Self-Help Guide

Content Strategy: Plan & Maintain Website Content

Content is one of the main components of a great user experience. This self-help guide walks you through the process of planning the right content to meet your website's goals. It also provides some considerations to help you maintain your website content.

Plan Your Content

KNOW YOUR GOALS

Establish Objectives

Identify Stakeholders (LinkedIn Learning Video 2:01)
https://www.linkedin.com/learning/ux-foundations-content-strategy/identify-and-
Setting Successful Website Goals and Objectives
https://www.blitzmediadesign.com/blog/2014/05/setting-successful-website-goals/

KNOW YOUR AUDIENCE

Identify Audience Members

Determine Audience, Outcomes, and User Needs
https://alistapart.com/article/audiences-outcomes-and-determining-user-needs
Define an Audience (LinkedIn Learning Video 1:53)
Understand Users' Needs

A Five-Step Process for Conducting User Research
http://www.smashingmagazine.com/2013/09/23/5-step-process-conducting-user-resea...

Complete Beginner's Guide to Design Research
http://www.uxbooth.com/articles/complete-beginners-guide-to-design-research/

User Research Basics

Conducting a Focus Group
http://www.tc.umn.edu/~rkrueger/focus.html

Define Audience Requirements

Illustrating the Long Tail
https://moz.com/blog/illustrating-the-long-tail

Web Analytics for Content Planning
http://meetcontent.com/blog/web-analytics-for-content-planning/

IDENTIFY CONTENT NEEDS

Inventory and Audit Your Content

How to conduct a content audit
https://uxmastery.com/how-to-conduct-a-content-audit/

A Complete Content Audit and Spreadsheet Template
https://blog.bufferapp.com/content-audit

6 Steps to a Comprehensive Ongoing Content Strategy Audit
https://www.searchenginejournal.com/content-audit-checklist/237731/

Automated Link-Checking Tool
http://validator.w3.org/checklink
(w3c.org)
**Conduct a Gap Analysis**

The Content Gap Analysis  

Super Quick Content Gap Analysis  
[https://www.screamingfrog.co.uk/content-gap-analysis/](https://www.screamingfrog.co.uk/content-gap-analysis/)

**Select an Appropriate Platform**

COPE: Create Once, Publish Everywhere  

**DEVELOP A WORK PLAN**

**Define Roles and Responsibilities**

Defining Roles and Responsibilities  

Get Your Content Out of the Drawer with Governance  

RACI Chart Template  

Project Team Roles and Responsibilities  

**Discuss Measures of Success**

Web Analytics for Content Planning  

Choose a Web Analytics Tool  

Understand and Use Google Analytics  
[https://it.umn.edu/technology/google-analytics?km=](https://it.umn.edu/technology/google-analytics?km=)
Create Your Content

ORGANIZE YOUR CONTENT

Design Your Content Structure

Understanding Your Site Structure
http://webstyleguide.com/wsg3/3-information-architecture/3-site-structure.html

An Intro to Metadata and Taxonomies
https://www.braintraffic.com/blog/an-introduction-to-metadata-and-taxonomies

Card Sorting: A Definitive Guide
http://boxesandarrows.com/card-sorting-a-definitive-guide/

A Simple and Indispensable Template for Content Marketing Distribution
http://contentmarketinginstitute.com/2012/05/content-marketing-distribution-tem...

How to Put Together an Editorial Calendar for Content Marketing
https://contentmarketinginstitute.com/2010/08/content-marketing-editorial-calen...

Building the Case for Taxonomy
http://boxesandarrows.com/building-the-business-case-for-taxonomy/

Planning a Taxonomy Project
http://boxesandarrows.com/planning-a-taxonomy-project/

Curate Sources

Considerations for Special Higher Ed Content Types
http://meetcontent.com/blog/considerations-for-special-higher-ed-content-types/

Make Page Tables

Creating Better Web Content with Page Tables
http://www.kendallcopywriting.co.uk/content-strategy-applied-creating-better-we...

