

**Maintenance Plan**

This maintenance plan serves as a guide to the sustained functionality of the myUCF site. The lists of tasks needed to go over are broken up into weekly, monthly, quarterly, and yearly periods. This is to ensure that the security, server, speed, UX, functionality, and content are routinely managed in a timely manner.

**Weekly Tasks:**

* All pages on the website are loading without errors
* Backups are performed regularly and stored off site
* Update core website software and plugins
* Check all forms to ensure they are working properly
* Check for any broken links
* Check for 404 errors and resolve these by fixing links or redirecting

**Monthly Tasks:**

* Check website loading speed
* Review security scans and resolve any issues
* Review website statistics [using Google Analytics and feedback from student surveys]
  + What are the most and least visited pages?
  + Which pages are users spending the most time in?
  + Tweak content to suit

**Quarterly Tasks:**

* Review website
  + What could be improved?
* Web Graphics and photos
  + Are these up to date? Could they be improved to be more current?
* Check website content – what is dated and what could be improved?
* Review and tweak meta title and meta description tags
* Test the website to ensure that it looks and displays properly on the most popular browsers and mobile devices
* Validate the site.
  + CSS/HTML
  + Accessibility
  + Mobile-friendly
* Check backup health by restoring the most recent backup to a separate web server

**Yearly Tasks:**

* Review each section of the site for content accuracy
* Renew website domains name(s)
* Review website to align with content strategy guide
* Consider updating the website design

**Student Surveys**

Surveys will be given out to students after every semester to gather data regarding their experience with the myUCF website. Students will be given the opportunity to personally rate their satisfaction with the website’s content and functionality as well as give recommendations on how the website can be improved to fit their needs as students. The feedback gathered from these surveys will contribute to the information needed to improve the website throughout the years.