



University Support Services

UNIVERSITY INFORMATION TECHNOLOGY
THE UNIVERSITY OF UTAH

Omni CMS Lunch and Learn

Presented by:

Barb Iannucci, Director

ABOUT

ABOUT US

US



Our Team

CONTENT MANAGEMENT & USABILITY

Shellie Eide – Web Software Developer

Emily Jacoby – Website Services Program Manager

Roger Kowallis – Platform and UI Engineer

Tony Mungiguerra – User Experience Developer

UX/UI (embedded with engineering teams)

Geoff Anderson – User Experience Developer

Sasha Castillo – User Interface Developer

Dan Gillen – User Experience Developer

At a Glance for 2023

240+

CURRENT
WEBSITES

280

ACTIVE
EDITORS

155

USABILITY
PARTICIPANTS

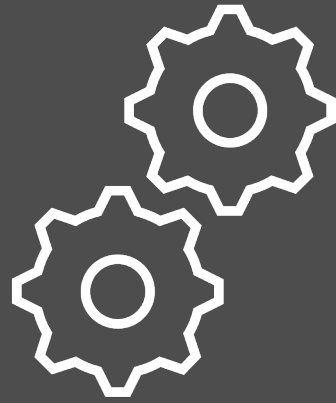
3

SUPPORTED
SOFTWARE
PLATFORMS

WHAT WE

WHAT WE OFFER

OFFER



Our Services



Web Tools & Support

Responsive support

Tool training and self-help

Consulting/Best Practices

1:1 and group trainings



Custom Web Projects

Designs and redesigns

UX/UI, usability testing

Custom database applications

\$ Cost based on size of project \$

Our Supported Tools



Omni CMS

Website content development,
management and publishing
platform



Trumba

University online calendaring
system



FormAssembly

Online form building and
embedding

TEAM

TEAM RENAME

RENAME

Who are we anyway?

OU
Admins?

Website
whisperers?

Magicians?

UIT?

Content
Management
Team?

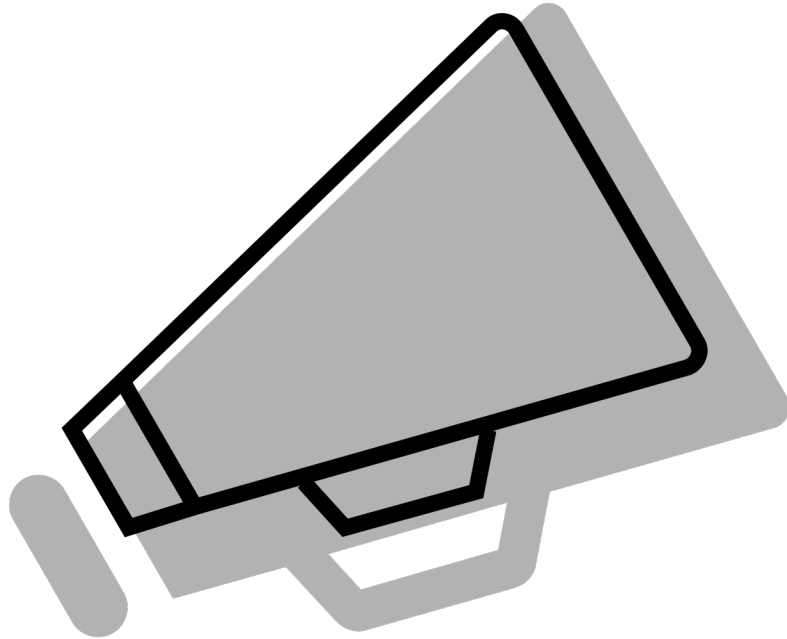
Developers?

Designers?

Barb's
Team?

New Team Name

Same Great Service



WEB SUPPORT & USABILITY

websupport@lists.utah.edu



New Support Request Process

The screenshot shows a web support request form titled "Web Support and Usability". The form is part of a website with a red header containing the University of Utah and Health logos. The navigation bar includes links for Home, Knowledge Base, Service Catalog, Report an Issue, View My History, Request Hardware, and Cart. The user's name, Barbara Iannucci, is displayed in the top right corner. The form includes a search bar, a "Submit" button, and a "Required information" section with a "Priority level of request" dropdown and a "Is your request tied to any of t..." dropdown. The main content area contains instructions and a list of support categories: 1. Website support in OmniCMS, 2. Web calendaring with Trumba, and 3. Web forms and data collection with FormAssembly. A link is provided for provisioning a new site through UIT that is not in Omni CMS. The "Requester Information" section includes fields for Name (Barbara Iannucci), Phone (801/587-3637), and uNID (u0071193).

