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Standard Operating Procedure For Website / Social Sites ELRC / Email System

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❖ **Introduction :-**

The GIT Website showcases and communicates our vision and mission to students, parents, staff and the community. For viewers of the public, the website is the first glimpse they get about the College; therefore, in its simplest form, the GIT Website is a marketing tool. It is important that the GIT Website projects an image that is consistent with the quality programs and events that make the College impressive. This procedure describes the roles of the people involved with managing and maintain the content of the GIT website. The purpose of the procedure is to ensure that the information on the GIT website is of high quality, correct, up-to-date, in line with GIT strategy and presented in a user-friendly and effective way.

❖ **Scope :-**

This procedure applies to those parties involved in managing content on the public part and internal part of the GIT website.

❖ **Mission Statement :-**

The primary mission of the GIT Website is to provide access to up-to-date and well-organized information to students and the public community about admission, classes, infrastructure & resources, programs, events and services. While the website serves as a tool for current students, it is also a vehicle to promote our programs and services to prospective students, their parents, and the community at large.

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❖ **Objective :-**

1. To create and maintain a user-friendly website that is up-to-date, clearly organized, and helpful to students, parents, staff and public community.
2. To address the need of the users with accessibility of website.
3. To be representative of the entire GIT community.
4. To be responsive to questions, comments, and concerns.
5. To create a website that is visually appealing and consistent, and is representative of diverse populations.

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❖ **Definitions & Abbreviations :-**

- **GIT:** Gharda Institute Of Technology, Level
- **Users:** Students, Staff, Faculties, Parents, External Community.
- **Staff:** All GIT Employees (Including Administrative, Teaching & Nonteaching)
- **Website Administrator:** Administrator of the GIT website, managing the technical aspects of the GIT Website with the support of an external web agencies, writing or editing the public website content.
- **WMC:** Website Management Committee.
- **GIT Website :** Information source for the Users. (<http://git-india.edu.in>)
- **Social Sites :** GIT Facebook, Twitter, Instagram, LinkedIn Accounts
- **GIT Email :** GIT Gmail Accounts
- **Internal content:** Internal documents includes faculty specific data.
- **Public content:** Public documents include public news, events, department updates, published deliverables, and GIT documents.
- **Department Heads:** HOD Chemical, HOD Mechanical, HOD Computer, HOD Civil, HOD E&TC, HOD FE, Librarian, Storekeeper, Office Superintendent, Account Officer, TPO & any other Intermediate Committee Heads.

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Responsibilities : -

1. WMC should regularly review the web pages under their jurisdiction to ensure that they adhere to the Standard Operating Procedures.
2. WMC shall assure appropriate and correct format and linking to the content.
3. WMC shall assure removal of contents which is outdated or incorrect.
4. WMC is responsible for verifying the quality (format and layout) of the content uploaded by content managers.
5. WMC is responsible for providing guidance to Website Administrator on publishing updates (e.g. sensitive information).

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❖ **Domain Registration, Renewal & Hosting of Website : -**

Website Administrator will take decisions regarding registration of a domain, renewal of domain and hosting of the domain only after permission from Managing Trustee, Principal, and Registrar through written or Email communications.

❖ **Content Approval : -**

CREATION & APPROVAL OF CONTENT

- Soft copies of all contents are to be provided to the Web Administrator.
- Before uploading a document to the website, the document author should verify that the document has been thoroughly checked to ensure that it does not contain any inappropriate content or sensitive information.

PROHIBITED CONTENT

- Unapproved advertisement of any kind.
- Content not related to professional or academic use.
- Unapproved content promoting private businesses, enterprises, or entities.
- The use of inappropriate or offensive language is not permitted on our site.
- Any content that violates any International laws or regulations.
- Content which GIT considers to be inappropriate or offensive will be edited or deleted at our discretion.

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❖ **Working : -**

CHANGES TO GIT WEBSITE

a. Proposing Core Changes to the Website

In order to ensure that the GIT Website remains consistent, any proposal for changing core design elements, overall site organization, or content on the GIT homepage must be requested to the Website Administrator via a GIT official letter or through GIT official Email (principal@git-india.edu.in or registrar@git-india.edu.in).

b. Proposing Regular Changes to the Website

Any proposal for updating Internal or Public Content must be requested to the Website Administrator via a official letter or through GIT official Email from (Including Department Heads, Principal, PA to Principal & Registrar). Website Administrator will communicate these changes to Principal or Registrar through email & seek approval.

c. Proposing Changes from WMC to the Website

Any proposals for updating Internal or Public Content must be sent to the Website Administrator via a GIT official letter or through GIT official Email (with approval from Principal, & Registrar). Website Administrator will communicate these changes to Principal or Registrar through email.

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CHANGES TO GIT SOCIAL SITES

Any proposals for updating Internal or Public Content must be requested to the Website Administrator via a official letter or through GIT official Email from (Including Department Heads, Principal, PA to Principal & Registrar). Website Administrator will communicate these changes to Principal or Registrar through email.

PROPOSING CHANGES TO ELRC

Any proposal for ELRC Content change must be requested to the Website Administrator through GIT official Email from Department Heads.

CHANGES TO GIT WEBMAIL

a. Creation/Deletion/Suspension/Rename of Email ID

Any proposal for Creation/Deletion/Suspension/Rename of any GIT official email ID must be requested to the Website Administrator via a GIT official letter or through GIT official Email (principal@git-india.edu.in or registrar@git-india.edu.in).

b. Password Reset request of personal official Email Accounts

Any proposal for password reset request of personal official Email Accounts should be requested to the Website Administrator through GIT official Email from (principal@git-india.edu.in or registrar@git-india.edu.in or other Department Head Email IDs). Website Administrator will communicate these changes to Principal or Registrar through email.

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❖ **Timelines : -**

- Website Administrator publishes the content within 2 working days.
- For contents requiring approval (within 5 working days), when approval is to be given by Principal, Registrar & Department Heads.
- For resolving technical issues Website Administrator will communicate the time required to Principal & Registrar.

❖ **Disclaimer : -**

Review of web pages hosted by the college web server may be conducted at any time by the WMC or WMC can ensure that the Website Standard Operating Procedures are properly implemented. Complaints of non-compliance with the Standard Operating Procedures may be reported to the WMC via e-mail by an employee of GIT. The complaint must include the reasons for the complaint and along with violation of SOP if any. Complaints, that do not refer to the specific items will not be addressed. Complaints will be initially reviewed by the WMC. If the complaint is verified to be valid, the WMC will contact the appropriate Content Manager to discuss the complaint and explain the violations. If the Content Manager disagrees with the WMC's findings, the Content Manager will request to the WMC for necessary review by the WMC. If, after this review, the group concurs with the WMC's findings, the Content Manager will be notified of the web pages that are in violation.