Background
The student services website was implemented in May 2008 and upgraded in September 2009 to provide easier access to services across the university by students on the web. These web pages will appear in a browser window on campus cluster computers when students log on, and are intended to be used on a daily basis to access university services.

Student Services Homepage

Fixed Items
Items on the homepage which cannot be changed by users of the website are:

- Category headings (main navigation on left of screen)
- Newcastle University logo
- Search box
- Date
- Clock
- University Announcements
- Top Links
- A-Z Directory
- Contact the Editor
- Student/Staff Directory

My School – the auto authentication login automatically picks up the School a student belongs to and links to the School web pages.

Customisable Items
Items on the homepage which can be changed by users of the website are:

- My Bookmarks – these can be customised by users to insert their favourite links.
- My Events – these can be customised by users to choose which event feeds they would like to see on their homepage.
- My News – this can be customised by users by choosing which news feed they would like to see on their homepage.

University Announcements
Five items will be displayed in the university announcements on the homepage at any one time. To submit an announcement please refer to Submitting a University Announcement.

A-Z directory
This is a list of all links within the website in a directory style page. If a new link is added to the website this will be added to this directory.
**Search box**
This is a standard Google search box that searches the student services website and the main websites that are related to it. These include: Accommodation Service, Careers Service, Student Progress, Exams, Congregations, ISS, Student Wellbeing (including Financial Support and Disability Support), International Office, Sports Centre, Library and the Union Society.
Requests to add or remove a site from this search should be submitted to studenteditors@ncl.ac.uk. Submitted sites must be of interest to a significant number of students.

**Top links**
The five links across the bottom of the web pages represent the five most popular links or relevant links for a particular time in the academic year, together with an image. These are fixed (managed by the editor) and cannot be customised by users.

**Emergency messages**
Requests to display an emergency message should be submitted to studenteditors@ncl.ac.uk. These will be displayed under the main heading on the website to alert all students. An emergency is defined as something which endangers the health and wellbeing of students, on or off campus (which would also justify an e-mail to all students and heads of schools and services from the press and communications or student progress office).

**Category Pages**
The category pages consist of a series of links to information or services within the university website, images, and news and events feeds.
If you would like to add, remove or update any of the links please refer to Requests for additions, deletions and updates.

The images on the category pages are managed by the editor.

The news and events feeds on each category page are fed into the page using RSS technology. If you would like to update these news or events feeds, please refer to News and Events.

There are two types of category pages:
- Information pages – they contain one image on the right panel of page
- Lifestyle pages – they contain six images on the centre panel of page

The types of page are managed by the editor.

**Submitting a University Announcement**
All requests to display a university announcement on the student services homepage should be completed through the university announcement submission form at: http://www.ncl.ac.uk/news/write.php?a=clusters. This form will be submitted to the editor of the student services website. Please contact studenteditors@ncl.ac.uk if there are any problems with this form.
Messages will be displayed if they meet the following conditions:
It is an urgent message that needs to reach current students on behalf of the university
It is a message relevant to a significant proportion of current students, e.g. bursary payments, careers fair, accommodation application deadline
It is a message recruiting students for focus groups, research projects or volunteers

The title of university announcements should be no longer than six words (to save space and increase accessibility)

Please note: university announcements will not be displayed if they are links to information which exists all year round on the university website. Any links of this nature should be sent as a request to be incorporated under the most appropriate category heading to studenteditors@ncl.ac.uk.

All messages will be displayed for 14 days. If you require a message to be displayed for longer than 14 days please send an email to studenteditors@ncl.ac.uk providing further information.

Requests for additions, deletions and updates

All requests for change to any of the information provided on the student services website should be directed to studenteditors@ncl.ac.uk. Changes include, adding new links, removing links, updating links, and updating images related to links.

News
a. Submitting a news item
All news items that are displayed on the student services website are fed in through RSS news feeds. News items will be automatically removed from the student services website after 14 days. If you require a news item to be displayed for longer than 14 days please submit this request to studenteditors@ncl.ac.uk providing further information.

The news items should meet the following conditions:

- The title of the news item is no longer than six words (to improve accessibility)
- The news item is relevant to the category it is displayed within and current students

b. Submitting a news feed
All news items that are displayed on the student services website are fed in through RSS news feeds. If you would like to add a news feed to the student services website please submit your request to studenteditors@ncl.ac.uk providing details of the news and the service, and the URL of the RSS feed. The system only accepts RSS news feeds. News items displayed in RSS news feeds will be automatically removed from the student services website after 14 days. See ‘Submitting a news item’ for further details.
If a news feed is of benefit or interest to the majority of students it will be added to the most appropriate information or lifestyle page. If it is of interest to a significant proportion of students it may be made available via the customisable ‘My News’ box.

Events
a. Submitting an event
All events that are displayed on the student services website are fed in through RSS events feeds. Events will be automatically removed from the student services website after 14 days. If you require an event to be displayed for longer than 14 days please submit this request to studenteditors@ncl.ac.uk providing further information.

The events information should meet the following conditions:
b. Submitting an event feed
All events that are displayed on the student services website are fed in through RSS events feeds. If you would like to add an events RSS feed to the student services website please submit your request to studenteditors@ncl.ac.uk providing details of your service and the URL of the RSS feed. The system only accepts RSS news feeds using the 'event' RDF module – please email helpline@ncl.ac.uk for details of the required format. Events displayed in RSS news feeds will be automatically removed from the student services website after 14 days. See ‘Submitting an event’ for further details.
If an event feed is of benefit or interest to the majority of students it will be added to the most appropriate information or lifestyle page. If it is of interest to a significant proportion of students it may be made available via the customisable 'My Events' box.

Feedback

There is a feedback form available for anyone using the student services website to submit with their comments. This can be found at: http://www.ncl.ac.uk/students/feedback.php. The feedback information is submitted to the editor.

Other Information

This content policy is available on http://my.ncl.ac.uk/students.

The student services website is comprised of a number of panels which contain information for students. The web template for the pages is fixed and cannot be altered without the permission of the Senior Web Manager in the Corporate Web Development Team.
Navigation will remain on the left of the web pages to ensure consistency with the university web template. The order of the categories in the navigation panel is set by the editor.

The category names (navigation) are fixed and can only be changed upon a review with current students, and is authorised by the Senior Web Manager in the Corporate Web Development Team.

Periodic reviews with current students and the Corporate Web Team will be undertaken to develop and update the student services website. Any changes must be authorised by the Senior Web Manager in the Corporate Web Team.

Please note: Information displayed on the student services website may be used in other digital media e.g. plasma screens located around the campus and therefore should be suitable to be displayed in these situations.