# A guide to auditing your website or intranet

Prepared by Lithos Partners November 2023





## Background notes and introduction



#### Oxford content audits

Over the long vacation, we audited a sample of Oxford websites and intranets.

The aims of this audit were:

- to understand what content these contained, to inform the content strategy,
- o to give us estimate and plan the Mosaic content migration

Doing this also enabled us to develop a repeatable process and templates which any site owner can use to audit their own site.





#### Why audit your content?

Doing an audit will give you the information you need to

- o gauge the overall migration challenge understand how much content do you have and what work is needed to move it
- o identify blocks of pages that need attention before they're moved
- o estimate volume of pages on your site that need to be considered during migration
- help you prioritise any future content improvement work



#### Building an Oxford content audit



## Gather data for your content audit





#### Digital Transformation

## Gathering your data

You'll need a list of pages on your site to get started and there are a few places to look

1 From your Content Management System	2 From a site map	3 From Google Analytics
Most CMSs at Oxford will allow you to output a list of pages directly	A site map will give you a basic list of pages to work from	If you have an analytics tool, such as Google Analytics (GA4), this should also give you a list of all the pages it is tracking





### Gathering your data

If you're on a Mosaic site, you can use the following links to generate a list of pages:

[site\_prefix].web.ox.ac.uk/sitelist.html [site\_prefix].web.ox.ac.uk/sitemap.xml [custom\_domain]/sitemap.xml or [custom\_domain]/sitelist.html

#### Your content audit template



To begin the content auditing process, you'll have a few documents to help you:

- o blank template to record your content audit
- completed content audit from another Oxford site, which you
   can refer to when working on your audit
- This step-by-step guide to completing your audit



## Generate a Google Analytics (GA4) report





#### Using Google Analytics 4 (GA4)



If you do not have access to a GA4 dashboard for your website, you should request this as soon as possible. If you use another analytics package, please refer to their online guides for assistance.

If you have used Google Analytics in the past, but not GA4, the dashboard may be confusing. But this guide will show you how to create a report for your content audit.

Google Analytics is capable of amazing things and can offer valuable user insights. But you only need a basic GA4 report to begin understanding the volume of published pages and the migration challenge.

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•	Explora Start a new e						Temp	late gallery
<b>(</b>		+		Ē	<u>h</u>			
	Blank Create a new exp	ploration	Free form What insights ca charts and table	an you uncover with custom is?	Funnel exploration What user journeys can you analyz and breakdown with multi-step fur	e, segment, Wh	h exploration at user journeys can you une phs?	over with tree
	Туре	Name $\downarrow$		Owner	Last modified $~~ \downarrow$	Property		Q
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#### Generating a custom GA4 report



**3** Select 'Explore'





Choose a blank report on the following menu screen





#### Setting up your custom GA4 report

#### **Exploration name**

Add a name for your report

Technique

Check this is set to 'Free form'

#### 3

#### Date range: Custom

To collect comprehensive data to inform and support content migration decisions, GA4 reports should cover a 12-month period

#### Visualization

Select the table icon

< .	A	na	lyti	CS				ox.ac.uk - 0 VWW.0	ox.ac.uk - GA4 <b>Q</b> Try search
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	ост 2 2	2022	4	5	6	7	1 8		<b>-</b>
	9	10	11	12	13	14	15	+	
	16 23	17 24	18 25	19 26	20 27	21 28	22 29	÷	SEGMENT COMPARISONS
	30	31							+ Drop or select segment



#### Selecting data for audit rows





When 'Page location' appears in the list below

the search bar, tick the box

and select 'Import'

$\times$	Select dimensions 1 of 179 selected	Q page location	×		Import
	All 1 Predefined 1 Custom 0			Collapse all	Expand all compatible
	Dimension name				
^	Page / screen				
	Page location				
×	Select dimensions 0 of 179 selected	Q page location	×	(	Import
×	Select dimensions 0 of 179 selected All 1 Predefined 1 Custom 0		×	Collapse all	
×			×	Collapse all	
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#### Selecting data for audit rows

4

You will see that a

'Page location' box has appeared under 'Dimensions'



Click on the 'Page location' box and drag it to 'Rows' in the 'Settings' column. The 'Page location' box should appear under 'Rows'





At this stage you should also select 'Show rows' and choose '500'. This will display 500 lines of data in your

5

GA4 online report – but the report you download will have

many more lines of data to analyse





#### Selecting metrics for your GA4 report





#### Adding metrics to your GA4 report

You will see that boxes for each of your metrics have appeared under the 'Metrics' header



Scroll down the 'Settings' column until you see a section with the header 'Values'



