



Mass.gov author & editor group

July 31, 2018





Agenda

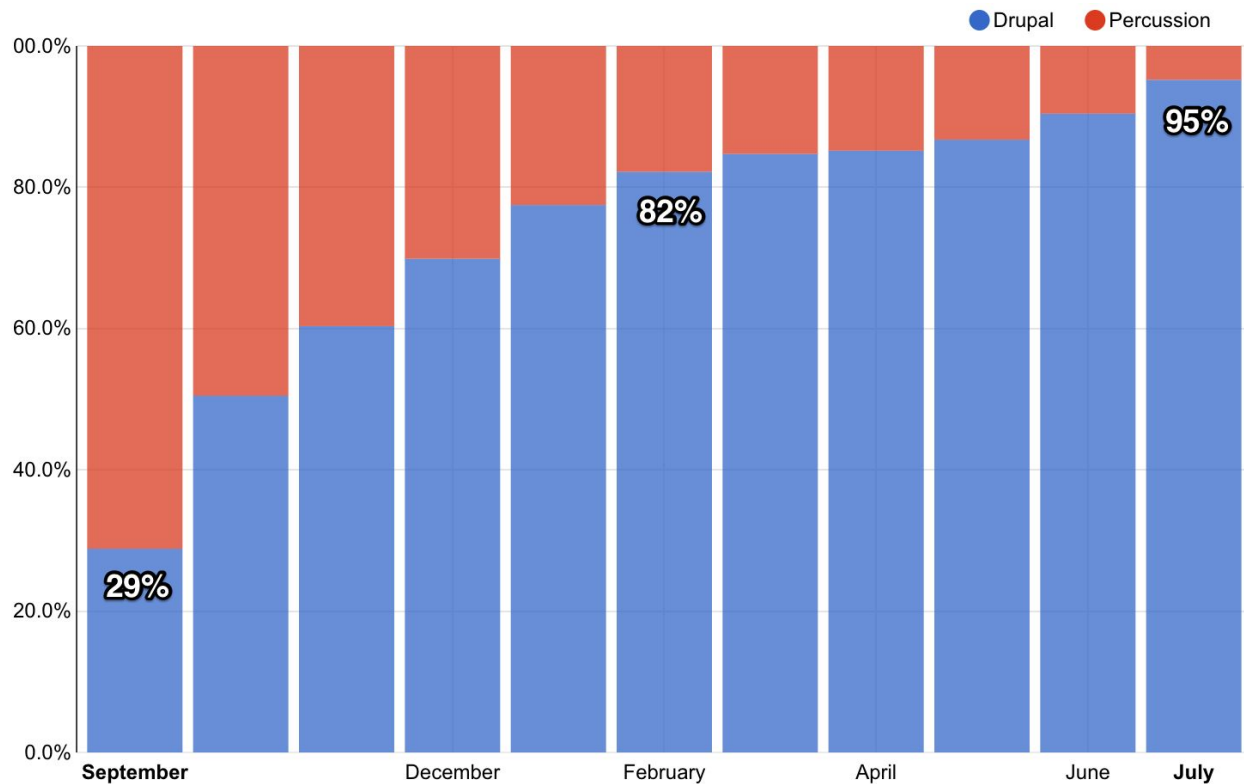
- Where we've been, where are, where we're going
- Content type overview
- Analytics dashboards & other tools
- This summer and fall
- Q&A

Where we've been

Where we are

Where we're going

Visitors served by Drupal v. Percussion



Features and functionality

- Files & Images
 - “Permalinks” for documents
 - autoCAD
 - MP3s
 - File sizes
 - Image handling
 - Focal point control on Guides
 - Filter content by organization
 - SiteImprove
 - Search
 - Linking Pages (Impact Analysis)
 - Organization links (relationship indicators) on every page
 - Page-level alerts
 - Auto-complete in rich text for links
- Org page
 - Mosaics
 - Boards
 - Curated lists
 - Sorting
 - Descriptions
 - Directories (lists of people w/ contact info)
 - Services
 - Contact info
 - “See all” links
 - Events without addresses (webinars)
 - Binders
 - Information Details

Feedback loops



Customer satisfaction (53 on old Mass.gov)

Average

61

+8 ↑

“For recreation”

67

+14 ↑

“For my job”