For assistance with one of the following:

1. Website support in **OmniCMS**
2. Web calendaring with **Trumba**
3. Web forms and data collection with **FormAssembly**

ABOUT

ABOUT FORMASSEMBLY

FORMASSEMBLY

Affordable Annual License Options

DATA VIEWER

1 free per unit
\$100/add'l license

Access to form data
including sensitive
information

Create Google
spreadsheets and share

FORM CREATOR

\$200/license

Everything under Data
Viewer, PLUS:

Create and edit forms

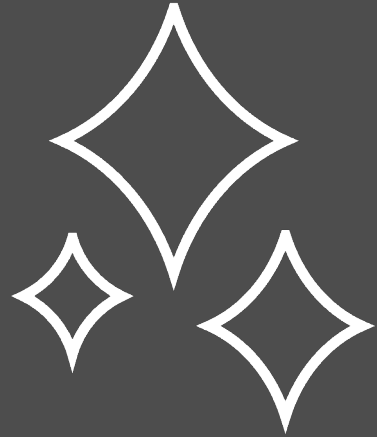
Embed forms

Customize email
notifications

EXTERNAL

\$ Contact Us

*External data viewer and
external form creator
licenses available*



Website Refresh

<https://websites.it.utah.edu/>

THE UNIVERSITY OF UTAH | **WEB SUPPORT AND USABILITY** | UNIVERSITY INFORMATION TECHNOLOGY (UIT)

ABOUT | FORMASSEMBLY | OMNI CMS | TRUMBA | SUBMIT HELP REQUEST

Looking to make a splash with your website?

We can help!

[FIND OUT HOW](#)

Icons representing: Brain with gear, Network diagram, Bar chart, Pencil and eraser, Photo with graph, Rocket ship.

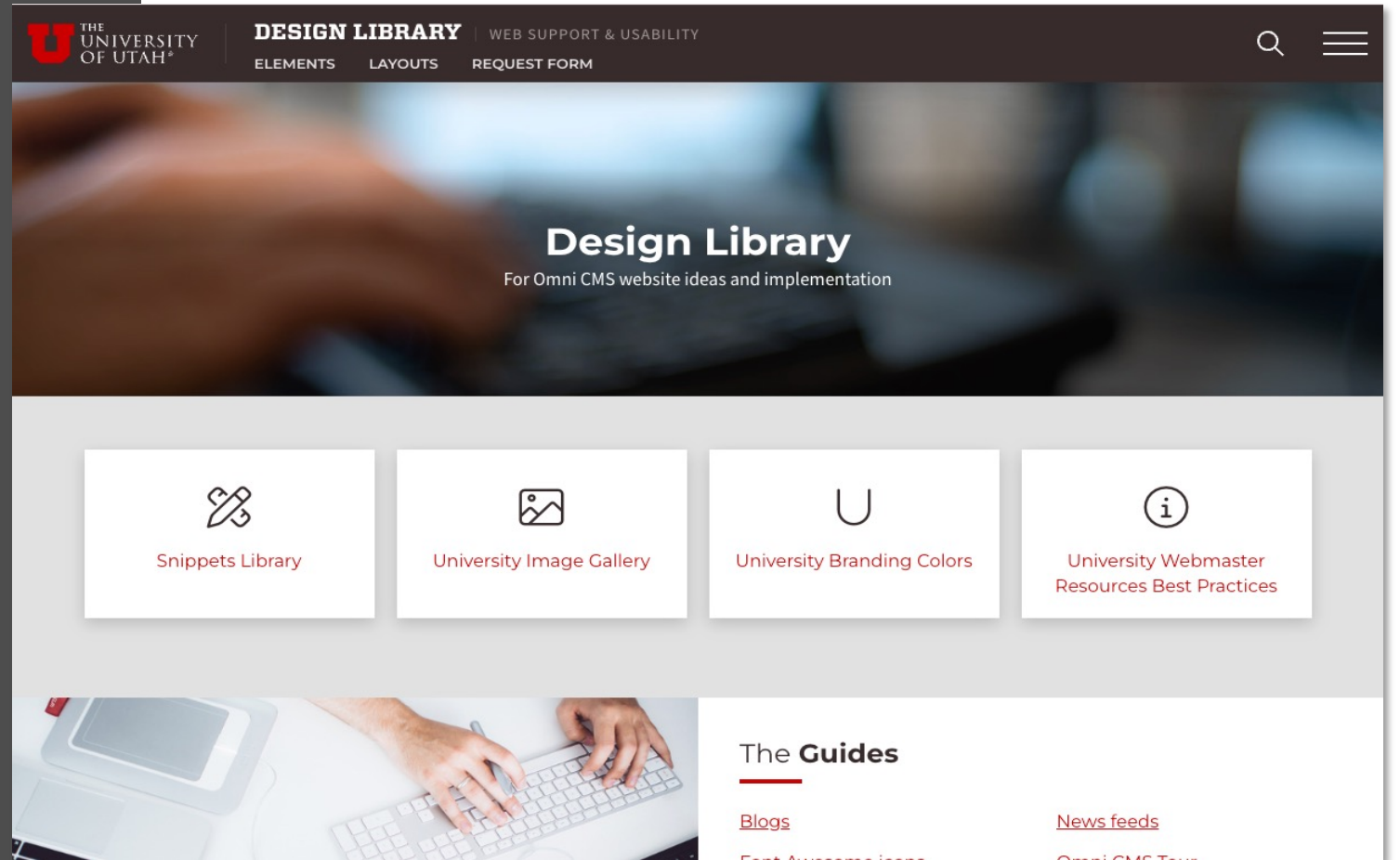
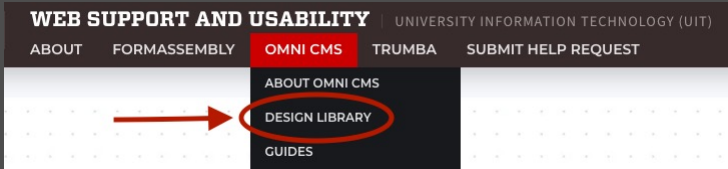
[Our services](#) | [Submit help request](#)