A.	🗷 Variables	×	Settings >	0	Free form 1 👻 🕂			5 ¢ ± ,	at 🕐
1	EXPLORATION NAME: Untitled exploration		1		Page location	Total users	↓ Views	Average session duration	Entran
0			SHOW COLUMN GROUPS		Totals	41,648,140	31,535,674	1m 11s	<b>31,2</b> 42
R	Custem Oct 3, 2022 - Oct 30, 2023		5 *		1 https://www.ox.ac.uk/	3,176,118	2,969,145	0m 41s	2,957
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			👯 Total users		2 graduate/courses/courses-a-z-listing	1,168,396	980,769	1m 05s	976
	BIMENSIONS	+	II Views		https://www.ox.ac.uk/admissions/ 3 undergraduate/courses/course-listing	1,233,387	854,361	0m 37s	849
	METRICS		H Average session		https://www.ox.ac.uk/admissions/ 4 graduate	913,991	759,840	0m 27s	75:
	# Views		. Entrances		https://www.ox.ac.uk/admissions/ 5 undergraduate	818,958	725,570	0m 34s	72
	🗄 Total users		> Bounce rate		6 https://www.ox.ac.uk/admissions	412,188	300,021	0m 29s	29
	# Entrances		# Exits		https://www.ox.ac.uk/about/ 7 facts-and-figures/dates-of-term	207,683	298,092	1m 43s	297
	Herage session duration		+ Drop or select metric		https://www.ox.ac.uk/admissions/ graduate/courses/	371,679	259,568	0m 32s	
	Bounce rate		CELL TYPE		8 courses-by-department https://www.ox.ac.uk/admissions/	371,079	259,508	0m 32s	258
			Bar chart 👻		undergraduate/applying-to-oxford/				
	II Exits		FILTERS		for-international-students/ 9 international-qualifications	271,114	238,718	1m 25s	237
			+ Drop or select dimension		https://www.ox.ac.uk/admissions/				

In the audit you download, the metrics will appear in the same order (from left to right) as you place these boxes in the 'Values' column (that is, the first metric in the spreadsheet will be the top box in 'Values', the second metric will be the second box and so on). You can move the metric boxes in GA4 to change the order



#### **Downloading** your GA4 report

To download your report, select the download icon at the top, right-hand corner of the GA4 dashboard.

Choose 'CSV' to download data that can be easily inserted into your content audit template.

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EXPLORATION NAME: Untitled exploration		Page location		Page location		Total users	↓ Views	Average Section duration	Entra
Custom		+ Drop or select din	mension	Totals		41,647,673	31,535,173	1m 11s	<b>31,2</b> 42
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METRICS	+	No	•	-	ac.uk/admissions/	TSV		5	10
:: Total Users		COLUMNS		5 undergraduate		100		0m 34s	72
:: Views		+ Drop or select din	mension	6 https://www.ox.	ac.uk/admissions <b>N</b>			0m 29s	29
Average session duration		START COLUMN GROUP		https://www.ox. 7 facts-and-figures		CSV		1m 43s	29
t		1		https://www.ox	ocuk/admission				
						PDF			
					n	PDF (a	ll tabs)		



#### Insert raw data into your audit template

In case you need to refer to the GA4 raw data during analysis, paste this into the GA4 data (raw) tab in the audit template.