57

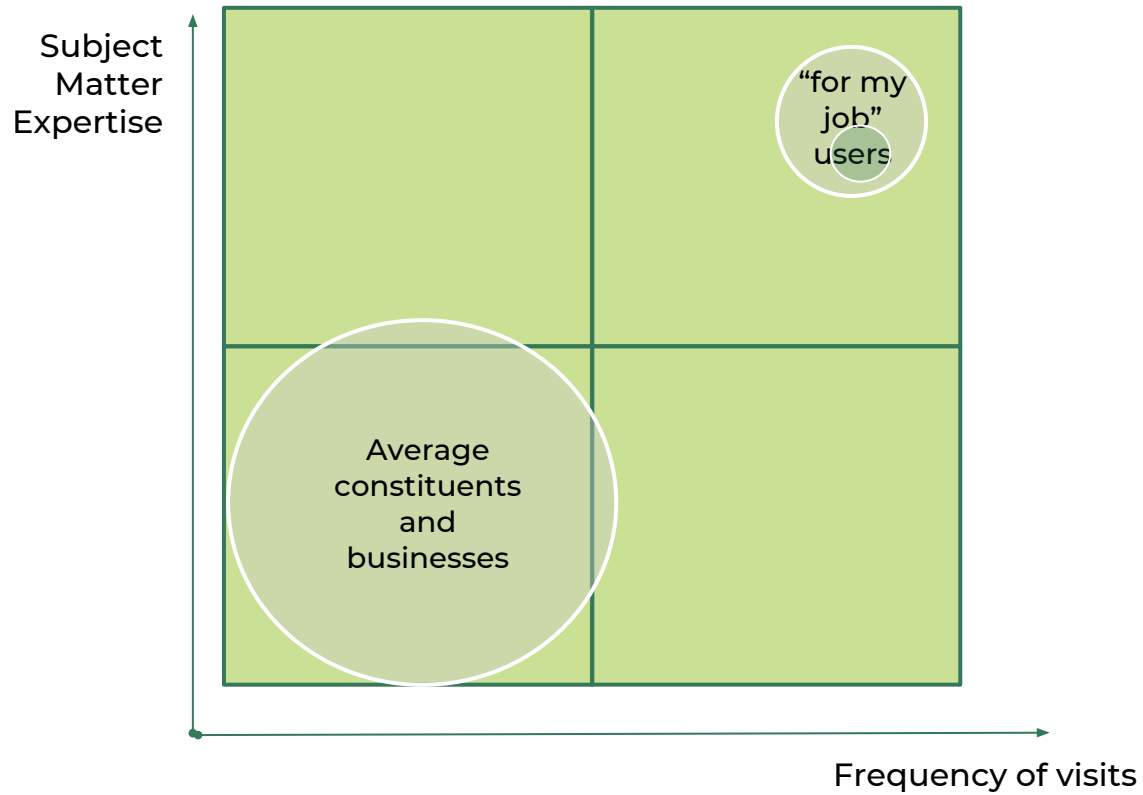
+4 ↑

Bouncing
between
old and new

45

-8 ↓

Landscape

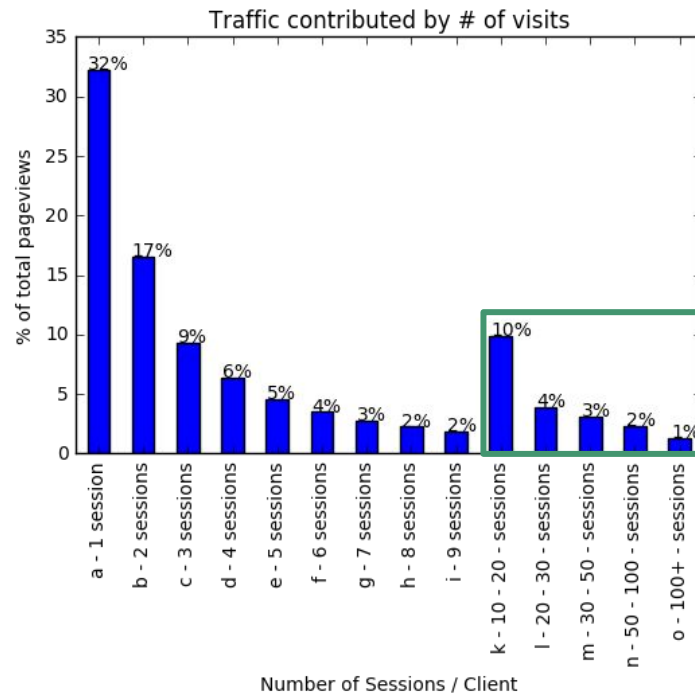


“For my job” power user research (Q3)

A power user is someone who visited Mass.gov 10 or more times on the same device.

Power users are **20%** of all Mass.gov visits.

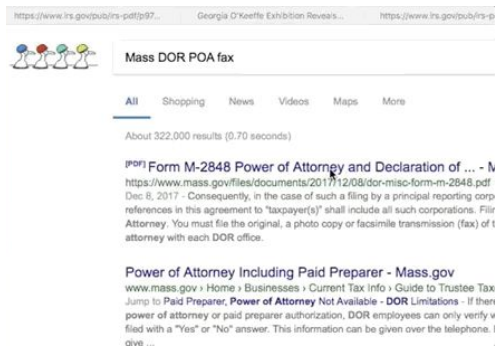
[Full analysis of users with 10+ Mass.gov sessions](#)



“For my job” power user research (Q3)

6 in-depth interviews and screen shares

We talked to: Lawyer, Enrolled Tax Agent, Trade Assoc. VP, Energy Broker, Union Researcher, Building Trades Expert.



Hour-long roundtable with 23 workers comp attorneys

2/27 visit to Mass Bar Association Workers' Compensation Council

Robust discussion on disruption to their workflows and environmental factors beyond Mass.gov



