

## Website FAQ's

1. What's happened to the Digital Engagement Team (web team)?
  - a. The DET was dissolved as the HSC seeks a vendor to redesign the website with a mobile first, patient/learner centric approach. We anticipate this work will be completed by the end of FY 2021.
2. Have you selected a vendor?
  - a. No, the RFP for the work is scheduled to close at the end of August.
3. How long will it take to get our website redone?
  - a. We will be evaluating, with the vendor, best practices and making a schedule of redesigns. We will be sharing this timeline with all the departments.
4. What say will we have?
  - a. This will be a collaborative process. We understand that many departments would like to revisit their current content or address content that was previously removed from your site. As the redesign gets underway, these are all things we will be addressing.
5. What can we do now to get ahead of the game?
  - a. Review your current pages and make a listing of what you want changed. The more work you can do now in determining what you like, don't like, or need will help make the redesign process smoother. We know many of you have done this work before to have it go nowhere. For that we apologize, and hope you will see soon that this redesign is aimed at creating websites that are cohesive while meeting the unique needs of each department, school, college or clinical entity.
6. What if I need changes now?
  - a. You can submit small changes (changing a phone number or adding a faculty member, etc.) by emailing [HSC-webteam@salud.unm.edu](mailto:HSC-webteam@salud.unm.edu)
  - b. If you believe you need a new page built, you must submit that to your dean/chair for approval. If they approve they will work with Alex Sanchez to get the work completed.
7. We have someone on our team who knows how to do web work, can we just get access?
  - a. We are not opening the sites back up to individual departments at this time, but are open to discussing options. If you want to assist the team please reach out to Alex Sanchez at [alexsanchez@salud.unm.edu](mailto:alexsanchez@salud.unm.edu)
  - b. We do anticipate the departments having more control of websites once the remodel is in place and anticipate rolling this out in the next year.
8. How can I stay up to date?
  - a. We will be hosting bi-weekly phone calls to provide status updates. We will update this sheet with the phone number when the calls begin in September.