Also keep a separate copy of the GA4 report so that it can be filtered

	A	В	С	D	E	F	G
1	Name Box / ox.ac.uk - GA4						
2	+ rree form-Free form 1						
3	# 20220601-20230714						
4							
5	Page	GA4 total users (1/6/22 to 14/7/23)		GA4 average session duraton (seconds) (1/6/22 to 14/7/23)	GA4 entrances	GA4 % bounce rate (1/6/22 to 14/7/23)	GA4 exits (1/6/22 to 14/7/23)
6	r da	(110/22 10 14/1/20)	10 14/1/201	14/1/201		14/1/201	14/1123/
7	https://ox.ac.uk/	2914301	3036618	41.04	3023707	62.42%	3E+06
8	https://xxxdc.ucv https://xxxdc.shorthandstories.com/BrainWaves-in-search-of-better-teenage-mental-health/index.html	2914301					
9	https://xxtord.shorthandstorles.com/a-history-of-heuroscience-at-xxtord/index.html	1704				0.499731	
9	https://xxtord.shorthandstories.com/prain-alzheimers/	77					77
10		1472		83.01988398			
11	https://oxford.shorthandstories.com/brain-alzheimers/index.html						
	https://oxford.shorthandstories.com/brain-and-mental-health-from-infancy-to-adolescence/	749		86.41894254			
13	https://oxford.shorthandstories.com/brain-and-mental-health-innovation-at-oxford/index.html	1239					
14	https://oxford.shorthandstories.com/brain-andy-przybylski-uncovering-the-impact-of-technology-on-mental-health/index.html	207		372.5066137			
15	https://oxford.shorthandstories.com/brain-cathy-creswell-supporting-the-mental-health-of-families/index.html	52					
	https://oxford.shorthandstories.com/brain-language-literature/index.html	516		165.4933061			
17	https://oxford.shorthandstories.com/brain-laurence-wainwright-recognising-the-impact-of-the-climate-on-mental-health/	52					
18	https://oxford.shorthandstories.com/cancer-prevention/	181		246.6334625			
19	https://oxford.shorthandstories.com/cancer-prevention/?utm_source=linkedin&utm_medium=referral&utm_campaign=cancer	52		225.2459914			
20	https://oxford.shorthandstories.com/cancer-prevention/?utm_source=twitter&utm_medium=referral&utm_campaign=cancer	77		4.918536571			
21	https://oxford.shorthandstories.com/dementia/index.html	2117					
22	https://oxford.shorthandstories.com/disease-and-degeneration/index.html	2014		104.3341189			
23	https://oxford.shorthandstories.com/epilepsy/index.html	826	955	185.6086184	775	0.6173121	775
24	https://oxford.shorthandstories.com/gender-and-sexual-identity/index.html	2453	2815	150.0123252	2556	0.4860659	2505
25	https://oxford.shorthandstories.com/innovation-dice/index.html	800	1291	131.9839491	1188	0.5738881	1188
26	https://oxford.shorthandstories.com/innovation-first-light-fusion/index.html	362	594	331.827765	362	0.6313646	362
27	https://oxford.shorthandstories.com/innovation-rollsroyce/index.html	52	77	6.88046589	77	0.6623377	77
28	https://oxford.shorthandstories.com/innovation-vaccine/index.html	258	258	77.98146937	258	0.1007752	258
29	https://oxford.shorthandstories.com/innovation-virtual-therapy-made-real/index.html	387	568	281.6327231	387	0.5784114	387
30	https://oxford.shorthandstories.com/maths-plus-cancer/	5216	8340	96.44022698	7540	0.6429345	5 7540
31	https://oxford.shorthandstories.com/maths-plus-cancer/?fbclid=PAAaYurshcEVNK4yeRk6R0EPFNZ6XY7ovPwiVSrFbfaQiPZo6_EFs24qr-oL0	52	52	0	52	1	52
32	https://oxford.shorthandstories.com/maths-plus-cancer/index.html?utm_source=linkedin&utm_medium=referral&utm_campaign=cancer	129	155	18,72638979	155	0.7127072	
33	https://oxford.shorthandstories.com/maths-plus-cancer/index.html?utm_source=twitter&utm_medium=referral&utm_campaign=cancer	516					
34	https://oxford.shorthandstories.com/mental-health-and-the-world-around-us/	3176					
35	htps://oxford.shorthandstories.com/mental-health-data/index.html	362					
	https://oxford.shorthandstories.com/parental-and-maternal/	1239		159.5551228			
37	https://word.shorthandstories.com/professor-ki-pate//	3047					
38	https://xxxxi.asi/xxx	129		244.1500896			
20	https://okiol.and/talastanes.com/sload_state/pate/midex.tum	123				0.0200133	

#### Filter your GA4 report







#### **Removing** redundant rows

Depending on the size of your site, you will now have an Excel report that may contain thousands of rows of data

But it's likely a large portion of these rows are not relevant to the content auditing exercise.

Before starting to build your live audit, remove these redundant rows of data to make your content audit easier to manage.