Day-long onsite observation at Law Library

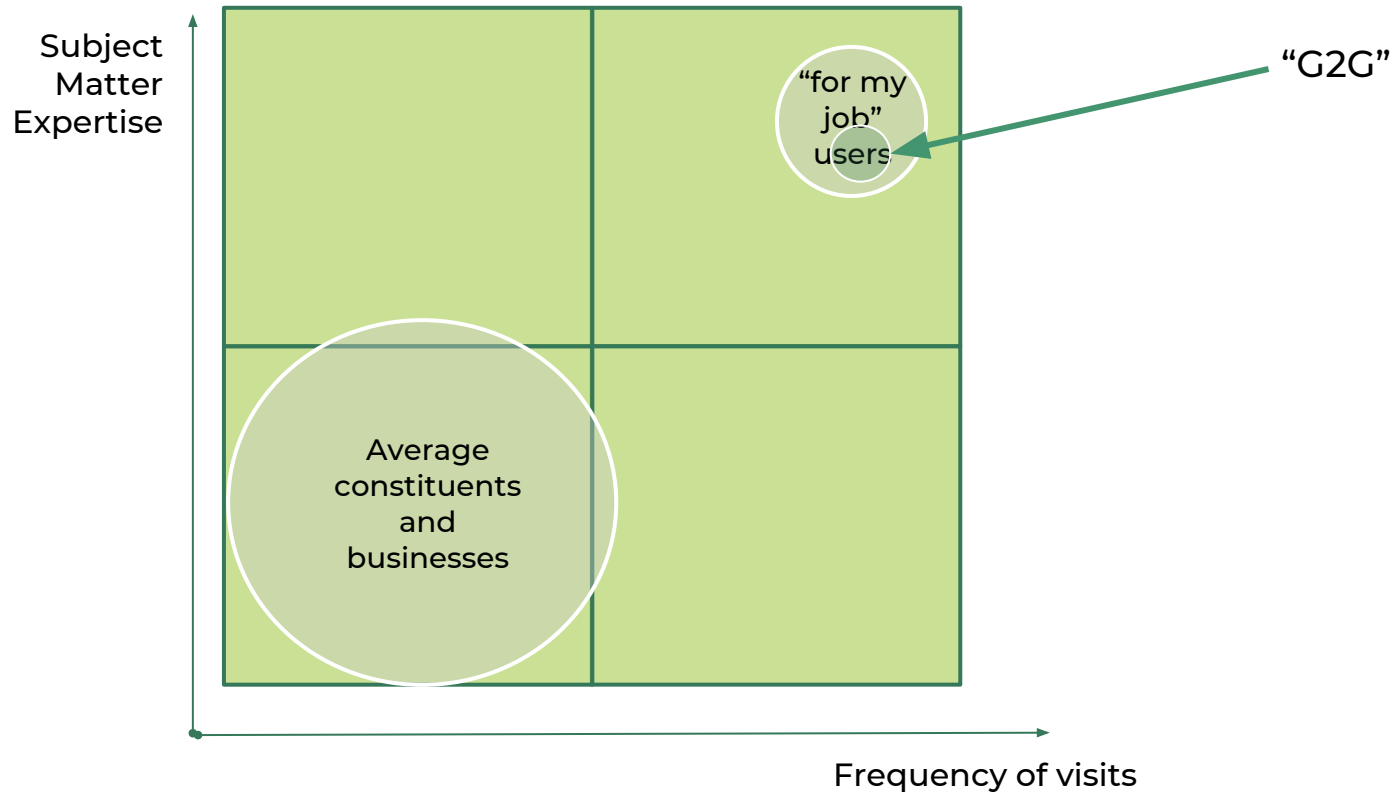
2/22 visit to Norfolk Law Library to observe and interview 2 law librarians. Taste of G2G power users providing direct service to constituents via Mass.gov



Overlapping findings from G2G research (Q4)

- G2G employees do experience a number of similar pain points to “I need this for my job” power users, especially around:
 - ✓ Organization ownership / validation on pages
 - ✓ Org page as a one-stop-shop
 - ✓ Search by organization
 - ✓ Number of clicks / length of pages / “show me more sooner” (lots of this)
 - ✓ Legacy limbo / bouncing back and forth from new <> old.
 - ✓ Manual process for checking updates.
- “This is not for us”. A clear perception among many that the new Mass.gov is not built for them and their internal audiences.
- Looking up people and their contact info on Mass.gov is a common activity with inconsistent results.
- Hierarchy and relationships between state organization is information they expect to find but often don't.

Landscape



Features in development today...

All Organizations ^

building codes

SEARCH

build

Board of Building Regulation and Standards (BBRS)

Massachusetts School Building Authority (MSBA)

SHOWING RESULTS 1-10

Sort by: Relevance

GENERAL-LAW

General Organization (GOV)

The Massachusetts court system consists of the Supreme Judicial Court, the Appeals Court, the Executive Office of the Trial Court, the 7 Trial Court departments, the Massachusetts Probation Service, and the Office of Jury Commissioner.

Contact Us

[SEARCH](#) [LIVING](#) ▾[WORKING](#) ▾[LEARNING](#) ▾[VISITING & EXPLORING](#) ▾[YOUR GOVERNMENT](#) ▾

General Organization (GOV)

[I want to...](#) ▾[About](#) ▾[Contact us](#) ▾[Our organizations](#)[News](#)[Events](#)[Locations](#) [Search this organization](#)

Find a service or task

[What to do if you find young wildlife](#)[Freshwater Fishing Information](#)[MassWildlife Publications](#)[See all services & tasks](#) ➤

Learn more about...

[Habitat & Wildlife Conservation](#)[Hunting](#)[Freshwater Fishing](#)

Login to...

[MassFishHunt](#)

FY19 Goal

‘Fast, easy, and wicked awesome’ for the vast majority of Mass.gov users

Wicked awesome for...

80%

unique
pageviews

50%

unique pageviews by
“for my job”
power users

Content type overview

New: Use Curated Lists to make staff directories

- Create a staff directory using a Curated List with Contact Info and Person items
- Choose any or all:
 - Phone
 - Email and website link
 - Address
 - Fax
- Use labels for automatic updates

Staff directory

Contact someone at Commonwealth Organization.