Empowering you to **design** | **edit** | **launch**



Design Library

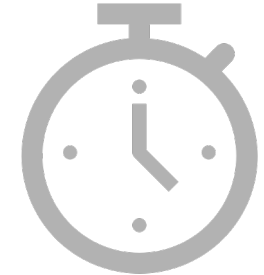
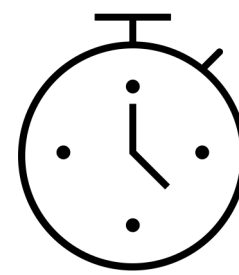
(from our support website)



2023 HIGHEDWEB CONFERENCE

October 8-11, 2023

5 Minute Webpage Analysis For Usability



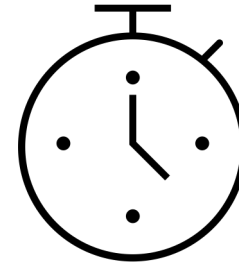
<https://link.highedweb.org/2023/10/5-minute-website-improvement-guide/>

Perfection is not the goal, continuous improvements are. Make sure content is accurate, relevant and necessary.

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5 Minute Webpage Analysis For Usability



Page Titles

- Descriptive and concise
- So many pages titled "Research" across campus

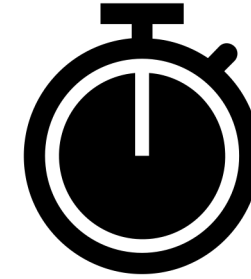
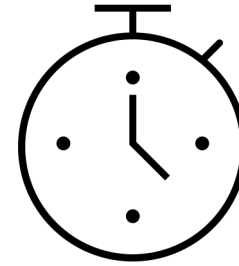
Headings

- Meaningful and descriptive
- Structured (don't jump from `<h2>` to `<h6>` because you like the look

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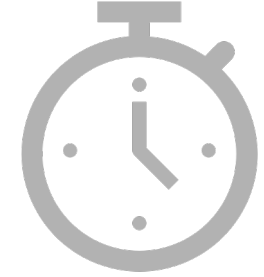
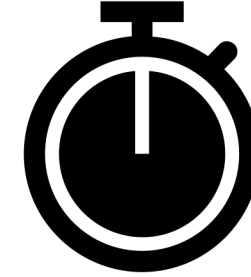
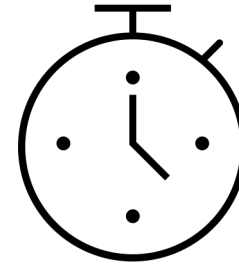
Readability

- Reduce copy to only what is necessary to convey the information
- Break up content with headings, lists, and white space
- Use Hemingway App:
hemingwayapp.com

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5 Minute Webpage Analysis For Usability



Calls to Action

- Ex: academic program pages - allow user time to learn about the program and place the button to apply lower down on the page

Findability

- Meta descriptions, page titles, intuitive language, relevant content

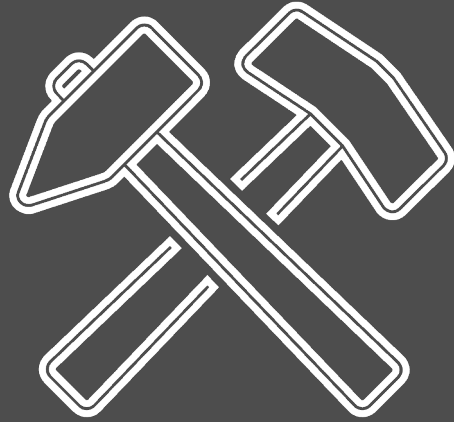
Brand and Consistency

- Do a "vibe check"

