Create a new standard

Last Modified on 01/09/2025 12:13 pm EST

We do our best to provide you a self-assessment template that is accurate, but since NRPA is updating standards more frequently, there's a good chance you may need to create a new standard that doesn't exist in our template.

First, check if your self-assessment knowledge base has a top-level article called **#.# - New Standard Template ★**.

If you don't see this template, please **contact us** and ask us to create it for you.

Once you have the template:

1. In the **Articles** page, click on the chapter you need to create the standard in. For example, if I need to create a new standard 10.6.02, I would click on 10.0.

2. In the grey righthand pane, click the **Add Article** hyperlink in the upper right, or the **+ Add Article** button below the list of standards.

3. This will open a pop-up for you to create the new standard.

4. Beneath the title, click the radio button next to **Create from template**.

Add Article

ⓘ An article is an individual page that shows up in search.

Article Title:

10.6.02 - Sample New Standard

○ New article

Start from scratch

● Create from template

Start from an existing template

○ Copy from existing

Search for any existing article to use as a starting point

○ Share content from an existing article

Article body will be shared with an existing article

Choose a Template Article:

— Select a Template —

Cancel   **Add and Edit**

5. **This will add a dropdown to Choose a Template Article. In that dropdown, select #.# - New Standard Template ★. (It should be the only template in that list, unless you've created other templates.)**

Choose a Template Article:

#.# - New Standard Template ★

— Select a Template —

#.# - New Standard Template ★

6. **Once you select this template, the Article Title will automatically copy the template's title.**

Add Article   ✕

ⓘ An article is an individual page that shows up in search.

Article Title:

#.# - New Standard Template ★

○ New article   ⦿ Create from template

Start from scratch   Start from an existing template

○ Copy from existing   ○ Share content from an existing article

Search for any existing article to use as a   Article body will be shared with an existing
starting point   article

Choose a Template Article:

#.# - New Standard Template ★   ⌄

Cancel   [Add and Edit]

7. **Edit the title so it's appropriate for your new standard, using the same format provided by the template.**

   ○ **If the standard is a fundamental standard, keep the star in the title. If it's not a fundamental standard, remove the star.**

8. **With the template selected and the title added, click the Add and Edit button in the lower right. For this example, we will create 10.6.02 - Sample New Standard, which is not a fundamental standard, so we've removed the star.**

Add Article

ⓘ An article is an individual page that shows up in search.

Article Title:

```
10.6.02 - Sample New Standard
```

○ New article
Start from scratch

● Create from template
Start from an existing template

○ Copy from existing
Search for any existing article to use as a
starting point

○ Share content from an existing article
Article body will be shared with an existing
article

Choose a Template Article:

```
#.# - New Standard Template ★                    ⌄
```

Cancel   **Add and Edit**

9. **This will create the new standard using the underlying template, and open it in the editor.**

10. **Review the title and the permalink that was automatically created, to be sure they make sense.**

11. **In the editor, add the appropriate text for the Standard (bold font) and the Suggested Evidence of Compliance (regular font). You should be able to copy and paste these directly from another source.**

If the text comes in formatted strangely when you copy and paste it in, highlight the text and then click the bathtub icon in the editor. This will "clean" any existing formatting that might have come when you pasted it in, and you can then make it bold, etc., as needed.

Switch Editor: Legacy

[ ] </> 🔗 🖼 🎞 📄   ⊟ ☰ ⊐ ⊞ 66▾ —   ⚙ ↗ 📖 📄 ↺ ↻

Paragraph ▾   🖍▾ >_▾ ☰▾ 🛁 **B** *I* U S̶ X₂ x² Ω ☺ ◌ ↳ ?

`Clean Formatting`

Standard: The agency shall monitor and evaluate the quality of its programs, services and facilities from the user perspective. Examples include but are not limited to customer comment cards, secret/mystery shopper surveys, user satisfaction surveys, program evaluates and focus groups.

12. In the Informational reference section, update:

   a. The Chapter #

   b. The Chapter Title

   c. The page numbers for the reference

13. If this is not a fundamental standard (in other words, if you removed the star), delete the line that references snippet.fundamentalStandard. If this is a fundamental standard, don't touch that line.

