



Codependents Anonymous

www.CoDA.org

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General Guidelines For WebSite Last updated 24 Nov 2009

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I. Introduction: In 2002 or 2003 the Board of Trustees for CoDA, Inc. started working to redesign the web site. In 2004, this committee was disbanded and another committee developed the specs for the new website. In 2005, the committee presented its proposal to conference and was approved to move forward with implementing the new website. The site was put up July 2006. After a period of indecision just how to administer the new site, Board motion 06145 {That Board research the cost of a professional website coordinator.} started the process and board motion **6178** {To ask Dave to present a proposal to continue being our web master, with an effective date of September 1, 2006.

Moved Roy, 2nd Jay, unanimous} approved the web contractor to accomplish normal web maintenance. Board motion **06154**: {Doug Moved; 2^{n,d} Roy Combine functions of Online Support and Web Team and create a Web Support Advisory Group. Intent: Have one group advising the Board, and work directly with the Webmaster at the discretion of the Board. Group will provide advice and recommendations on technical support issues and advise the Board on things needed on website to support or enhance website functionality. The Board will make final decisions on what does or does not go on website because of legal and fiduciary responsibilities.} This motion effectively disbanded the old web team and established the Web Support Advisory Group (WSAG). Later this group was disbanded due to lack of participation. How is the new group, the new web contractor and the existing Fellowship Worker to coordinate their duties together?

II. Positions: Following is a general description and purpose of each part of the new web puzzle.

1. Board: Has the fiduciary responsibility for the CoDA corporation. The board views the web site as one of these responsibilities. Therefore, it has decided that it is time to move beyond all volunteer web editors to professional maintainers at least till January 2007. At that time, all board members presented their thoughts and ideas about how the web site should be maintained indefinitely. Web Coordinator was selected to do day-to-day maintenance and as much as he can train to accomplish.
2. Web Liaison: Each year, board members are appointed to liaison to various committees. The web liaison is appointed to liaison to various part of the Web Team.
3. Web Coordinator: Web coordinator started off as a name and email address at the bottom of the web site pages. Through various actions, it has become the position of web coordinator, coordinating work between the various positions. Web coordinator also is the interface between the fellowship and the various positions concerned with maintaining the website. By **Motion 07019**, this position became a board appointed position. In Jun 07, the Web Coordinator took over the additional duties of doing the small updates to the website and what other updates he is able to do as a Fellowship Services position.
4. Web Contractor: The web contractor who developed the site was asked and agreed to maintain the site for an indefinite time. After a period of time, this task became too much work and was basically taken over by the Web Coordinator. The contractor is now hired to do specific upgrades and changes to the site. In 2007, after accomplishing a specific update, the subcontractor resigned. No other contract work has been accomplished since.
5. Meeting Updater: The Fellowship Services worker has four main tasks: update meetings, forward emails, scan & email snail mail to appropriate committees & deposit 7th tradition funds received. The Fellowship Services Worker is selected by the Board.
6. Web Advisory Group: With the disbanding of the Online Support Committee (OSC) and the web team (webinfo@), the board created the Web Support Advisory Group (WSAG) (see motion 06154 above). By board motion, this group was later disbanded when it became so small as to lack the ability to provide a group conscience. The board now acts as an advisory group or may ask Outreach Committee or other committees to provide this function.

III. Procedures of each position:

Nutshell: Board hires the Web Contractor to update the website from time to time. Web Coordinator shall interface between CoDA fellowship, CoDA board, the various aspects of web maintenance and the contractor. Web Coordinator also maintains the website on a day-to-day basis. Meeting Updater shall update the database. Board and/or committee they select shall group conscience web changes as well as requests to close Non-CoDA compliance sites and approve linking to other CoDA sites.

1. Board:
 - a. Determine overall direction of website by hiring contractors/appointing groups and requesting assistance.
 - b. Maintain overall control of the website as an inherit fiduciary function of the board.
 - c. Make motions and give directions to the web liaison and/or web coordinator.
 - d. Group conscience select items that appear contrary to traditions, By Laws, fiduciary responsibilities or its contract with the web contractor.

2. Web Liaison:

- a. Forward information and requests from the board to web coordinator.
- b. Forward information and requests from the various positions on the web team to the board.
- c. Forward information and requests from web coordinator to other board liaisons.

3. Web Coordinator:

- a. Acts upon email coming to webcoordinator@ and personal emails concerning the web.
- b. Sends emails (coordinates) between positions.
- c. Email to webcoordinator@
 - (1) Acts upon requests.
 - (2) Forwards misdirected emails to appropriate committee
 - (3) acts on requests for meeting updates by forwarding to meeting updater
 - (4) acts on CoRe order form requests sent by CoRe and by forwarding other requests from fellowship on CoRe order form to CoRe for GC. Searches for lost emails as asked. No longer keeps a local copy of CoRe & Coreorders emails since lost emails have not been a problem of late.
 - (5) acts on email alias changes and contacts. Updates the appropriate list in the web admin and also updates the committees page in the CWA.
 - (6) Performs daily review of SPAM mail and forwards false catches to appropriate committee.
 - (7) Does day-to-day maintenance of website.
- d. Email from/to web liaison
 - (1) Addresses issue, usually within 1 week day
 - (2) Forwards issue to appropriate position or committee(s)/ person(s)
- e. Email from/to fellowship workers
 - (1) Addresses issue, usually within 1 week day
 - (2) Forwards issue to appropriate position or committee(s)/person(s)
- f. Email from Web Advisory Group
 - (1) Addresses issue, usually within 1 week day
- g. Email to/from web contractor (may communicate by phone)
 - (1) Addresses issue, usually within 1 week day
 - (2) Provides comments on work via web WIKI or email.
 - (3) Works with contractor to maintain his schedule.
- h. Prepares weekly reports on progress of web maintenance and places it in the CWA for review. Reports include:
 - (1) Spreadsheet with status and dates for each item.
 - (2) A list of backups done
 - (3) A sheet with a means of indicating the various pages that have been edited/created during the week.
 - (4) An accounting of SPAM & other email anomalies.
 - (5) Maintains the black list of meetings that are not CoDA meetings.
 - (6) Maintains a list of CoDA owned software and who has it.
- i. Weekly reports will be forwarded to others within the CoDA fellowship that request it.
- j. Reports to sender, when changes that they requested were accomplished. Or that the change was not completed for whatever reason.
- k. Receives & forwards bills from himself and web contractor to Web Liaison. Fellowship Services worker forwards her bill directly with copies to web coordinator for filing purposes.
- l. Prepares quarterly QSR reports for all web activities.

