

Web Reference Group - Membership and Terms of Reference

Section 1 - Establishment and Purpose

(1) The Web Reference Group is established by the Deputy Vice-Chancellor (Administration) in accordance with [Delegations and Authorisation Policy, Schedule 1](#), GOV14.

(2) The Web Reference Group sits outside any formal responsibilities and requirements in the governance structure however plays a key role as a conduit for communication and is required to meet in regards to disseminating information upstream to the Senior Manager, Web Strategy and downstream to web practitioners across Charles Sturt University (University).

Section 2 - Membership

(3) The regular members of the Web Reference Group shall be:

- a. Manager, Applications, who is Chair;
- b. Digital Lead Analyst, Division of Information Technology;
- c. Web Reporting and Analytics Lead, Office of the Deputy Vice-Chancellor (Administration);
- d. Manager, Financial Systems, Division of Finance;
- e. Senior Digital Analyst, Division of Information Technology;
- f. Senior Analyst Programmer, Division of Information Technology;
- g. Content Lead, Office of the Deputy Vice-Chancellor;
- h. Representative, Division of Facilities Management, nominated by the Executive Director, Division of Facilities Management;
- i. Representative, Division of Student Administration, nominated by the Executive Director, Division of Student Administration;
- j. Library Web Coordinator, Division of Library Services;
- k. Web Designer, Marketing and Communications;
- l. Student Communications Officer, Marketing and Communications;
- m. Representative Research Office, nominated by Director, Research Office;
- n. Innovation Technology Officer, Learning and Teaching Services;
- o. Senior Media Technologist, Division of Student Learning;
- p. Accessibility Officer, Office for Students; and
- q. Team Leader, Stakeholder Engagement, Office for Students.

Section 3 - Reporting and Meetings

(4) A formal feedback loop is to be established by the Chair with meetings held as deemed required.

(5) A monthly report that aggregates current issues around the online environment including stakeholder engagement will be provided to the Senior Manager, Web Strategy, Office of the Deputy Vice-Chancellor (Administration).

Section 4 - Terms of Reference

(6) The Web Reference Group will gather and disseminate information and acts as a conduit for communication in regards to the following:

- a. identification of web development processes and practices that can be improved to support the Web Strategy;
- b. identification of web interfaces and web applications that can be improved to support industry best practice and improved user experiences;
- c. identification of issues or concerns around performance of existing sites including incorporating user feedback, usability and accessibility issues;
- d. provide an assessment as to the health of the online environment from a front and backend user perspective and nominate critical issues to the Senior Manager, Web Strategy for consideration; and
- e. create a community of practice that will allow for web related issues to be directed to this group and provide leadership around web best practice.

Status and Details

Status	Historic
Effective Date	12th August 2015
Review Date	12th April 2017
Approval Authority	Deputy Vice-Chancellor (Administration)
Approval Date	30th July 2015
Expiry Date	29th March 2016
Unit Head	Maya Borom Senior Manager Web Strategy +61 2 69334478
Author	Maya Borom Senior Manager Web Strategy +61 2 69334478
Enquiries Contact	Maya Borom Senior Manager Web Strategy +61 2 69334478