Page	GA4 total users (1/6/22 to 14/7/23)	GA4 views (1/6/22	GA4 average session duraton (seconds) (1/6/22 to 14/7/23)		GA4 % bounce rate (1/6/22 to 14/7/23)	GA4 exits (1/6/22 to 14/7/23)
nttps://ox.ac.uk/	2914301	3036618	41.04	3023707	62.42%	3E+06
nt https://oxford.shorthandstories.com/BrainWaves-in-search-of-better-teenage-mental-health/index.html	465	646	50.13899302	516	0.4280443	516
https://oxford.shorthandstories.com/a-history-of-neuroscience-at-oxford/index.html	1704	1833	148.3089347	1704	0.499731	1627
ntps://oxford.shorthandstories.com/brain-alzheimers/	77	77	0	77	1	77
nt https://oxford.shorthandstories.com/brain-alzheimers/index.html	1472	1601	83.01988398	1446	0.6333118	1420
https://oxford.shorthandstories.com/brain-and-mental-health-from-infancy-to-adolescence/	749	981	86.41894254	878	0.6921549	904
https://oxford.shorthandstories.com/brain-and-mental-health-innovation-at-oxford/index.html	1239	1782	204.0355168	1420	0.6460072	1498
nttps://oxford.shorthandstories.com/brain-andy-przybylski-uncovering-the-impact-of-technology-on-mental-health/	207	258	372.5066137	232	0.4542254	232
https://oxford.shorthandstories.com/brain-cathy-creswell-supporting-the-mental-health-of-families/index.html	52	52	37.55985117	52	0.5	52
https://oxford.shorthandstories.com/brain-language-literature/index.html	516	620	165.4933061	516	0.5988372	491
https://oxford.shorthandstories.com/brain-laurence-wainwright-recognising-the-impact-of-the-climate-on-mental-h	52	52	181.9291181	52	0.3246753	26
https://oxford.shorthandstories.com/cancer-prevention/	181	465	246.6334625	336	0.4281768	284
nttps://oxford.shorthandstories.com/cancer-prevention/?utm_source=linkedin&utm_medium=referral&utm_campa	52	207	225.2459914	181	0.8563536	181
https://oxford.shorthandstories.com/cancer-prevention/?utm_source=twitter&utm_medium=referral&utm_campaig	77	77	4.918536571	77	0.6623377	77
https://oxford.shorthandstories.com/dementia/index.html	2117	14692	1525.593469	3744	0.5752974	3718
nttps://oxford.shorthandstories.com/disease-and-degeneration/index.html	2014	2505	104.3341189	2221	0.6489493	2117
nttps://oxford.shorthandstories.com/epilepsy/index.html	826	955	185.6086184	775	0.6173121	775
nttps://oxford.shorthandstories.com/gender-and-sexual-identity/index.html	2453	2815	150.0123252	2556	0.4860659	2505
nttps://oxford.shorthandstories.com/innovation-dice/index.html	800	1291	131.9839491	1188	0.5738881	1188
nttps://oxford.shorthandstories.com/innovation-first-light-fusion/index.html	362	594	331.827765	362	0.6313646	362
nttps://oxford.shorthandstories.com/innovation-rollsroyce/index.html	52	77	6.88046589	77	0.6623377	
https://oxford.shorthandstories.com/innovation-vaccine/index.html	258	258	77.98146937	258	0.1007752	258
nttps://oxford.shorthandstories.com/innovation-virtual-therapy-made-real/index.html	387	568	281.6327231	387	0.5784114	387
https://oxford.shorthandstories.com/maths-plus-cancer/	5216	8340	96.44022698	7540	0.6429345	7540
https://oxford.shorthandstories.com/maths-plus-cancer/?fbclid=PAAaYurshcEVNK4yeRk6R0EPFNZ6XY7ovPwiV	52	52	0	52	1	52
https://oxford.shorthandstories.com/maths-plus-cancer/index.html?utm_source=linkedin&utm_medium=referral&u	129	155	18.72638979	155	0.7127072	155
nttps://oxford.shorthandstories.com/maths-plus-cancer/index.html?utm_source=twitter&utm_medium=referral&utm	516	646			0.8703704	568
https://oxford.shorthandstories.com/mental-health-and-the-world-around-us/	3176	3899	109.316835	3357	0.6362405	3408
nttps://oxford.shorthandstories.com/mental-health-data/index.html	362	516	53.15414937	387	0.790224	413
nttps://oxford.shorthandstories.com/parental-and-maternal/	1239		159.5551228			
nttps://oxford.shorthandstories.com/professor-kj-patel/	3047	3899				
nttps://oxford.shorthandstories.com/professor-kj-patel/index.html	129	232	244.1500896	155	0.6280193	207



#### Order data by views

First view results by 'total users'. This will help to push groups of redundant results to the bottom of the sheet, making them easier to delete in groups



Colour/Icon

Cancel

OK









As the goal of the audit is to record live content pages and understand any migration challenges, there are GA4 results that are not relevant to this exercise, including:

- search results
- listing pages
- translated content
- any URLs that contain unusual characters



Examples of what redundant lines look like in a GA report:

https://oxford.shorthandstories.com/maths-plus-cancer/?fbclid=PAAaYurshcEVNK4yeRk6R0EPFNZ6XY7

In this case, the URL https://oxford.shorthandstories.com/maths-plus-cancer would be recorded in the audit, but this one with the referral string should not.

Rows in the GA4 report that repeat the URL with unusual characters are likely to be erroneous or repeat data and should be deleted. For example:

https://www-ox-ac-uk.translate.goog/?_x_tr_sl=en&_x_tr_tl=ar&_x_tr_hl=ar&_x_tr_pto=sc	This is a link to a translated version of the page
https://www.ox.ac.uk/?from=edurank.org	This shows a referal to the page
https://www.ox.ac.uk/about/facts-and-figures/admissions-statistics%20%20%20%20%20	This is recording additional characters after the URL
https://www.ox.ac.uk/Events-list?page=2	This is the second of multiple pages

In the final example, the main https://www.ox.ac.uk/Events-list listings page can be recorded, but any subsequent pages (page=2, page=3) can be deleted.



