

Meeting Notes
RAC Website Working Group
Monday, February 26, 2018
9:00-10:00 a.m. (EST)

Participants: Cynthia Jones, Rick Kreider, Beth Klemann, Mike Sock, Binh Bui, Sue Sillick, Allison Hardt, Natassja Linzau

1. Review and approval/disapproval of January 22, 2018, meeting notes. Meeting notes were approved (*Rick, Allison*). **Natassja** will post these notes on the website.

2. New MyTRB Ticketing System for RAC Websites—New system through MyTRB Helpdesk. Announcement will go out to RAC members via the listserv on Friday, March 2. Draft email was sent to RAC Leadership on 2/22/18 for comment. Changes have been made on the websites (all the nlinzau@nas.edu addresses were changed to MyTRB@nas.edu). The MyTRB Helpdesk is prepped and ready to receive calls.

Websites that will be supported by the MyTRB ticketing system include the following:

- High Value Research (HVR) – <http://highvalueresearch.org/rpm/>
- Research Program and Project Management (RPPM) - <http://rppm.transportation.org/Pages/default.aspx>
- Special Committee on Research and Innovation and Research Advisory Committee (R&I/RAC) - <https://research.transportation.org/>

NOTE: The Transportation Pooled Fund (TPF) Website (<http://www.pooledfund.org/>) is also supported by the ticketing system, but because FHWA administers the Pooled Fund program, all requests need to go through David Pamplin first and then he will submit tickets to MyTRB for this website when needed, so the process is different for this one.

Rick suggested that **Natassja** create a slider announcing the new ticketing system. Natassja will also add a note under “What’s New” on the homepage about this change.

Allison mentioned that she will be sending out an email reminder next week to all of RAC about updating/checking their State Research Fact Sheets. Natassja suggested that she include a general call for states to check and/or update all of their information on the State DOT Research page (<https://research.transportation.org/state-dot-research/>). **Allison** will include this in her request.

Natassja mentioned that the new ticketing system is Phase I of a process to structure the process for updating and supporting RAC website assets and make them easier to govern. Phase II will be implementing a webform on the R&I/RAC website for people to submit updates and requests for changes, etc., to the 4 RAC websites. Natassja is currently in discussions with AASHTO about implementing a webform.

3. Listserv Status and Migration—Natassja discovered during a meeting with AASHTO that they are not capable of hosting or maintaining listserv lists, so the lists will stay with TRB. No change is needed.

4. Review Draft Changes to Acronyms and Abbreviations page—See Acronyms spreadsheet for suggestions of changes (attached to email). Here is a summary of the discussion:

- There were a few additions to the list, such as CCRL and NTPEP. Sue thinks we should consider these and link to them because they are AASHTO Technical Service Programs. It was decided to include all the AASTHO Technical Services Programs (TSPs), rather than only what RAC members are paying for, as we do not have this information. Allison agreed with these removals and additions in the Acronyms spreadsheet.
- AASHO was superceded by AASHTO, but it has been nearly 50 years since this happened. Rick argued for preserving the AASHO acronym because states will come across it in some areas of their programs, such as maintenance. It was determined to put a note similar to what we have for SCOR (i.e., “replaced by AASHTO in 1973”).

We decided that we will give individuals the opportunity to provide any other comments on the Acronyms changes by March 9. Changes should be submitted to Natassja (nlinzau@nas.edu) **by no later than c.o.b. on March 9.**

5. Review of Draft Website Governance Document—See Draft Website Governance Document (Attachment A). Generally, people really liked the format and content of the document.

There were some suggestions about document retention, so the language will be refined. The overall principle is that documents will be retained on the website for 5 years. After 5 years, documents will be archived on TRB’s n:drive for an additional 5 years. During the second 5-year period when documents are archived, individuals can put in a request to the MyTRB ticketing system to view certain documents. After 10 years have elapsed, all documents will be purged.

- **Natassja** will move the last bullet under “Document Retention” under the “Collection and Analysis of Site Usage Data” section.
- Rick had this caution about document retention: *“While analytics can be a useful tool to understand use of the RAC website, additional considerations should be taken. Low traffic does not necessarily translate to low importance. Since the website has a large number of electronic documents, individuals can download and reference the documents at their leisure. Therefore, the analytics may be misleading when considering what should be removed.”* **Natassja** will include the caution in the “Collection and Analysis of Site Usage Data” section. The group agreed that site usage statistics be provided every 6 months (prior to the summer and winter meetings, respectively); this will be updated in the Website Governance Document as well.