IN THIS LIST

- ✓ Office 1
- ✓ Office 2
- ✓ Office 3

Office 1

[_QA John Smith →](#)

Director

Phone

(555) 555-5555

Online

john.smith@example.com

[_QAG Jane Test →](#)

Here is Jane's title | [_QAG Executive Office of Technology Services and Security](#)

Address

Main Entrance
123 Main St.
2nd Floor

Phone

Front desk 617-555-1212
Open M-F 9am-5pm
Customer Service 617-555-1313

Online

Contact form
[Email us →](#)
Customer Service

Organization page subtypes & improvements

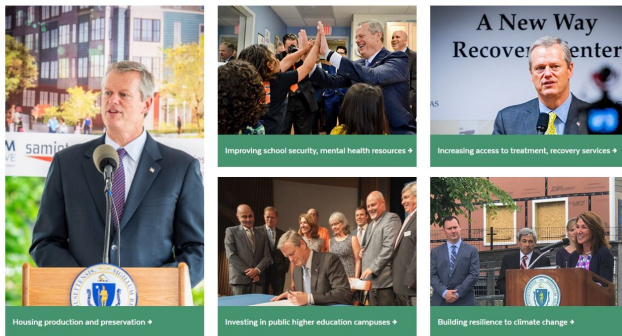
New features

- Featured Item Mosaic
- Our organizations
- Relationship indicators

New subtypes

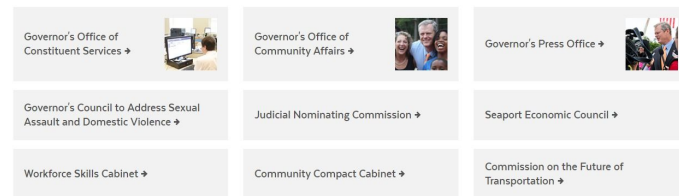
- Elected Official
- Board

Baker-Polito Administration: Working for All Residents



Our Organizations

Members of Governor Baker's staff are available to assist you based on your needs, questions, and requests. Governor Baker has also assembled a number of teams to address important issues, such as sexual assault and domestic violence, closing the workforce skills gap, and strengthening relationships between the Commonwealth and cities and towns.



About the Auditor's Office

The Office of State Auditor Suzanne M. Bump (OSA) conducts audits, investigations, and studies to promote accountability and transparency, improve performance, and make government work better.

About the Auditor's Office

SOCIAL: [Facebook](#) [Twitter](#) [LinkedIn](#) [YouTube](#)



Suzanne Bump

Auditor

More about
Suzanne
Bump

Long-form content

Binders

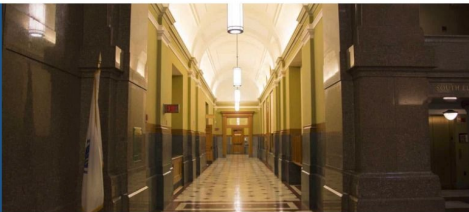
- Ties related pages together
- Table of contents
- Use for chapter books, themed collections

MORE ABOUT: [Trial Court Policies for Attending Courthouses](#)

HANDBOOK

Trial Court Policies for Attending Courthouses

A collection of Trial Court policies regarding bringing weapons, cell phones, cameras and other electronic devices to court.



BINDER ORGANIZATION: Executive Office of the Trial Court

DATE PUBLISHED: April 9, 2018

Overview

These policies are intended to ensure a safe and secure environment for court staff and the public, and to ensure that court business is conducted in an orderly and efficient manner.

TABLE OF CONTENTS

- [Trial Court safety advisory and protocols for fentanyl and carfentanil](#)
- [Trial Court policy on juror use of personal communication devices](#)
- [Trial Court restrictions on the possession of cellular telephones and personal ...](#)
- [Trial Court weapons policy](#)

CONTACT

Executive Office of the Trial Court

Phone
(617) 742-8575

Address
1 Pemberton Sq.
Boston, MA 02108
[directions](#)

RELATED

- [Trial Court Policy on Possession & Use of Cameras & Personal Electronic Devices](#)
- [Emergency or weather-related cancellation of court\(s\)](#)
- [Courthouse marijuana restrictions](#)

[TELL US WHAT YOU THINK](#)

THIS IS A PART OF:
[Trial Court Policies for Attending Courthouses](#)

POLICY STATEMENT

Trial Court restrictions on the possession of cellular telephones and personal electronic devices

DATE: 04/09/2018

REFERENCED SOURCES: Executive Office of the Trial Court

To protect the safety and security of those who appear in court, and to minimize potential distractions to court proceedings, cellular telephones and other personal electronic devices (PED) may be prohibited from courthouses.

THIS IS A PART OF:
[Trial Court Policies for Attending Courthouses](#)

TABLE OF CONTENTS

- [Trial Court safety advisory and protocols for fentanyl and carfentanil](#)
- [Trial Court policy on juror use of personal communication devices](#)
- [Trial Court restrictions on the possession of cellular telephones and personal ...](#)
- [Trial Court weapons policy](#)

Long-form content

Information Detail

- For long, complex content
- Full-width header image, video, iframes
- “Sticky” table of contents
- Stats and pull quotes

TABLE OF CONTENTS

- [Heading 1](#)
- [Heading 2](#)
- [Heading 3](#)
- [Heading 4](#)
- [Contact](#)
- [Related](#)





Image of the forests of the state

Heading 1

It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. The point of using Lorem ipsum is that it has a more-or-less normal distribution of letters, as opposed to using 'Content here, content here', making it look like readable English. Many desktop publishing packages and web page editors now use Lorem ipsum as their default model text, and a search for 'lorem ipsum' will uncover many web sites still in their infancy. Various versions have evolved over the years, sometimes by accident, sometimes on purpose (injected humour and the like).

It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. The point of using Lorem ipsum is that it has a more-or-less normal distribution of letters, as opposed to using 'Content here, content here', making it look like readable English. Many desktop publishing packages and web page editors now use Lorem ipsum as their default model text, and a search for 'lorem ipsum' will uncover many web sites still in their infancy. Various versions have evolved over the years, sometimes by accident, sometimes on purpose (injected humour and the like).

It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. The point of using Lorem ipsum is that it has a more-or-less normal distribution of letters, as opposed to using 'Content here, content here', making it look like readable English. Many desktop publishing packages and web page editors now use Lorem ipsum as their default model text, and a search for 'lorem ipsum' will uncover many web sites still in their infancy. Various versions have evolved over the years, sometimes by accident, sometimes on purpose (injected humour and the like).