From Page Tables to Content Templates
https://marketeer.kapost.com/from-page-tables-to-content-templates/

Example Page Table
https://docs.google.com/document/d/1KCOL-uSsL4ywHklSLBucx7YNxTNlNzwHOH_zc5QjwyU...
WRITE FOR THE WEB

Establish Voice and Tone

Choose Your Voice and Tone
https://content-guide.18f.gov/voice-and-tone/
Finding Your Voice and Tone
http://www.smashingmagazine.com/2012/08/21/finding-tone-voice/
The Impact of Voice and Tone on Users' Brand Perception
https://www.nngroup.com/articles/tone-voice-users/

Use Plain Language

Plain Language Checklist
http://centerforplainlanguage.org/5-steps-to-plain-language/
A Process for Using Plain Language
http://www.usabilityinciviclife.org/plain-language-is-a-process/
US Government Standards for Plain Language
http://www.plainlanguage.gov/
Outlaw the Phrase "Social Media" at Work
Write Actionable Content
https://health.gov/healthliteracyonline/write/
Using Appropriate Words
http://www.kingcounty.gov/help/editorial-style-guide/plainwriting/appropriatewo...

Create Usable Content

Creating Valuable Content: An Essential Checklist
Hemingway Editor
http://www.hemingwayapp.com/
Write the Best Titles for Content Marketing
http://contentmarketinginstitute.com/2012/12/checklist-content-marketing-titles/
5 Reasons Why No One Is Reading Your Email Newsletter
http://accessibility.umn.edu
University of Minnesota Accessibility website

http://www.w3.org/WAI/eval/Overview.html
Accessibility Evaluation Resources

https://medium.com/bread-crumbs/free-web-accessibility-tools-round-up-b83a33797...
Free Accessibility Tools Roundup

http://webaim.org/resources/evalquickref/evalquickref.pdf?utm_content=bufferf51...
Accessibility Quick-Reference

http://geon.github.io/programming/2016/03/03/dsxyliea
Experiencing Dyslexia: An Example

http://www.lib.umn.edu/copyright
Copyright Information and Resources

https://university-relations.umn.edu/resources/web-standards-and-best-practices
University of Minnesota Web Standards and Best Practices

University of Minnesota Brand Standards
LAUNCH YOUR CONTENT

Test with a Soft Launch

Soft Launch - Defined
https://en.wikipedia.org/wiki/Soft_launch#Website

Go Live

Site Launch Timeline and Checklist
https://www.dtelepathy.com/blog/business/the-ultimate-website-launch-checklist

Sustain Your Content

ASSESS YOUR PROGRESS

Do a Project Debrief

10 Things to Include in a Project Post-Mortem
https://www.business2community.com/strategy/10-things-include-project-post-mort...

Measure Your Results

Content strategy in UX design
https://uxdesign.cc/content-strategy-in-ux-design-c2e41d19d447
6 Metrics Every Website Needs to Track
https://www.square2marketing.com/blog/6-metrics-every-successful-website-needs-...

IMPLEMENT ONGOING WORKFLOW
Create a Maintenance Plan

Content Calendar Tools, Templates, Tips
https://blog.bufferapp.com/all-about-content-calendar
Establish a Content Maintenance Routine
http://uxmag.com/articles/content-maintenance
Workflows (LinkedIn Learning Video 2:49)
https://www.linkedin.com/learning/ux-foundations-content-strategy/workflows?u=4...

Apply Your Content Lifecycle

Content Lifecycle: Closing the Loop in Content Strategy
http://johnnyholland.org/2010/10/content-lifecycle-closing-the-loop-in-content-...

Maintain Quality Control

Content Quality Checklist
http://content-science.com/products/content-quality-checklist/
Social Media Templates for Realtime Content
https://blog.bufferapp.com/social-media-templates