Identifying redundant lines becomes easier as you work through the report. Common sense will guide you when spotting lines that are not relevant in the audit



You may need to repeat this filtering step a few times and use different characters to highlight and delete all redundant rows in your GA4 report. Even after doing this, a handful of redundant rows may need to be removed when building the audit.



cell of the column you want to filter, then select the 'Filter' funnel icon in the Data tab

Click on the first



2	Drop-down
---	-----------

arrows will appear at the top of all columns. Click the arrow for the column you

	GA4 to (1/6/22			GA4 average session duraton (seconds) (1/6/22 to 14/7/23)	GA4 entrances (1/6/22 to 14/7/23 ▼	bounce rate (1/6/22 to	GA4 exits (1/6/22 to 14/7/2:▼
		2914301	3036618	41.04	3023707	62.42%	3E+06
		465	646	50.13899302	516	0.4280443	516
		1704	1833	148.3089347	1704	0.499731	1627
		77	77	0	77	1	77
		1472	1601	83.01988398	1446	0.6333118	1420
		749	981	86.41894254	878	0.6921549	904
		1239	1782	204.0355168	1420	0.6460072	1498
l-health/i		207	258	372.5066137	232	0.4542254	232
tml		52	52	37.55985117	52	0.5	52
		516	620	165.4933061	516	0.5988372	491
nental-he		52	52	181.9291181	52	0.3246753	26
		181	465	246.6334625	336	0.4281768	284
campai		52	207	225 2459914	181	0.8563536	181

want to filter



'select all' and enter your search term

In the menu box,

choose

(for example, = or &)



Apply the filter to reveal

redundant lines

	https://www-ox-ac-uk.translate.goog/?_x_tr_sl=en&_x_tr_tl=ar&_x_tr_hl=ar&_x_tr_pto=sc
	https://www-ox-ac-uk.translate.goog/?_x_tr_sl=en&_x_tr_tl=de&_x_tr_hl=de&_x_tr_pto=sc
	https://www-ox-ac-uk.translate.goog/?_x_tr_sl=en&_x_tr_tl=es&_x_tr_hl=es&_x_tr_pto=sc
	https://www-ox-ac-uk.translate.goog/?_x_tr_sl=en&_x_tr_tl=es&_x_tr_hl=es-419&_x_tr_pto=sc
	https://www-ox-ac-uk.translate.goog/?_x_tr_sl=en&_x_tr_tl=fa&_x_tr_hl=fa&_x_tr_pto=sc
	https://www-ox-ac-uk.translate.goog/?_x_tr_sl=en&_x_tr_tl=fr&_x_tr_hl=fr&_x_tr_pto=sc
	https://www-ox-ac-uk.translate.goog/?_x_tr_sl=en&_x_tr_tl=hi&_x_tr_hl=hi&_x_tr_pto=sc
	https://www-ox-ac-uk.translate.goog/?_x_tr_sl=en&_x_tr_tl=id&_x_tr_hl=id&_x_tr_pto=sc
	https://www-ox-ac-uk.translate.goog/?_x_tr_sl=en&_x_tr_tl=ja&_x_tr_hl=ja&_x_tr_pto=op,sc
	https://www-ox-ac-uk.translate.goog/?_x_tr_sl=en&_x_tr_tl=ja&_x_tr_hl=ja&_x_tr_pto=sc
ŀ	https://www-ox-ac-uk.translate.goog/?_x_tr_sl=en&_x_tr_tl=nl&_x_tr_hl=nl&_x_tr_pto=sc
	https://www-ox-ac-uk.translate.goog/?_x_tr_sl=en&_x_tr_tl=pl&_x_tr_hl=pl&_x_tr_pto=sc
	https://www-ox-ac-uk.translate.goog/?_x_tr_sl=en&_x_tr_tl=pt&_x_tr_hl=pt-BR&_x_tr_pto=sc
ł	https://www-ox-ac-uk.translate.goog/?_x_tr_sl=en&_x_tr_tl=pt&_x_tr_hl=pt-PT&_x_tr_pto=sc
	https://www-ox-ac-uk.translate.goog/?_x_tr_sl=en&_x_tr_tl=ru&_x_tr_hl=ru&_x_tr_pto=sc
	https://www-ox-ac-uk.translate.goog/?_x_tr_sl=en&_x_tr_tl=ru&_x_tr_hl=ru&_x_tr_pto=wapp
	https://www-ox-ac-uk.translate.goog/?_x_tr_sl=en&_x_tr_tl=tr&_x_tr_hl=tr&_x_tr_pto=sc
	https://www-ox-ac-uk.translate.goog/?_x_tr_sl=en&_x_tr_tl=zh-CN&_x_tr_hl=zh-CN&_x_tr_pto=sc



Once all redundant lines are removed, you will be left with a GA4 report that only contains 'clean' URLs and the GA4 data attached to them