Here is a quote

CONTACT

_QA Contact Info item

Phone
Phone label (817) 444-5555
Caption for phone.

Fax
Fax label (817) 777-3333
Fax caption goes here.

Address
Address label
1 Ashburton Place
8th Floor
Boston, MA 02108
[directions +](#)

_QA Contact info no address or hours

RELATED

[_QA service details +](#)

[_QA FULL Test Organization +](#)

Long-form content

Guide

- For interconnected content with multiple points of action
- Describe a complex process
- New header image focal point feature

GUIDE

Getting Married in Massachusetts: Before the Wedding

If you're planning your dream wedding in the Bay State, congratulations!

Whatever your theme or guest list — should you invite Aunt Edna or your second cousin Joe? — there are a few things you'll need to do before the big day to make sure your ceremony is official.



IN THIS GUIDE

- What should I know about getting married in Massachusetts?
- Can I get married in Massachusetts?
- Who can conduct my wedding in Massachusetts?
- Where can I get married in Massachusetts?
- What paperwork do I need to get married in Massachusetts?
- I'm married! What's next?

What should I know about getting married in Massachusetts?

Massachusetts General Law Chapter 207 covers many of the legal requirements for getting married in Massachusetts. The [Secretary of the Commonwealth](#) also provides some guides to help you get the right paperwork filed on time. For the most detailed information, you should [contact your city or town clerk](#), because each place has its own regulations about marriage licenses.

Can I get married in Massachusetts?

You don't have to be a state resident to get married in Massachusetts. [If you or your partner is under 18 years old](#), you'll need [permission from a parent or legal guardian](#) to get married.

Additional Resources

 [Marriage Without Delay/Marriage of Minors \(CJD 430\)](#) (PDF 167 KB)

Who can conduct my wedding in Massachusetts?

There are 4 primary groups of people who can officiate at weddings in Massachusetts. Each group needs to meet different requirements to get licensed.

Who can conduct my wedding in Massachusetts?

There are 4 primary groups of people who can officiate at weddings in Massachusetts. Each group needs to meet different requirements to get licensed.

- In-state Clergy Member** — If you'd like to be married by a member of the clergy who lives in Massachusetts, they are most likely already authorized to perform the ceremony. However, if they haven't performed a marriage in the state before, they'll need to [file 3 forms with the Commission's Section of the Public Records Division](#).
- In-state Justice of the Peace** — **Justices of the Peace** are appointed by the Governor with the advice and consent of the Executive Council, and some are authorized to perform marriages. [Contact your city or town clerk](#) for more information if you'd like to be married by a Justice of the Peace.
- Out-of-state Clergy Member or Justice of the Peace** — Clergy members or Justices of the Peace who are authorized in other states to perform marriages have to file the [non-resident, out-of-state clergy petition](#) to get a certificate to officiate your ceremony. They should file the application more than 6 weeks before your wedding day. Once your officiant-to-be gets the certificate — usually 2-4 weeks after applying — they have to file it with the city or town clerk that will issue your marriage license within 10 days of the ceremony.
- Anyone with a 1-day Designation** — If you want a friend or family member to officiate your wedding, they can [apply for a 1-day designation](#). They must fill out an application online or by mail from 6 months to 1 week before your wedding date. There is no residency requirement for 1-day designations.

Key Actions

[Apply to become a Justice of the Peace →](#)

Where can I get married in Massachusetts?

If you'd like to have your ceremony here in the Bay State, there are hundreds of beautiful venues to fit every couple's personality and budget. The [Massachusetts Office of Travel and Tourism \(MOTT\)](#) provides some highlights on their [wedding venue ideas](#) page.

In addition, many [Department of Conservation and Recreation \(DCR\)](#) parks are happy to accommodate [small wedding ceremonies](#), and a limited number of parks can accommodate larger weddings, as long as you get a [special use permit](#) for the day. [Contact the park](#) you're interested in for availability and additional information.

Key Actions

[Weddings at state parks →](#)

[Apply for a state parks special use permit →](#)

... ..

Converting content types

Are you using the right content type?

- If it's mostly links, maybe it should be a Curated List.

- If it's very long, maybe it should be multiple Service Detail pages or an Info Detail page.

- If its title begins with a verb, maybe it should be a How-to.

- If it's describing a complicated process, maybe it should be a Guide.

- If it's contact info or a directory of people, maybe it should be a Curated List with Contact Info and Person items



Converting content types

Find a Career Center near you

Select the career center name below for an overview of services, hours and contact information.

For job seekers and employers

Job seekers can access a variety of job assistance services, including working with experienced career counselors, attending workshops and short-term training, develop your resume, write cover letters, and more.

Career Center Seminar (CCS): Customers can schedule a Career Center Seminar through [JobQuest](#), or by calling 1-800-653-5586 or by contacting one of the One-Stop Career Centers listed below.

Employers can take advantage of employment and training resources such as assistance with recruitment and hiring, job matching with potential hires, workforce training grants and tax credit programs. To find a Business Service Representative, call your local Career Center and ask for Business Services.

Select the Career Center Name for more information.

Region	City/Town	Career Center Information
Boston Region	Boston	Boston Career Link
	Boston	JVS CareerSolution

RELATED

Find upcoming Career Center events →

TELL US WHAT YOU THINK

Massachusetts One-Stop Career Centers →

Find a job with JobQuest →

Veterans' Programs and Services →

Find a Massachusetts Career Center

Search for a career center for an overview of services, hours and contact information.

