

R&I/RAC Website Governance

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 regularly 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, regions, working groups, subgroups • 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"> • State DOT links (websites, publications, etc.) • 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"> • State DOT Research Manuals • Strategic Research Documents • Events and meeting agendas for events • Unfunded and Partially Funded Research Needs

Protocols for Updates and Website Changes

Requests for updates and website changes must be submitted through the MyTRB ticketing system. To submit a request, please send an email to mytrb@nas.edu. Please include the following information in your request:

Subject Line: *Website Name* (include URL if possible) and *Nature of Issue or Request*

Message Body: Include more detail about the issue, such as:

- screenshots of error messages,
- description of problem,
- documents to be uploaded/posted and indicate where they should be posted.

NOTE: Requests for posting new documents or content for the website may be subject to approval by the Website Working Group.

The following types of files are acceptable for posting:

- PDFs,
- Excel spreadsheets,
- PowerPoint presentations, and
- Image files (such as jpg, png, tif, gif, etc.).

Video files must be hosted elsewhere and they will be linked from the website. To get video files hosted on AASHTO's YouTube channel and/or linked, please send a request through the MyTRB ticketing system mentioned above.

Other document/file types will be assessed by the Website Working Group on a case-by-case basis.

Document Retention

Schedule: Meeting notes will be retained for no more than 5 years; after that period of time has elapsed, notes will be archived on TRB's servers for another 5 years and will then be purged. The following table lists the retention periods for the majority of website content.

Document Type	Retention Period
Meeting Notes	5 years maximum
RAC Surveys	Indefinitely
Peer Exchange Reports	Indefinitely
Other Documents	To Be Determined, as appropriate, by WWG

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

We will use a combination of site analytics and input from the Website Working Group and the Administration Task Force to determine which materials should be kept on the website for longer periods of time. The R&I/RAC website administrator will provide usage reports every 6 months to the WWG to enable more effective and efficient website governance.

While analytics can be a useful tool to understand use of the R&I/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.

DATE APPROVED: 5/11/18 by the RAC Leadership Board