COMING

COMING SOON

SOON



Faculty & Staff Directory

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ELEMENTS | LAYOUTS | REQUEST FORM

Home > Home > Page Example Layouts > College Faculty Directory

College Faculty Directory

Filter by Department/Program:

- Anthropology
- Economics
- Environmental and Sustainability Studies
- Family and Consumer Studies

First Last
Title
Department

email@utah.edu
(801) ###-####

First Last
Title
Department

email@utah.edu
(801) ###-####

First Last
Title
Department


email@utah.edu
(801) ###-####

First Last

First Last

First Last

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ELEMENTS | LAYOUTS | REQUEST FORM



First Name Last Name
Languages Spoken: Cheddar (Fluent)

Academic Information
Departments: Hard Cheese, Soft Cheese
Divisions: Asiago, Gouda, Mozzarella

Academic Office Information
cheeselover@gmail.com
555-555-5555
Cheesehead HQ
555 South 300 East
Green Bay, Wisconsin 90210

Labs
[Cheese Lab Website](#)

Professional Organizations
American Society for Cheese
Distinguished Cheese Taster

Research Interests

- Asiago
- Cheddar
- Colby Jack
- Gouda
- Mozzarella

RESOURCES

RESOURCES

Resources



Support Team Site

Specific to Omni CMS/other tools
Tutorials and how-to guides
Request assistance
Submit requests
<https://websites.it.utah.edu/>



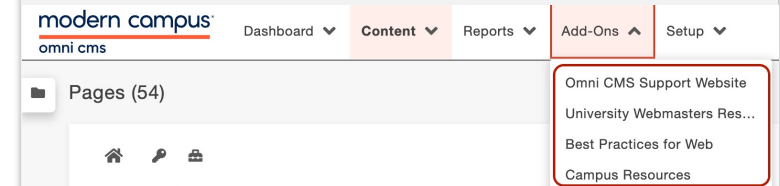
UWeb Resources

For campus webmasters
General web best practices
Website registration
Policy explainer
<https://uwebresources.utah.edu>



Omni Add-Ons

Bookmarked resources available as
a dropdown in Omni CMS



QUESTIONS

QUESTIONS

QUESTIONS

Q: Will the training material be available afterwards for future reference?

A: Absolutely! You can find the recording and slides for the event on our support website in the announcements section at <https://websites.it.utah.edu>.

Q: When will video tutorials be available for users?

A: Our plan has always been to enhance our self-help resources with a design library and video tutorials. Now that the design library has been rolled out, we are excited to announce that we will start rolling out video tutorials within the next couple of months.

QUESTIONS

Q: Best methods to overwrite/update existing PDFs on website to reflect immediate change in real time.

A: To address caching issues that may retain old versions of files, there's a useful trick available, provided you are using a link from your website to access the PDF file. Simply modify the URL of the link by adding a question mark and some text to the end of the URL.

For example:

Original URL: https://websites.it.utah.edu/files/my_pdf_file.pdf

Modified URL:

https://websites.it.utah.edu/files/my_pdf_file.pdf?version1

This slight modification prompts the user's browser to treat it as a new file, fetching the updated version from the server instead of using the cached one. Importantly, this alteration does not impact any other aspects of loading the file.

QUESTIONS

Q: Is there a way to integrate Omni pages with a Collibra database?

A: Certainly! If the database is accessible with PHP, the integration is very simple. Feel free to contact us, and we'll be happy to assist you in getting set up.

Q: Anyone else experiencing a "space" character bug after inserting a hyperlink on a webpage?

A: While our team has not heard any reports of spacing issues with hyperlinks, the WYSIWYG does occasionally add extra <p> and
 tags. This can be removed by going into the inline source code, locating the unnecessary tag and deleting it.

If you experience this issue in the future, please let us know at websupport@lists.utah.edu and we can troubleshoot further.

ANNOUNCEMENTS

ANNOUNCEMENTS

HAVE A MINUTE?

Earn money for participating in the University Usability Studies!

We are looking for participants in our usability studies on the university websites and mobile apps.

To qualify, just answer a few short questions. If selected, we will contact you in the future for opportunities to participate.

Please note: *The rewards will only be sent to those who participate in the studies.*



or visit <https://ethn.io/30684>

THANK

THANK YOU!

websites.it.utah.edu

websupport@lists.utah.edu

YOU