Career Center locations →

Register for a Career Center Seminar (CCS) →

THE DETAILS

CONTACT

TELL US WHAT YOU THINK

How to find

More info

Downloads

Contact

Online

More info

Job seekers can get a variety of helpful services including: working with experienced career counselors, attending workshops and short-term training, developing a resume, writing cover letters, and more.

Career Center Seminar (CCS): Customers can schedule a Career Center Seminar through [JobQuest](#), or by calling 1-800-653-5586 or by contacting one of the One-Stop Career Centers.

Department of Career Services (DCS) Contact Information

Phone

(617) 626-5300

8:30 a.m. - 4:30 p.m. weekdays

Online

Email

DCSFeedback@MassMail.State.MA.US

Helpful Links

[Find a job with JobQuest →](#)

[View the Career Center map →](#)

[DCS Public Records Request →](#)

[WARN Act Information →](#)

Converting content types

Massachusetts law about hours and conditions of employment

A compilation of laws, regulations, cases, and web sources on hours and conditions of employment law.

Massachusetts laws

- [St.2017, c.54](#) Massachusetts Pregnant Workers Fairness Act.
"The legislation will prohibit workplace and hiring discrimination related to pregnancy and nursing, and require employers to provide reasonable accommodations for expectant and new mothers in the workplace. This includes access to less strenuous workloads, altered work schedules, time off with or without pay and private nursing space."
- [MGL c.136, s.5](#) Conducting business on Sunday
- [MGL c.136, s.6](#) Limitations to rules on conducting business on Sunday
- [MGL c.136, s.16](#) Retail opening on Sundays and Holidays
- [MGL c.149, s.51A](#), Exemptions to Sunday and Day of Rest Requirements
- [MGL c.149, s. 45](#) Work on Holidays
- [MGL c.149, s. 48](#) Day of Rest
- [MGL c.149, s.103](#) Seats for Employees
- [MGL c.149, s.113](#) Light, Ventilation, Cleanliness, Sanitation and Heat

CONTACT

Trial Court Law Libraries

Online [TELL US WHAT YOU THINK](#)
Library locations [↗](#)

RELATED

Ask a Law Librarian [↗](#)

Massachusetts law about child labor [↗](#)

Massachusetts law about employee privacy [↗](#)

Massachusetts law about overtime [↗](#)

Massachusetts law about unions and collective bargaining [↗](#)

Massachusetts law about hours and conditions of employment

A compilation of laws, regulations, cases, and web sources on hours and conditions of employment law.

TABLE OF CONTENTS

- ✓ Massachusetts laws
- ✓ Web sources
- ✓ Print sources
- ✓ Contact
- ✓ Related

TELL US WHAT YOU THINK

Massachusetts laws

- [St.2017, c.54](#) Massachusetts Pregnant Workers Fairness Act.
"The legislation will prohibit workplace and hiring discrimination related to pregnancy and nursing, and require employers to provide reasonable accommodations for expectant and new mothers in the workplace. This includes access to less strenuous workloads, altered work schedules, time off with or without pay and private nursing space."
- [MGL c.136, s.5](#) Conducting business on Sunday
- [MGL c.136, s.6](#) Limitations to rules on conducting business on Sunday
- [MGL c.136, s.16](#) Retail opening on Sundays and Holidays
- [MGL c.149, s.51A](#), Exemptions to Sunday and Day of Rest Requirements
- [MGL c.149, s. 45](#) Work on Holidays

CONTACT

Trial Court Law Libraries

Online
Library locations [↗](#)

Trial Court Law Libraries

Phone
(800) 445-8989
Within Massachusetts only
TTY (800) 281-3683
Within Massachusetts only

Online
Reference librarians online
Chat with a law librarian [↗](#)

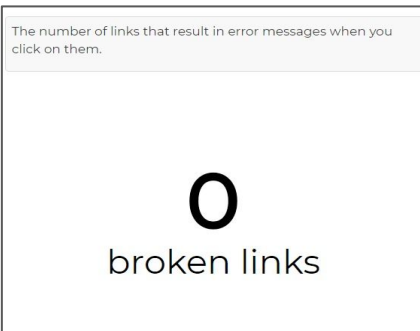
Converting content types

Important steps

1. Use Pages Linking Here to update links
2. Move obsolete page to trash
3. Keep your search engine value!

Submit a ServiceNow support request for a Drupal-to-Drupal redirect from the Mass.gov team. We need:

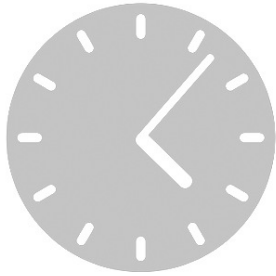
- a. The obsolete page's URL
- b. The new page's URL



Analytics dashboards

And other tools to improve your content

76% of constituents interact with Mass.Gov



Slow



Confusing



Frustrating

FY19 Digital Services goal

**‘Fast, easy, and wicked awesome’
for 80% of Mass.gov traffic
and 50% of ‘for my job’ power users**

What is awesome content?

Awesome content is easy to find, easy to understand, and easy to use to complete tasks or get information. Awesome content:

- Is linked to other pages
 - Uses the appropriate content type
 - Has no broken links, or misspellings
- Has a clear title that differentiates it from other pages
 - Addresses the reader directly in plain language
- Breaks up information with bullets and lists
 - Has no missing information
 - Uses page features correctly

Analytics Dashboards for Service Suite Content Types

Service Pages



Unemployment Insurance (UI) Online

Access your UI Online account as a claimant, employer, or third party administrator (TPA) by using the links below.

Claimants, employers, and third party administrators (TPAs) can log in to their UI Online accounts to file claims, access the Claimant Inbox, report wages, view correspondence, and more. UI Online is available daily from 6 a.m. to 10 p.m.