Page	GA4 total users (1/6/22 to 14/7/23)		GA4 average session duraton (seconds) (1/6/22 to 14/7/23)		GA4 % bounce rate (1/6/22 to 14/7/23)	GA4 exits (1/6/22 to 14/7/23)
https://ox.ac.uk/	2914301	3036618	41.04	3023707	62.42%	3E+06
https://oxford.shorthandstories.com/BrainWaves-in-search-of-better-teenage-mental-health/index.html	465	646	50.13899302	516	0.4280443	516
https://oxford.shorthandstories.com/a-history-of-neuroscience-at-oxford/index.html	1704	1833	148.3089347	1704	0.499731	1627
https://oxford.shorthandstories.com/brain-alzheimers/	77	77	0	77	1	77
https://oxford.shorthandstories.com/brain-alzheimers/index.html	1472	1601	83.01988398	1446	0.6333118	1420
https://oxford.shorthandstories.com/brain-and-mental-health-from-infancy-to-adolescence/	749	981	86.41894254	878	0.6921549	904
https://oxford.shorthandstories.com/brain-and-mental-health-innovation-at-oxford/index.html	1239	1782	204.0355168	1420	0.6460072	1498
https://oxford.shorthandstories.com/brain-andy-przybylski-uncovering-the-impact-of-technology-on-mental-heal	n/i 207	258	372.5066137	232	0.4542254	232
https://oxford.shorthandstories.com/brain-cathy-creswell-supporting-the-mental-health-of-families/index.html	52	52	37.55985117	52	0.5	52
https://oxford.shorthandstories.com/brain-language-literature/index.html	516	620	165.4933061	516	0.5988372	491
https://oxford.shorthandstories.com/brain-laurence-wainwright-recognising-the-impact-of-the-climate-on-mental	he 52	52	181.9291181	52	0.3246753	26
https://oxford.shorthandstories.com/cancer-prevention/	181	465	246.6334625	336	0.4281768	284
https://oxford.shorthandstories.com/cancer-prevention/?utm_source=linkedin&utm_medium=referral&utm_camp	ai 52	207	225.2459914	181	0.8563536	181
https://oxford.shorthandstories.com/cancer-prevention/?utm_source=twitter&utm_medium=referral&utm_campa	gr 77	77	4.918536571	77	0.6623377	77
https://oxford.shorthandstories.com/dementia/index.html	2117	14692	1525.593469	3744	0.5752974	3718
https://oxford.shorthandstories.com/disease-and-degeneration/index.html	2014	2505	104.3341189	2221	0.6489493	2117
https://oxford.shorthandstories.com/epilepsy/index.html	826	955	185.6086184	775	0.6173121	775
https://oxford.shorthandstories.com/gender-and-sexual-identity/index.html	2453	2815	150.0123252	2556	0.4860659	2505
https://oxford.shorthandstories.com/innovation-dice/index.html	800	1291	131.9839491	1188	0.5738881	1188
https://oxford.shorthandstories.com/innovation-first-light-fusion/index.html	362	594	331.827765	362	0.6313646	362
https://oxford.shorthandstories.com/innovation-rollsroyce/index.html	52	77	6.88046589	77	0.6623377	77
https://oxford.shorthandstories.com/innovation-vaccine/index.html	258	258	77.98146937	258	0.1007752	258
https://oxford.shorthandstories.com/innovation-virtual-therapy-made-real/index.html	387	568	281.6327231	387	0.5784114	387
https://oxford.shorthandstories.com/maths-plus-cancer/	5216	8340	96.44022698	7540	0.6429345	7540
https://oxford.shorthandstories.com/maths-plus-cancer/?fbclid=PAAaYurshcEVNK4yeRk6R0EPFNZ6XY7ovPwi	/S 52	52	0	52	1	52
https://oxford.shorthandstories.com/maths-plus-cancer/index.html?utm_source=linkedin&utm_medium=referral&	ut 129	155	18.72638979	155	0.7127072	155
https://oxford.shorthandstories.com/maths-plus-cancer/index.html?utm_source=twitter&utm_medium=referral&u	m 516	646	5.412371633	568	0.8703704	568
https://oxford.shorthandstories.com/mental-health-and-the-world-around-us/	3176	3899	109.316835	3357	0.6362405	3408
https://oxford.shorthandstories.com/mental-health-data/index.html	362	516	53.15414937	387	0.790224	413
https://oxford.shorthandstories.com/parental-and-maternal/	1239	1601	159.5551228	1239	0.6933167	1239
https://oxford.shorthandstories.com/professor-kj-patel/	3047	3899	147.8832023	3615	0.6644562	3615
https://oxford.shorthandstories.com/professor-kj-patel/index.html	129	232	244.1500896	155		207

## Organise your content audit





#### Choosing how to **organise** your data



#### Small websites

- fewer than 200 pages
- simple information architecture

#### Large websites

- more than 200 pages
- information architecture splits content into defined categories



Transformation



## Auditing small Oxford sites

For smaller Oxford sites such as Sport.ox.ac.uk, we recommend you record the audit in one tab but group content together to reflect various categories on the site.





#### Auditing large Oxford sites

When auditing large Oxford sites such as ox.ac.uk and sbs.ox.ac.uk, we recommend you split the results into a series

of tabs that follow the information architecture (IA) of the sites.

