PAS minutes

3.27.2026

Attendance

D. Tinker

M. Choseed

C. Heisler

D. Dinero

J. Mitchel

G. Cummings

Special guest

Harrison Russell

Q and A with Harrison, webmaster

We can't find PAS or CLC website, he will try to fix (maybe not showing up because they are blocked from public?)

Has noticed webpages that are duplicates, redundant – has not been systematic – wants to improve navigation,

He says that one of most visited sites is search bar so that means navigation not great

Usability study – feedback loop

He is going to revamp entire webpage, but this will take a lot of time

Complaints specific:

Centralized place where students can go to see options and understand them –

"Search engine optimization" for our search engine

No centralized owner of complaints issue – that will be PAS, we need to review each and every page

Create a list of links that we think students will need and give to HR – what are all the things we think students will need to know

Will students know it is there? Do they use that language?

Separate them out into internal and external links

What are other schools doing

Action items:

Malkiel will put together a list of OCC urls students need quick and easy access to in terms of the complaint process. Harrison will work on making them easy to find.

Committee members volunteered to look at other campus' websites to see how they do the complaint process. If the structure is not great, you don't need to take detailed notes or anything, just note it is not great. If the set up is good and might be a potential model for OCC, please note the URL and what about it we might want to emulate/copy.

Jess will look at 5 community colleges

Danille will look at Broom and Herkimer

Christian: LeMoyne and Oswego

Doug: Mich State U and UC Davis

Gerrardo: SU and Wayne State and other places he has taught

URL and what is useful and good about website

Note for our recommendations to CLC at end of term – organize them by short term and long term

Harrison invited to April 17th meeting

Spreadsheet updated