UI Online is designed to be accessed from a desktop computer or a laptop. If you log in to UI Online from a phone, tablet, or other mobile device, you may not be able to access certain features or time-sensitive

OFFERED BY

Department of Unemployment Assistance →

Service Details



How your unemployment benefits are determined

Learn more about how your unemployment benefits are calculated.

Calculating your weekly benefit amount

If you are eligible to receive unemployment benefits, you will receive a weekly benefit amount of approximately 50% of your average weekly wage, up to the maximum set by law. As of October 2017, the maximum weekly benefit amount is \$769 per week. Follow the steps below to calculate the amount of unemployment benefits you may be eligible to receive each week.

CONTACT

Department of Unemployment Assistance

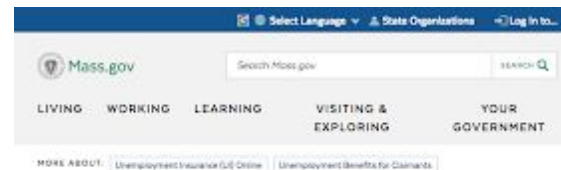
Address

Boston Walk-In Center
Charles F. Hurley Building, 19
Stanford St., Boston, MA 02114
directions →

Phone

Toll-Free Center (877) 626-6800
Monday-Friday 9:30 a.m. - 4:30 p.m.

How-to



File for unemployment benefits

Have you lost your job? You may qualify for temporary income to support you while you look for a new one.

You should apply for unemployment benefits during your first week of total or partial unemployment. Most claims are processed within 21-28 days after filing. It may take longer if there is an issue with your claim.

[File for unemployment benefits online →](#)

[Check eligibility →](#)

Scoring the Pages

Overall performance [How-to]

3.5

Out of 4 points

Findability [How-to]

2

Out of 4 points

Outcomes [How-to]

4

Out of 4 points

Content quality

4

Out of 4 points

User satisfaction [How-to]

4

Out of 4 points

Improving your content

Improve Your Content

If you want to improve your score in any of the categories, try the suggestions below. If you want more detailed feedback and suggestions, sign up for a strategy session with the [content team](#).

Findability



- Use keywords in the page **Title**, **Short description**, and high up on the page.
- Search for your page's **Title** on Mass.gov to make sure your content doesn't compete with other Mass.gov content.
- Search for your content on Google and Bing to find related Percussion content. Use a Legacy Redirect to send this traffic to your new content.
- Link this page to at least 1 Service Page in the **Tasks** or **Featured** sections.
- Make sure related pages link to this page, and that those links are written in plain language.

Outcomes



Content quality



User satisfaction



Siteimprove

The screenshot shows the Siteimprove dashboard. On the left, there is a sidebar with navigation links: Quality Assurance, Accessibility, SEO, Policy, Settings, Explore other metrics, Analytics, Response, and GDPR. The main area displays a search bar and a list of sites. A search bar at the top left contains the text "Search in menu". Below it, a dropdown menu shows "All sites" with a search bar and a list of sites. The list of sites includes:

Site	Count	Actions
Executive Office for Administration and Finan... http://www.mass.gov/anf/	664	🔍 ⭐ 📄
Executive Office of Education http://www.mass.gov/edu/	513	🔍 ⭐ 📄
Executive Office of Elder Affairs http://www.mass.gov/elders/	397	🔍 ⭐ 📄
Executive Office of Energy and Environmental... http://www.mass.gov/eea/	421	🔍 ⭐ 📄
Executive Office of Health and Human Servic... http://www.mass.gov/eohhs/	1,943	🔍 ⭐ 📄
Executive Office of Housing and Economic D... http://www.mass.gov/hed/	396	🔍 ⭐ 📄
Executive Office of Labor and Workforce Dev... http://www.mass.gov/lwd/	460	🔍 ⭐ 📄
Executive Office of Public Safety and Security http://www.mass.gov/eopss/	632	🔍 ⭐ 📄

The screenshot shows the Siteimprove dashboard. On the left, there is a sidebar with navigation links: Dashboard, MAIN MENU, QA Overview, Summary, Links, Broken Links, Unsafe Domains, Ignored Links, Spelling, Readability, and Inventory. The main area displays the "Quality Assurance" section. A red box highlights the "Quality Assurance" link in the sidebar. Below it, a red box highlights the "Pages with Broken Links" link in the sidebar. The main content area shows a list of pages with broken links. A red box highlights the "URL" dropdown menu in the top right corner. The list of pages with broken links includes:

Title	URL	Both	Broken links	Count
http://www.mass.gov/eohhs/consumer/disability-services/vocational-rehab/job-search/general-job-sites.html			2	0
http://www.mass.gov/eohhs/data/license/			2	1
http://www.mass.gov/eohhs/data/			2	2
https://www.mass.gov/orgs/board-of-registration-in-medicine			1	2
https://www.mass.gov/orgs/masshealth			1	2
https://www.mass.gov/orgs/executive-office-of-health-and-human-services/events/past			1	2
http://www.mass.gov/eohhs/data/license/board-of-medicine/			1	2
http://www.mass.gov/eohhs/data/license/dentistry/			1	2
http://www.mass.gov/eohhs/data/license/emergency-medical-services/			1	2
http://www.mass.gov/eohhs/data/license/nursing-home-administrators/			1	2
http://www.mass.gov/eohhs/data/license/nursing/			1	2
http://www.mass.gov/eohhs/data/license/health-care/			1	2

Feedback Manager

Feedback Manager

[Learn how to use the Feedback Manager.](#)