1239	1601	159.5551228	1239	0.6933167	1239	
3047	3899	147.8832023	3615	0.6644562	3615	
129	232	244.1500896	155	0.6280193	207	
2324	2969	96.6112622	2505	0.6845778	2556	
missions Graduate	Admission	s Continuing educa	ation Resea	arch Nev	vs and ev	
r	3047 129 2324	3047         3899           129         232           2324         2969	3047         3899         147.8832023           129         232         244.1500896           2324         2969         96.6112622	3047         3899         147.8832023         3615           129         232         244.1500896         155           2324         2969         96.6112622         2505	3047         3899         147.8832023         3615         0.6644562           129         232         244.1500896         155         0.6280193           2324         2969         96.6112622         2505         0.6845778	3047         3899         147.8832023         3615         0.6644562         3615           129         232         244.1500896         155         0.6280193         207           2324         2969         96.6112622         2505         0.6845778         2556

It is recommended that content pages are recorded in tabs because:

- the results for large sites are easier to view and analyse
- o teams can more easily identify and review areas of content they are responsible for



## Guidance for **auditing** sites of all sizes

It is recommended that the following content pages are recorded in separate tabs:

Top Level Content	Default URL content	News Content
Any current and relevant content pages that sit on the top level of the site, but are not part of any category.	Content pages that sit on the top level of the site and are not assigned to any site category. 'Default URL' content pages appear to be outdated, redundant or published in error.	Any news content
<ul> <li>These pages should be recorded separately, so that:</li> <li>content can be reviewed to see if it would better serve users if moved to an appropriate category</li> <li>data can be analysed to judge if this content should be retained</li> </ul>	It is recommended that 'Default URL' content is recorded separately, so that it is easier to identify and review potentially redundant pages before migration	All news content should be captured in a single tab. It will not be possible to migrate all news pages, and having a single list of news content is a good place to start when reviewing outdated pages for deletion

## Build your content audit





#### Using category tabs in your audit



On many Oxford sites, content is not tagged and most pages sit on the default site URL. In these cases, you choose to either:

#### Fill the category tabs manually

Cut and paste relevant data from the clean GA4 report into the audit, placing the data in the correct category tab. This can be a long process, especially if you are not familiar with the website, but the end results are easier to view and analyse

#### Record all content pages in a single tab

Cut and paste the clean data from the GA4 report into a single tab in the audit. This is a quick process, but it may be harder to interpret the data as there is no clear indication of where content sits on the website



#### Using category tabs in your audit

If you plan to record your website pages in category tabs, the process can be made easier by viewing page results in the GA4 report alphabetically.

For Oxford sites where content tagging is used effectively, you'll be able to quickly identify relevant rows and paste them into the correct audit tab.

For example, when building the Ox.ac.uk audit and populating the 'Students' category tab, viewing the GA4 report alphabetically grouped all content using the **/students/** tag in the URL.

https://www.ox.ac.uk/students/graduation/transcripts
https://www.ox.ac.uk/students/graduation/transcripts/
https://www.ox.ac.uk/students/graduation/transcripts?wssl=1
https://www.ox.ac.uk/students/graduation/verification
https://www.ox.ac.uk/students/graduation/verification/
https://www.ox.ac.uk/students/graduation/verification?wssl=1
https://www.ox.ac.uk/students/graduation?wssl=1
https://www.ox.ac.uk/students/help
https://www.ox.ac.uk/students/help?wssl=1
https://www.ox.ac.uk/students/industrial-action/thanks
https://www.ox.ac.uk/students/life
https://www.ox.ac.uk/students/life/accommodation
https://www.ox.ac.uk/students/life/accommodation?wssl=1
https://www.ox.ac.uk/students/life/business-cards
https://www.ox.ac.uk/students/life/business-cards/order
https://www.ox.ac.uk/students/life/business-cards/order/confirmation
https://www.ox.ac.uk/students/life/clubs
https://www.ox.ac.uk/students/life/clubs/clubs
https://www.ox.ac.uk/students/life/clubs/clubs/about
https://www.ox.ac.uk/students/life/clubs/clubs/register-club
https://www.ox.ac.uk/students/life/clubs/clubs/registered-clubs
https://www.ox.ac.uk/students/life/clubs/clubs/registered-clubs/accounts
https://www.ox.ac.uk/students/life/clubs/clubs/registered-clubs/annual-re-registration
https://www.ox.ac.uk/students/life/clubs/clubs/registered-clubs/available-assistance
https://www.ox.ac.uk/students/life/clubs/clubs/registered-clubs/club-grants
https://www.ox.ac.uk/students/life/clubs/clubs/registered-clubs/committee-roles
https://www.ox.ac.uk/students/life/clubs/clubs/registered-clubs/current-clubs-and-societies
https://www.ox.ac.uk/students/life/clubs/clubs/registered-clubs/events-guidance
https://www.ox.ac.uk/students/life/clubs/clubs/registered-clubs/events-guidance/best-practice-guidance
https://www.ox.ac.uk/students/life/clubs/clubs/registered-clubs/events-guidance/health-and-safety
https://www.ox.ac.uk/students/life/clubs/clubs/registered-clubs/other
https://www.ox.ac.uk/students/life/clubs/clubs/registered-clubs/rules-regulations
https://www.ox.ac.uk/students/life/clubs/clubs/registered-clubs/rules-regulations/activities-overseas
https://www.ox.ac.uk/students/life/clubs/clubs/registered-clubs/rules-regulations/charity-status
https://www.ox.ac.uk/students/life/clubs/clubs/registered-clubs/rules-regulations/data-protection-act



#### **Completing** the Page and Link columns

#### Page column

For all 2023 Oxford content audits, the 'Page' column records the page address without the main site URL (for example, http://www.ox.ac.uk/students/new/arrive was recorded as /students/new/arrive).

