

LOYOLA MARYMOUNT UNIVERSITY  
POLICIES AND PROCEDURES

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DIVISION: DIVISION: University Relations | The Office of Marketing & Communications  
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SUBJECT: Procedure for Web Compliance Issues

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Policy Number: MC017

Supersedes: Web Policy Compliance  
Procedure

Effective Date: 06/15/16

Previously Issued: 9/17/07

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**I. STATEMENT OF POLICY**

The Office of Marketing and Communications (MarComm) manages the day-to-day operations of the university’s web resources, services, and web presence. Regarding web-related matters, MarComm facilitates communication between the LMU Community and the appropriate governance bodies, including the LMU Web Committee.

The Web Committee has delegated the primary responsibility for web policy compliance issues to the Web Compliance Task Force.

In matters concerning the enforcement of web policies, the MarComm provides the appropriate information to the end-user and to the Web Compliance Task Force so that non-compliance issues may be addressed and resolved. In issues regarding reported copyright infringement, intellectual properties, and/or content-specific issues, the Web Compliance Task Force will coordinate/refer the issue to other university bodies as appropriate.

**II. DEFINITIONS**

N/A

**III. POLICIES/PROCEDURES**

- A. The steps below shall represent the standard operating procedures for the handling of non-compliance for Web policies:
  - 1. Upon initial discovery of non-compliance, the Office of Marketing and Communications will notify the end-user/party and the end-user’s supervisor of the non-compliance issue and refer to the appropriate university web policy. In addition, MarComm will offer assistance in order to establish a corrective course of action.

2. Should the issue of non-compliance continue unresolved for thirty (30) days after the initial notification, MarComm will refer the issue to the Web Compliance Task Force for further action.
  3. The Web Compliance Task Force will send a second notification to the end-user/party and the supervisor within two (2) business days. The second notification will specify a fourteen (14) day period for the end-user to comply.
  4. Should the issue of non-compliance remain unresolved after the second notification's expiration period, the Web Compliance Task Force will take the following actions:
    - a. The issue will be referred to the Web Committee Chair.
    - b. The Web Compliance Task Force will authorize MarComm to temporarily suspend/disable the end-user's website.
    - c. The Web Compliance Task Force will notify the end-user of any actions taken.
- B. This procedure may be amended at any time on a case-by-case basis by the Office of Marketing and Communications. Depending on the compliance and/or policy issue, the notifications above may be reduced and/or eliminated altogether while the complaint, policy violation or issue is being reviewed and resolved.

**REVIEWED/APPROVED BY THE UNIVERSITY POLICY COMMITTEE – N/A. Grandfathered**