Filter by page

Filter by tag

- Select a tag -

Sort by

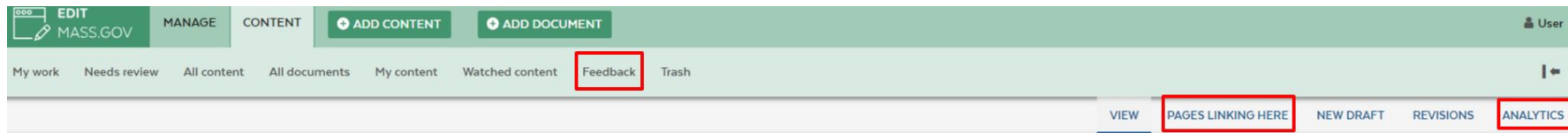
Date (Newest first)

Filter by "Did you find?" status

☐ Yes ☐ No ☒ Show all

Date	Did You Find?	Source Page	Feedback Text	Tags
7/27/2018	No	MassHealth Health Plans Choices	I just want a list of hospitals that are for MassHealth.	Not tagged Add tag
7/27/2018	No	Massachusetts Department of Transportation	Set backs from state highways	Not tagged Add tag
7/27/2018	No	MassHealth coverage types for individuals and families including people with disabilities	scale of premium by Salary scale for mass health	Not tagged Add tag
7/27/2018	No	Department of Fire Services	Fire safety regulations	Not tagged Add tag
7/27/2018	No	Legal & Justice	pay	Not tagged Add tag
7/27/2018	No	MassHealth	How do I report change of income?	Not tagged Add tag
7/27/2018	No	MassHealth	How do I report change of income?	Not tagged Add tag
7/27/2018	No	Department of Unemployment Assistance	User name and inbox	Not tagged Add tag

Learn more about our tools



- Watch the analytics dashboard webinar and read the help articles on our Medium site
- Sign up for dashboard office hours for a 1-on-1 session with a content strategist



How you can make your content awesome

Every piece of content on Mass.gov should score a 3 or higher and meet our definition of awesome.

- Every time you publish a page, look at the Improve Your Content checklists
 - Every time you update a page, look at the feedback and the content performance score
- If your scores are below 3, use the Improve Your Content checklists to boost them
 - If you find negative feedback, see if there's information you should clarify or add
- Use Siteimprove to fix broken links or misspellings
 - Ask for help through office hours

This summer and fall



ConCon

Join us for the first annual cross-organization content conference!

ConCon aims to bring together Mass.gov content authors and editors in an all-day event to:

- Share successful practices
- Collaborate on shared challenges
- Take away lessons about different ways to improve content on Mass.gov

Save the date!

**Wednesday,
September 26**

Have session ideas?

**E-mail
julia.gutierrez@mass.gov**

Mass.gov Support


Request support via ServiceNow

Mass.gov Support

Request assistance from the Mass.gov team

This is a request for assistance with the Mass.gov website.

Requested By


 Gutierrez, Julia (EOTSS) ▼

☐ Request on behalf of

* Short Description

* Description

Submit

 Add attachments

This item will be fulfilled by EOTSS

Required information [Short Description](#) [Description](#)

massgov.service-now.com

Check out our release notes

Release Notes

This is a list of changes, fixes, and improvements we've made to Mass.gov. If you have questions about something, please include the ticket number (for example, "DP-9999") in your ServiceNow request.

TABLE OF CONTENTS

- July 27, 2018 (0.118.0)
- July 25, 2018 (0.117.0)
- July 20, 2018 (0.116.0)
- July 18, 2018 (0.115.0)
- July 16, 2018 (0.114.0)
- July 11, 2018 (0.113.0)
- July 10, 2018 (0.112.0)
- June 29, 2018 (0.111.0)
- June 27, 2018 (0.110.0)
- 0.109.0 - 0.100.0

[Show More](#)

July 27, 2018 (0.118.0)

- You can now create a directory using a Curated List by adding Contact information and/or Person items. You can even assign labels to new Contact Info or Person items so they're automatically added to your directory. [Learn about creating directories](#) (DP-8177).

CONTACT

Mass.gov Support team

 Online

Submit a ServiceNow support request »

 Address

edit.mass.gov/admin/release-note
s

Mass.gov Support

Read our newsletters

Mass.gov News

Important updates for content authors

July 27, 2018

In this issue:

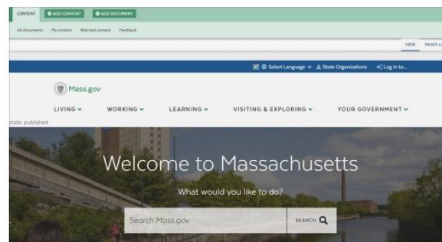
- Mass.gov author and editor group meeting
- Thanks for attending the Analytics Dashboards (Beta) webinar
- Staff directories are here!
- Content author/editor support survey
- Release notes

Mass.gov author and editor group meeting

Visit our resource library

ABOUT DIGITAL SERVICES | CONTENT STRATEGY | BLOG

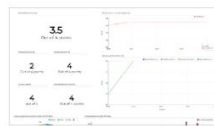
Q | | Follow



Training kit for new Mass.gov authors

Welcome to the new Mass.gov!

EOTSS Digital Services
Jan 12



Learn how to use the Analytics Dashboards (Beta)

The Analytics Dashboards (Beta) can help you make data-driven decisions to optimize your Mass.gov content.

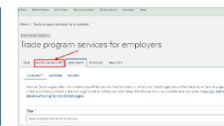
EOTSS Digital Services
Jul 26



Using the Analytics Dashboards (Beta) to make data-driven content...

This is the first of a series of articles that will explain the importance of using Analytics Dashboards (Beta) to improve your content on...

EOTSS Digital Services
Jul 13



Learn how to use the Pages Linking Here tool

Use this tool to prevent broken links, optimize connectivity.

EOTSS Digital Services
Jun 5

medium.com/massdigital



Q&A

End