14. In the upper right, change the **Publishing Status** to Needs Review.

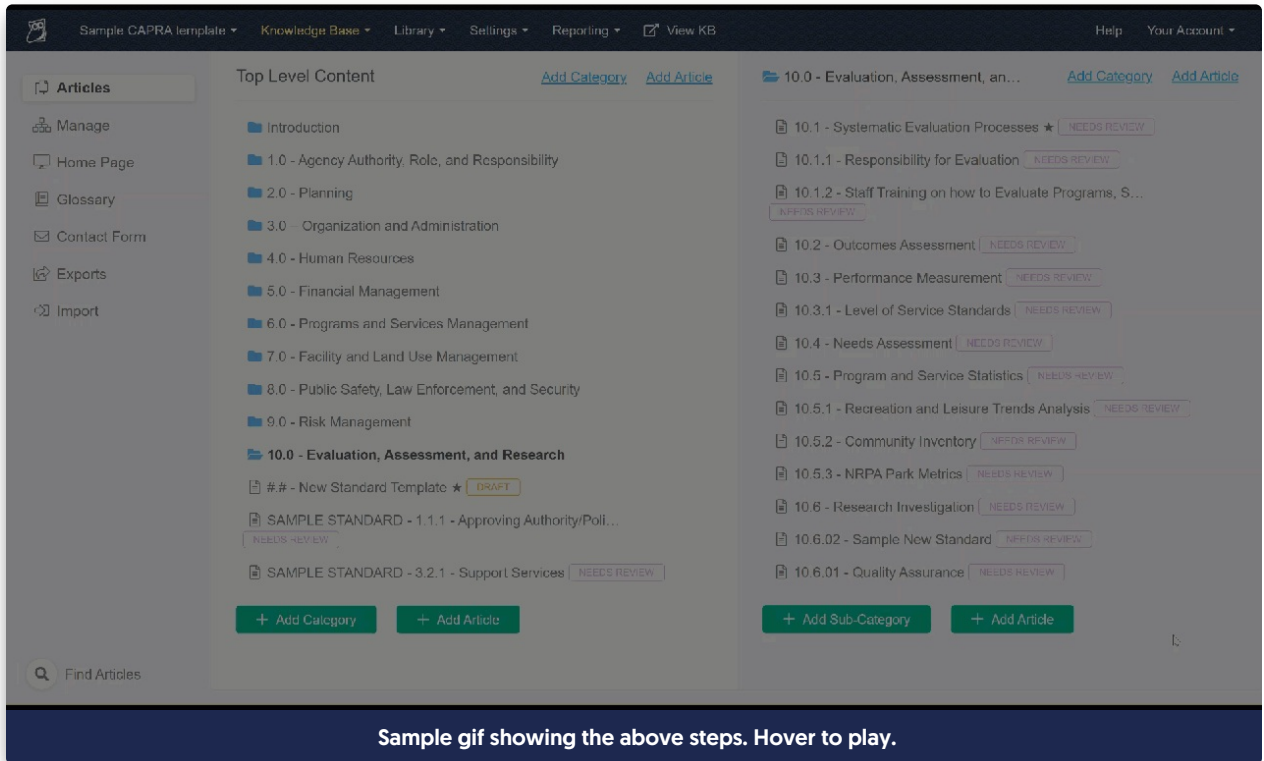   a. Here are the major fields you should have updated:

15. **Save.**

Your new standard will now exist in the chapter where you created it. It will automatically be created at the bottom of that chapter.

If you need to reorder the standards within the chapter:

1. On the **Articles** page, click on the chapter you'd like to reorder.

2. The chapter will open in the righthand pane.

3. Find the standard you need to move. Hover your mouse over the title. You'll see a set of up/down arrows appear.

4. Click on those arrows and drag the standard higher in the hierarchy where you'd like it to go.

5. Let go of your mouse button once you've gotten it to the correct place.

Sample gif showing the above steps. Hover to play.

6.