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
http://meetcontent.com/blog/planning-content-goals-web-stakeholder-interviews/
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
Develop Fact-based Personas
https://primo.lib.umn.edu/permalink/f/1q7ssba/UMN_ALMA51621866620001701
**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
https://community.sitecore.net/general/blogs/best_practice_blogs/b/beth_bader/p...
Super Quick 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
http://contentstrategy101.com/contents/implementation/methodology/defining-role...
Get Your Content Out of the Drawer with Governance
http://uxmag.com/articles/get-your-content-strategy-out-of-the-drawer-with-gove...
RACI Chart Template
http://racichart.org/raci-templates/
Project Team Roles and Responsibilities

Discuss Measures of Success

Web Analytics for Content Planning
http://meetcontent.com/blog/web-analytics-for-content-planning/
Choose a Web Analytics Tool
https://www.lifewire.com/top-blog-statistics-trackers-3476176
Understand and Use Google Analytics
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-wei...

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-U5sL4ywHkiSLBucx7YNxTNINzwhOH_zc5QjwyU...

Google doc with template

**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/
(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
https://www.copyblogger.com/email-newsletter-response/
Testing the Usability of Text
https://gathercontent.com/blog/testing-the-usability-of-text
Federal Government Content Guide
https://pages.18f.gov/content-guide
(developed for the government but useful for everyone)
APPLY STANDARDS

Make Your Content Accessible

Accessible U
http://accessibility.umn.edu
University of Minnesota Accessibility website

Accessibility Basics
http://www.contentstrategy101.com/contents/creating-useful-information/accessib...

Government-wide Section 508 Accessibility Program
https://www.section508.gov/

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

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

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

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

Adhere to Regulatory Compliance

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

Adhere to Brand Standards

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

University of Minnesota Brand Standards
http://university-relations.umn.edu/our-brand

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

**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