



Internal Communication Survey Results Initial Action Plan Priorities

Q2 Priorities Progress Report 02/11/19

Because you said you want INPUT OPPORTUNITIES and TRANSPARENCY

Decisions/Feedback

- Establish and share a decision-making system that communicates how input will be taken on various types of decisions and when outcomes and rationale will be announced.
- Consider utilizing an online input tool.

Who: President's Office

When: FY19 – Q3

Policies and Procedures

- Establish a policy and procedure electronic input tool for new and changed policies, procedures, processes and forms.
Completed: Finalized input tool on SharePoint after being shared at Faculty Shared Governance Council, Meet and Confer, and Management Team Meetings in November 2018.

Who: Economic Development/Human Resources

When: FY19 - Q1

Presidential Forum

- Request agenda items from faculty/staff in advance of each Presidential Forum.
Progress: Completed for September through February Forums with plans to continue
- Add question and answer function after each Presidential Forum.
Progress: Added Q & A to agenda at each Presidential Forum to date
- Include financial state of the college and enrollment updates regularly.
Progress: Monthly financial reports were posted February 1, 2019 to the network folder "Department Shares > Budget Reports", plans to continue monthly postings until they can be transitioned to a Sharepoint site.
- Expand access by allowing Presidential Forums to be viewed electronically off-campus live or until the next forum.
Completed: Introduced off-campus viewing ability with the September 2018 Forum and posted a recording for later viewing on the SCC Employee Portal page shortly after the Forum, practice has continued for each forum since September.

Who: President's Office

When: FY19 - Q1

Because you said you want to be **AWARE**, but with **FEWER EMAILS**

Email Distribution

- Research and revisit email permissions policy for all staff and all faculty emails.
Completed: Conducted research in August and September 2018 and made recommendations to provide access to additional positions based on specific audience benefit, which were discussed and approved by administrators and the management team in September 2018, with a formalized list of not only permissions but rationale created and posted on the Employee Portal in October 2018
- Provide a resource on how to create email groups.
Completed: Shared in *Connections* Employee Newsletter and posted on the Employee Portal page in October 2018
- Provide a resource on how to write effective emails.
Completed: Shared in *Connections* Employee Newsletter and posted on the Employee Portal page in October 2018
- Explore sending required/strongly encouraged event invites as email calendar invites.
Progress: Sent outlook invites for Presidential Forum and select additional events beneficial to employees beginning in August 2018, with plans to continue.

Who: *Economic Development/IT*

When: *FY19 - Q1*

Connections Employee Newsletter

- Distribute each Monday before 8 am, by adhering to new deadlines of Thursday noon during the fall and spring semesters and Wednesday noon during summer.
Progress: Began consistently sending each Monday by 8 am in September 2018
- Order articles based on “Areas of Interest” from Internal Communication Survey.
Completed: Began ordering articles based in September 2018
- Add “This week on campus” section.
Completed: Added section beginning in September 2018

Who: *Marketing & Communications*

When: *FY19 - Q1*

Because you said you want **NEW & IMPROVED COMMUNICATION TOOLS**

Intranet

- Establish a college-wide project to work with departments to implement a consistent format and training for an SCC intranet and establish a timeline for the project.
- Explore options for an internal News and Information site.

Who: *Research & Institutional Effectiveness/
Economic Development*

When: *FY19 - Q4*

Because you said you want NEW & IMPROVED COMMUNICATION TOOLS (continued)

Online Employee Directory

- Improve accuracy of current online directory.
Progress: Continuing improvement process of updating as organizational charts are updated with plans to complete soon.

Who: Human Resources/IT

When: FY19 – Q1

- Add photos for those employees who approve.

Who: Human Resources/IT

When: FY19 - Q4

Calendars

- Establish multi-departmental project to evaluate existing calendars and potential improvements.
Who: Marketing & Communications/Finance & Operations **When:** FY19 - Q4

Student and Academic Affairs Communication

- Communicate changes to programs, financial aid, and registration dates.
- Share list of cancelled classes.
- Consider periodic adjunct faculty meetings.

Who: Student & Academic Affairs

When: FY19 – Ongoing

Gathering Spaces

- Integrate gathering spaces that will serve both students and employees into the new North Mankato Renovation Project.

Who: Finance & Operations

When: FY20

Because you identified some INEFFECTIVE TOOLS FOR INTERNAL COMMUNICATION

Printed Flyers

- Whenever possible, discontinue printing flyers for employee mailbox distribution.

Bulletin Boards

- Whenever possible, discontinue posting internal information to bulletin boards.

D2L

- Discontinue use for internal employee announcements (it is an educational platform, not an internal employee communication tool).

Website Employee Portal

- Replace with Intranet, which will be organized and searchable. Because the existing website is for prospective and current students, the search feature does not include any of the Employee Portal pages.

Social Media

- Continue posting only information relevant to this medium's primary audiences (prospective and current students and our communities).

Who: Faculty and Staff addressing all items in this section

When: Ongoing for all above