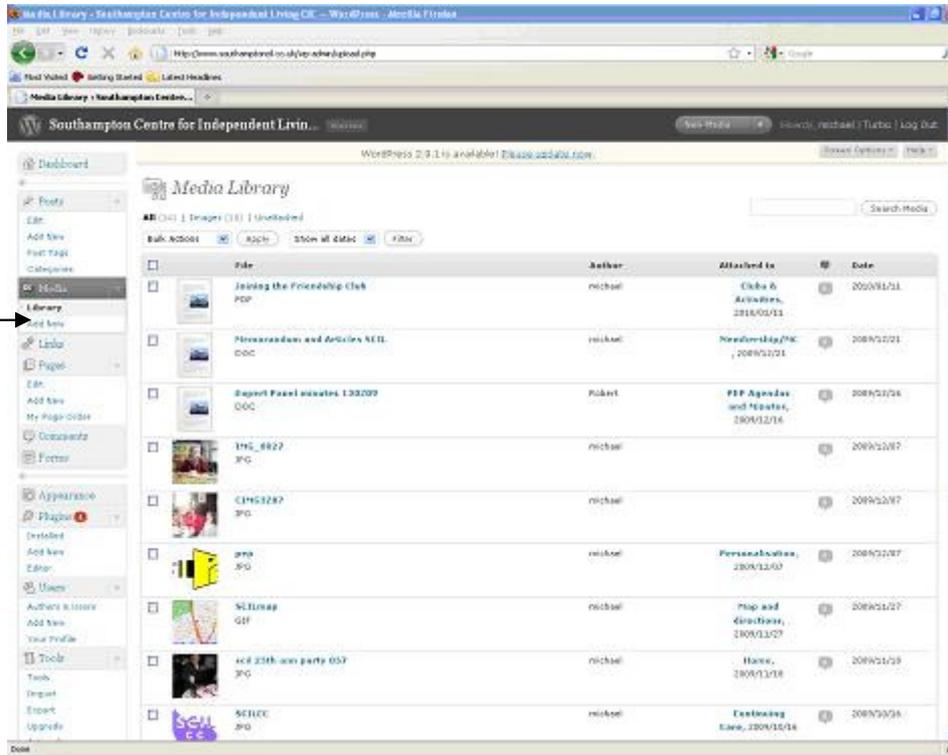


This area of the Website is where most of the editing takes place. There is a similar taskbar to older versions of Microsoft Word. These options allow you to embolden text, use italics. Feel free to experiment.

Just above the taskbar, you will see the option to insert various forms of media, from the media library. (more information is on the next page) Please make sure you click on “Insert into Post” and not “Save changes”

Once you have finished updating the page, please click on the update page button, situated to the right hand side of the screen. The page will now update.

The Media Library



The media library is where you can upload various kinds of media you wish to insert into a page.

On the “library” page, you can see the media that has already been uploaded, who uploaded it and what page it is attached to.

To add new media, click on the “Add New” option. Follow the on screen instructions and any media you upload will appear on the library page. Please bear in mind you can not upload files no bigger than 10 megabytes.

The Forms

Navigate to Feedback Form

1 2 3 4

forms allows you to [insert](#) one or more custom designed contact forms, which on submission (preferably via Ajax) will send the visitor info via email and optionally [store the feedback in the database](#). [Here](#) is a quick step by step guide to get you up and running quickly.

Form Name Feedback Form Ajax enabled

Please see the [Help!](#) section for information on how to deploy the various [supported fields](#), set up forms using [FIELDSETS](#), use [default values](#) & [regular expression](#). Besides the generic success & failure messages below, you can add [custom error messages](#).

Field Name	Type	required	e-mail	atb-check	disabled	read-only
Feedback Form	New Fieldset	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your Name Your Name	Single line of text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your Email	Single line of text	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Message	Multiple lines of text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**** Add **** 1 new field(s) @ position 1

- Messages, Text and Button Label
- Core Form Admin / Email Options
- Admin Email Message Options
- Auto Confirmation
- Multi-Part / Multi-Page Forms
- Tell-A-Friend Form Support

Admin

- Add new form
- Duplicate current form
- Delete current form
- Install a form present
- Backup and Restore Settings
- Update Settings

This is where you can add a new form or alter an existing form on the Website. To do this, click on the “Cforms II” option and the form settings. Along the top you will see some numbers; 1,2,3 etc.

For example, number 1 is our feed back form. If you would like to add a new section to the form, simply click on the grey add button.

Appendix 3

Glossary of Terms

Accessibility – Refers to a web page or web site that people interacting with different kinds of disabilities, the difficulty they can experience due to physical and or technological barriers. A web page or site that address these users limitations is said to be Accessibly friendly.

CSS [Cascading Style Sheets] – A simple mechanism for adding style (e.g. fonts, colours, spacing) to Web documents. Not all browsers (of specific versions) implement the full specification of CSS.

Home Page – It is a first page (also referred as an opening page, start page or main page) of a Web site. This would technically be your index page or default page of your directory.

Usability – Refers to the level or degree of a page's operating friendliness for the user.

W3C [World Wide Web Consortium] – Established in October 1994 to lead the World Wide Web to its full potential by developing common protocols that promote its evolution and ensure its interoperability.