**Website Hosting**

CEC is pleased to offer free web hosting for divisions and units (components). The following is a general guideline of this service.

**Initial Agreements**

CEC will:

* Provide a free web platform that is accessible and mobile responsive
* Provide free updates to the component website during regular business hours using a tiered-response service structure (see below). Emergency or off-hours updates will be made to the best of our ability.
* Communicate any planned web service outages or major revisions.
* Advise components on content management strategy.
* Place ads on component web sites in pre-determined locations (no revenue will be allocated to the component).
* Cross-promote component content across the entire network using a pre-determined taxonomy.

Components will:

* Provide 1-2 contacts who are responsible for the component website. These contacts may be given access to edit the website after migration upon request, but before a login is created, the individual must engage in a two-hour training with a member of the CEC staff to learn the technicalities of managing a Drupal website.
* Maintain responsibility for all content on its website.
* Provide front page updates no less than once per quarter.
* Submit service requests using the designated submission portal and service tiers. It is expected that urgent requests (meaning immediate response is needed) will be limited.

**Service Requests**

Service requests will be made [here](https://cec1785.wufoo.com/forms/divisionunit-web-request/) using the approved Service Tiers

* Tier 5 – This is meant for projects that involve more than one page OR that are not time sensitive. Standard response time is 4-5 business days.
* Tier 4 – This is meant for projects that is not time sensitive. Standard response time is 2-3 business days.
* Tier 3 – **This is the standard response tier** for adding new content or making edits. Standard response is 1-2 business days.
* Tier 2 – This is an expedited response tier that should be used sparingly. Standard response time is 1 business day or sooner.
* Tier 1 – This is the Emergency Tier that should only be used in the most severe cases. An example would be that you have a Webinar starting in an hour and you have the wrong link posted on the website.

\*If you have special circumstances that require elaborate or timely issues that you can predict in advance, we strongly encourage you to email websubmit@exceptionalchildren.org ahead of time to arrange for that. For example, if you plan to make updates during a conference, please alert CEC ahead of time.

**Planning for Migration**

There are several steps that you can take now to begin planning for your migration:

1. Identify 1-2 people who will serve as CEC contacts for the migration and have your division or unit president complete the migration scheduling [form](https://cec1785.wufoo.com/forms/division-and-unit-website-migration/).
2. Discuss among your leaders what means the most to you in your website. Most design principles are already decided by the overachieving them of the CEC website, so we encourage you to think mostly about content organization and presentation. To the extent that you can tell us what is most important, we can take liberty in tweaking designs and making suggestions to support your new website.
3. Review the menu hierarchy on the CEC website and start to complete your own hierarchy using the provided template.
4. Make a list (Excel works best) of every web page on your website so you can track the pages that should move to the new website. Indicate where on the menu hierarchy they should land on the new site. Any content resource (i.e. about special education, not governance) should indicate the appropriate tags from the CEC taxonomy.
5. If content on current pages needs updated (i.e. an officer list) move that officer list into a Word document and update. If you plan to provide pictures your officers, start collecting and naming those high resolution images (CEC will crop to size for you).
6. Make a plan for how you will provided new content to your website at least once every two weeks moving forward after migration.

**Initial Migration**

The initial migration to the CEC platform will be done by the CEC staff. Once the migration process is started, can take up to 10 weeks for the process to be complete depending on the size of the website. A sample schedule is below.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **<25 pages** | **26-50 pages** | **>50 pages** |
| **Week 1** | Attend a content planning session with CEC |
| **Week 2** | Submit menu hierarchy (see related template) |
| **Week 3** | Submit all content to CEC | Submit content as it’s ready |  | Submit content as it’s ready | CEC develops website |
| **Week 4** | CEC develops site | CEC develops website |
| **Week 5** | Review/edit website |  |
| **Week 6** | Repoint domain | Review/Edit website |  |
| **Week 7** |  |  | Review/Edit website |
|  |
| **Week 8** |  | Repoint domain |  |
| **Week 9** |  |  |  |
| **Week 10** |  |  | Repoint domain |