We discussed where and how on the website we should indicate that the Website Working Group (under the auspices of the Administration Task Force) is responsible for the governance of the website. The group agreed that we should link to the governance document and have a brief paragraph about the WWG on the homepage, right below the paragraph discussing the purposes of the website. Natassja will make this change once the governance document has been finalized, unless the group thinks this paragraph should be added before that time.

Since some WWG members have not had the opportunity to review the Governance Document in depth, we decided to give everyone some time to review it. Comments or feedback about the document are due to Natassja (nlinzau@nas.edu) **by no later than Friday, March 16, 2018.**

6. Check-in regarding information on registration for TRB State Reps/National RAC Meeting. When will registration open? We need a new/revised slider on the homepage to announce that and provide a link to register.

Rick stated that registration for the meeting is now open. He will send Natassja the information and she will create a slider to announce this. Update (3/5/18): **Natassja** has created the slider and posted it to the website. She also put a link on the homepage under “What’s New.” This task is complete.

Website Changes still pending:

- **Website Enhancements Wish List**—Based on our discussion of the address/print plugin, we agreed to discuss what other changes members think would make the website work better.
- New **Model Calendar** page—Natassja still needs to create a draft page with the new layout and include all the changes that Sue suggested.
- **Review and Update RAC Surveys Topics/Categories** (suggested by Sue)

ADJOURNED. Next meeting will occur on **Monday, March 26, 2018, from 9:00 to 10:00am Eastern, via Zoom.**

Attachment A

R&I/RAC Website Governance (Due Date: July 2018)

Role of Website Working Group

The Website Working Group (WWG) serves a very unique and valuable purpose. In the industry of web development, it is very rare--almost unheard of--to have a dedicated group of users that regularly evaluates and continually works to help update and increase the relevance and usefulness of the content on a website. The WWG serves as a vetting and governing body when other RAC members have suggestions for improving the website or when outside groups (such as AASHTO, FHWA, etc.) have suggestions for content or other materials that they believe should be hosted on the website.

The WWG operates under the auspices of the RAC Administration Task Force. This group meets monthly to determine the content, architecture, and governance of the website, as well as provide valuable user feedback about the website on an ongoing basis.

Content Scope

The R&I/RAC website will only host items that are specific to RAC and that RAC members or their respective task forces, working groups, or regions, have contributed to and/or created. The website will also link to external resources that are helpful to RAC.

For other types of materials and content that are outside of the scope of the R&I/RAC website, users will be directed to post these materials on the Research Program and Project Management (RPPM) website (<http://rppm.transportation.org>).

Examples of things we will post	Examples of things we will link to on the R&I/RAC website (hosted elsewhere)	Examples of things that should be posted on RPPM
<ul style="list-style-type: none"> • Meeting notes from RAC committees, task forces, 	<ul style="list-style-type: none"> • State DOT links (websites, publications, etc.) 	<ul style="list-style-type: none"> • State DOT Research Manuals

<p>regions, working groups, subgroups</p> <ul style="list-style-type: none"> • Materials for document libraries • RAC survey results • RAC membership info • State DOT fact sheets • Resources for RAC members (training, mentoring guidelines, program management, etc.) • RAC Peer Exchange Reports 	<ul style="list-style-type: none"> • Resources available on other websites: AASHTO, FHWA, CUTC, etc. • RPPM Calendar and other resources (state research manuals, etc.) • TRID, RiP 	<ul style="list-style-type: none"> • Strategic Research Documents • Events and meeting agendas for events • Unfunded and Partially Funded Research Needs
---	--	---

Document Retention

Schedule: We will retain most documents for 5 years, unless a longer period is requested and approved by RAC Leadership for particular types of content. Meeting notes will be retained for no more than 5 years; after that period of time has elapsed, notes will be archived, potentially on the RPPM website.

It is likely that there could be different periods of time for retention of different kinds of content. Other kinds of content will need to be evaluated and discussed. The key indicators of whether or not a document should be retained are:

- Is the information still current or is it out of date?
- Is the information still relevant to the activities of RAC members in their duties as research managers?

Collection and Analysis of Site Usage Data

Site Usage Data collected by Google’s Universal Analytics can be used to determine webpage retention and other improvements that can be made to the website over time. The R&I/RAC website administrator will provide [quarterly?] reports to the WWG to enable more effective and efficient website governance.

What do the analytics tell us about how often this content is accessed on the website? (Content that is accessed infrequently or not at all may be removed, and content that is accessed frequently would be kept.)

DATE APPROVED: [date here] by [governing body]