Full URLs can be batch converted into page titles by using the Excel 'find and replace' function

#### Link column

Always record the full URL in the 'Link' column and make the link active. You will be opening a lot of pages when working on the audit, so it's helpful to be able to open website pages in your browser quickly.

#### **Completing** the section column

Many categories on Oxford sites are split into sub-sections. For example, the ox.ac.uk 'Students' category is several sub-sections

Splitting categories into their component parts can be helpful when reviewing content.

But, if a category tab structure has been otherwise followed, splitting the 'Section' column into sub-categories is optional if resources are limited.



#### **Sub-sections for the Student section** Students/new ٠ Students/academic matters • Students/fees-funding ٠ Students/visa • Students/life ٠ Students/welfare ٠ Students/graduation ٠ Students/news-list •



#### Common content types to record

Course information	Information	Listings	News	Form	Blog Page
Pages about specific courses available at Oxford (that is, content about individual courses, not about wider subject areas)	Any other page that publishes information for Oxford website users	Pages that link to a large volume of content – for example, news archive page or blog listing pages	News story pages	A digital form that users can complete and submit.	A blog page that sits within a website category (for example, research blogs published in the 'Research' category on Ox.ac.uk

**Note:** Feel free to adapt the 'content types' to suit the content that's on your website



## **Completing** the 'Who the content is for' columns

For each page, the 2023 Oxford audits include information on what audience the content is for.

When completing your audit, put a **Y** in each audience column the content is relevant to

• Staff Academics/researchers ٠ Students • Prospective students • General public • Other specialised audience ٠

#### **Using** the last modified column



Although data on when a page was most recently modified is one of the most helpful pieces of information when making decisions on content migration, this data is not always available.

If you are able to source a full list of site content from your in-house digital team, this may include 'last modified' date for each page, **but you will not get a 'last modified' date when running a GA4 report**.

Some Oxford sites include a publication date for all pages – particularly news content – and this should be recorded where possible.

But if no data is available, or you do not have the resources to inspect every website page for a published date, these cells should be left blank.



#### **Completing** the accessibility issues column

To gauge any accessibility issues that may pose challenges during migration, it's important to note any potential accessibility challenges.

Common accessibility issues include:

Illustrations	PDFs, Word and other Office Docs
Make a note in the 'Accessibility issues' column of any illustrations published on your website that may pose a challenge for screen readers, or which could potentially be presented in accessible HTML (see appendix)	Make a note in the 'Accessibility issues' column of any downloadable documents. Time permitting, open attachments to see if the content could be published in HTML and make a note of this in the 'Notes and recommendations' column (see appendix)

**Note:** You will not be able to capture all inaccessible documents as many are buried deep in content pages. But auditing obvious downloads will give you a sense of any accessibility issues your site may need to consider

## Analysing your audit





## **Completing** the Notes & recommendations column <sup>Transformation</sup>

During migration planning, the 'notes and recommendations' column can be used to build a case for whether a content page should be migrated, reviewed or deleted.

The 'notes and recommendations' column is used to flag any key issues that should be considered during migration. The most common examples include:

- content that is part of a group of pages that get low views, and which potentially could be merged into a single, userfocused content page
- o broken links on published pages or broken downloads
- o content appears to be incorrect or outdated



#### **Completing** the migration challenge column

For each page, the migration challenge can be estimated and coded:

	Migration ready	Minor effort to migrate	Do not migrate
Content traffic	<ul> <li>Significant page views</li> <li>(generally speaking around</li> <li>300+ views in last 12</li> <li>months)</li> </ul>	<ul> <li>comparatively low page views (generally speaking under 300 page views in last 12 months)</li> </ul>	<ul> <li>content was not viewed by users during the study period (zero views in last 12 months)</li> </ul>
		And/Or	
Content relevance	<ul> <li>content appears to be in date and relevant</li> </ul>	<ul> <li>content is possibly outdated</li> <li>page is one of multiple content pages about the same topic that could potentially be merged to reduce the page count</li> </ul>	<ul> <li>content is clearly outdated (for example, an event or submission deadline has passed)</li> <li>content may be published in error</li> </ul>

## Thank you

Contact: <u>elizabeth.mccarthy@admin.ox.ac.uk</u> November 2023