4. Web Contractor:

- a. Accomplishes various changes to website based upon quote received and agreed to by both parties.

5. Meeting Updater:

- a. Responds to email requests from meeting@ or meetings@ for meeting updates (including new, update and removal requests) or online forms within the US on the online form providing the interface with the MySQL database sitting on the www.coda.org server. Specific Instructions for the various fields for each category of meetings provided in separate file: Meeting Field Updates.

- (1) In the event a meeting (or more appropriately a record) needs to be physically deleted, send info on the meeting and the reason for the deletion to the web coordinator.
- (2) For new meetings (not reactivated meetings) where the contact has requested that a "New Meeting Starter Packet" be mailed to them, mail a "New Meeting Starter Packet", a "Fellowship Service Manual" and a Literature Order form to the group.
- (3) In email responses may provide information that may be useful to the group available on the website.
- (4) Copies fsc@ with information on each new meeting or update to existing meeting, including making a meeting inactive

- b. Responds to snail mail requests for meeting updates (including new, update and removal requests) as indicated above.

- c. Visits Post Office periodically to obtain snail mail.

- d. Forwards email requests and/or snail mail (scanned) sent to CoDA to the appropriate committee.

- (1) Requests for location of meetings or a list of meetings is more appropriately handled by Outreach
- (2) Requests for H&I, Co-NNections, etc. are better handled by the respective committee
- (3) Requests for CoRe order forms are better handled by CoRe, use the new coreorders@ email address.
- (4) The committee may send answer back as an email to be printed and mailed by FS worker in response to letter.
- (5) Use the list contained on the webpage www.coda.org/contacts/committee-list.php to identify where the mail should be sent

- e. Help with different languages: babelfish.altavista.com or spanishoutreach@coda.org

- f. Deposit 7th tradition donations

- (1) Acknowledges snail mail donations with a thank you.
- (2) Acknowledges email donations with a thank you & receipt.
- (3) Acknowledges online donations with a thank you & receipt.
- (4) Enters the receipt information, donation, meeting number, and voting entity into a spreadsheet/database (forwards database to treasurer/bookkeeper on a routine basis as directed by Treasurer (usually monthly).
- (5) Stamps all 7th checks with the deposit stamp; forwarding the 7th tradition deposits to appropriate Bank (changes from time to time.)

- (6) If 7th Tradition donation comes from a group that has identified itself, annotate the meeting notes with the fact that the group submitted a 7th Tradition donation. This will change the "Last Update Date" for the group.
- g. Track activity and submit it monthly to web coordinator in a report.
- h. Submit monthly bill for services to web liaison.
 - (1) Time shall be computed at least to the nearest ¼ hour.
 - (2) Rate shall be \$18.00/hour or any portion of hour so billed.
- i. Informs web coordinator/web liaison of any problems with other services.

7. Web Advisory Group:

- a. Actually is the board or committee appointed by the board.
- b. GC's items specifically requested to and provides response to web liaison.
- c. Reviewing sites for linking from CoDA website.
 - (1) Web Coordinator receives request.
 - (2) Web Coordinator does his review and requests changes as appropriate from requestor.
 - (3) Upon approval by Web Coordinator, forwards request to Board.
 - (4) Board may review site themselves or ask a committee to review the site.
 - (5) Board or the committee they request to review site may request further information (such as a translation or explanation of wording, etc.) from the requestor.
 - (6) Once Board is satisfied/dissatisfied with site, approval/disapproval is sent to the Web Coordinator.
 - (7) Either the Board or Web Coordinator shall inform the requestor that the site has been approved/disapproved.
 - (8) If approved, the Web Coordinator shall place the link on the appropriate page on the website.
Upon approval notify web coordinator to add the link.
 - (9) Upon disapproval Web Coordinator will notify the requestor.
 - (10) Disapproval of a request does not prohibit the requestor from making changes and resubmitting the item.
- d. Reviews and investigates sites that are brought to CoDA's attention that may be violating CoDA copyright(s) and other legal interests. (This is usually handled by Legal@.)
 - (1) Accomplish GC of the site and what action should be taken
 - Actions can be:
 - (a) Request site to change certain items
 - (b) Request site to remove certain items
 - (c) Request site to voluntarily close
 - (d) Work with website owners to remove site
 - (2) If web site owners are unwilling to bring the site into compliance, then legal@ will start process to have the site removed by contacting the hosting company or other actions as necessary.